



# How to register on to the NHS App using a smartphone or tablet



You will need a  
smartphone or tablet



Open  
App Store or  
Google Play  
to add the NHS App



This is what the NHS App looks  
like.  
You need to search for NHS App.  
Then add it to your smartphone or  
tablet by clicking on install

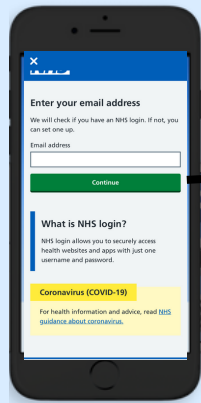


You will see the NHS App.  
Click the NHS App icon to open



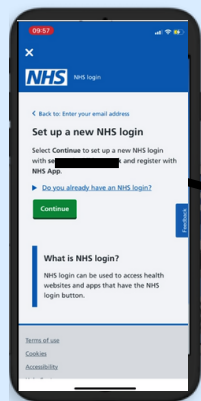
When you open the app you will see this page. This is the NHS App homepage.

Click on the white box on the bottom of your screen



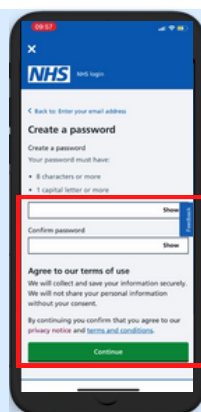
First you need to enter your email address. You will get emails from the NHS.

Enter your email address into the box and then click continue



When you click continue you will be asked if you want to set up a new NHS Login.

Click continue to register on the NHS App.



## Password

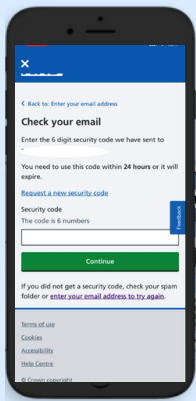
Make sure your password is something you will remember.

Enter your password two times and then click Continue.



## Email from NHS Login

Go to your emails and you will see one from NHS Login. Make a note of the security code.



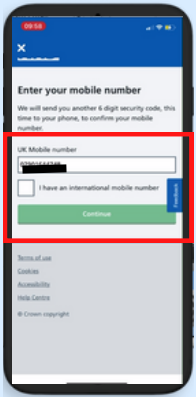
Security code

The code is 6 numbers

Continue

Enter the security code in the box.

Then click Continue



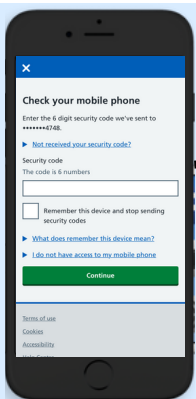
Now you need to add in your mobile phone number. You will get a text message from the NHS App.

Enter your mobile phone number then click Continue.



## NHS Login text message

Check your mobile phone for a text from NHS login with a security code. Make a note of the security code.



Security code

The code is 6 numbers

☐ Remember this device and stop sending security codes

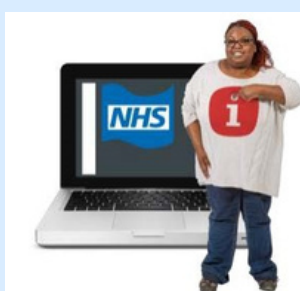
[What does remember this device mean?](#)

[I do not have access to my mobile phone](#)

Continue

## Enter the security code

Enter the security code in the box and click Continue



## Next you need to give details about you.

You can add your NHS Number

**OR**

You can add your name, date of birth, your address

## Do you know your NHS number?

Telling us your NHS number will give us the best chance of matching you to your NHS record.

You do not need to know your NHS number to continue. If you do not know it, you can tell us your full name instead.

[How to find your NHS number](#)

☒ Yes, I know my NHS number

Example: 485 777 3456

☐ No, continue with my full name

Continue

## Add your NHS Number

Click

*Yes, I know my NHS number.*

Then enter your NHS Number in the box and then click Continue

# OR

## Add your name

NHS login

[Back to: Do you know your NHS number](#)

### Enter your full name

Use the same full name that you registered with your GP surgery.

First name

Middle names (if you have any)

Last name

Continue

## Add your date of birth

NHS login

[Back to: What is your name](#)

### What is your date of birth?

For example, 31 3 1980

Day Month Year

Continue

## Add your address

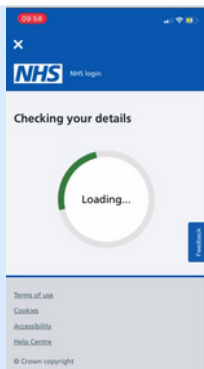
NHS login

[Back to: What is your date of birth](#)

### What is your postcode?

You should enter the postcode your GP has on record for you.

Submit Information



When you do this you will see this page.

The NHS App is checking your details

NHS login

### Accept conditions of use

To use the NHS App you must agree to our [terms of use](#), [privacy policy](#) and [cookies policy](#). You should read these carefully before using the app.

### Cookies

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.

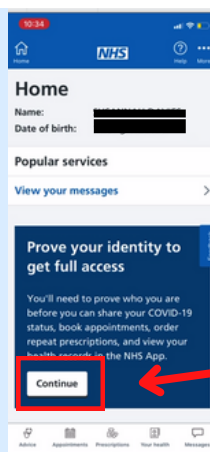
☒ I understand and accept the [terms of use](#) and [privacy policy](#). I accept the use of strictly necessary cookies as detailed in the [cookies policy](#).

☒ I accept the use of optional analytic cookies used to improve the performance of the NHS App.

Continue

You now need to agree to use the NHS App

At the bottom of the screen tick the two boxes and click Continue



When you do this you will see this page. You are nearly done.

To use all of the NHS App services you need to prove who you are.

Click Continue.

# Register to use your GP Surgery's online services

Your GP Surgery will give you this information when you register:

- Linkage key
- ODS Code
- Account ID



Have GP Surgery registration details ready.

Click

*How to prove who you are without sending a photo of your I.D.*

You will now see this page.  
You need to do two things:

First click on the button  
*Yes - I use online services*

Then click Continue

The screenshot shows the NHS login page. At the top is the NHS logo and 'NHS login'. Below it is a link: 'Back to: You need to prove who you are'. The main heading is 'How to prove who you are'. Below this, it says 'You will need 1 of the following types of photo I.D:'. A list of options is provided: 'passport', 'UK driving licence (full or provisional)', 'European driving licence (full)', and 'European national identity card'. Below the list, it says 'We will help you send a photo of your I.D. online, to prove who you are.' At the bottom, there is a link: 'How to prove who you are without sending a photo of your I.D.' which is highlighted with a red box.The screenshot shows a page titled 'Prove who you are without sending a photo of your ID'. It includes text explaining that the user will be asked 1 or 2 questions about other health services. Below this, it asks 'Do you use your GP surgery's online services?'. There are three radio button options: 'Yes - I use online services' (which is selected and highlighted with a red box), 'No - I do not use online services', and 'I don't know'. At the bottom, there is a green 'Continue' button.The screenshot shows a page titled 'Enter your registration details'. It includes the instruction 'Enter the details exactly as they are written.' Below this, there are three input fields: 'Linkage Key (could be called a Passphrase)', 'O.D.S. Code (could be called an Organisation Code or Practice I.D.)', and 'Account I.D.'. Each field is highlighted with a red box. At the bottom, there is a green 'Continue' button.

Enter your registration details.

Now you need to enter the three registration details shown on the page.

This information is from your GP surgery.

Then click Continue

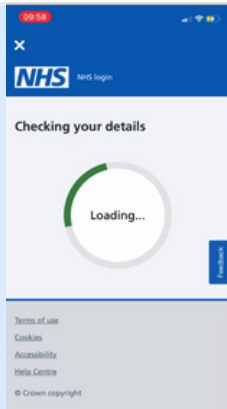
## How to prove who you are

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

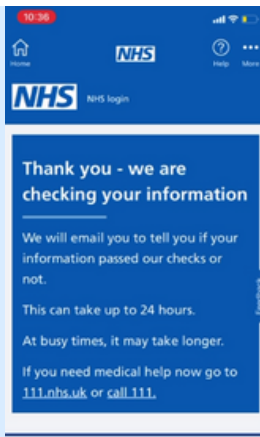
We will help you send a photo of your I.D. online, to prove who you are.

Another way to prove who you are is when you take a photograph of your photo ID like a passport. You will also be asked to record a short video.



When you do this you will see this page.

The NHS App is checking your details



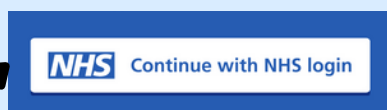
When you do this you will see this page.

The NHS App will now create your NHS Login. It can take up to 24 hours for this to be done.



## Email from NHS Login

When your NHS App Login is ready to use you will see an email from NHS Login



Now you can start using the NHS App.

Click on the white box on the bottom of your screen to open the NHS App and use the NHS App services