



NHS App

Account Set Up A Step-By-Step Guide

Guide Key - Tap the screen where you see a red box like this OR the word **TAP**

NB - If you don't see  on your device - *Scroll down*

Why Should You Use the NHS App?

- Order your **repeat prescriptions** and they will be ready to pick up / get delivered from your nominated pharmacy in just 2 days



- Change your **Pharmacy** if needed

- Away from home and forgot your medication? Not to worry, with the app you can **order an emergency prescription** from a nearby pharmacy

- Book **appointments** like blood tests and screenings. You can also cancel them and see upcoming or past appointments



- **Add a family member** so you can order prescriptions and book appointments for them.

- Get **advice** on conditions and treatments

- Use **NHS 111 online** if you need urgent help



- Check your **Covid-19 vaccine record** and get your vaccine passport ready for when your travel abroad



- Do you know your **organ donation** decision? You can check and update if needed



- View your **NHS number** and **GP health record** and decide if you want it to be shared for research and planning

You can get all these great services from a smartphone or tablet whenever is most convenient for you



With just a few taps on the app and you are done, free to enjoy the rest of your day



You don't have to wait in a queue on the phone or make a special trip to your GP surgery



Follow this guide to get your account fully setup. Our other handy Guide on all these great services and more 'A Step-By-Step Guide To Using The App' is also available for you.

1. Download the App

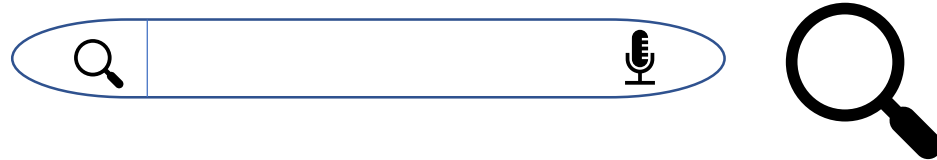
- App Store for Apple devices



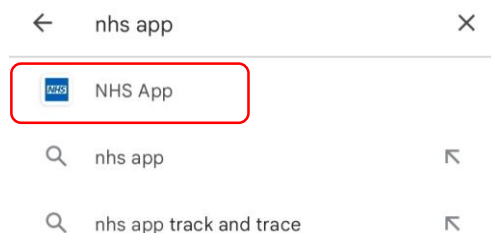
- Play Store for Android devices



A. TAP on the Search Bar or the magnifying glass icon



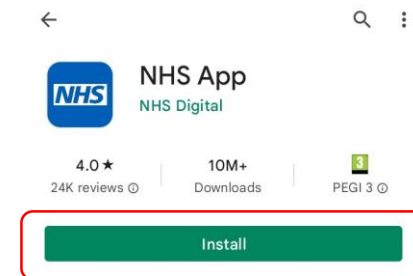
B. Type - NHS App - then TAP the option from the drop down list that appears



C. TAP – GET – in the App Store

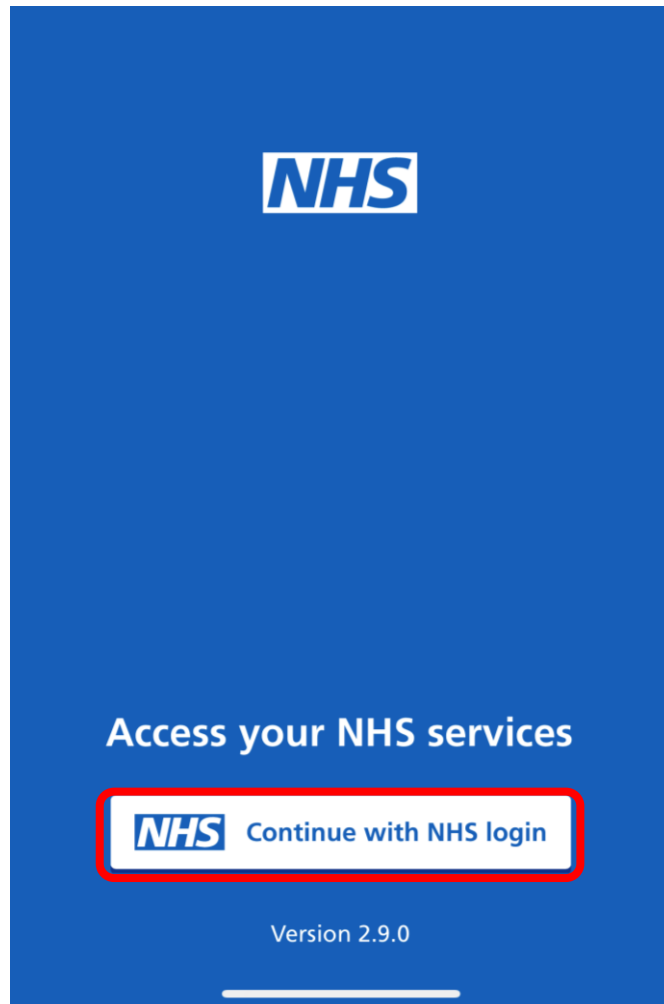


TAP – INSTALL – in the Play Store



2. Getting Started – Check email address

This page will appear if it's the first time you have used the app



Getting started

Use the NHS App to:

- get your NHS COVID pass
- order repeat prescriptions
- book and manage appointments
- get health information and advice
- view your health record securely
- manage your organ donation decision
- view your NHS number

You must be aged 13 and over to use the app, and registered at a GP surgery in England.

[What to do if you're aged 13 to 15](#)

To get started you'll need to create your NHS login.

Continue

Cookies on NHS login

Cookies collect information about how you use NHS login to help us make our site work as well as possible.

We would also like to use analytics cookies to improve our service.

Accept all cookies

Choose your cookies



Enter your email address

We will check if you have an NHS login. If not, you can set one up.

Email address

TAP to Enter email address

Continue

3. Email address recognised – Forgotten Password

If you can't remember your password
TAP – reset it
If your password is correct – **Go to 6.**

The screenshot shows the NHS login interface. At the top, there is a green button labeled "Choose your cookies". Below this is the NHS logo and "NHS login" text. A link "[Back to: Enter your email address](#)" is visible. The main heading is "Enter your password". Below it, the instruction "Enter your password to log in." is followed by a "Password" label and a text input field containing "TAP Then type" with a "Show" button to its right. Below the input field, the text "If you cannot remember your password, you can [reset it.](#)" is displayed, with "reset it." underlined. At the bottom, a large green button labeled "Continue" is highlighted with a red border.

Go to your email inbox and open up
the NHS email – TAP – Reset your
password



Reset your password

The email content features the NHS logo and "NHS login" at the top. The heading "Reset your password" is followed by the text "You have 1 hour to use the reset your password link." Below this, instructions state: "After that, go back to the website or app you were trying to access and reset your NHS login password again." A note says: "If you do not want to reset your password, ignore this email." At the bottom, a green button labeled "Reset your password" is highlighted with a red border.

TIP – TAP 'Show' on both to double
check they match

The screen shows the NHS logo and "NHS login" at the top. The heading "Reset your password" is followed by the text "New password" and "Your password must:". A list of requirements is provided: "• have 8 characters or more", "• have 1 UPPERCASE letter or more", and "• not start or end with a blank space". Below the list, there are two input fields. The first is labeled "TAP to Create a new password" with a "Show" button. The second is labeled "TAP to Re-type new password" with a "Show" button. At the bottom, a large green button labeled "Reset password" is highlighted with a red border. The footer includes "Terms of use" and a lock icon next to "access.login.nhs.uk".

4. Email address not recognised – New Account

NHS NHS login

[← Back to: Enter your email address](#)

Set up a new NHS login

Select **Continue** to set up a new NHS login with **davey_thomas@yahoo.com** and register with NHS App.

▶ [Do you already have an NHS login?](#)

Continue

What is NHS login?

NHS login can be used to access health websites and apps that have the NHS login button.

NHS NHS login

[← Back to: Enter your email address](#)

What you need

So that we can match you to your NHS record, we will ask you to provide your:

- NHS number or name
- date of birth
- postcode

Telling us your NHS number will give us the best chance of matching you to your NHS record. If you do not know your NHS number, you can tell us your full name instead.

▶ [How to find your NHS number](#)

A mobile phone

You will need a working mobile phone with signal, as we will text you a security code.

Continue

✕ Close

▼ **How to find your NHS number**

An NHS number is a 10 digit number, like 485 777 3456.

You can find it:

- on any letter the NHS has sent you
- on a prescription
- by logging in to a GP surgery online service
- on a vaccination letter

Ask your GP surgery for help if you can't find your NHS number.

A mobile phone

You will need a working mobile phone with signal, as we will text you a security code.

Continue

5. Email Verification

[← Back to: Enter your email address](#)

Create a password

Create a password
Your password must:

- have 8 characters or more
- have 1 UPPERCASE letter or more
- not start or end with a blank space

[Show](#)

Confirm password

[Show](#)

Agree to our terms of use

We will collect and save your information securely.
We will not share your personal information without your consent.

By continuing you confirm that you agree to our [privacy notice](#) and [terms and conditions](#).

NHS NHS login

[← Back to: Enter your email address](#)

Check your email


Enter the 6 digit security code we have sent to **davey_thomas@yahoo.com** to confirm this is your email address.

You need to use this code within **1 hour** or it will expire.

▶ [Not received your security code?](#)

Security code
The code is 6 numbers

[Terms of use](#)
[Cookies](#)

 **noreply@login.nhs.uk** 12:12
To:

Your security code for NHS login

NHS NHS login

Your security code

Use this security code to confirm your email address.

761702

You need to use this security code within **1 hour** to continue setting up your NHS login.

6. Mobile Verification

Enter Your mobile number and then TAP - Continue

Enter your mobile number

We will send you another 6 digit security code, this time to your phone, to confirm your mobile number.

It will be quicker to set up your NHS login if the mobile number you enter is the number your GP surgery has for you.

UK Mobile number

TAP then enter mobile number

I have an international mobile number

Continue

[Terms of use](#)

Done

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
+ * #	0	⌫

A Text notification with the security code will appear at the top of your screen

NHS login **881908** is your NHS login security c...

[Back to: Enter your mobile number](#)

Check your mobile phone

Enter the 6 digit security code we've sent to +447913635508 to confirm this is your mobile phone number.

You need to use this code within 5 minutes or it will expire.

[Not received your security code?](#)

Security code
The code is 6 numbers

Continue

Type the security code into the box the TAP – Go / Continue

[Back to: Enter your mobile number](#)

Check your mobile phone

Enter the 6 digit security code we've sent to +447913635508 to confirm this is your mobile phone number.

You need to use this code within 5 minutes or it will expire.

[Not received your security code?](#)

Security code
The code is 6 numbers

881908 **TAP then type**

1	2	3	⌫
4	5	6	Go
7	8	9	.
	0		,

NOTE – Next time you sign in you will need to enter a security code sent to your mobile – **(if using your own device)** TAP the box so you don't have to do it again.

Check your mobile phone

Enter the 6 digit security code we've sent to5508.

[Not received your security code?](#)

Security code
The code is 6 numbers

934581

Remember this device and stop sending security codes

[Feedback](#)

1	2	3	⌫
4	5	6	Go
7	8	9	.
	0		,

7. Personal Information - NHS Number / Full Name

If you know your NHS Number
TAP – Yes or No if you Don't.
Then TAP - Continue

Enter your NHS Number then
TAP - Continue

If you don't know your NHS
number then type in your full
name and TAP - Continue

TAP and type in each D.O.B box
NOTE – **Don't** put a 0 first in
the **Month** box.
Then TAP - Continue

NHS NHS login

Do you know your NHS number?

Telling us your NHS number will give us the best chance of matching you to your NHS record.

You do not need to know your NHS number to continue. If you do not know it, you can tell us your full name instead.

[How to find your NHS number](#)

Yes, I know my NHS number

No, continue with my full name

Continue

Feedback

NHS NHS login

Do you know your NHS number?

Telling us your NHS number will give us the best chance of matching you to your NHS record.

You do not need to know your NHS number to continue. If you do not know it, you can tell us your full name instead.

[How to find your NHS number](#)

Yes, I know my NHS number

Example: 485 777 3456

TAP then type

No, continue with my full name

Continue

Feedback

NHS NHS login

[Back to: Do you know your NHS number](#)

Enter your full name

Use the same full name that you registered with your GP surgery.

First name

TAP Then Type

Middle names (if you have any)

TAP Then Type

Last name

TAP Then Type

Continue

[Terms of use](#)

[Cookies](#)

[Accessibility](#)

[Help Centre](#)

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Feedback

NHS NHS login

[Back to: Enter your full name](#)

Enter your date of birth

For example, 15 3 1984

Day Month Year

Continue

[Terms of use](#)

[Cookies](#)

[Accessibility](#)

[Help Centre](#)

© Crown copyright

Feedback

8. Postcode and Detail Check

Enter your home postcode then TAP - Continue

NHS NHS login

< Back to: Enter your date of birth

Enter your postcode

Your postcode should be:

- in England, Wales, or the Isle of Man
- the one your GP has on record for you

TAP Then Type

Continue

Feedback

[Terms of use](#)
[Cookies](#)
[Accessibility](#)
[Help Centre](#)

Check your details – if all correct TAP – Submit information

NHS NHS login

Check your details

We will try and match you to your NHS record using the information you give us.

Name [Change name](#)

Date of birth [Change date of birth](#)

Postcode [Change postcode](#)

Submit information

Feedback

[Terms of use](#)

Confirm your details
TAP - 'Yes' box then
TAP - Continue

Confirm your details

We found this NHS record using the information you gave us.

Name

Date of birth

NHS number

Are these your details?

Yes, these are my details

No, these are not my details

These are my details but some are wrong

Continue

Feedback

9. Notifications and Login Options

A – TAP (Required)
B - TAP (Optional)
Then TAP Continue

Cookies

The NHS App puts small files (known as cookies) on your device. These are used to make the app work and improve your experience. You can [manage your cookies](#) to opt out of using some of them.

A I understand and accept the [terms of use](#) and [privacy policy](#). I accept the use of 'strictly necessary' cookies as detailed in the [cookies policy](#).

B I accept the use of optional analytic cookies used to improve the performance of the NHS App.

Continue

TAP – YES (recommended as you will receive important health care / test results / appointment information)
Then TAP - Continue

Turn on notifications

We use notifications to tell you when you get a new message.

The NHS and connected healthcare providers, like your GP surgery, may send you messages using the NHS App.

Do you want to get NHS App notifications?

Yes, turn on notifications on this device

Tell me about new messages

No, do not send notifications on this device

I understand I may not be told about new messages unless I log in

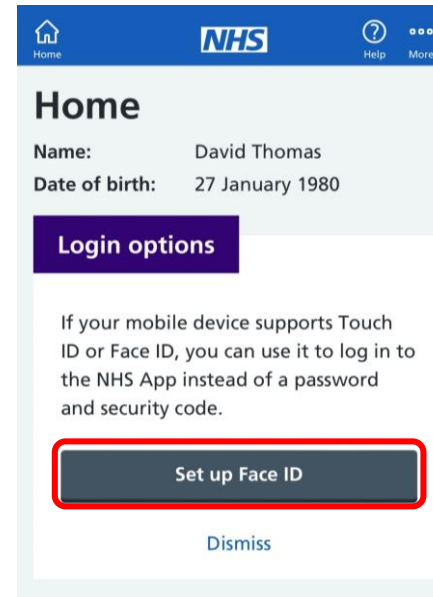
[About notifications on your devices](#)

More information is available in the [NHS App privacy policy](#).

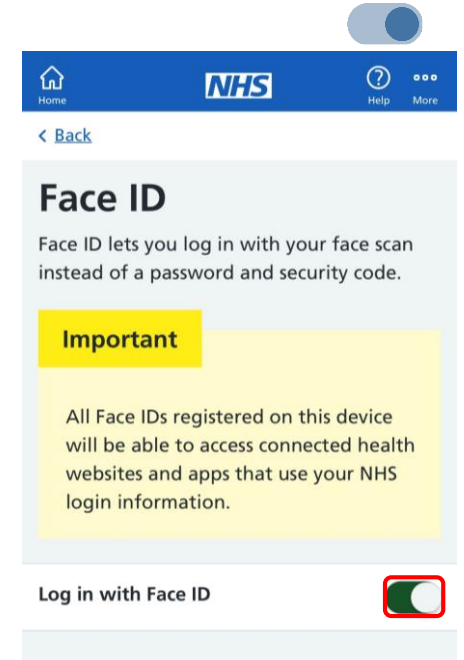
Continue

If you have Face / Finger Print ID set up on your phone you can use it to login to the NHS app
If you don't have it / don't want to - TAP – Dismiss
If you do – follow the instructions below

TAP – Set up Face / Fingerprint ID



TAP – Login with... Button



10. Prove Who You Are – Sending ID

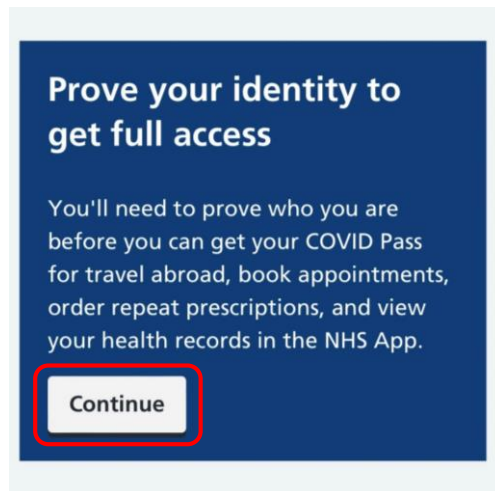
STAGE 1 (Account set up) – Partial Access

Completing steps 1-9 only gives you limited access on the app. You can get health advice, search for conditions and treatments, and use the NHS 111 online service.

STAGE 2 – Full Access

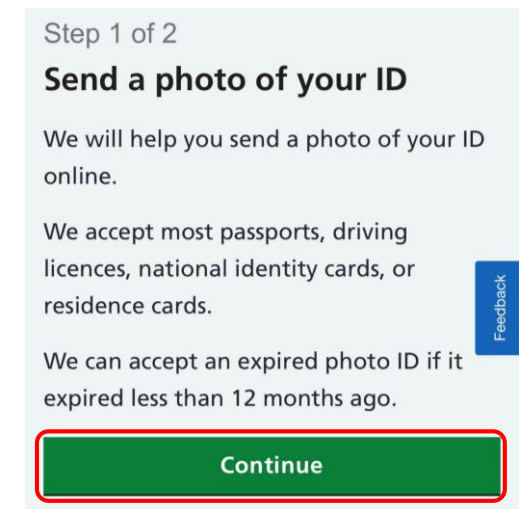
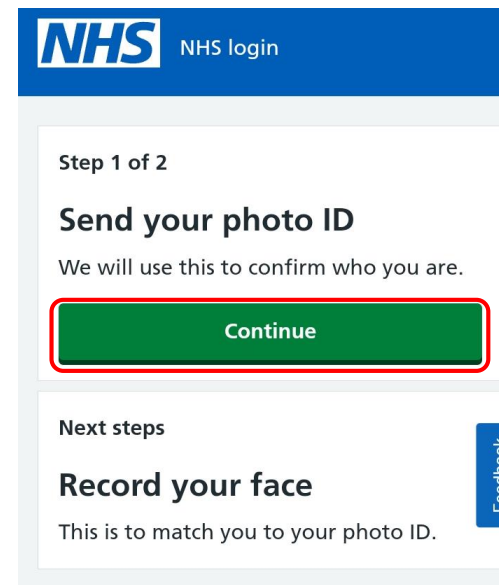
With full access you can order repeat prescriptions, manage appointments, view your GP health record, view test results, and get your Covid Pass for travel abroad.

To gain full access you will need to prove who you are.
TAP - Continue



There are 2 steps to proving who you are:

1. Send a photo of your ID
2. Record a video of your face



11. Prove who you are – Sending ID – Step 1 - ***Upload Existing Photo***

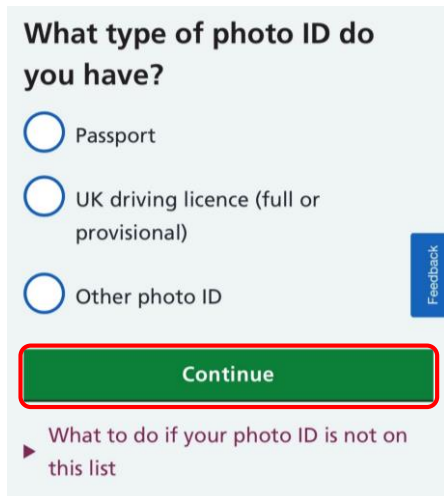
If you already have a photo of the ID you can use follow this step.

If you need to take a photo of the ID - Go to 12.

If you don't have any photo ID – Go to 16.

TAP on the type of ID you have.

TAP – Continue



TAP – Upload a photo

TAP - Continue



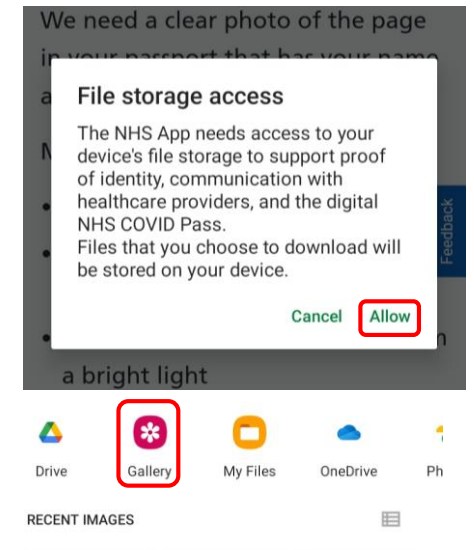
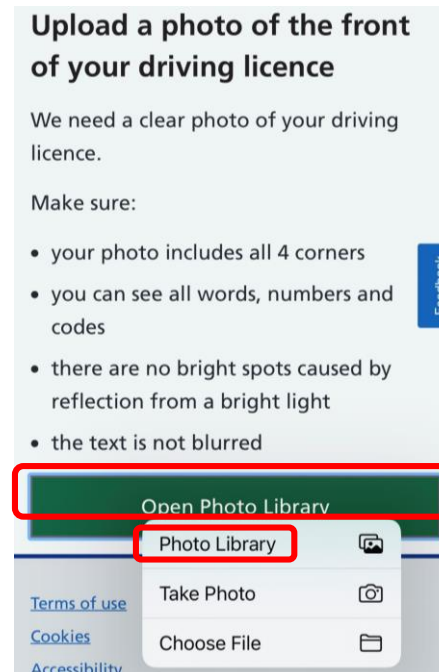
TAP – Open Photo Library

- For an Apple device select Photo Library
- For an Android device select Gallery

You will need to give the App permission to access the photo.

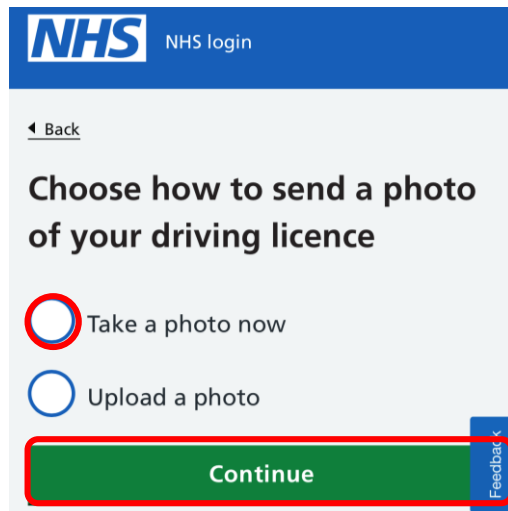
TAP – Allow

You will then be able to scroll through to find the photo of the ID - TAP on the photo to select it.



12. Prove who you are – Sending ID - Step 1 - *Take a Photo*

TAP – Take a photo now
TAP - Continue



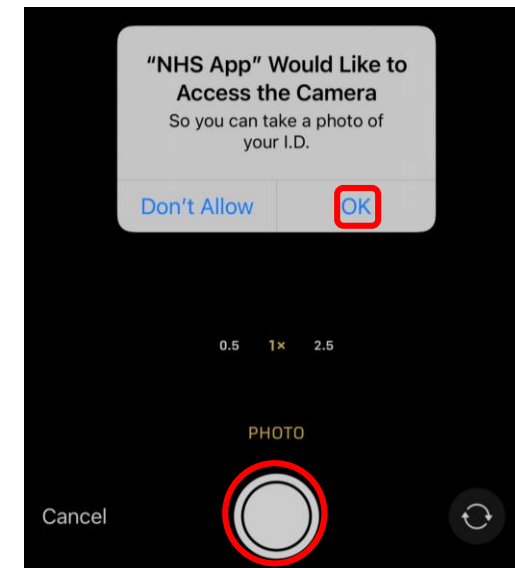
TAP – Open Camera
TAP - Continue



You will need to give the NHS App permission to access your camera.

TAP – OK

Make sure all 4 corners are visible and you can see all the text clearly before taking the picture.



13. Prove who you are – Sending ID – Step 1 - *Send the Photo*

PLEASE NOTE - If you cannot see your photo clearly due to visual impairment it is best to ask someone to check if for you as it may result in your request being denied.

TAP – Yes
TAP - Continue

What to do if you are visually impaired

If you cannot see your photo clearly, you do not need to check it. Instead, you can send it now.

Or you could ask someone to help you check your photo.

Do you want to check your photo?

Yes - check photo


No - send photo now

Continue

You will be asked 2 Questions.

Question 1
TAP – Yes
TAP - Continue

[What to do if you are visually impaired](#)



Question 1
Can you see all 4 corners of the front of your driving licence?

Yes No

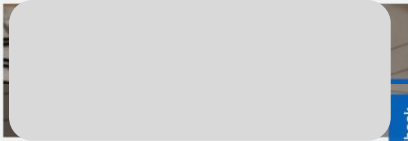
Continue

Question 2
TAP – No
TAP - Continue

Check your photo before you send it

We will ask you 2 questions to help you check your photo is correct.

[What to do if you are visually impaired](#)




Question 2
Have you covered up any part of the passport page that has your name on it?

Yes No

Continue

You will then see the progress of your photo being sent. Once complete you will move to **Step 2**

Sending your photo




100%

Feedback

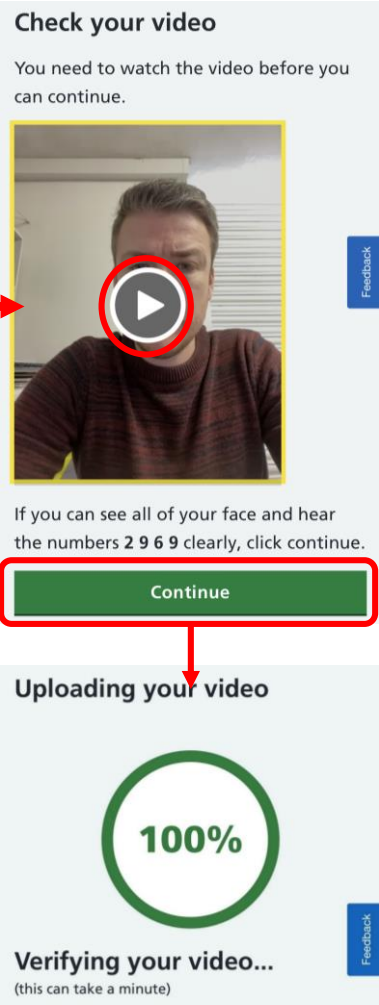
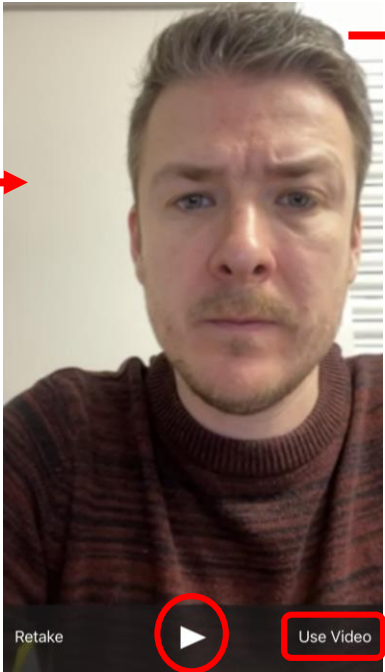
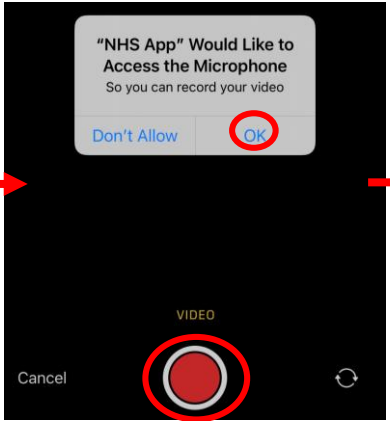
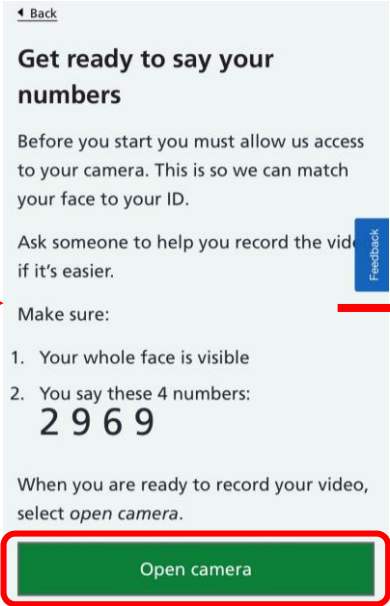
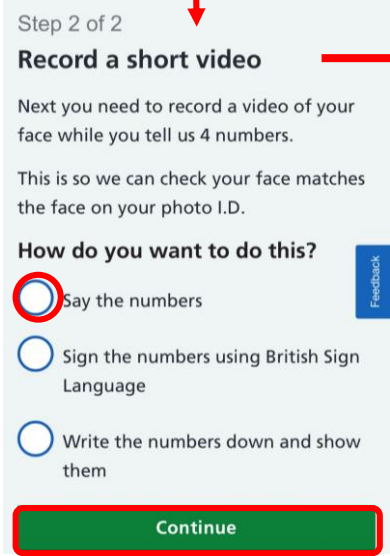
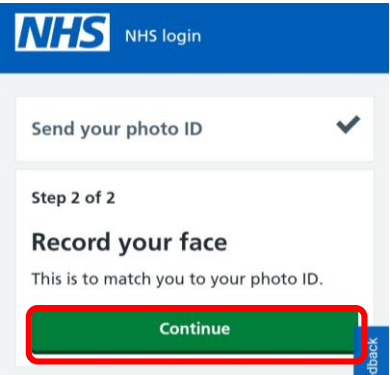
14. Prove Who You Are – Sending ID - Step 2 – *Record Video*

TAP – Say the numbers
TAP – Continue
Make a note of the numbers then
TAP – Open Camera

You will need to give the NHS App permission to use the microphone so you can record your voice with the video.

1. Make sure your whole face is visible
2. TAP record (red circle) to begin
3. Say the 4 numbers clearly
4. TAP the  to stop recording
5. If you are happy with the video TAP – Use Video

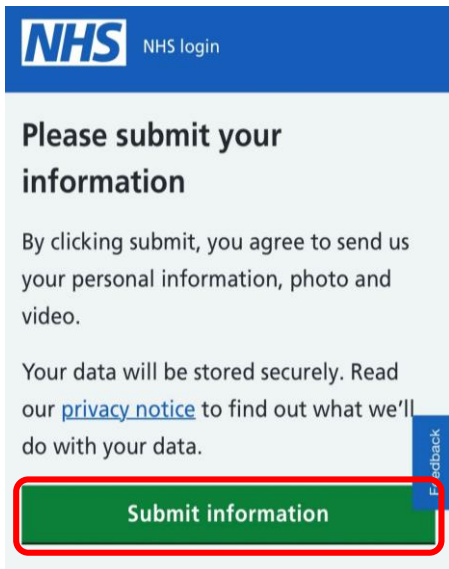
TAP – Play to watch the video
TAP - Continue



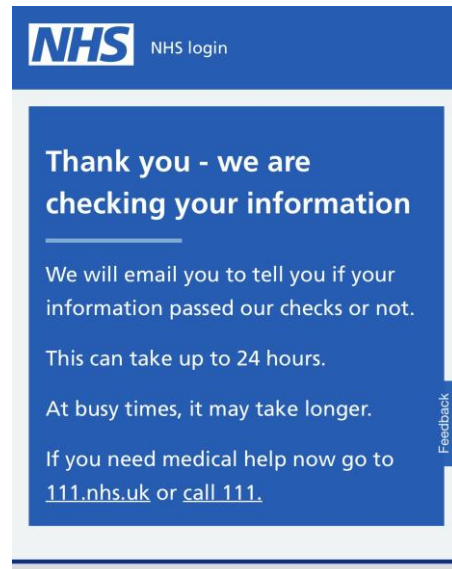
15. Completing Submitting Your Information

When your video has been verified and fully uploaded you will need to complete the process.

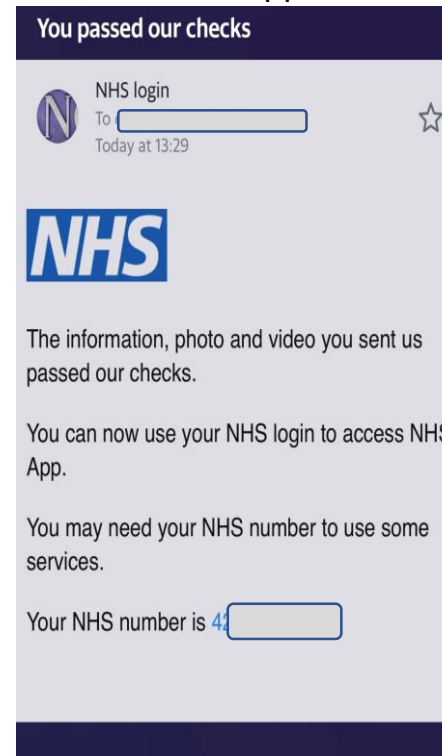
TAP – Submit information



This message will then appear. It can take up to 24hrs but worth to have a look at your emails after a few hours to see if you have passed the checks.

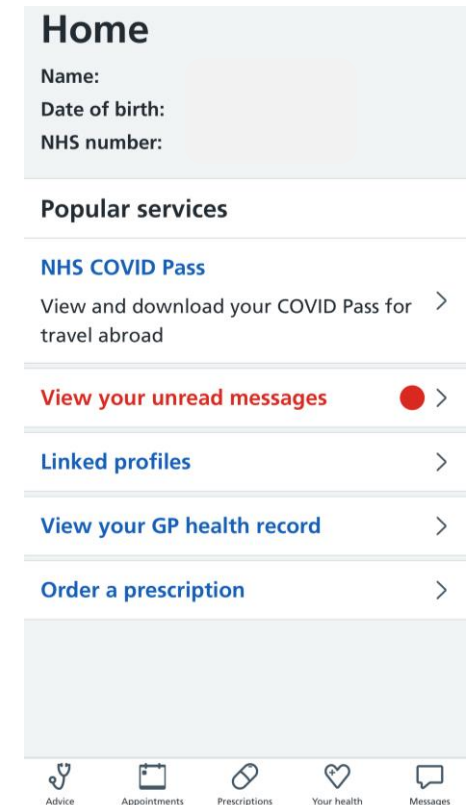


Once your information has been checked and accepted you will receive an email that looks like this. You will now have full access to the App



Open the NHS App, sign in and the main menu will look like this. You can now:

- Order prescriptions
- View medical records
- Book/view appointments
- See test results
- Health information



16. Proving who you are – Without Photo ID

Regardless of what option you select you will need 3 pieces of information – Account ID / Passphrase / Organisation Code – If you don't have it / lost original Sign-up Letter for Online Services you will have to request this from your GP Surgery by giving them a call / popping in.

We will ask you 1 or 2 questions about other health services you use. We will use this information to tell you how you can prove who you are.

This is only available if your GP is in England.

Do you use your GP surgery's online services?

Online services include booking appointments, ordering repeat prescriptions and seeing your GP record.

Yes - I use online services

No - I do not use online services

I don't know

Continue

Do you have the following 3 registration details for the online services you use?

- Linkage Key (could be called Passphrase)
- ODS Code (could be called Organisation Code or Practice ID)
- Account ID

You might have been given these details when you registered.

Yes - I have all 3 details

No - I do not have all 3 details

I don't know

Continue

◀ Back to: Do you have the 3 registration details?

Enter your registration details

Enter the details exactly as they are written.

Linkage Key (could be called a Passphrase)

TAP then type

ODS Code (could be called an Organisation Code or Practice ID)

TAP then type

Account ID

TAP then type

Continue

If you do not have these 3 details or

Once all 3 are added – TAP Continue.

You will now have full access to the App

- **Order prescriptions**
- **View medical records**
- **Book/view appointments**
- **Get test results**
- **Health information**