

How can I link my account with my GP practice?

You will first need to obtain the following from your GP practice in order to link your account:

- **Linkage Key**
- **Account ID**



1. Contact your GP practice

Visit your GP directly or give them a call/email and ask them to give you your unique Linkage Key and Account ID. You may need to provide a photographic ID and proof of address if you're visiting in-person. We've also created a template for you to use if you are going to email your practice, [click here](#) to view it.



2. Receive the Online Services document

Using the document your surgery has provided containing your Linkage Key and Account ID, enter them exactly as they appear into myCohens when prompted. Your practice may send the document in a digital format via email.



3. Provide the details to myCohens

Once you've entered your details into myCohens, click on the "Connect" button to link your account with your GP practice.

Still getting stuck?

Get in touch with our customer support team who will be more than happy to help you link your myCohens account with your practice.

<https://www.cohenschemist.co.uk/contact-us/>

Use our template for sending an email to your GP practice

Hi there,

I would like to register for Online Services so that I can manage my medication digitally. Could you please provide me with my linkage key and account ID.

My name is [Name] and my date of birth is [DOB]. My address is [Address].

Kind regards

[Name]