

How to log in to complete your online questionnaire(s)

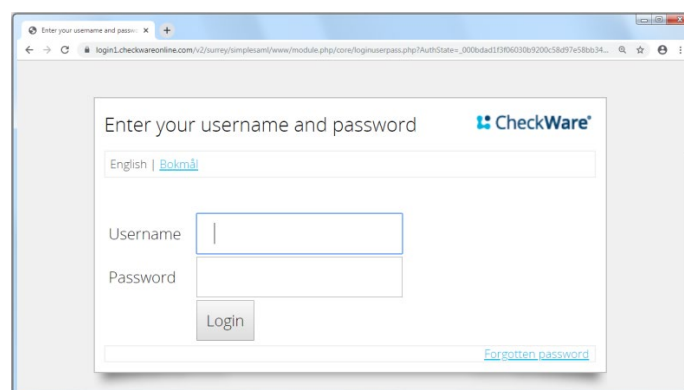
Visit www.sabp.nhs.uk/checkware

You can use any device which is connected to the internet e.g. tablet, PC or use mobile data.

Enter your **Username**: This will be your **NHS Number**

Your NHS number is located on your appointment letters and is a 10-digit number.



Enter your **password**: This will be your Date of Birth in the following **6-digit number** format: **DDMMYY**



Once you have logged in you will see the questionnaire(s) to complete and you are ready to start.

The first time you log in to the website, we recommend you change your password and add your details.

Instructions on how to change your password and add your details

1. Once you have logged in
2. Click on the **Menu**  icon on the left
3. Click on your username icon  **Your Name** to access your details
4. In **My Profile** enter your new password. (This must be a minimum of 8 characters)
5. Please check if your email address is correct. This will be used if you need to change your password and we must email details to you. Enter or update your email address if required.
6. To **Save** your changes Click away from the email text box and a message in green will flash at the bottom of the screen to save the changes.

If you have any problems logging in or completing your questionnaire(s), please arrive 30 minutes early for your next appointment so the team can help you with this.

Frequently Asked Questions

Q. When do I need to complete the questionnaire(s)?

A. Please complete the questionnaire(s) one week before attending your next appointment.

Q. I do not have a device to log in from.

A. Please arrive 30 minutes early for your next appointment and the reception staff will help you log in so you can complete the questionnaire(s).

Q. I'm unable to log in.

A. Your account may not be enabled. Please speak to your clinician at your next appointment.

Q. I can't see anything to complete once I've logged in.

A. Don't worry, questionnaire(s) may not have been added for you to complete at this time.

Q. What happens if I make a mistake on the questionnaire(s)?

A. Don't worry, questionnaire(s) can be amended during your appointment.

Q. What happens if I can't complete the questionnaire(s) before my appointment?

A. Please arrive 30 minutes early for your next appointment and the reception staff will help you to log in so you can complete the questionnaire(s).

Q. Can I receive a copy of my completed questionnaire(s)?

A. Your completed questionnaire(s) may be available after your appointment. Please ask for a copy.