How to start using the NHS App

1. Download the app

Using your smart phone, go to the 'App store' if you have an iPhone, or the 'Play store' if you have an android, and search for '**NHS App**'

or scan the QR code below

To download the NHS App, scan here

2. Enter your email address

Once the app is downloaded, enter your email address. You may find it tells you that you already have an account. If you don't remember setting up an account it will be from when you used an NHS app for the COVID pass (please note this is no longer the same service) If you cannot remember your log in, click the 'reset password' button and follow the instructions.

If you do not have an account, follow the instructions to register.

3. Verify your identity

If you are registering for the first time, it will ask you to verify who you are. For this, you will need a form of ID, for example a driver's license or a passport.
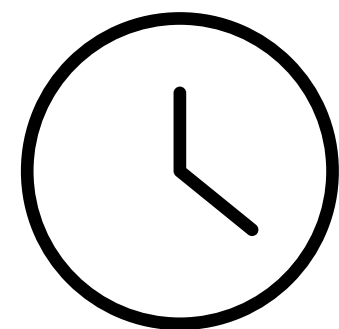
Follow the instructions on the screen.

You will likely have to take a video or photo of your face.

4. Wait

Now that you have submitted your evidence to verify who you are, you will have to wait for it to be approved. This can take up to 10 working days. So check back in the app between then to see if it is complete.

If you do not have a form of ID, skip to the last box

5. Start using the app!

Once you have ben verified, you can start using the app! Below are some things you can use the app for:

- Ordering Repeat Prescriptions
- Asking for a sick note
- Viewing your health record
- Checking your symptoms
- View test results
- Ask for non-urgent medical advice

If you do not have any form of ID to verify who you are, you will need to visit your GP practice and ask them for a set of codes (your NHS App will prompt you to do this if you select the option 'I do not have ID')

If your set of codes that you have been given do not work, you will need to contact the NHS Helpline via the website below or scan the QR code
www.nhs.uk/contact-us/nhs-app-contact-us/tell-us-what-you-need-help-with

Registration for the NHS app requires an email address, internet access, a smart phone or tablet, and a valid photo ID (such as a driver's licence or passport). Users must be 13+