A group of text on a black background

Description automatically generated

**1. Downloading the NHS App**

To use the NHS App, you will need to download it onto your mobile device. You can do this by searching **'NHS App'** via the Google Play Store or IOS Apple Store.



When the NHS App logo appears, select **'Get'** or **'Install'**.



**2. Setting up your NHS Login**

Open the NHS App

At the home screen, select **‘Continue with NHS Login’**.

When setting up an NHS login you will be asked to give your e-mail address. This will

determine whether you already have an NHS login or whether you need to create one.

* If you need to create a login, select the **‘Create an account’** option and **‘Continue’**.

Create a password and confirm it, then, if you are happy to, accept the NHS login terms and conditions to continue.

An email will be sent to you with a verification link. Once received, you will need to confirm the e-mail address you have used to register for an NHS login.

You will now see a page confirming that you have an NHS login.

To access the service you need, you will need to enter the e-mail address and password for your NHS login. You will be asked to give your mobile number after which, a 6-digit security code will be sent to your mobile phone, you will then be prompted to enter this code and press **‘Continue’**.

**3. Verifying your Identity**

Next, you will be asked to verify your identity so that you can have secure access to your health information. This can be done by:

* Using the registration details from your GP surgery’s online services
* By submitting photo ID and a short video

When you signed up to use your practice’s online services, you should have been given three registration details:

* A linkage key which could be called a ‘passphrase’.
* An ODS code, which could also be called an organisation code or practice ID.
* An account ID.

If you no longer have your registration details, you can verify your identity using photo ID.

The accepted types of photo ID include:

* UK passport
* UK driving licence – either full or provisional
* Full European driving licence
* European National Identity Card

After selecting one of the above options, you will be asked to take a photo of your ID and submit it.

You will then be asked to complete the next stage of ID verification. This can be done by choosing one of the following options: -

* Complete an automated scan of your face using your mobile phone. This will be used to match your face with the image on your photo ID.

**or**

* Record a short video of your face and say 4 randomly generated numbers (you can also use British Sign Language or write the numbers down and show them in the video)

Finally, enter your date of birth and NHS number or your name and postcode, as registered with your practice. Once you have submitted your photo ID and scan or video, these will be carefully checked and the verification process will be completed within 48 hours. You will then receive an e-mail confirming whether your ID check has been successful. Once approved, you will be able to use your NHS login to access your chosen service.

**Need help?**

If you encounter any issues with setting up your NHS account, please go to www.nhs.uk and click **‘Your NHS account’.**