

# NHS App Training – Community Space



**Welcome!**

**If you have not set up the NHS app before you will need:**

- Your NHS number
- Photo ID (must be driving license or passport)

If you are missing either of these, you will need to contact your GP to get this information.

If you don't have ID with you **or if you have light sensitivity**, ask at your GP for a PIN document.

We will talk about this in the training.



# Using the NHS App

Getting registered with and using the NHS app

# Today's Training

1. Installing the app

2. Registering on the NHS app

3. Proving who you are.

- Using photo ID
- Or ID details from your GP

4. Logging into the NHS App

5. Ordering repeat prescriptions

6. More digital support in Bexley

# How to register and get full use of NHS App services

## Installing the app

### 1. Open the App Store (iPhone) or Google Play (Android phones).

To download the app, you might need an email address and password, if you have forgotten your password then we can help to reset it.

### 2. Search for 'NHS App'.

Using the search bar at the top of the screen

### 3. Install the app.

Press "Install" next to the app logo



App store logo



Google play logo



NHS App logo

## Registering

To create an NHS login account, you must be aged 13 or over, and have an email address and phone number:

1. Enter your email address and select Continue.
2. Choose a password.
3. Accept the NHS login terms and conditions.
4. We will email you a security code. Enter this code in the NHS App to confirm your email address.
5. Enter your mobile phone number and select Continue.
6. We will send you another security code in a text message. Enter this code in the NHS App to confirm your mobile phone number. If you don't want to be sent a code every time you login then tick the box.
7. If you have entered the correct codes, you can access the NHS App.

**You will now have an NHS login.**



## Proving who you are

**You will need to prove who you are to access other services like seeing your GP health record and other personal information.**

### **Use photo ID to prove who you are**

You will need a form of photo ID such as a valid UK passport or UK driving license.

If you do not have any photo ID then you will need to collect identification information from your GP, information on what you need will come later.

## For those using photo ID

### Complete a face scan

Through the NHS App, NHS login will guide you on how to:

1. Take a photo of your ID with your mobile phone
2. Complete an automated scan of your face using your mobile phone. This will be used to match your face with the photo ID.
3. Enter your date of birth.
4. Enter your NHS number or your name and postcode

### Take a video

Through the NHS App, NHS login will guide you on how to:

1. Take a photo of your ID with your mobile phone.
2. Record a short video of your face and say 4 randomly generated numbers (you can also use British Sign Language or write the numbers down and show them in the video).
3. Enter your date of birth.
4. Enter your NHS number or your name and postcode.

**When you have completed these steps, your identity should be confirmed immediately or within a few hours.**



Proving who you are

## For those without photo ID

You should now have your PIN document. The information on this is only relevant for two weeks and you won't need it again after registering with the app.

When you have the PIN document, follow these steps in the NHS App:

Select How to prove who you are without photo ID

Select **Yes - I use online services**

Select **Yes - I have all 3 details**

Enter your ODS code, account ID, and linkage key or passphrase

Enter your full name and date of birth



## Logging in to the NHS App

1. Enter your email address and select **Continue**.
2. Enter the password you created when you registered on the app.

If you have fingerprint or facial recognition set up on your phone, then you won't need to manually login each time.

- You can change how you login in the app by going into "account" (person icon on the top right), clicking "Settings" and selecting "Fingerprint, face or iris".

# Common Issues

## If you can't access the email address registered with your NHS app account

You'll need to contact the NHS app support team to change this, follow the link below, or use the QR code (open your camera, point to the image on the right, and click the link on your screen). <https://help.login.nhs.uk/contact?error=CID1115>



## Forgotten password

You can reset your password when you try to login, you will need access to the email address that you registered on the app.

# Helpful Links

1. **Common error codes explained** <https://digital.nhs.uk/services/nhs-app/resources/trouble-shooting-guide/error-codes-explained>
2. **Delete an NHS App account** <https://settings.login.nhs.uk/delete-nhs-login>
3. **Contact the NHS app support team**  
<https://help.login.nhs.uk/contact?error=CID1115>

# Digital Support in Bexley!

**There is a fantastic team of digital volunteers throughout Bexley who can support with the NHS app and loads more!**

Find more info on our website:

<https://www.bvsc.co.uk/bexley-digital-champion-network-0>

Learn how to scan QR codes today!



# Ordering repeat prescriptions with the NHS App



Step-by-step  
instructions  
for patients

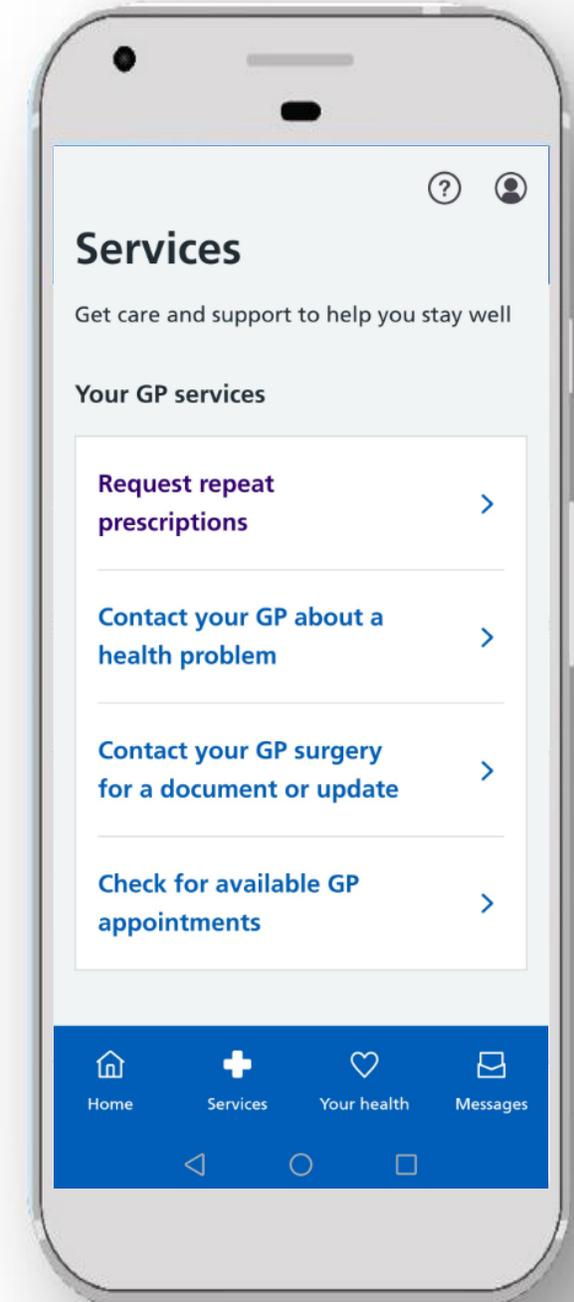


Over the next few slides, we'll talk about how to order repeat prescriptions using the app.

# Ordering repeat prescriptions

Once you have logged into the app:

1. Select the **'Services'** icon in the bar at the bottom of the screen, then select **"Request repeat prescriptions"**.
2. Choose which pharmacy your prescriptions will be sent to. This is called your 'nominated pharmacy'. We will explain how to change your pharmacy in a later slide.
3. Select the green **'Order a prescription'** button at the top of the prescriptions page.



4. The next page asks: 'What type of prescription do you want to order?' You can only order repeat prescription items on the NHS App. So, if you have one, choose **'A repeat prescription'** and select **'Continue'**.
  
5. Check the prescription is going to the right pharmacy. If not, look at the 'Choosing your pharmacy' section of this guide. If the pharmacy is the right one, select **'Continue'**.
  
6. The next screen shows the medicines available for you to request. Choose the medicines you need and select **'Continue'**.
  
7. Check your order and nominated pharmacy are correct. Then select **'Confirm and order prescriptions'**.
  
8. You are finished. Your request is sent to the GP surgery for approval and then sent to your nominated pharmacy for collection.

# Choosing your pharmacy

The pharmacy you choose your prescriptions to be sent to is called your 'nominated pharmacy'.

Here's how to change it:

1. Select the **'Your health'** icon in the bar at the bottom of the screen, then select **"View and manage prescriptions"**.
2. Select the **'Your nominated pharmacy'** option.
3. Select the green **'Change your nominated pharmacy'** button.
4. Select **'High street pharmacies'**. It is not possible to nominate an online-only pharmacy in the NHS App, you can do that online directly on their website.
5. Search using your postcode.
6. Select a pharmacy. Future prescriptions will be sent to this pharmacy.

# Viewing your prescriptions

1. Select the '**Your health**' icon in the bar at the bottom of the screen,
2. Then select "**View and manage prescriptions**".
3. Your requested and approved prescriptions can be seen on this page
4. You can also see the status of any "**requested medicines**" here