

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:

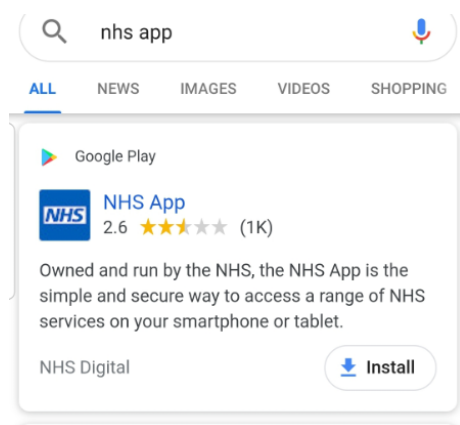
- Book appointments
- Order repeat prescriptions
- Check your symptoms
- View your medical record

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 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.

NHS

You need to check your email

We've sent an email to [redacted].

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.

NHS

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.

NHS

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

NHS

[Back](#)

Enter your NHS login details

Email address

[Feedback](#)

Password

[Forgotten your password?](#)

Continue

[Set up an NHS login](#)

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

NHS

Enter your mobile phone number

We'll send you a code that you'll need to enter. This helps us keep your information secure.

[Feedback](#)

Continue

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

NHS

[Back](#)

Check your phone

Enter the security code that we've sent to [REDACTED]

Security code

The code is 6 numbers

Continue

If you do not get a code, you can [enter your number to try again.](#)

[Feedback](#)

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”**.

NHS

You need to prove who you are

Before you can use your NHS login to access 'NHS App', you need to prove who you are. This helps us keep your information secure.

Continue

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

How to prove who you are

You will need 1 of the following types of photo I.D:

- passport
- UK driving licence (full or provisional)
- European driving licence (full)
- European national identity card

We will help you send a photo of your I.D. online, to prove who you are.

[How to prove who you are without sending a photo of your I.D.](#)

[Feedback](#)

- European driving licence (full)
- European national identity card

We will help you send a photo of your I.D. online, to prove who you are.

[How to prove who you are without sending a photo of your I.D.](#)

Choose the I.D. you want to use

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

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

Continue

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

Continue

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

Thank you - we are checking your information

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

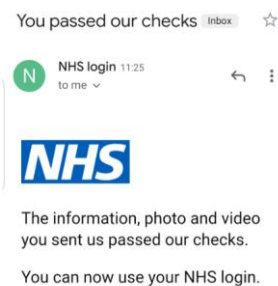
This can take up to 4 days.

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.

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.

The screenshot shows the NHS App login screen. At the top is the NHS logo. Below it is a blue box with the text: "We need to connect your NHS login to your GP surgery". Below this is another blue box with the text: "This is so you can use 'NHS App'". Below that is a white button with the text: "Connect to GP surgery". To the right of the blue boxes is a vertical "Feedback" button. Below the blue boxes is a blue box with links: "Terms of use", "Cookies", and "Accessibility". To the right of this is a "Cookies" consent screen. The "Cookies" screen has the following text: "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." Below this are two checkboxes. The first checkbox is checked and has the text: "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](#)." The second checkbox is unchecked and has the text: "I accept the use of optional analytic cookies used to improve the performance of the NHS App." Below the checkboxes is a green button with the text: "Continue".

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.

The screenshot shows the NHS App Welcome Home page. At the top is the title "Home". Below it is the text "Welcome" followed by a white box for the user's name. Below the name box are labels for "Date of birth:" and "NHS number:". Below these is a purple button with the text: "Login options". Below the button is a text block: "If your mobile device supports fingerprint or face recognition, you can use it to log in to the NHS App instead of a password and security code." Below this is a dark grey button with the text: "Open settings". Below the button is a blue link: "Dismiss". To the right of the text block is a vertical "Feedback" button. Below the "Login options" section is a list of actions: "Check your symptoms", "Book and manage appointments", "Order a repeat prescription", "View your GP medical record", and "Manage your organ donation decision". Each action has a right arrow. To the right of the list is a vertical "Feedback" button. At the bottom is a navigation bar with icons for "Symptoms", "Appointments", "Prescriptions", "My record", and "More".

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

The image displays three sequential screenshots of the NHS App interface for managing repeat prescriptions.

Screenshot 1: Your repeat prescriptions
This screen features a blue header with a home icon, the NHS logo, and help/settings icons. The main content area has a title "Your repeat prescriptions" and a prominent green button labeled "Order a repeat prescription". Below this, a message states: "You don't currently have any repeat prescriptions ordered". Further text explains that once an order is placed, the user can view its status and history, and provides advice for existing orders not shown. A blue "Feedback" button is on the right. The bottom navigation bar includes icons for Symptoms, Appointments, Prescriptions (highlighted), My record, and a More menu.

Screenshot 2: Select medication
This screen shows the "Select medication" step. It includes a "Back" link, a title, and a subtitle "Medications currently available for repeat prescription". A box labeled "Medication currently available to order" contains a blue placeholder. A blue "Feedback" button is on the right. Below the box, text advises contacting the GP surgery for medication changes. A section titled "Special requests relating to this order" is at the bottom. The bottom navigation bar is identical to the first screenshot.

Screenshot 3: Special requests
This screen is for "Special requests relating to this order (optional)". It features a "Back" link, a text input field with the placeholder "gram", and a message: "To discuss your medication or change your chosen pharmacy, contact your GP surgery before ordering." The "Special requests" section title is followed by another text input field with a note: "This text may not be seen by your GP. For important requests, contact your GP surgery." Below this is a character limit notice: "Limit is 1000 characters (about 150 words)". A green "Continue" button is at the bottom. A blue "Feedback" button is on the right. The bottom navigation bar is identical to the previous screenshots.

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