

Preferences

Scenario

This guide explains how to a patient can manage their preferences for the My GNCR service.

Preferences

On the first time accessing the My GNCR service the patient will be taken to the preferences screen. To access after this go to **More > My Great North Care Record service preferences**.

1. Set the sliders for **Text message** and **Email** notifications. Patients will receive a notification when they get a new or updated item in the App according to the options selected. Reminders will also be sent accordingly.
2. Set the slider for **Go paperless**. By default this setting will be on. The patient will not receive letters in the post while this is set to on.

If Go paperless is turned off the patient will start receiving paper letters for a defined amount of time (as well as to the App). This is timescale set at a global level in the Management Portal.

After this period of time has expired the Go Paperless slider will set back to on and the patient will need to opt back out if they wish to receive paper letters. The patient will receive alerts to let them know the setting is going to change.

A link is provided in this section to a help page. The content of the page is set at a global level in the Management Portal.

3. Next the patient gets the option to opt in to be contacted about **research studies** and to opt in for the use of their information in **service planning and evaluation**.

A link is provided in this section to a help page. The content of the page is set at a global level in the Management Portal.

4. Next the patient can click the links to read the **Cookie Policy** and **Privacy Policy**.
5. Set the slider for **Allow Cookies**.
6. To save the preferences select **Save Preferences**.
7. To unsubscribe from the My GNCR service select **Unsubscribe**. When selected the patient will be given further information and will be prompted to select **Continue and unsubscribe** to confirm.

