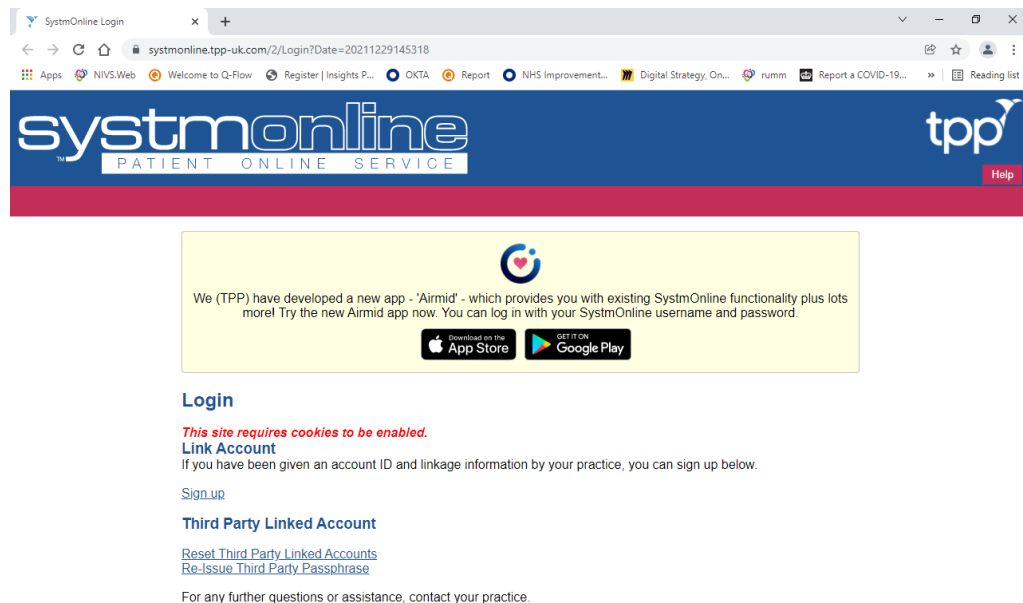


## INFORMATION FOR PATIENTS

### Downloading and using the TPP SystmOne AIRMID APP to complete the Arthritis Research UK (MSK-HQ) for MSK Physiotherapy Service

If you have never used SystmOnline Services you will be sent 2 emails containing your username and your initial password. There is a link within the Email to direct you to <https://systmonline.tpp-uk.com>. From this link you are given the option to download the AIRMID APP from the App Store or Google Play, select as appropriate for your mobile phone to download

It is important the you complete the MSK-HQ Questionnaire via the AIRMID APP



**Login**

*This site requires cookies to be enabled.*

**Link Account**  
If you have been given an account ID and linkage information by your practice, you can sign up below.

[Sign up](#)

**Third Party Linked Account**

[Reset Third Party Linked Accounts](#)  
[Re-Issue Third Party Passphrase](#)

For any further questions or assistance, contact your practice.

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**Open** the App when available and **copy and paste**, from the emails sent to you, your **Username and Password** into the logon fields

Press **Login**

Please **enter and confirm a password** of your choice. *Good Practice is to have at least 8 characters and a mix of Uppercase/Lowercase/Numbers and or a symbol.* Press **CHANGE PASSWORD**

Depending on your device you may then be prompted to enter Fingerprint authentication


Read and Press **AGREE** to the terms and conditions and Privacy policy.

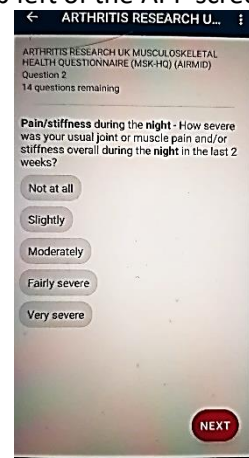
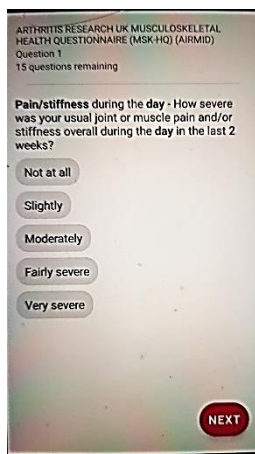
If prompted that your GP does not support this application press **CONTINUE** (this may indicate that your GP is on another clinical system)

If prompted about Push Notifications press **CONTINUE** – You are now ready to use the AIRMID APP

## INFORMATION FOR PATIENTS

**To find and complete the MSK-HQ questionnaire** (You will be required to complete this questionnaire before attending your first appointment and then later in your treatment when advised by your clinician)

- Press the **Menu button** on the top left of the APP screen 
- Select **Organisations** from the options
- You will see **Solent East MSK Service/Solent West MSK Service**, Press the service you require (West for Southampton area, East for Portsmouth area)
- Scroll down the page and you will see a section called **SURVEYS**
- Press on the link for **Arthritis Research UK (MSK-HQ)** to start the questionnaire
- You will be presented with some information regarding the questionnaire, press **Start**
- 2 further information pages re the questionnaire, press **NEXT** to each one
- You will then see Question 1 (15 questions remaining) – **IMPORTANT when you select your answer the questionnaire automatically moves onto the next question – YOU DO NOT NEED TO press the NEXT button otherwise you will skip the next question.** I.E. when you select your answer to Q1 you will see the APP has already moved onto Q2. If you think you have missed a question, then press the Back arrow on the top left of the APP screen to move



back through the previous questions

- Once you have reached the last question you will be asked to check that you have completed each question, press NEXT, then NEXT again to the copyright information
- You will then see a review of the questions and your answers, scroll up and down the screen to view. If you want to change any of these, you can use the back button to correct
- Once you are happy that you have completed all Press the **SAVE** button. This will automatically send your completed questionnaire in to your MSK clinical record to be viewed and filed by the clinical staff

