

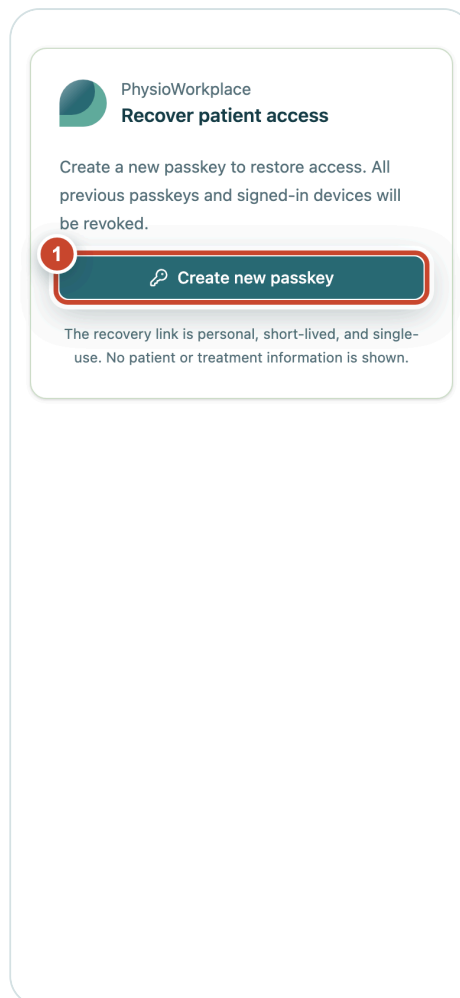
Recover access with a new passkey

Use your personal recovery link to create a new passkey. Previous passkeys and signed-in devices are revoked.

1 Check the recovery

Where you are: The recovery page explains that previous passkeys and signed-in devices will be revoked.

What to do: Select Create new passkey when you want to continue.



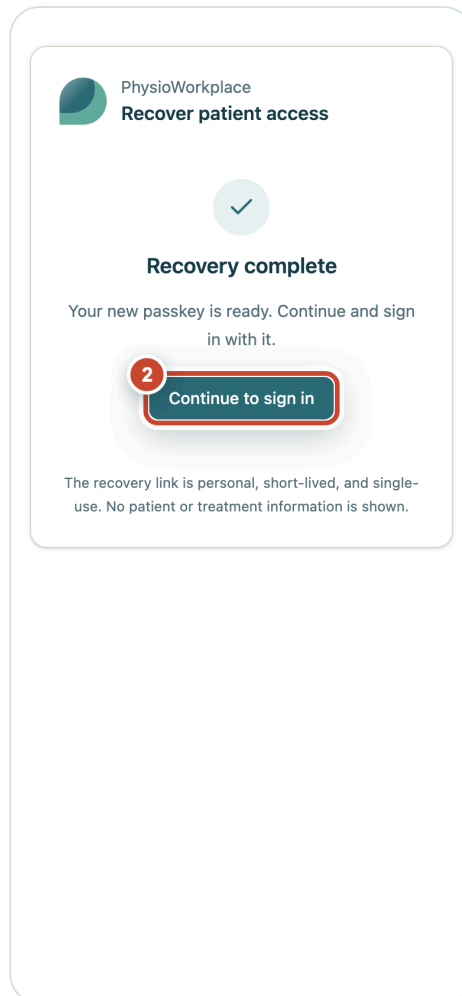
Complete when: A new passkey is created with your device or password manager.

2

Continue to sign in

Where you are: The page shows Recovery complete and confirms that your new passkey can be used.

What to do: Select Continue to sign in.



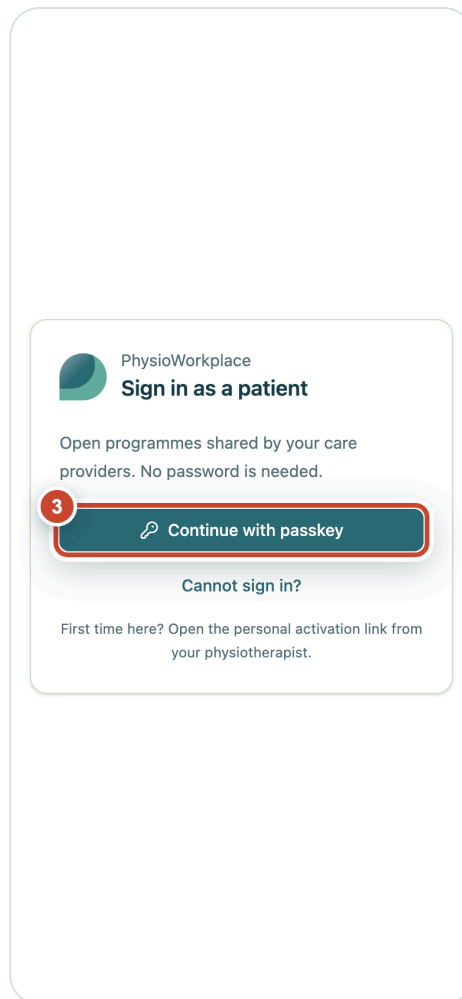
Complete when: Patient sign-in opens.

3

Sign in again

Where you are: Patient sign-in is open after recovery.

What to do: Select Continue with passkey and use your new passkey.



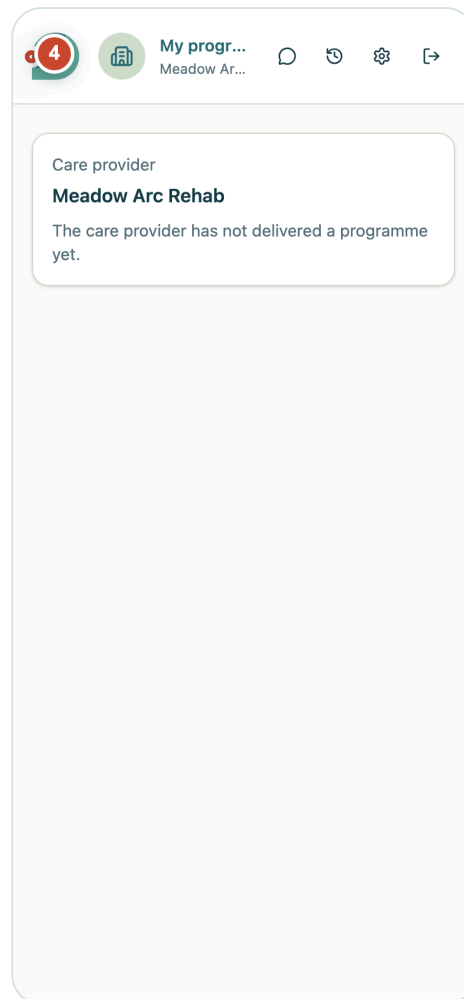
Complete when: The patient portal opens.

4

Check your access

Where you are: The patient portal shows the heading My programmes.

What to do: Check that My programmes has opened.



Complete when: You can use the patient portal again with your new passkey.