

GETTING STARTED WITH

THE NHS APP

The NHS App is a simple and secure way to access a range of services on your smartphone or tablet. It is free from app stores. You need to be 16 or over to use the NHS COVID Pass service and registered with an NHS GP practice in England. The NHS App should not be confused with the NHS COVID-19 App which offered a way to see if were at risk from coronavirus. This has now been discontinued.

You will need a working mobile phone and email address to be able to create a login.



Downloading the NHS App on a mobile device:

1. Open the App Store or Play Store.
2. Search for 'NHS App' and select install.
3. After installing, select the app to open it.



Registering onto the NHS App on a mobile device:

1. Enter your email address and select 'Continue'.
2. Select 'Continue' to set up a new NHS login.
3. To create an account you will need to know your NHS number or name, date of birth and postcode. Select 'Continue' if you know this information.
4. Create a password and select 'Continue'.
5. A code will be sent to your email address to confirm who you are.
6. Enter your mobile number. You will be sent a security number via text to confirm your mobile number.
7. Once your registration is complete, you will be asked if you are happy to share your details from your GP Surgery with the NHS App – choose 'Yes' or 'No' and select 'Continue'. (If you selected 'yes' and cannot see your full medical record, you may need to contact your registered practice and ask them to upgrade your access. You will still be able to use the App for everything else.)
8. Then you are asked to agree to the NHS terms of use, privacy policy and cookie policy (the cookie policy is optional).

Logging into the NHS App on a mobile device:

1. Enter your email address and select 'Continue'.
2. Enter your password.

Remember

- the NHS App is FREE
- the NHS COVID Pass is FREE
- the NHS will NEVER ask for payment or any financial details



GET YOURSELF CONNECTED



Reasons to go online outlined!

	REQUIRES	OPEN	SERVICES	COST	MORE
accuRX	Internet access through smart phone, tablet, desktop or laptop	24/7	Non-urgent online consultations, medical & admin queries, sick notes, reports, video calls and messages to your practice	FREE	
SystemOne Online	Practice provides username and password on presentation of 2 forms of ID. Internet access by any devices.	24/7	Order prescriptions, book appointments, medical record access, results	FREE	
NHS App	Internet access and device required. Download from App store. Need NHS Number, DOB and postcode (see over)	24/7	Book appointments, order prescriptions, medical record access, Covid Pass, organ donation, medical advice and triage	FREE	
Health Apps	Download from App store. Needs internet access and device	24/7	General self-help support dependant on App scope	Some FREE, some charged	
Online consultations or video calls	Needs smartphone or other device with camera	Booked time	Consultation done by someone working remotely, either NHS or other (eg. LIVI, Online Pharmacy)	Mostly FREE Charges may apply with private providers	
Telephone	Telephone & good signal reception	Opening hours, 5 days only	All services	Cost of call & wait time if lines busy	

If you want to get online and don't know where to start, or need a little help, please get in touch with us. There are plenty of local groups offering free drop-in sessions, including all local Libraries.