

How to download and get set up on the NHS APP without an NHS login

To have an NHS account, you must be aged 13 or over and registered with a GP surgery in England.



DOWNLOAD

Visit your Appstore on your mobile phone to download the NHS app. If you're using an iPhone (iOS) you should visit the Appstore, and if using an Android phone, you will need to visit the PlayStore.

Please note, NHS App can also be accessed via your web browser: www.nhsapp.service.nhs.uk/login

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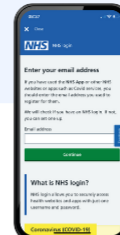


NHS LOGIN

Once accessing the app or weblink, you will see the screen with the button 'Continue to NHS login' – select this to either use your NHS Login details OR create an NHS Login.

Please note, NHS Login is the same credentials you may have setup previously with the NHS Covid-app to retrieve your Covid passport (or Track and Trace). 60% of the population already have an NHS Login.

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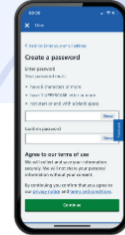


NHS LOGIN SET UP

You will first be asked to check whether you already have NHS Login by inputting your email address (shown above).

If you do not have NHS Login, you will then be asked to; provide an email address, choose a password and accept the NHS Login terms & conditions.

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VERIFICATION

Email verification: You will then receive an email containing a security code. You must enter this security code to verify your email address.

Mobile phone verification: You will then be asked to enter your mobile phone number, another security code will be sent via text message to your mobile phone. You will then need to enter this in order to verify your mobile phone number.

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PROVING YOUR IDENTITY Medium level verification

You will be asked to enter your NHS number, date of birth and the postcode of your home address as registered with your GP practice.

If you do not know your NHS number, you can enter your name instead.

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PROVING YOUR IDENTITY High level verification

In order to gain full access and enjoy the full functionality of the NHS App, including access to your health record, you must complete the high level identity check. You can do this using any of the 4 methods highlighted in the next step...

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High level verification

Option 1: Use fast track ID check:
You can choose to transfer a previous ID check for GP online services to NHS login if you use the mobile number on your NHS record.

Option 2: Submit photo ID and a face scan
You will need to submit a photo of your ID and then take an automated scan of your face.

- Accepted:
- Passport
 - Driving License
 - European national identity card
 - Biometric Residence Permit

High level verification

Option 3: Submit photo ID and a video
You will be asked to submit a photo of your I.D. and record a short video of your face.

Option 4: Submit photo ID and a video
When a patient signs up to use their GP practice's online services, they will be given three registration details.

The registration details are:

- a Linkage Key (which could be called a Passphrase)
- an ODS Code (which could be called an Organisation Code or Practice I.D.)
- an Account I.D.

If you do not use this information to prove who you are, it is automatically checked with the GP practice's system, along with your name and date of birth. During this process, your NHS number and health information is matched to your NHS login. To use this option, you should select 'No, I do not have photo ID', when asked if you have photo ID.

SET UP SUCCESS

If you're having difficulty in setting up your NHS App, follow the link below for further support...

www.poplar-grove.co.uk/edatt

If successful, you can now return to the NHS App and explore further features including viewing your medical record, cancelling appointments, ordering repeat prescriptions and checking test results.

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