



Welcome to the NHS APP User Guide

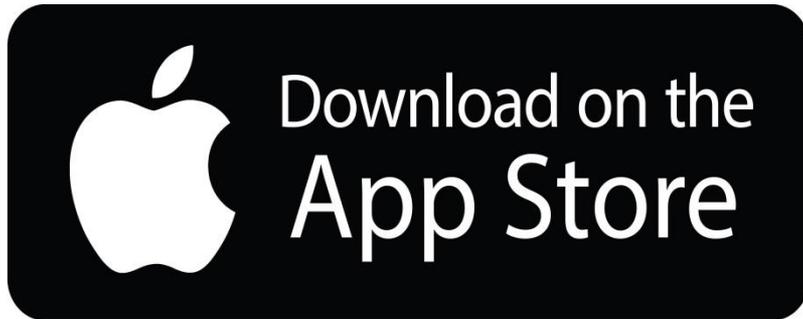
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How to download the NHS App?

The NHS App is free to download from the App Store and Google Play. You can also access [NHS App services](#) from the browser on your desktop or laptop computer.

For iPhone users



For Android users



How to set up your login for your NHS App



What you will need to set up your NHS login

- An email address
- A mobile phone number

What you need to do step by step

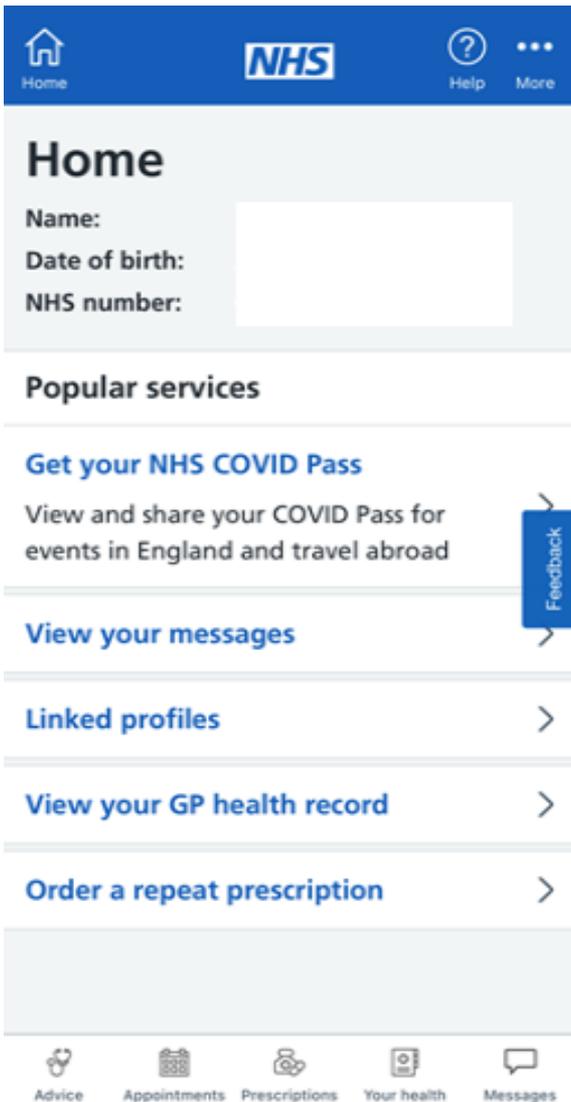
1. Once you enter your email address, you will be sent a 6 digit security code via email. You will be asked to enter this code to verify your email address and press continue.
2. Next, you will be asked to give your mobile phone number. Another 6 digit security code will be sent to you via text message. A security code will be sent to your mobile every time you log in.
3. Once you enter your code, you will be asked to verify your ID, you are asked to provide a picture or your passport or driving licence.

Additional information

After you download the app, you will need to set up an NHS login and prove who you are. The app then securely connects to information from your GP surgery.

If your device supports fingerprint detection or facial recognition, you can use it to log in to the NHS App each time, instead of using a password and security code.

Home Page

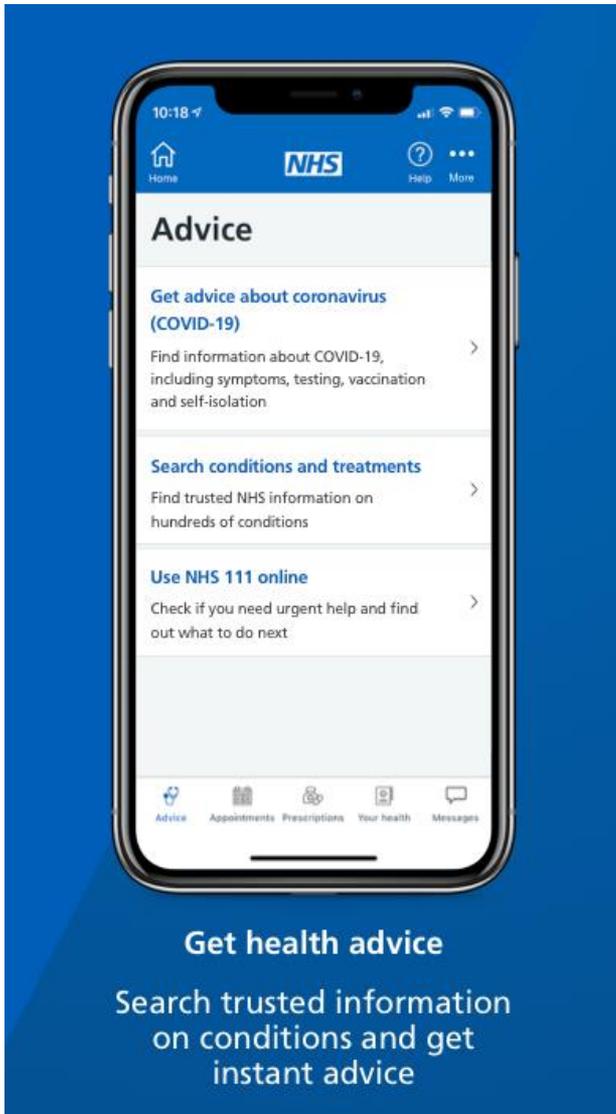


Once you entered your ID details and everything has been approved, you will have full access to your NHS app.

On the first page your details will be displayed and you will also be able to view the following:

- Access your NHS COVID- 19 Pass
- View any messages
- View any linked profiles.
- Access to your GP Health records
- Order a repeat prescription.

Advice



If you want further information on COVID- 19 click on the advice tab, you will be able to read through the following:

- Information relating to the virus, including symptoms, testing, vaccination and self-isolation
- Search for information about conditions and treatments
- Details of 111 if you require urgent help

Appointments

On this tab you will be able to view the following for GP and Hospital appointments:

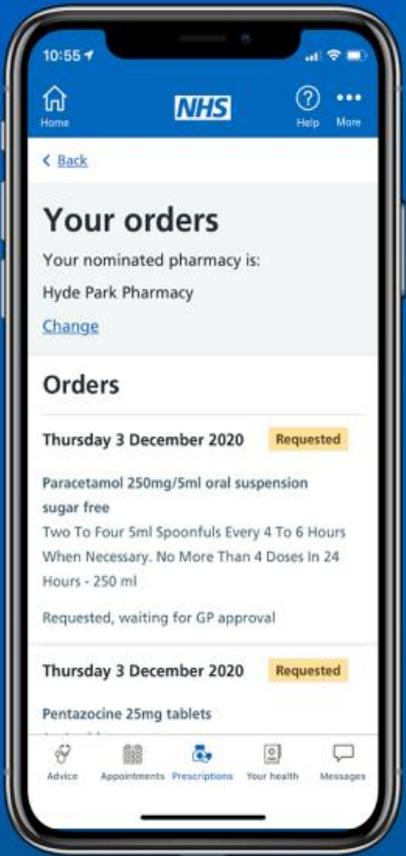
- Upcoming appointments
- Previous appointments
- Book and cancel appointments

Book appointments
Search for, book and cancel appointments at your GP surgery

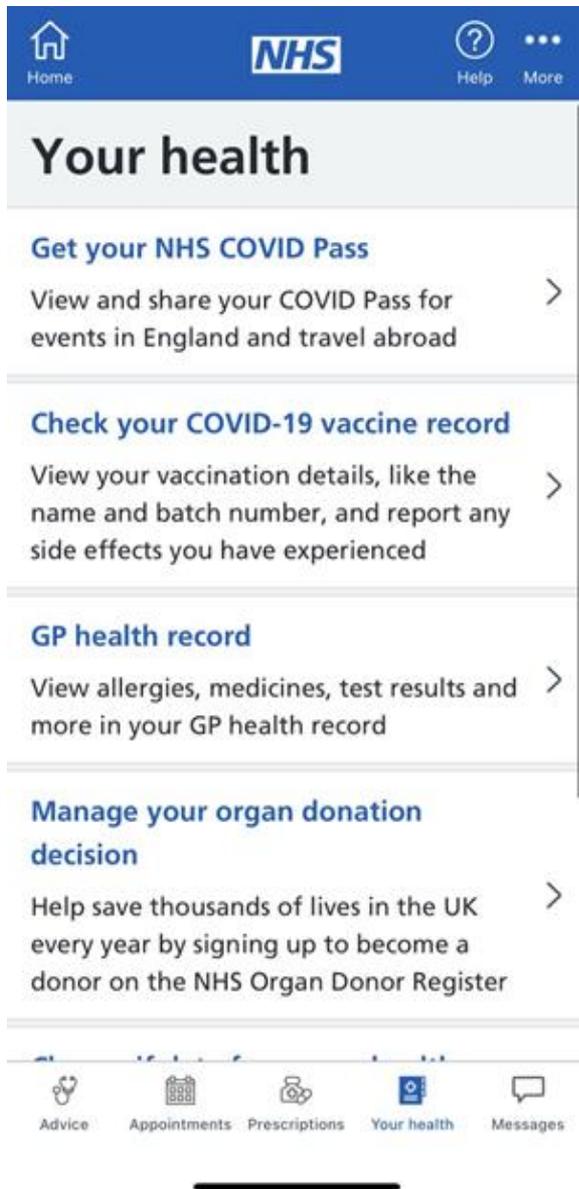
Prescriptions

On the prescription tab you are able to view the following:

- Order a repeat prescription and choose a pharmacy that is most convenient for you to collect your prescriptions from
- View previous prescriptions



Order repeat prescriptions
See available medicines and request repeat prescriptions



Your Health

On your health tab you are able to access your medical record, there is also advice and information on the following:

- Access your NHS COVID Pass
- View your COVID-19 vaccine record
- Access your GP health record
- Manage your organ donation
- Choose if data from your health records can be shared for research and planning

< [Back](#)

Your COVID-19 vaccine record

Your vaccinations

Date

Name of vaccine

Batch number

Date

Name of vaccine

Batch number

Vaccination Record

On your health tab you are also able to view your COVID-19 vaccination record.

It will show the following:

- The date that you have taken your vaccine
- Name of the vaccine
- Batch number that was allocated to you when you took your vaccination
- You can also report any errors or suspected side effects from the vaccine

Organ Donation

On this tab you are able to register to be an organ donor.

You are able to choose to donate some, or all, of your organs and check your registered decision.

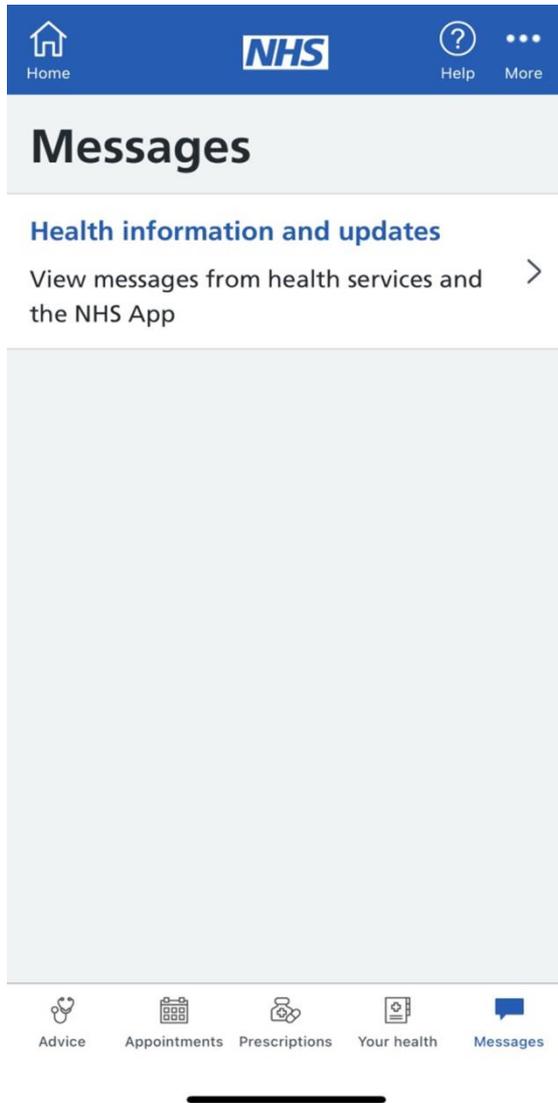
There is also a link where you are able to view further information regarding organ donation and changes of the law based on organ donation.



Register your organ donation decision

Choose to donate some or all of your organs

Messages



On your last tab you are able to view the following:

- Health information
- Any NHS App updates
- Health services messages
- NHS App messages

Questions

Who is it suitable for?

To use the NHS App you must be aged 13 or over and registered with a GP surgery in England.

What sort of ID do I need to provide to get approved by the NHS app?

To access some websites and apps, you may need to provide some additional information to prove who you are. This is so the app is able to connect you to your NHS record and protect your health information.

This may include your:

- Date of birth.
- NHS number.
- Name.
- Postcode.

How long do I need to wait to be approved and verified on the app?

It takes less than 24 hours to approve your details, you will receive an email informing you that your documents have been accepted.