

Step By Step Guide on how to download and set up the NHS APP

NHS APP USAGE



The NHS App is safe and secure. If you're aged 16 and over, you can register for the NHS app without visiting the practice.

It can be used to conveniently:

- Book and cancel appointments
- Order repeat medication
- View your health record – including consultations, diagnosis, documents and results of tests or investigations

The NHS APP continued

The NHS App can also be used to:

- view your Covid vaccination status
- check your symptoms using reliable NHS information on hundreds of conditions and treatments
- register to be an organ donor
- choose how the NHS uses your data

What's included in this guide



- How to download the NHS App
- How to register, what ID you will need and how to log in on the NHS App
- How to register to make appointments or view other health care record information saving you time and meaning you don't always have to contact your practice

NHS App



- The NHS App is a simple and secure way to access a range of services on your smartphone or tablet. It is free from app stores.
- The NHS App should not be confused with the NHS COVID-19 App which offers the fastest way to see if you're at risk from coronavirus.

Installing

Downloading the NHS App on a mobile device:

1. Open the App Store or Play Store.
2. Search for 'NHS App' and select install.
3. After installing, select the app to open it.



Registration

Registering onto the NHS App on a mobile device:

1. Enter your email address* and select 'Continue'.
2. Select 'Continue' to set up a new NHS login.
3. To create an account you will need to know your NHS number or name, date of birth and postcode. Select 'Continue' if you know this information.
4. Create a password and select 'Continue'.
5. A code will be sent to your email address to confirm who you are.
6. Enter your mobile number. You will be sent a security number via text to confirm your mobile number.
7. Once your registration is complete, you will be asked if you are happy to share your details from your GP Surgery with the NHS App – choose 'Yes' or 'No' and select 'Continue'.
8. Then you are asked to agree to the NHS terms of use, privacy policy and cookie policy (the cookie policy is optional).

Registration continued

When registering on the app please use the same email address and mobile telephone number as those recorded on your GP practice record.

You may want to check this with the practice first to avoid any issues or delay.

Logging in



Logging into the NHS App on a mobile device:

1. Open the NHS App
2. Click on 'Continue with NHS login'
3. Click 'Accept All Cookies' (you can refer to cookies link below if you need to know more about usage on cookies)
4. Enter your email address and select 'Continue'
5. Enter your password.

Logging in continued...

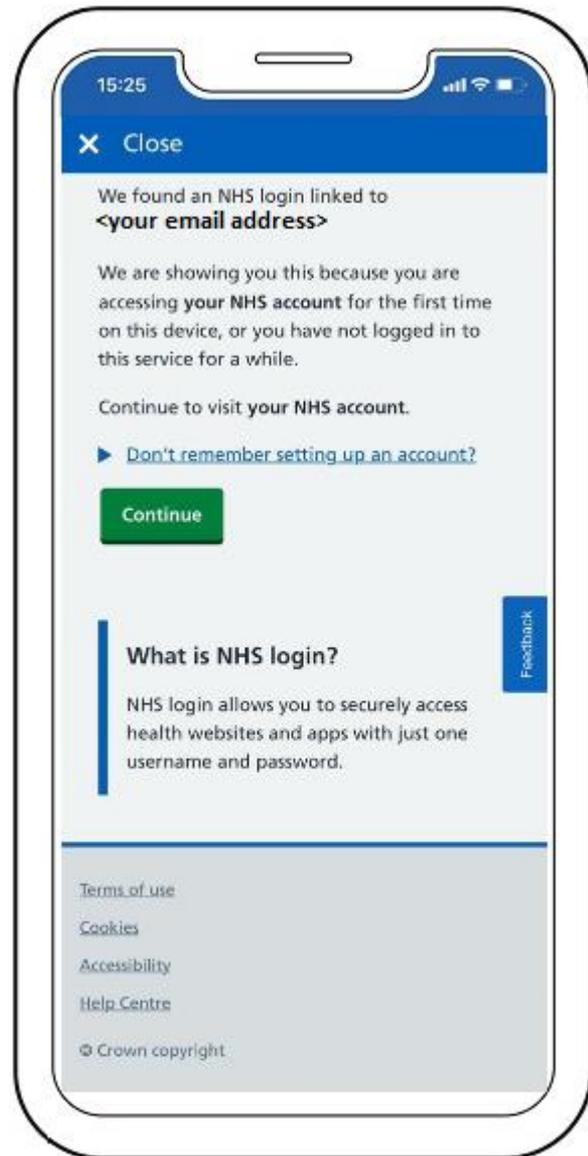


Logging into the NHS App on a mobile device:

1. Enter your email address and select 'Continue'



Logging in continued...

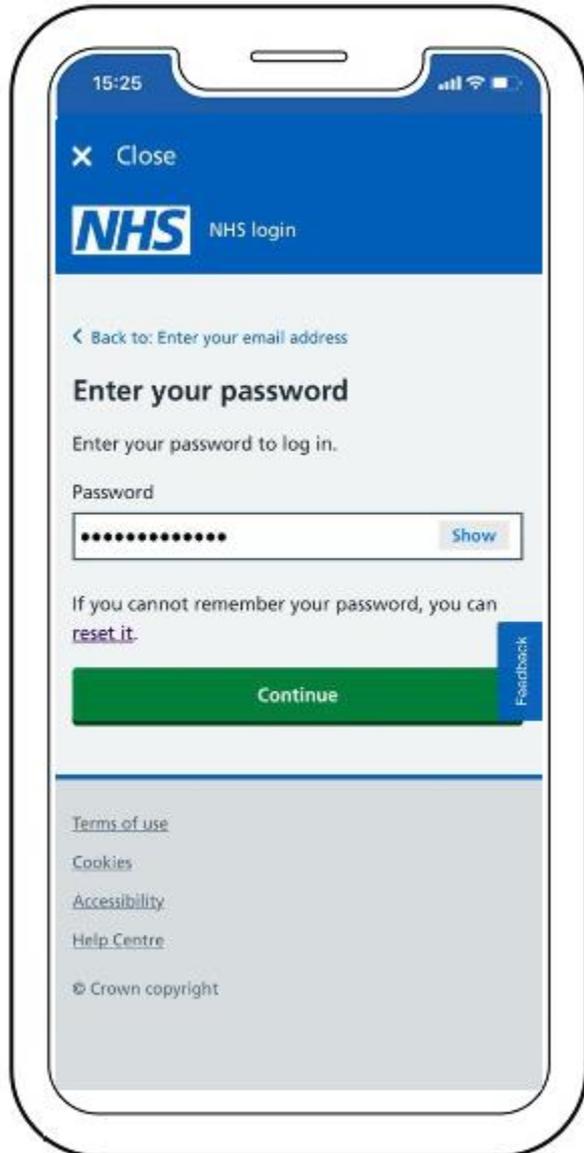


You should see a message saying 'We found an NHS login linked to <your email address>'

Please Note: <your email address> is the email address you used to register for the NHS APP and should be the same as the one on your GP practice record.

Click 'Continue'

Logging in continued...

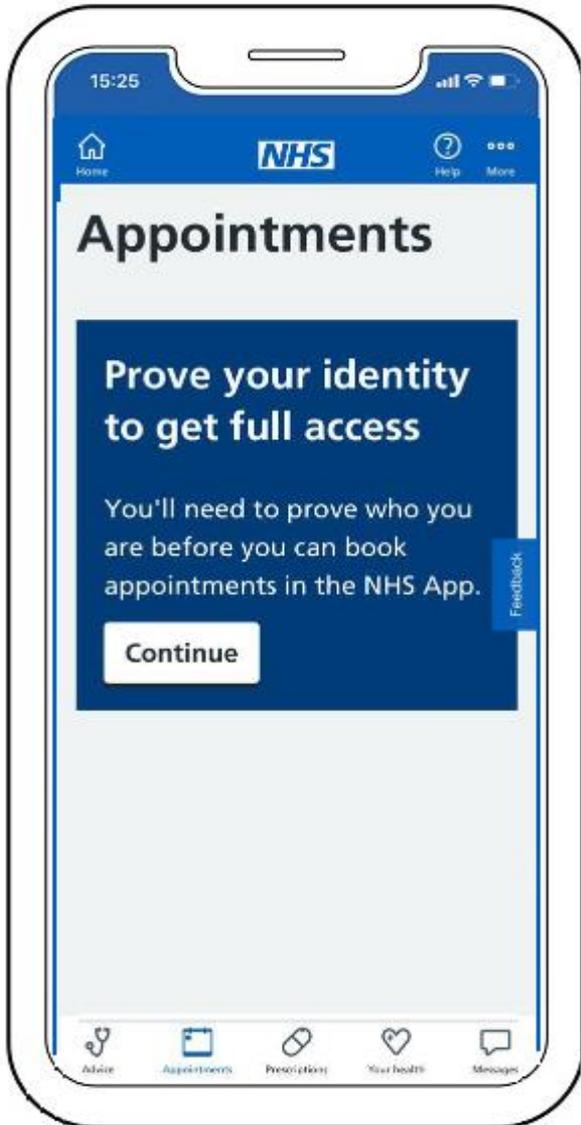


Enter your password to login

Click 'Continue' to log into the NHS APP

Once logged in you will be able to access services supported by this app

Using Appointments, Prescription and Your Health



Once logged in, if you click on the 'Appointments' or 'Prescriptions' or 'Your Health' icon at the bottom of the screen a message will be displayed asking you to prove your identity to get full access.

Once you have provided your identity information and this has been verified, you will be able to use these services.

Click Continue and follow the steps to prove your identity

Proving your identity

Click 'Continue'

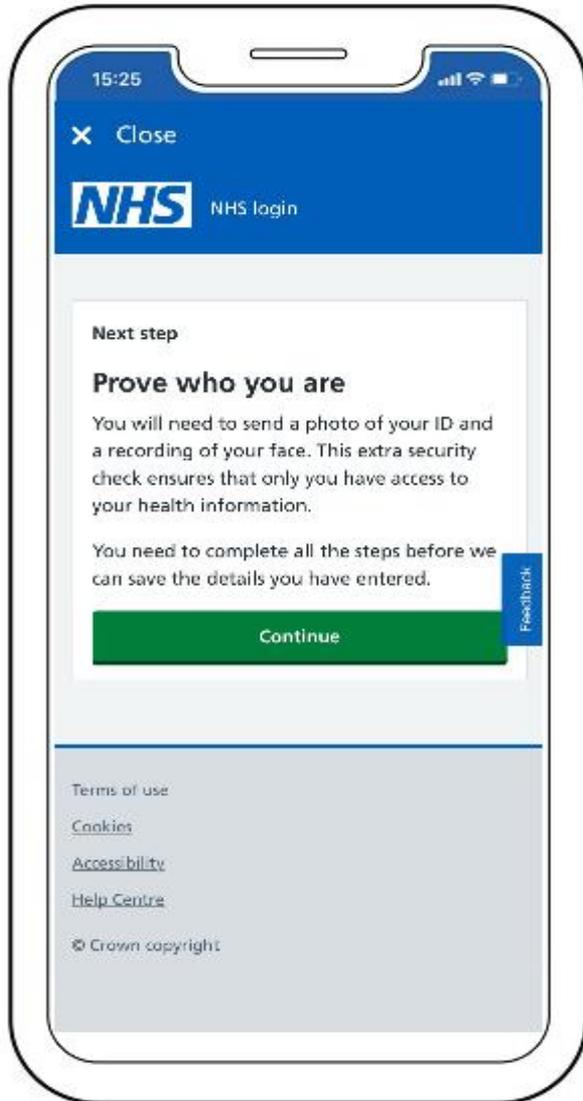


Photo ID that can be accepted



The image you send needs to be of your original photo ID. You cannot send an image of a printout or screen showing your photo ID.

It will accept an expired photo ID if it expired less than 12 months ago.

You can send:

- passport (except Syrian passport)
- UK driving licence (full or provisional)
- European driving licence (full)
- European national identity card (except paper Italian ID card or Greek ID card)
- UK residence card or biometric residence permit (BRP)

Photo ID that cannot be accepted



It will not accept photo ID with any handwritten information other than a signature.

You cannot send:

- travel cards
- bus passes
- NHS ID cards
- visa stickers
- UK citizen ID cards
- proof of age cards
- university or school ID cards
- Syrian passports
- paper Italian ID cards
- Greek ID cards
- UK driver qualification cards
- an image of a printout or screen showing your photo ID

Proving your identity continued...



You will be asked to:

1. take a photo of your ID
2. record your face using your device

You will be asked to record your face so that this can be compared to the submitted photo ID and to prove who you are.

Depending on the phone make and model, please use the corresponding authentication i.e. face id, finger print, passcode etc...

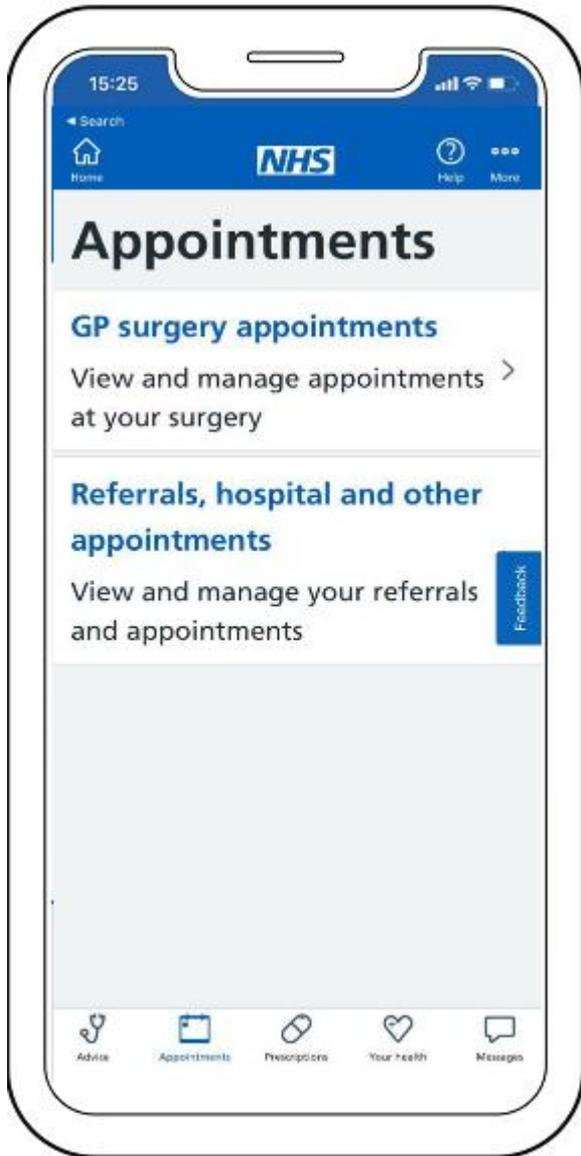
Photo ID verification duration

After you send your photo ID and video, your photo ID will be carefully checked and this should be done within 2 hours.

If you send between 9pm and 9am it may take longer.

You will be informed by email whether the ID check has been successful.

Making appointments



Once the identity has been verified, you will be able to make and cancel appointments, request repeat medication or view your record.

Log into the NHS app and click on the relevant icon at the bottom of the screen.