

## Introduction

TPP has developed the SystmOnline app for Apple devices running the iOS operating system. This means that the app is available on Apple devices such as iPhones and iPads. It is listed on Apple's App Store and is available to download for free. To download the app, search for "SystmOnline" in the App Store.

For patients to use the SystmOnline service it must be enabled at your organisation and you must generate a username and password for them.

If your organisation already has SystmOnline enabled, your patients will be able to use their existing login details to use the app. Any login details you generate in the future will also be valid for use on the app.

The SystmOnline app provides much the same service to patients as the existing website but in a more convenient format for Apple devices. However, there are some differences between the SystmOnline website and the app.

## Website vs. App

### Questionnaires

**SystmOnline website:** It is possible to publish questionnaires to the SystmOnline website for patients to complete online if you have the organisation preference **Allow patients to submit questionnaires that have been published for online use by this unit** enabled. To enable this preference, select **Setup>Users & Policy>Organisation Preferences** from the Main Menu and select the 'SystmOnline>Patient Communication' node from the Organisation Preferences tree. Questionnaires completed online are then received by your organisation via a 'SystmOnline Questionnaire Completed' task.

**SystmOnline app:** It is not currently possible for patients to complete questionnaires that you may have published to the SystmOnline website on the app. Patients will need to log on to the SystmOnline website if they wish to complete a questionnaire published online by your organisation.

### Messaging

**SystmOnline website:** It is possible for patients to submit a message to you from the SystmOnline website if you have the organisation preference **Allow patients to submit questions** enabled. To enable this preference, select **Setup>Users & Policy>Organisation Preferences** from the Main Menu and select the 'SystmOnline>Patient Communication' node from the Organisation Preferences tree. These messages are received by your organisation as a 'SystmOnline Patient Question' task.

**SystmOnline app:** To allow patients to submit messages to your organisation via the SystmOnline app, you will need to enable a new organisation preference named **Allow patients to submit messages**. To enable this preference, select **Setup>Users & Policy>Organisation Preferences** from the Main Menu and select the 'SystmOnline>Patient Communication' node from the Organisation Preferences tree. You will then receive messages submitted by patients via the app in the form of a 'SystmOnline Patient Messaging' task.

It is possible to reply to these messages by actioning the 'SystmOnline Patient Messaging' task. Your reply will then be visible to the patient in the SystmOnline app.

### Booking Appointments and Requesting Repeats

**SystmOnline website:** Patients have the option to include a brief note to accompany an appointment booking or a repeat medication request made via the SystmOnline website.

**SystmOnline app:** This facility is currently not available when booking appointments or requesting repeat medication via the SystmOnline app.

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These instructions are correct at the date of writing. For further assistance, consult the SystmOne Online Help.

## **Self Registrations**

**SystmOne website:** It is possible for patients to send a registration request to your organisation if you have the organisation preference **Enable self registration** enabled. To enable this preference, select **Setup>Users & Policy>Organisation Preferences** from the Main Menu and select the 'SystmOne>Self Registration' node from the Organisation Preferences tree. These requests are received by your organisation in the form of a 'SystmOne Self Registration' task.

**SystmOne app:** It is not possible for patients to request to register at your organisation via the SystmOne app.

## **Frequently Asked Questions**

### *How much does the app cost?*

The SystmOne app is free to download and use.

### *Where can patients download the app?*

The app can be downloaded for free from the App Store. To download the app, search for "SystmOne" in the App Store.

### *What devices are supported?*

The app can be used on any Apple device running the iOS operating system.

### *Can patients use the SystmOne app abroad?*

No. The SystmOne service (which includes the website and the app) can only be accessed from within the UK.