

The NHS App

Simple and secure access to a range of healthcare services

This guide* is an explanation of how to download and register to use the **NHS app**. Owned and run by the NHS, the NHS App is a simple and secure way to access a range of NHS services on your smartphone or tablet.

This is not the NHS COVID-19 app

To find out more about the NHS COVID-19 contact tracing app and to download it, go to covid19.nhs.uk.

*The guide has been developed by members of
The Cranborne Practice Patient Participation Group (PPG)



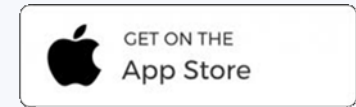
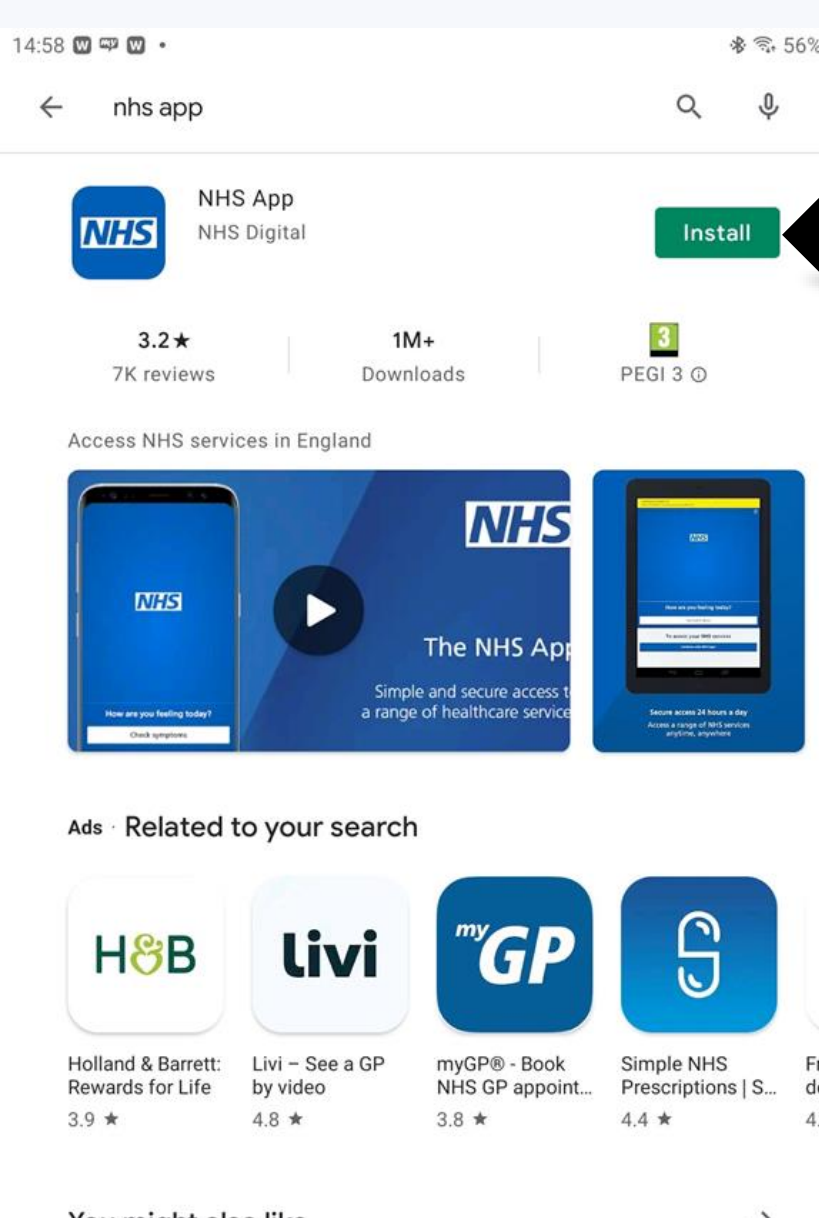
In summary the NHS App allows you to:

- Check your symptoms
- Access Coronavirus advice
- Find NHS information on hundreds of conditions
- Use NHS 111 for urgent help online
- Ask your GP for advice through eConsult
- View existing and book future appointments
- Order a repeat prescription through your nominated pharmacy
- View your GP medical record
- View messages from health services and the NHS App.
- Manage decisions around organ, tissue and blood donations.



The first step is to download the NHS App.

The NHS App is available now on iOS (from the App Store) and Android (from Google Play).

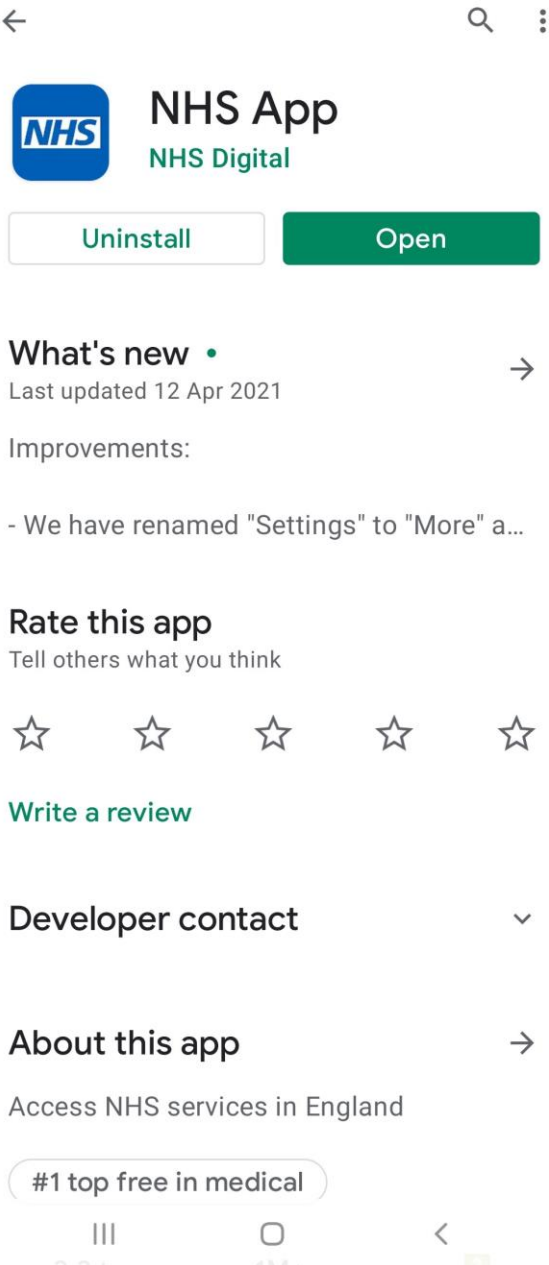


Tap on "Install" or "Get" depending upon the device you use.

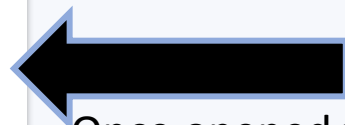
Please note that to use it you **must be aged 13 and over and registered with a GP surgery in England.**

The NHS App has been available for more than one year via mobile devices but very recently became available through a web browser such as Internet Explorer or Google Chrome. This means you can use the app's features on a desktop computer or laptop, but you must first register on a mobile device.

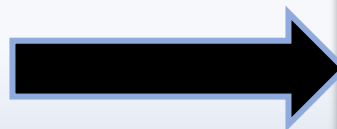
The NHS App is supported anywhere you travel including outside the country, however, must be supported by a UK mobile phone number.



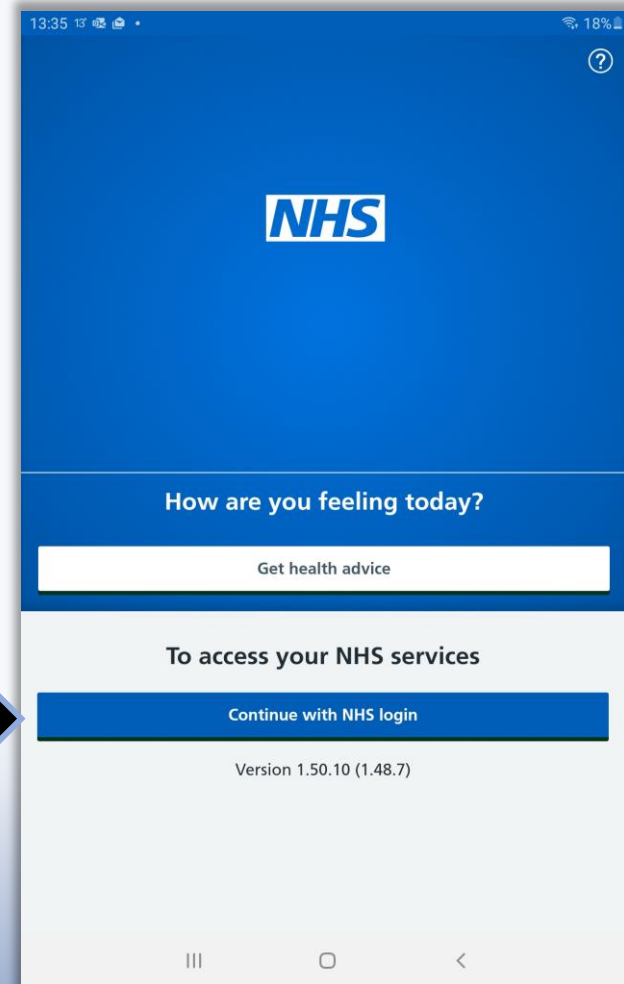
Tap "Open" to launch the app*.



Once opened you will be presented with this screen* when you first load up the app.

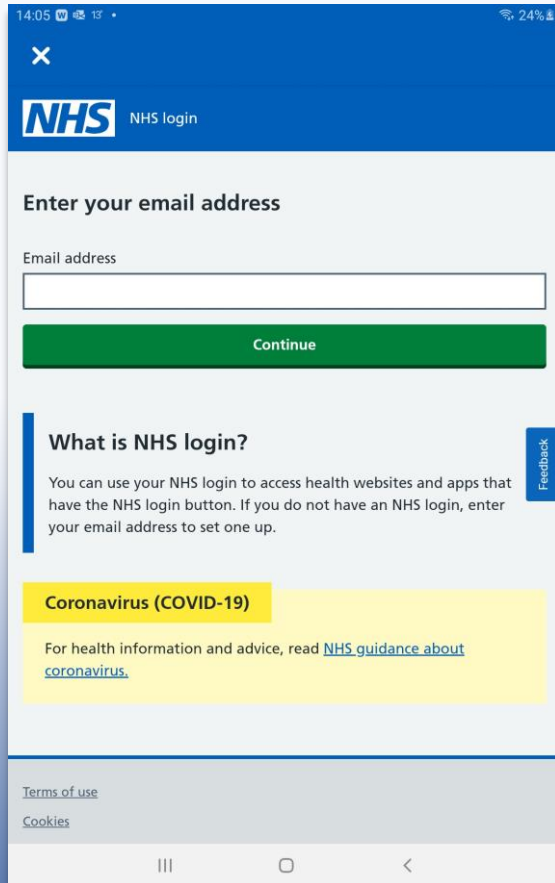


To sign in or create an account, the "Continue with NHS login" button.



Using an NHS login to use in the NHS app

You will be reminded that you must be aged 13 and over and registered with a GP surgery in England. Tap Continue to proceed.

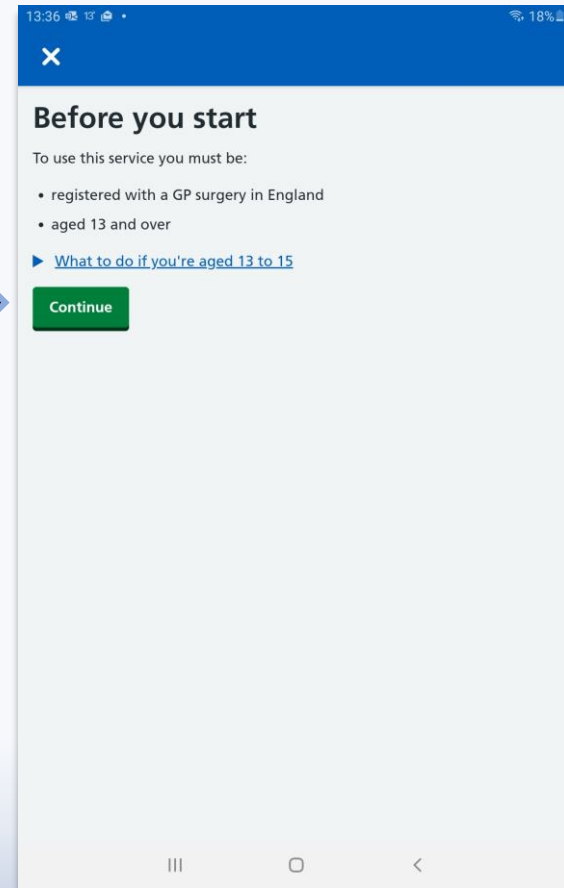


The screenshot shows the NHS login interface. At the top is a blue header with the NHS logo and 'NHS login'. Below this is a section titled 'Enter your email address' with a text input field and a green 'Continue' button. A 'Feedback' link is on the right. A section titled 'What is NHS login?' explains that users can use their NHS login to access health websites and apps. Below this is a yellow box for 'Coronavirus (COVID-19)' with a link to 'NHS guidance about coronavirus'. At the bottom are links for 'Terms of use' and 'Cookies'.

On the next screen,
enter your email
address.

If you already have an
NHS login you can sign in
using the username and
password you have
previously set up.

If you don't, you will be
prompted to create a
new account by setting
up an NHS Login



The screenshot shows the 'Before you start' screen. It has a blue header with a close button. The title is 'Before you start'. Below it, it says 'To use this service you must be:' followed by a list of requirements: 'registered with a GP surgery in England' and 'aged 13 and over'. There is a link 'What to do if you're aged 13 to 15'. At the bottom is a green 'Continue' button.

Setting up a NHS login



To do this you will need:

- an email address
- a UK mobile phone number

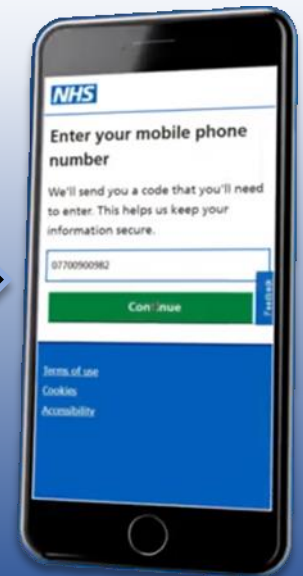
You will be asked to provide an email address and create a password. Then the NHS will send you an email containing a link. Select the link in the email to confirm that it is your email address.



Then return to the app and enter the NHS login email address and password you have just created.
Tapping on **“Continue”** . . .

. . . will open a new screen where you will be asked to give your mobile phone number.

Enter your phone number and tap on **“Continue”**

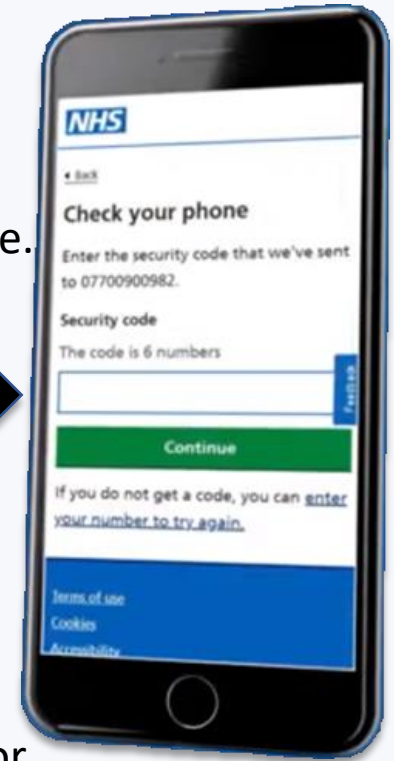
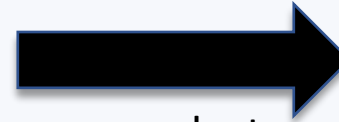


Setting up as a NHS Login

A 6-digit security code will be sent by text message to your mobile phone. You will be asked to enter this code to continue.

Enter your mobile phone number (07XXX XXXXXX).

A security code will be needed to log in every time, unless you select 'remember this device and stop sending security codes'. Tap on "Continue" to proceed.



Next you will be asked for proof of your identity. As you would expect for security and confidentiality, you need to evidence this. There are several options on how to do this:

- 1) If you are already registered to use the GP Practice online services, you can use the registration details used to set up your Systonline Patient Access Account;
- 2) Alternatively you can provide evidence of your identity using the NHS app.

The next few pages take you through how to do this.



Prove who you are by using your GP surgery online registration information

If you are registered for your GP surgery's online services, you will have been given 3 registration details. You can use these 3 registration details to prove who you are instead of using photo I.D.

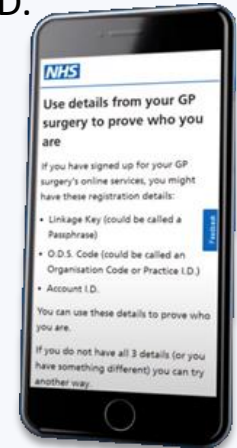
The 3 registration details are:

- Linkage Key (could be called Passphrase)
- O.D.S. Code (could be called Organisation Code or Practice I.D.)
- Account I.D.

This is not the same as the username and password you use to log into your GP surgery's online services.

Enter these details as prompted and then tap **"Continue."**

Once these steps are completed you will be able to use your NHS login to open the app using the email address and password you have just set up.



If you don't have these 3 details you can use the photo ID method, or alternatively contact the Practice via email at cranborne.reception@dorsetgp.nhs.uk and ask for these registrations details for your account.

For more information [follow this link to the NHS login help centre:>>](https://help.login.nhs.uk/provewhoyouare/withoutid/) or cut and paste this link into your internet web browser:>>

<https://help.login.nhs.uk/provewhoyouare/withoutid/>



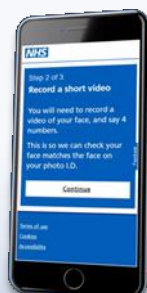
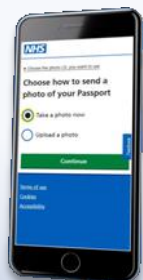
Providing evidence of your id using the NHS app

You will be asked to:

- take a photo of your I.D.
- record your face using your device
- enter your NHS number if you know it

We ask you to record your face so that we can compare it to your photo I.D. and prove who you are.

We may also ask you for more details to help find your NHS record, like your date of birth or postcode.



If you have completed all these steps properly then you can expect to hear confirmation within a couple of hours to say the identity check is all OK. Once these steps are completed you will be able to use your NHS login to access using your email address and password. You also have the option to login using biometric data, using fingerprint or facial recognition.

For more information **[follow this link to the NHS login help centre:>>](https://help.login.nhs.uk/provewhoyouare/withid/)** or cut and paste this link into your internet web browser:>> **<https://help.login.nhs.uk/provewhoyouare/withid/>**



Now should now be ready to access GP services using the NHS App! You can also now use the desktop version on your laptop or computer by [following this link :>>](#)

Or cut and past this link into your internet web browser:>>

<https://www.nhsapp.service.nhs.uk/login>

For more information on how to access services using the NHS App please [follow this link to the NHS login help centre:>>](#)

or cut and paste this link into your internet web browser:>>

<https://www.nhs.uk/nhs-services/online-services/nhs-app/nhs-app-help-and-support/>

These guides has been developed by The Cranborne Practice Patient Participation Group (PPG).

If you have any questions, have feedback or need further advice, please email cranborneppg@gmail.com

