



Dear Customer,

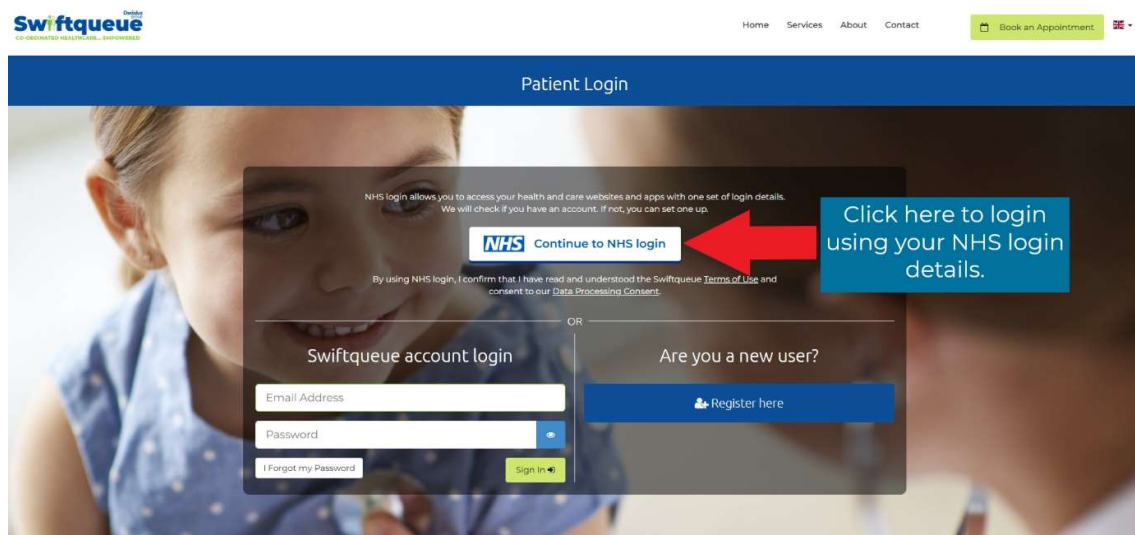
We are delighted to announce that from 24th June 2025, Swiftqueue will be able to offer patients the ability to login or register with Swiftqueue using their existing NHS login.

The existing Swiftqueue Registration option will remain available but for a limited period of time only as stipulated by the NHS for all patient facing health systems.

This exciting new feature will enhance and streamline the patient registration and booking flow, enabling patients to utilise their existing NHS login details instead of creating additional accounts for Swiftqueue.

Benefits to Patients?

- Patients can now use their NHS login directly from our Swiftqueue site. No need for additional logins which can be hard to remember.
- Most patients will already be familiar with NHS login screens making it quicker, easier to use and promotes a sense of familiarity and reassurance.



- Choosing this option will redirect them to the NHS login pages to enter their NHS login details (email address and password) If they don't have an NHS account already, they can register and create one. Further details on how to create an NHS login can be found on the NHS website here (<https://help.login.nhs.uk/>)
- Support for password resets, updating personal details etc will now be managed by NHS login.



More information and Support Pages

We have updated our Patient Help Centre with new articles which include lots of screenshots and the full step by step process covering:

- How to register to book an appointment online?
<https://swiftqueue.zendesk.com/hc/en-gb/articles/27913766628125-How-To-Register-To-Book-An-Appointment-Online>
- How do I book a blood test appointment online?
<https://swiftqueue.zendesk.com/hc/en-gb/articles/27999608611485-How-Do-I-Book-A-Blood-Test-Appointment>
- How do I register to book a radiology appointment online?
<https://swiftqueue.zendesk.com/hc/en-gb/articles/28025809633181-How-to-Register-To-Book-A-Radiology-Appointment>
- How do I update my personal details?
<https://swiftqueue.zendesk.com/hc/en-gb/articles/27997389481629-How-Do-I-Update-My-Personal-Details>
- How do I reset my password? I cannot login to book.
<https://swiftqueue.zendesk.com/hc/en-gb/articles/27995257157277-How-Do-I-Reset-My-Password-I-Cannot-Login-To-Book>

Action required by your Team:

- Review your current Trust NHS website pages and update any of your information for how to book / register prompts to showcase this new option and ensure up to date information for your patients.
- Feel free to link your current how to book / register sections to our Help Centre How to book articles which are now live and updated with this new information. This way any new information added to our help centres will be accessible via your NHS website for your patients.

If you have any further questions or would like more information around this exciting new feature, please let us know.

Thank you

Swiftqueue Team.