

## Install the NHS App & access NHS online services

Reference	HowTo Guide
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### 1. Purpose

The NHS app is a simple and secure way to access a range of NHS services on your smartphone or tablet. To use this app, you must be aged 13 and over and registered with a GP surgery in England. You do not have to take proof of ID to your GP surgery to register. You can use the app to:

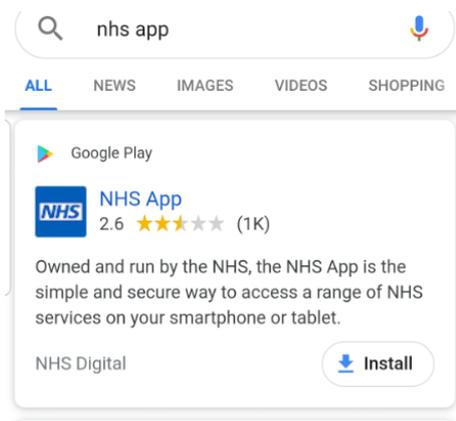
- Book appointments
- Order repeat prescriptions
- Check your symptoms
- View your medical record

Point to note – the NHS App doesn't allow proxy access unless the proxy is registered with the same GP practice

### 2. Procedure

#### Step 1 – Installing the NHS App onto your mobile phone.

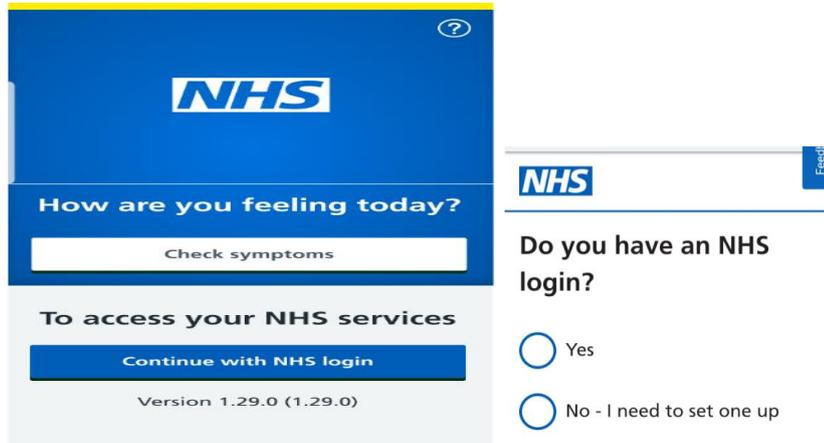
Type in “NHS App” in the search bar on your internet browser, select application for your phone type either Apple or Google Android.



Once installed click on “open” to launch the Mobile App.

#### Step 2 –To access your NHS services

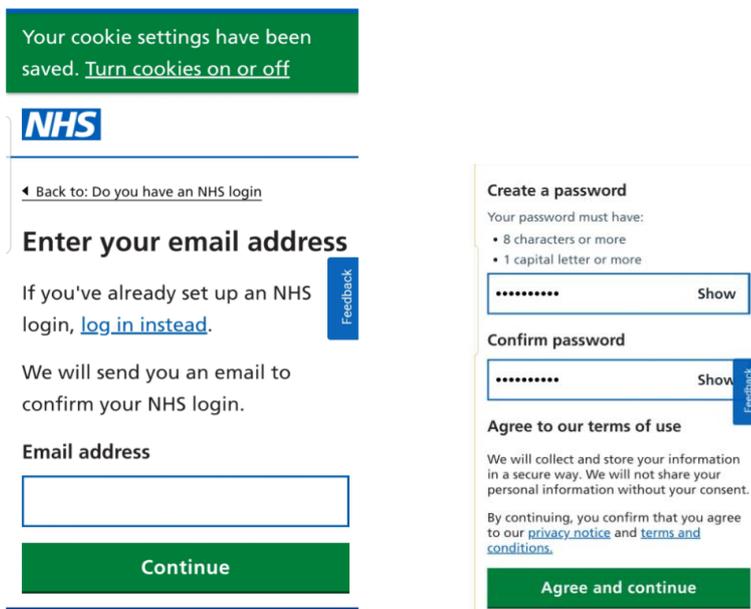
Click on the blue button “Continue with NHS login”.



You will be asked to confirm if you have an NHS login? Click on **“No – I need to set one up”** and scroll down the page and click on the green **“continue”** button.

You may be prompted to continue with “cookies” at this stage, click on your preference to continue.

Enter your email address and click on the green **“Continue”** button.



Now create a password = your password must have 8 characters and at least 1 or more capital letters. Enter and repeat to confirm then click on the green **“Agree and continue”** button.

### Step 3 – Confirm your email.

In your email inbox you will have received an email from [noreply@login.nhs.uk](mailto:noreply@login.nhs.uk) asking you to confirm your email address, click on the green **“Confirm your email address”** button and then come back to the NHS App and click on the green **“Continue”** button.

## You need to check your email

We've sent an email to

[Redacted email address]

Select confirm in the email then come back here to continue.

Feedback

[Continue](#)

You can [re-enter your email address](#) if you got it wrong.

Your email might take a few minutes to arrive. If you do not get an email, check your spam folder.

## You now have an NHS login

You need to:

1. Go back to NHS App.
2. Enter your NHS login details.

Feedback

## What you can do with your NHS login

You can use your NHS login to access health websites and apps wherever you see 'NHS login'.

### Step 4 - Continue with your NHS login set-up.

You will be prompted again to confirm if you have a NHS login? – Select “Yes” and scroll to the bottom of the page and click on the green **Continue**” button

Log in by entering the email address and password that you set up in Step 2 and click on the green “**Continue**” button.

## Do you have an NHS login?

Yes

No - I need to set one up

Feedback

### What is an NHS login?

NHS login is a new way to log in to health websites and apps. If you do not have an NHS login you will need to set one up, and enter some information to prove who you

[← Back](#)

## Enter your NHS login details

Email address

[Redacted email address]

Feedback

Password

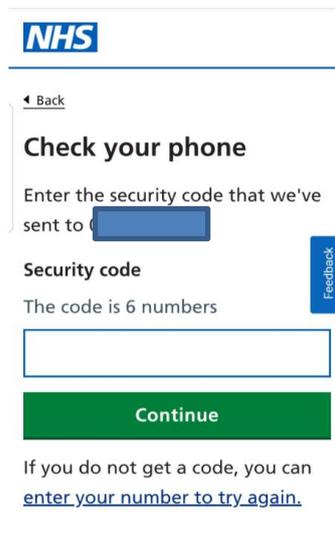
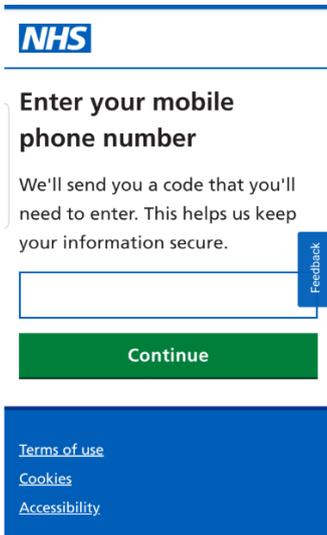
[Redacted password]

[Forgotten your password?](#)

[Continue](#)

[Set up an NHS login](#)

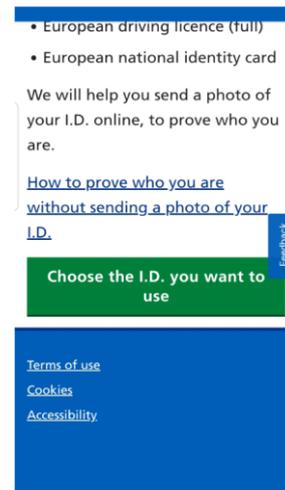
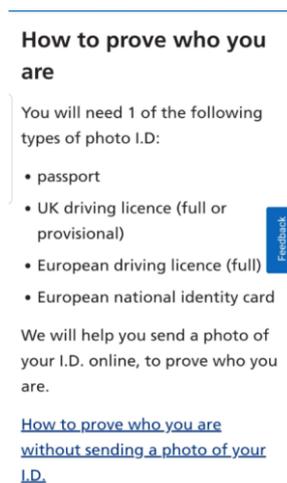
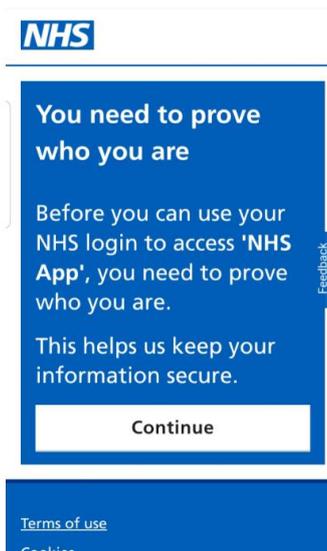
Enter your mobile phone number and click on the green “**Continue**” button.



Check your phone text messages for a NHS login security code and enter this number in the box here and then click on the green **“Continue”** button.

### Step 5 - Prove who you are.

Press the white **“Continue”** button then scroll down the page and select choose the green button **“ID you want to use”**.



You will be next be asked to select photo ID you are going to use. Make a selection and scroll to the bottom of the page and click on the green **“Continue”** button and follow the onscreen prompts.

Choose how to send a photo of your selected ID following online instructions with selected choice.

On completion of the process the system will perform security checks: -this check may take up to 4 days. **The ID is verified remotely by home-office trained staff**

Passport  
 UK driving licence (full or provisional)  
 European driving licence (full)  
 You will need to send 2 photos - 1 of the front and of the back  
 European national identity card  
 You will need to send 2 photos - 1 of the front and 1 of the back

[Feedback](#)

[Continue](#)

**NHS**

◀ Choose the photo I.D. you want to use

### Choose how to send a photo of your UK driving licence

Take a photo now  
 Upload a photo

[Feedback](#)

[Continue](#)

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

**NHS**

### Thank you - we are checking your information

We will email you to tell you if your information passed our checks or not.

This can take up to 4 days.

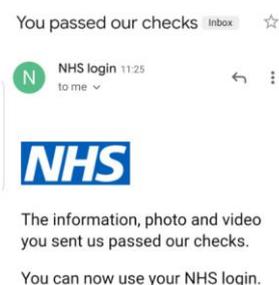
At busy times, it may take longer.

If you need medical help now go to [111.nhs.uk](https://www.nhs.uk) or call 111.

[Feedback](#)

## Step 6 – Confirmation & Login

If you pass the security checks you will receive an NHS Login confirmation email and you may now use your NHS login on your phone app created at the beginning of this process.



## Step 10 – First Login

Enter login details as previously entered and you will be sent a security 6 digit number to your mobile phone (each time you login) but if you are using a private device, you are able to stop this by ticking in the box for “remember this device” (not recommended for shared devices)

### Check your phone

Enter the security code that we've sent to \*

**Security code**  
The code is 6 numbers

Remember this device and stop sending security codes

[What does this mean?](#)

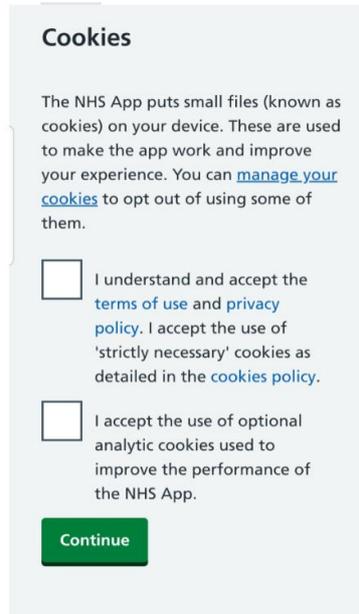
[Continue](#)

If you do not have access to your phone, you can [change your phone number](#) securely.

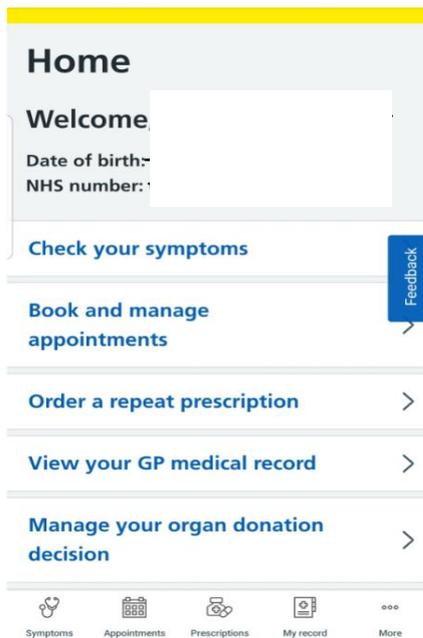
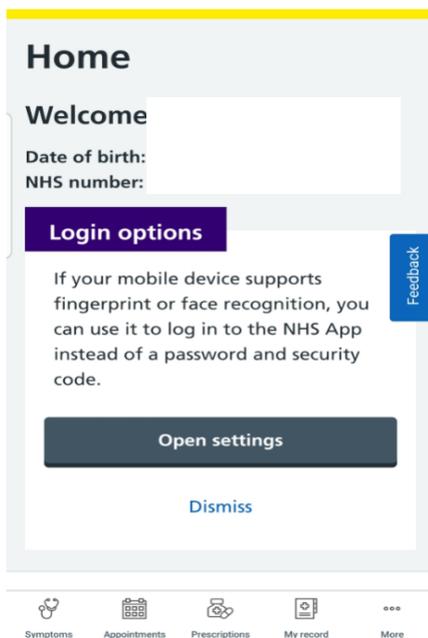
You will next be prompted to connect your NHS login to your GP surgery.

Press on the white **“Connect to GP surgery”** button.

Read terms and conditions and scroll through to the bottom of the page to select boxes (first box is mandatory) and then press the green **“Continue”** button.

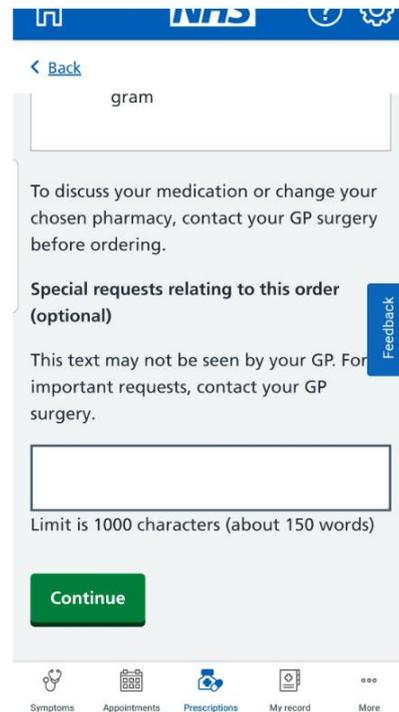
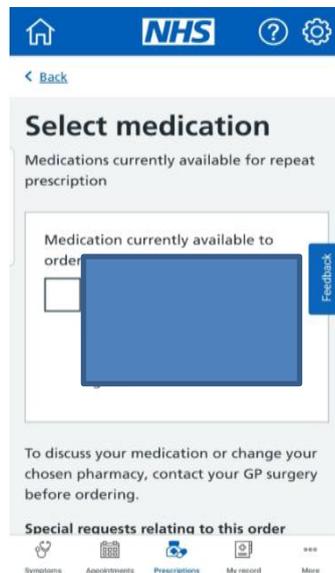
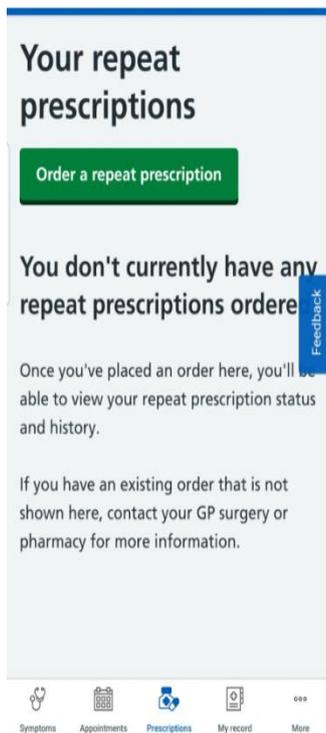


Finally the Welcome Home page is displayed. Select login preferences if required but you are now able to manage your NHS online account from this Home page with required action.



To enable prescriptions to be sent via EPS, you will be asked to nominate your chosen pharmacy. This nomination can be changed in the future to any pharmacy in England.

Following the patients request for repeat medication, the following information is available to the patient via the NHS App



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