

NHS App

Step-by-step guide

Last updated: April 2026



ageuk.org.uk/eastlondon Charity number: 1144535
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NHS App



Step-by-step guide

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STEP 1 Using the NHS App for the first time

This guide will walk you through setting up and using the NHS App on your smartphone or tablet.

You will need your **device** with you and be **connected to the internet** to follow along with each step.



STEP 2 What else will I need for registering for the NHS App?

1234567890

NHS No.

or your name and postcode registered with your GP.



Email address



A photo of an accepted form of ID

See page 16 for what are accepted forms of ID



UK Mobile phone number

We will also use this to take / upload a photo to verify ID

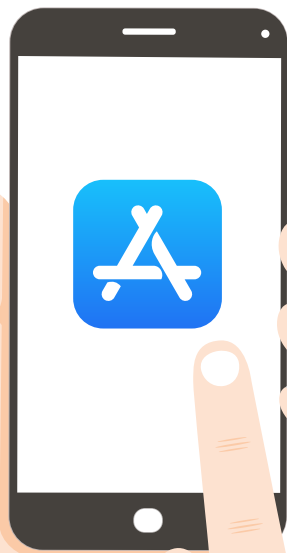
STEP 3 Download the NHS App

The NHS App is **free** to download on all Apple and Android devices.

STEP 3a Apple devices (iPhones and iPads)

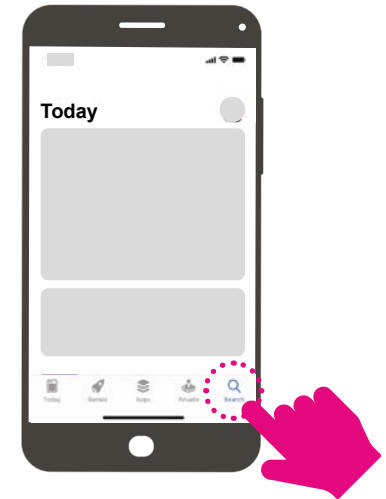
1 Open the App Store.

The app store is an app on your device.



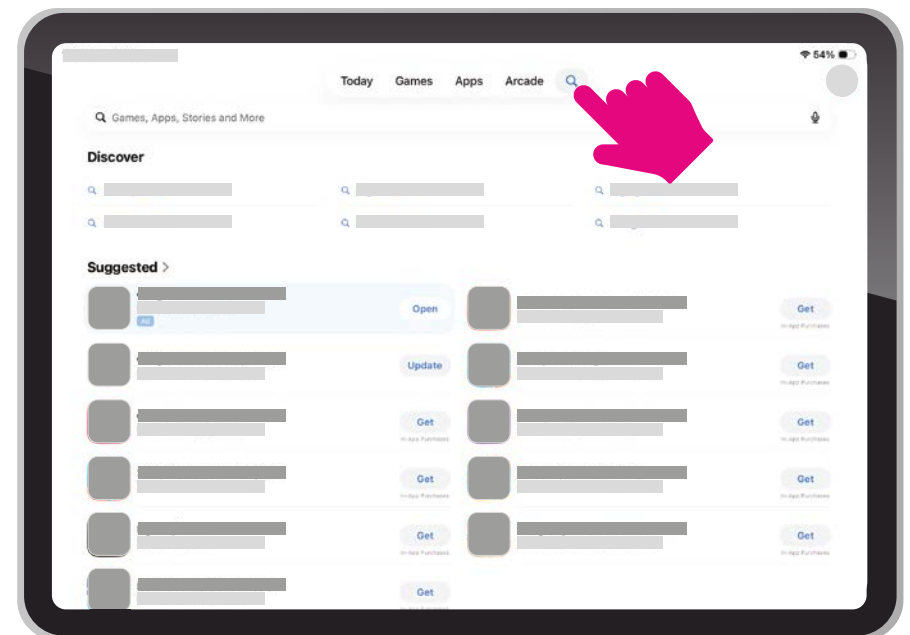
2 For iPhone

Select on the **Search icon** at the bar at the bottom of the page.



2 For iPad

Select the **Search icon** in the bar at the top of the page.



3 Type '**NHS App**' in the search bar at the top

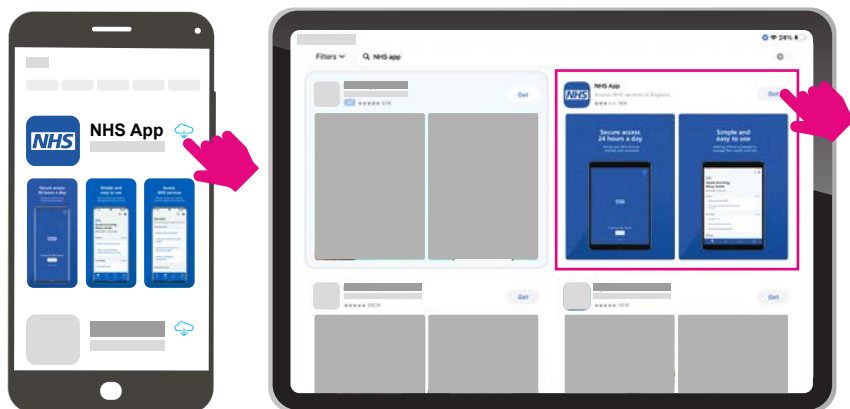


Press **Search** button on your keyboard



The NHS App will be at or near the top of the search results. The NHS App has an image of the NHS logo.

4 Select **Get** or the  icon to download the App. You may have to enter your Apple account password.



STEP 3b Android devices

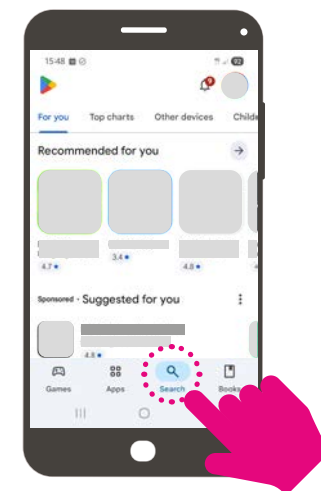
(All devices that are not iPhones including all Samsung Galaxy, Google Pixel and Doro.)

1 Open the Play Store app.

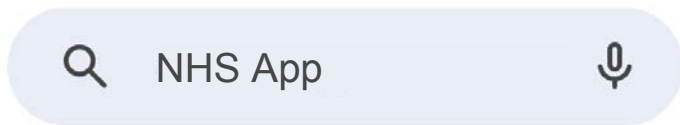
This is an app on your phone.



2 Select on the **Search icon** at the bar at the bottom of the page.



3 Type '**NHS App**' in the search bar at the top



Press **Search** button on your keyboard



The NHS App will be at or near the top of the search results. The NHS App has an image of the NHS logo.

4 Select **Install** or the  icon to download the App.

You may have to enter your Google account password.



STEP 4 Register for an account and verify identity

STEP 4a Create an NHS login


After downloading the NHS App and opening it for the first time, you will need to create an **NHS login**. **This is your NHS account.**

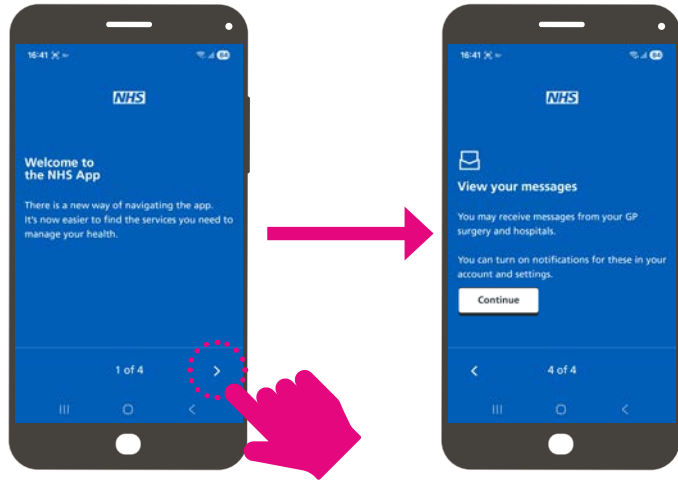
You need to be registered with a GP to do this. You can use these details to access the same information on a web browser as well as the NHS App.


1 Open the app and select

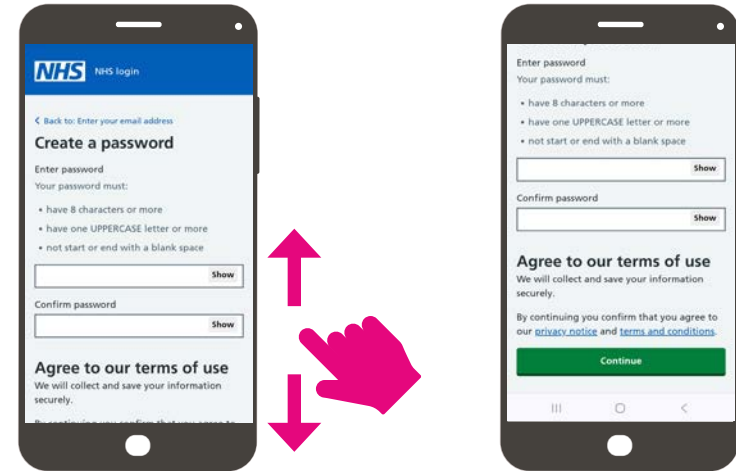
Continue




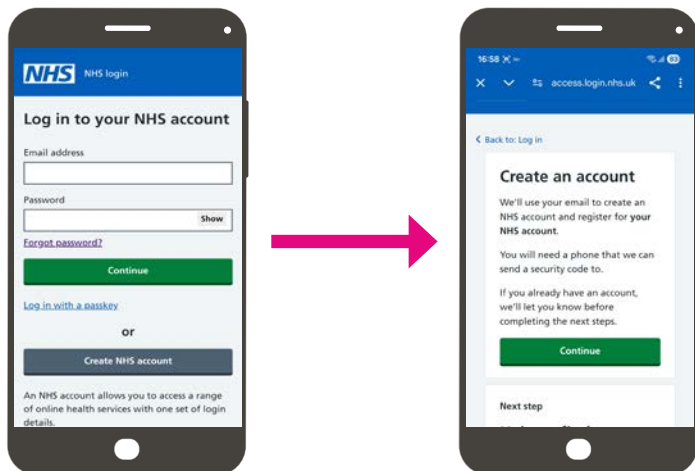
- 2 Then select through the messages 1 to 4 using the bottom right arrow and finish with selecting 



- 4 **Create a secure password** and type it into both boxes. Scroll down and **agree the NHS terms of use** by selecting 



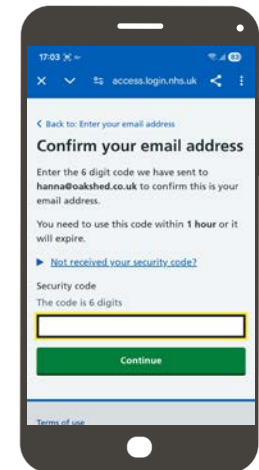
- 3 If you do not have an NHS login select **Create NHS account**, then select 



- 5 A **security code will be sent to your email**.

Enter this code into the box in the NHS app.

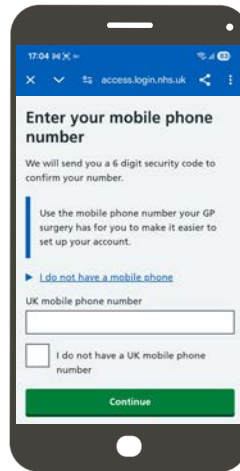
Select 



- 6 Enter your **mobile phone** or **landline** number.

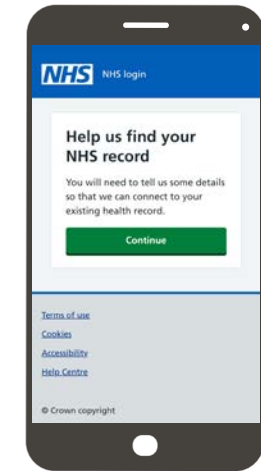
(NB: A code will be sent to this number immediately. It is likely to be more convenient to enter your mobile number. Have a pen and paper ready if you want the code to be sent to your landline).

Select **Continue**



- 8 'Help us find your NHS record' message will be displayed.

Select **Continue**



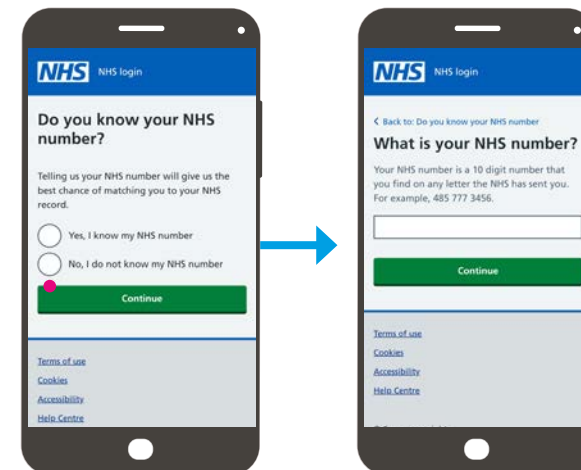
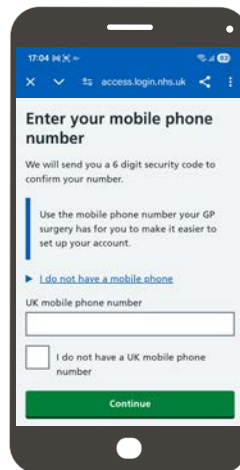
- 9 'Do you know your NHS number?' message will be displayed.

Select **Yes** if you know your NHS number and select **Continue**

- 7 A **security code** will be sent to the phone number you just entered.

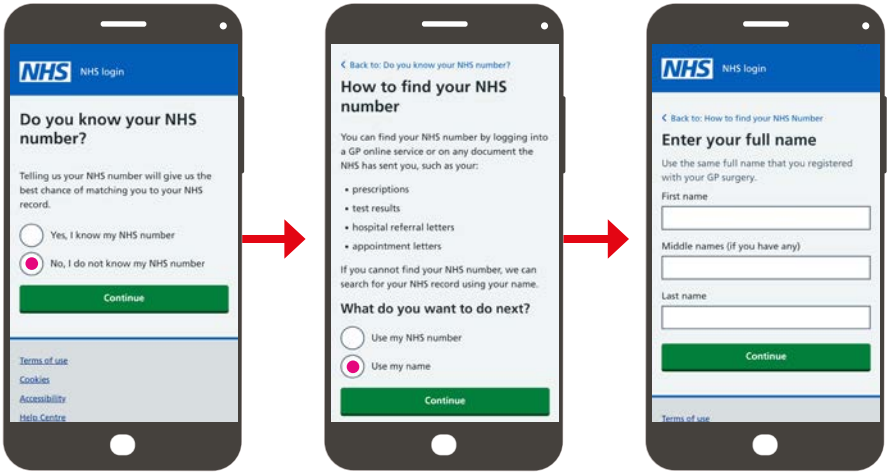
Enter this code into the box in the NHS app.

Select **Continue**



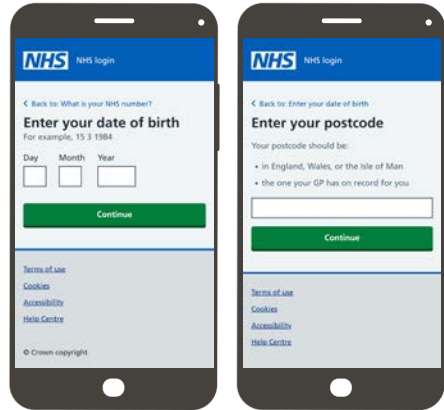
Select **No** if you do not know your NHS number and select **Continue**

Use your **name** if you cannot find your NHS number.



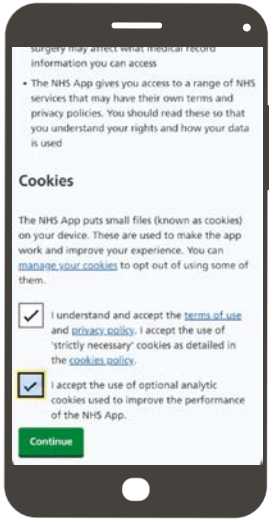
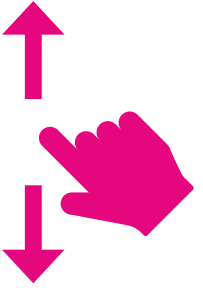
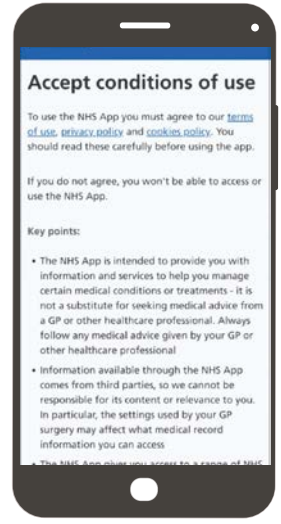
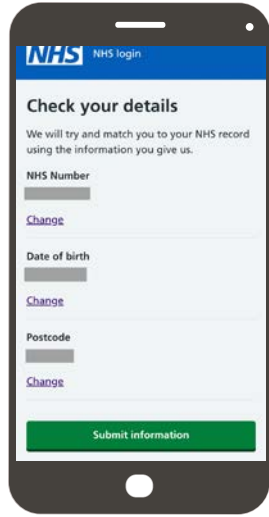
10 Enter your **date of birth** and select **Continue**

Enter your **postcode** and select **Continue**



11 Check your details and select **Submit information**

12 Accept conditions of use by scrolling down and select **Continue**



The NHS App uses the **most advanced safety standards** to protect you and your information.

STEP 4b Verify your identity



You need to verify your identity before you can book GP appointments and see your health record.

If you have already used NHS login for other online GP services, you may be able to transfer your previous ID check.

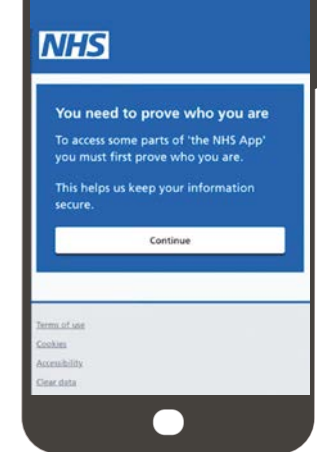
When you log in for the first time you will be asked to prove your identity to get full access to NHS App services. You will need one of the following forms of ID:

- passport
- UK residence card or UK biometric residence permit (BRP)
- UK driving licence (full or provisional)
- UK application registration card (ARC)
- european driving license (full)
- a valid UK entry clearance video a sticker
- european national identity card
- CitizenCard

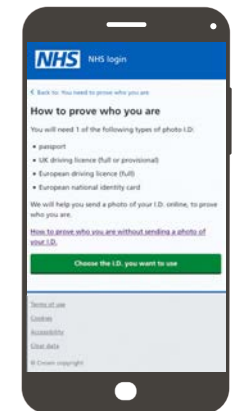
If you do not have ID or your ID has expired, you can verify your identity without photo ID.

Verify your identity using photo ID and face scan or video

1 Select **Continue** to choose how you prove who you are

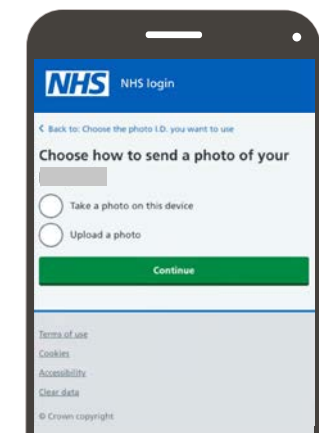


2 'How to prove who you are' message will be displayed. Select **Choose the I.D. you want to use**



3 Choose the Photo ID you would like to use and select **Continue**

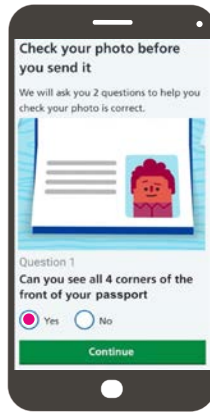
4 Choose how to send a photo of your chosen ID and select **Continue**



You need a camera for this method of verification.

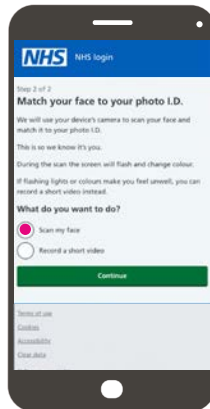
- 5 Take a photo of your chosen ID and select **Continue**

Make sure you do not cover any corners, you can clearly see your face and all the text and there's no shine from a light or window.

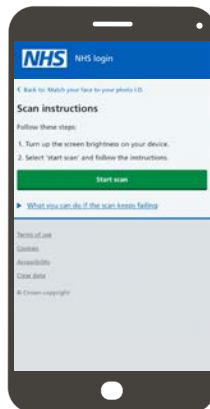


Face scan

- 6 Complete an automated face scan to match with the photo ID when prompted and select **Continue**

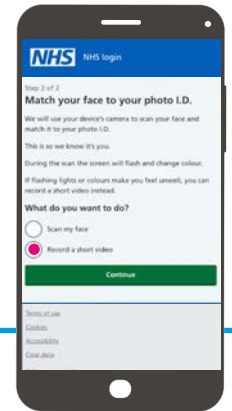


- 7 Follow the steps as shown on the screen and select **Start scan**



Video

- 6 Alternatively record a short video of yourself saying 4 random numbers. You can use British Sign Language to sign the numbers if you need to.

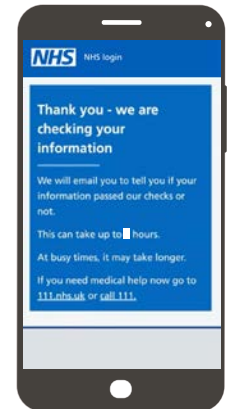


- 8 Enter your **date of birth** and then your **NHS number** or your **name** and **postcode**.

- 9 You will receive an email confirmation when your identity is verified.

The screen will show you how long this is expected to take.

If the verification check has failed, you will receive a rejection email explaining the reason why your identity was not verified.



If you need help you can ask at your local library, call Age UK East London for remote and in-person digital inclusion services, or your GP surgery may be able to help.

Verify your identity without photo ID

If you do not have photo ID, you need to contact your GP surgery to request an online account.

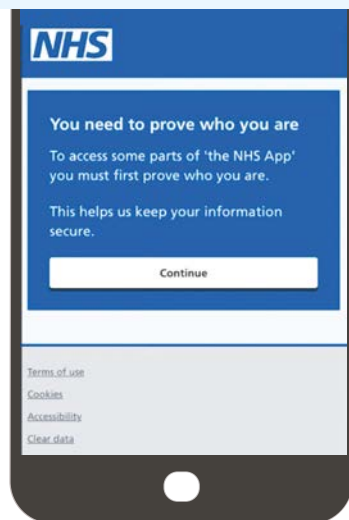
They will provide you with a patient online details document. This is a letter, email or text message with:

- Linkage Key or Passphrase
(PLEASE NOTE: this expires after 2 weeks)
- ODS code of your GP (also known as an Organisation Code or Practice ID)
- Account ID

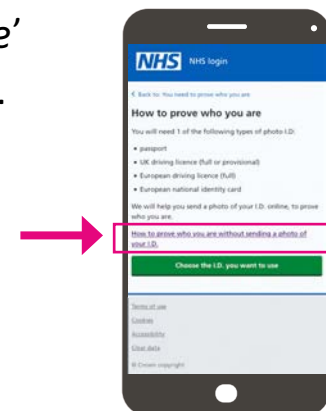


Once you have this information, follow the steps on the previous pages to create an NHS login then...

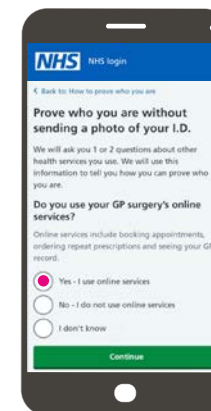
- 1 Select **Continue** to choose how you prove who you are



- 2 'How to prove who you are' message will be displayed. Select **How to prove who you are without sending a photo of your I.D.**

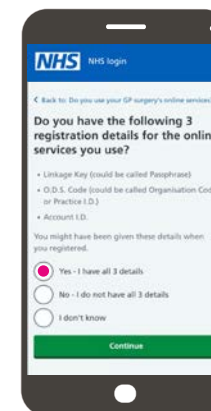


- 3 Select **Yes - I use online services** and select **Continue**



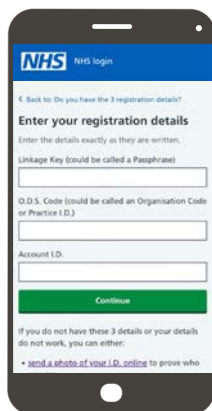
- 4 Select **Yes - I have all 3 details** and select **Continue**

These details are on the letter from your GP (see previous page)



- 5** When prompted, enter the:
- Linkage Key or Passphrase
 - ODS code
 - Account ID

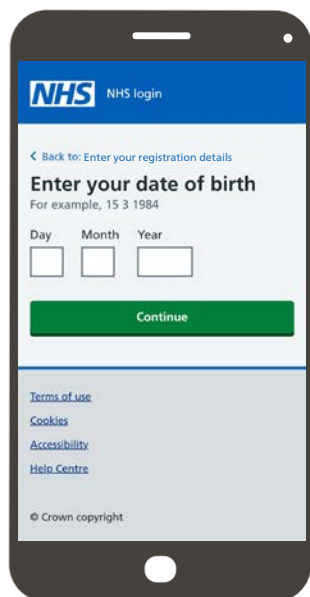
and select **Continue**



GP These details are on the letter from your GP (see previous page)

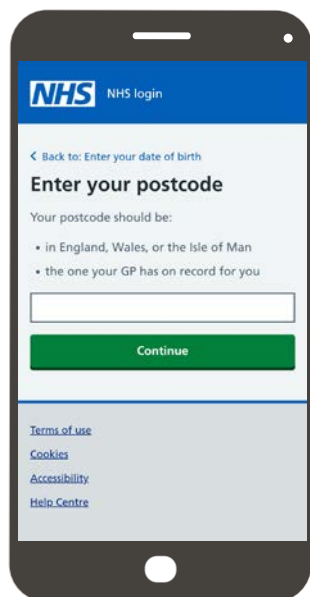
- 6** Enter your **date of birth**

and select **Continue**



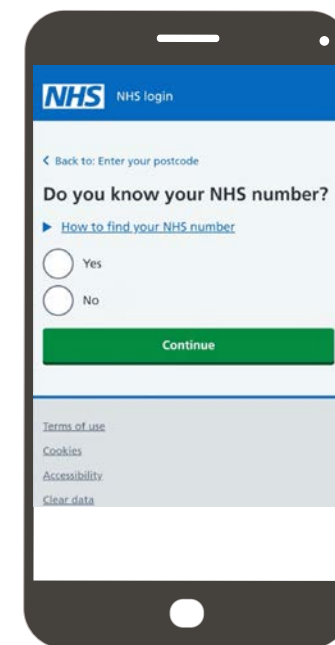
- Enter your **postcode**

and select **Continue**



- 7** When asked **Do you know your NHS number?** again, select 'Yes' or 'No' and then select

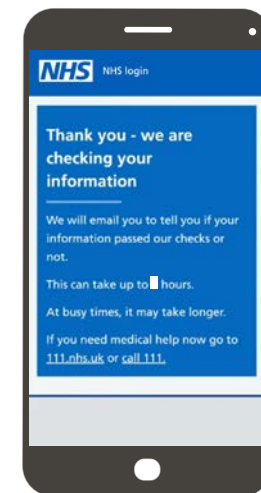
Continue



- 9** You will receive an email confirmation when your identity is verified.

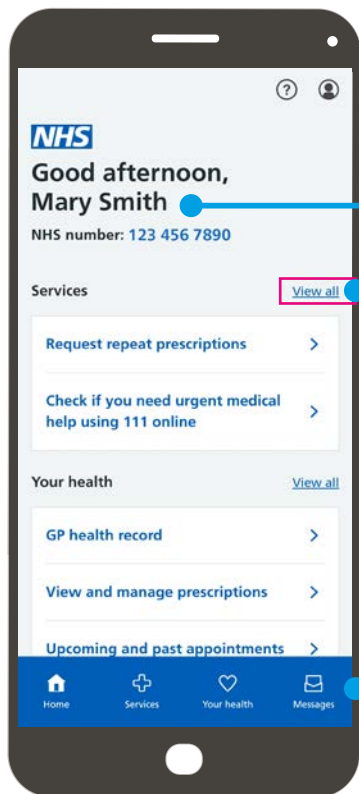
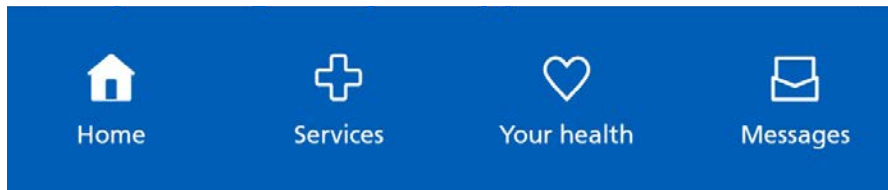
The screen will show you how long this is expected to take.

If the verification check has failed, you will receive a rejection email explaining the reason why your identity was not verified.



STEP 5 Finding your way around the NHS app

Each step in this guide will begin by telling you which icon the service is under.



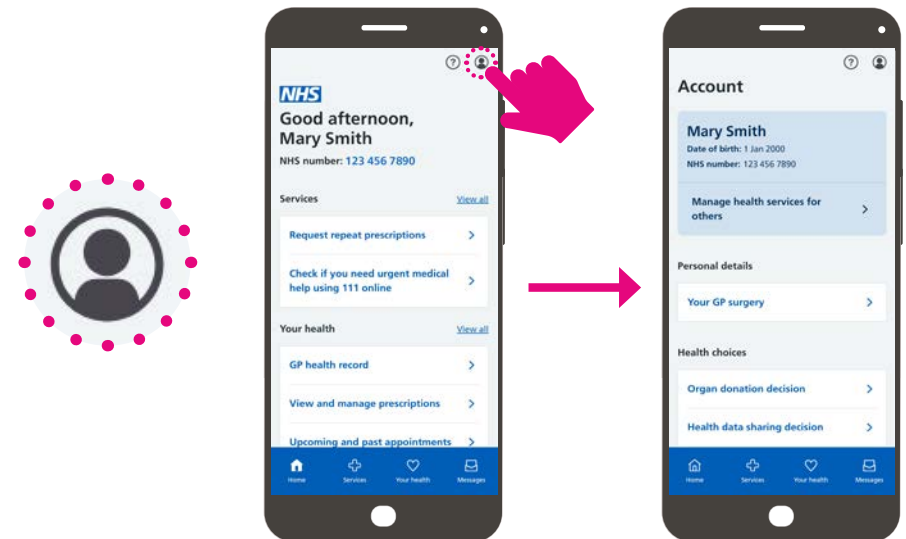
At the top of the Home page, you will see your **name** and **NHS number**

Not all services are displayed in the home screen. Select **View all** to the right of Services or Your health to see the full list of options.

The blue banner at the bottom of the screen has 4 icons

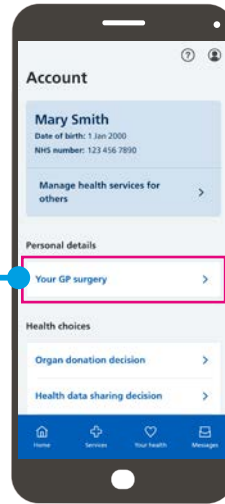
STEP 6 Account settings

- 1 Select the **person icon** at the top of the screen. This is your account settings and you will see your **name**, **date of birth** and **NHS number**.

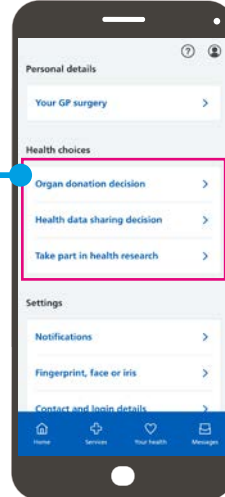




- 2** Select **Your GP surgery** to see details about your surgery or to change surgery.

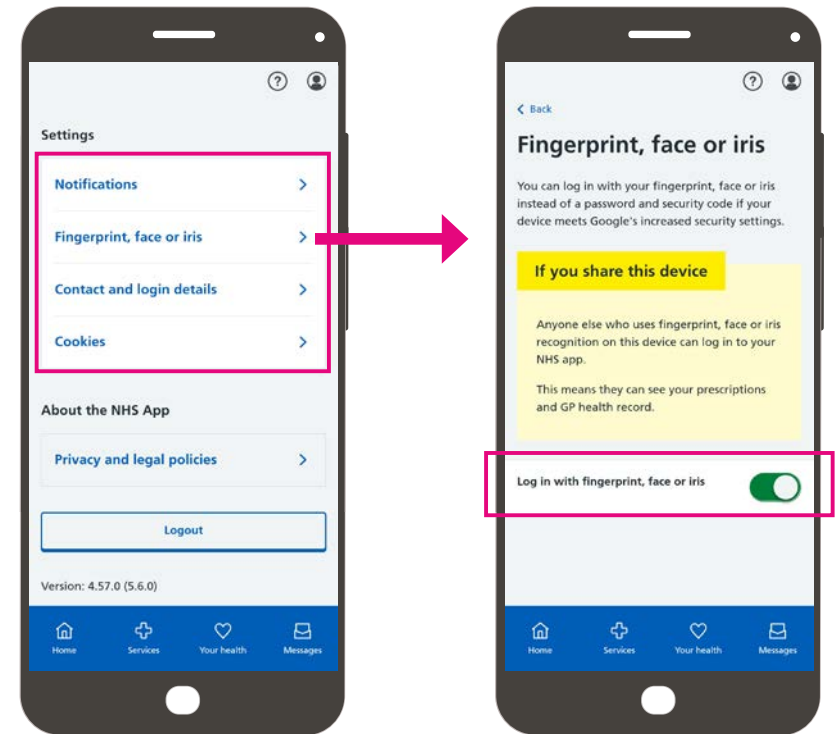


- 3** Under **Health choices** you can select to change your:
- **Organ donation decision**
 - **Health data sharing decision**
 - Find out about **taking part in health research**



- 4** Under the section called **Settings**, select **Notifications** to **turn on notifications** to receive important messages about your care and see your **contact** or **login details**.

Depending on your device, you may also be able to set up **fingerprint, iris** or **face ID** to log into the NHS App without having to type in your password.



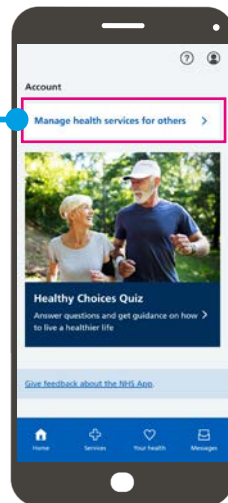
STEP 7 Manage health services for others

You can manage health services for a family member or someone else you care for by switching to their profile in the NHS App.

This may also be referred to as proxy access or linked accounts. **You need to ask your GP to give you access to do this.**

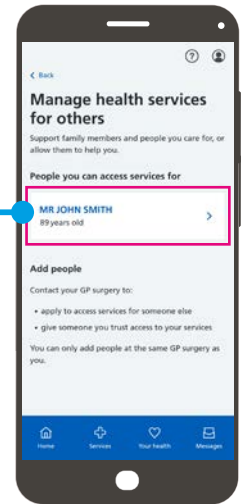
To manage health service for others:

- 1 Under Home, scroll down to Account and select **Manage health services for others**.



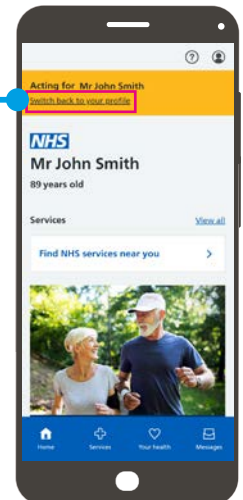
- 2 Once your GP has set you up with a linked profile you will see it here.

Select the profile you want to manage and you will see the services you can use, such as ordering repeat prescriptions.



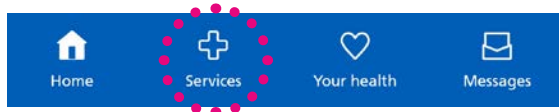
- 3 Once you are ready to return to your own profile, select **Switch back to your profile** in the yellow banner at the top of the page.

Acting for Mr John Smith
Switch back to your profile

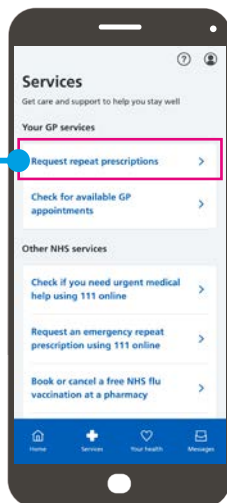


STEP 8 Services

STEP 8a Order repeat prescriptions



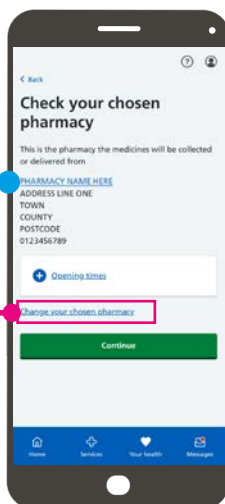
- 1 Under **Services** select **Request repeat prescriptions**



- 2 You will see your chosen pharmacy.

*If you need to change the pharmacy, go to Change your pharmacy in **Your health**.*

If the pharmacy is correct, select **Continue**



- 3 You will see your medicines.
 Tick the boxes to choose the ones you need then select **Continue**



- 4 **Your prescription has now been requested.**

The next screen will tell you what you can do next. Select **Status of your request** to see the details of the medicines you requested and their approval status.



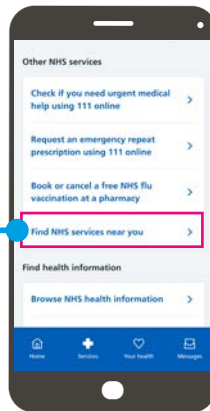
STEP 8b Find services near you

You can **find services near you** including dentists, pharmacists, hospitals and urgent care services.

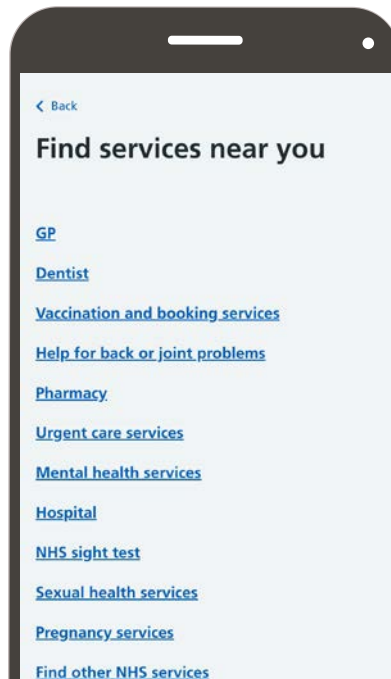
To find a service near you:



- 1 Under **Services** scroll down to Other NHS services and select **Find NHS services near you**.



- 2 Select the service you need from the list.

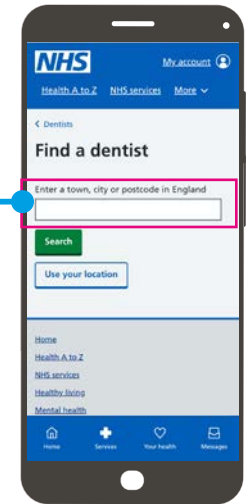


- 3 Depending on the service you select, you may be taken to a second list of options or asked to enter your postcode.

Type in your postcode

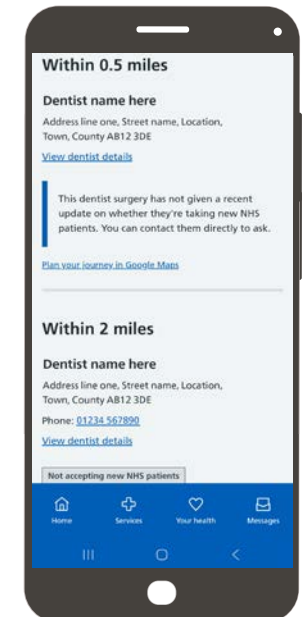
and select **Search** or

select **Use your location** if your location settings are switched on in your app or browser.



- 4 The search results will show you a list of options starting with the service that's closest to your location.

For each option, you will see the address, telephone number, opening times and whether they are accepting new NHS patients.





STEP 8c Contact your GP surgery about a health problem

If you have a non-urgent health problem you can get advice from your GP, without needing to book an appointment. **If you need more urgent help, call your GP practice or use 111 online.**

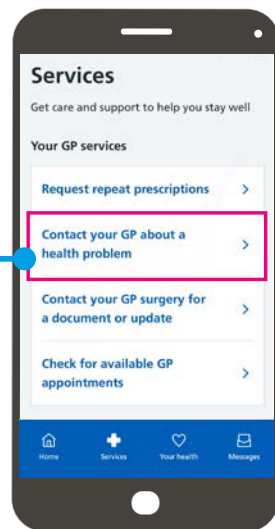
If you think it is an emergency, call 999.



- 1 Under **Services** select **Contact your GP about a health problem.**

The next screen may show your GPs online consultation provider for example *Accurx* or *PATCHS*, select **Continue**

- 2 Follow the instructions on screen to tell your GP about your health problem.



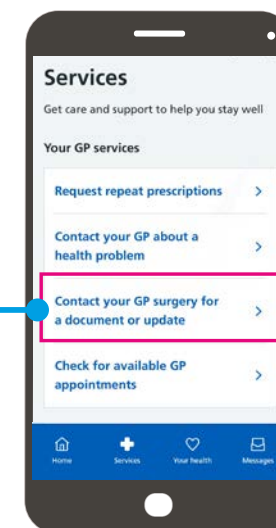
STEP 8d Contact your GP surgery for a document or update



- 1 Under **Services** select **Contact your GP surgery for a document or update.**

The next screen may show your GPs online consultation provider for example *Accurx* or *PATCHS*, select **Continue**

- 2 Follow the instructions on the screen.





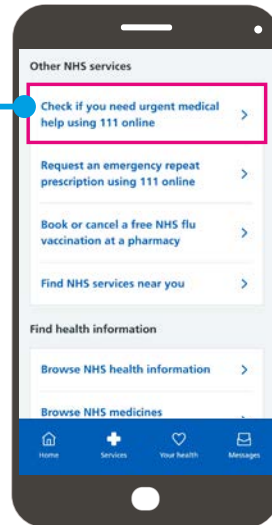
STEP 8e Use 111 online



- 1 Under **Services** select **Check if you need urgent medical help using 111 online**.

The next screen will ask you **Agree to share your NHS login information**.

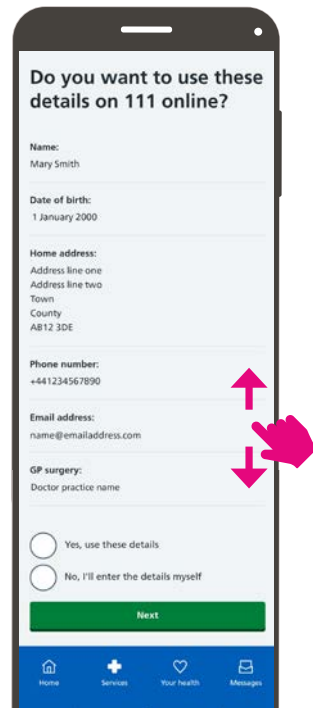
To continue select **I agree**



- 2 You will see your name, date of birth, contact information and GP surgery.

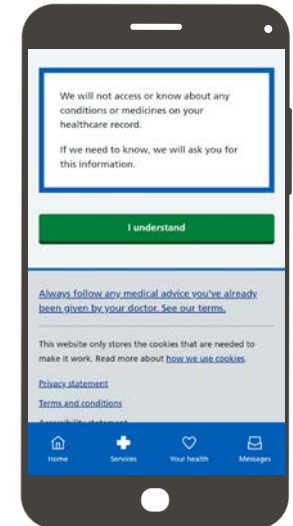
Select **Yes**, use these details or **No, I'll enter the details myself** if anything is incorrect.

The select **Next**



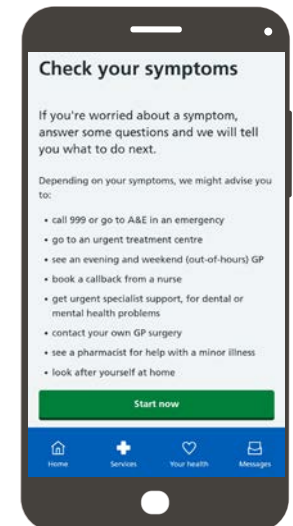
- 3 You will see a statement advising that the 111 service will not access or know the details in your health record.

Select **I understand** to continue.



- 5 You will see information about the 111 online service.

Select **Start now** to get help with your symptoms. Follow the instructions on screen.

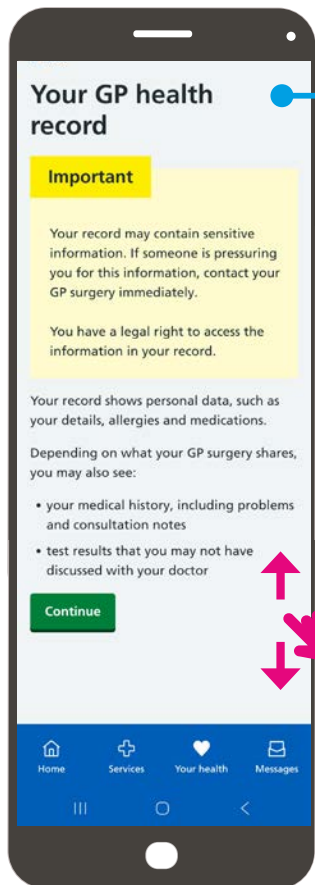


STEP 9 Your Health



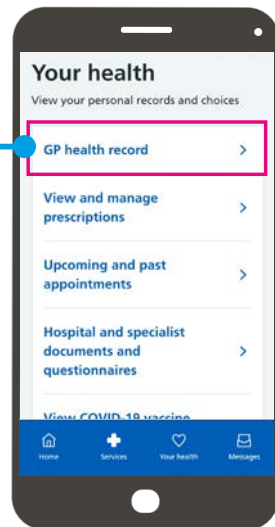
STEP 9a View your GP record

1 Under **Your health** select **GP health record**.



2 You will see an **Important** message saying your health record may contain sensitive information.

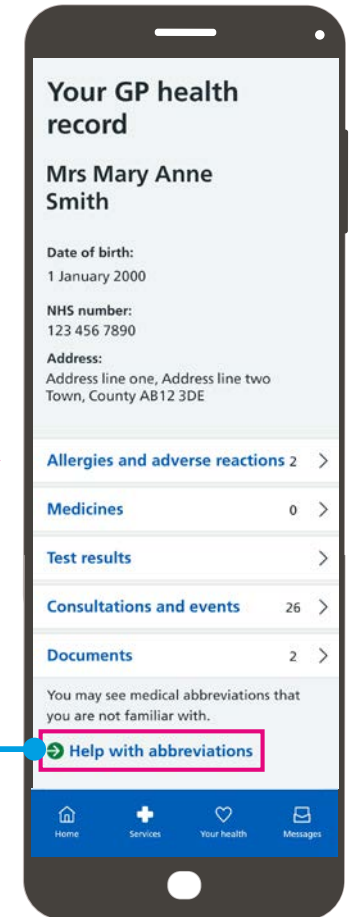
Select **Continue** if you're happy to see your GP health record.



3 You will see information about your health, select which section you would like to view such as **Medicines, Test results** and **Documents**.



4 Select **Help with abbreviations** at the bottom of each page to learn more about what common medical abbreviations in your GP record mean.

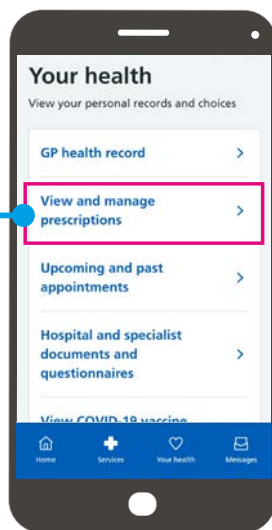




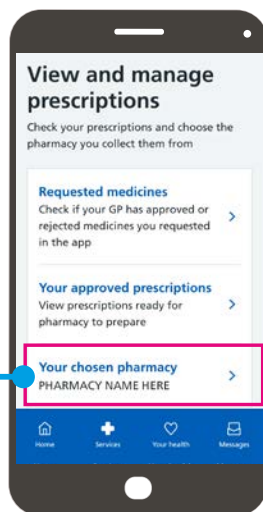
STEP 9b Change your pharmacy



1 Under **Your health** select **View and manage prescriptions**.

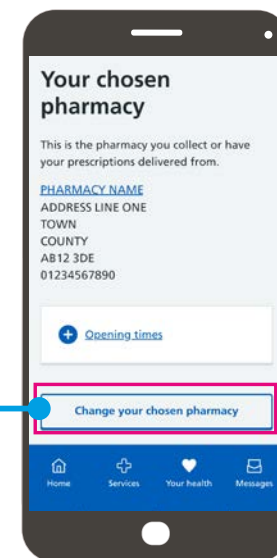


2 Select **Your chosen pharmacy** from the list.

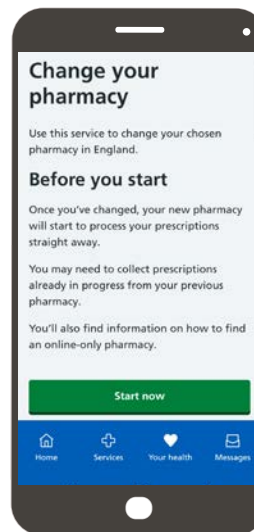


3 You will then see the name, contact details and opening times for your chosen pharmacy.

Select **Change your chosen pharmacy**.



4 Read the **Before you start** information, then select



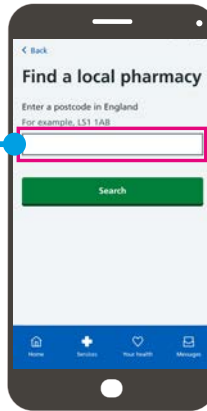
5 Select if you want a **local pharmacy** or an **online-only pharmacy**. Select **Continue**





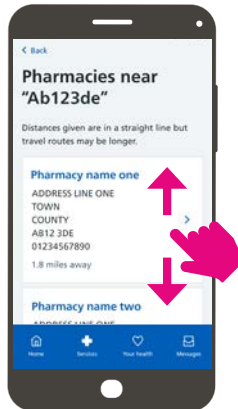
Local pharmacy

- 1 Enter your postcode to find a local pharmacy and select **Search**



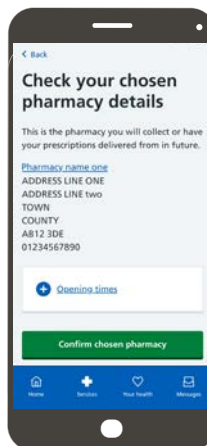
- 2 You will see a list of pharmacies near your postcode.

Select the pharmacy you wish to change to.



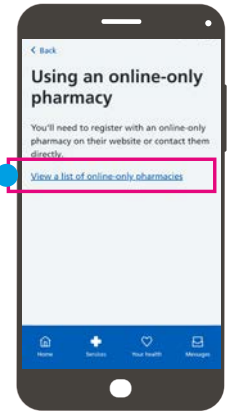
- 3 You will see the name and contact details of the pharmacy.

To complete the change, select **Confirm chosen pharmacy**



Online-only pharmacy

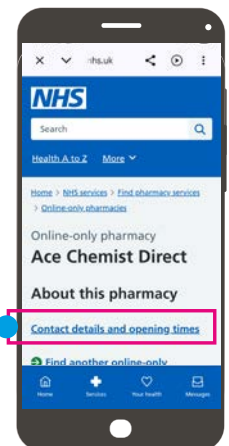
- 1 Select **View a list of online-only pharmacies.**



- 2 Choose your new pharmacy from the list.



- 3 Select **Contact details and opening times.** You will need to register with an online-only pharmacy on their website or contact them directly.

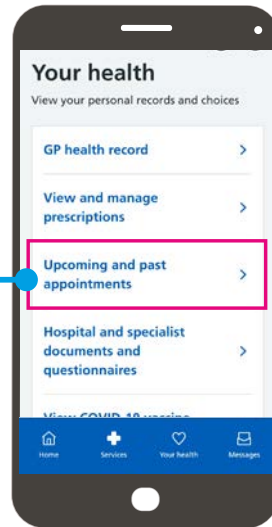




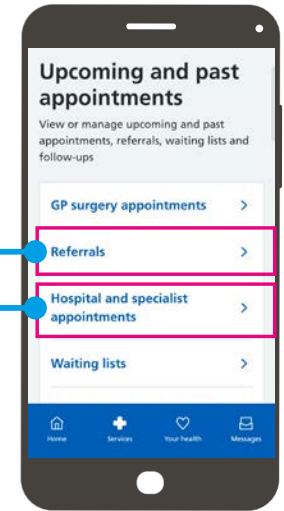
STEP 9c See hospital referrals and appointments



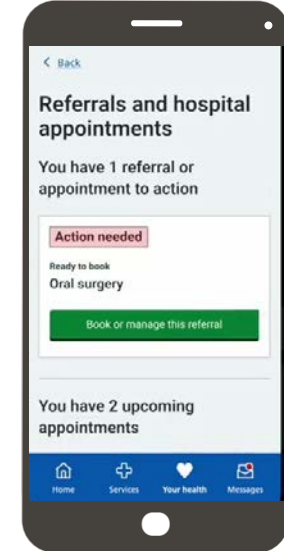
- 1 Under **Your health** select **Upcoming and past appointments** to view and manage upcoming appointments and referrals.



- 2 Select **Referrals** from the list to see any upcoming referrals and select **Hospital and specialist appointments** to see upcoming hospital appointments and past appointments from the last 2 years.



- 3 To see the details and reply to any actions on a referral or upcoming appointment, scroll down to it and select the green box to **Book or manage this referral** or **View or manage this appointment**



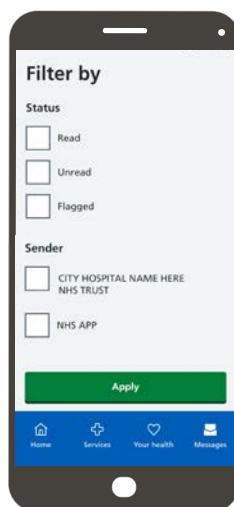
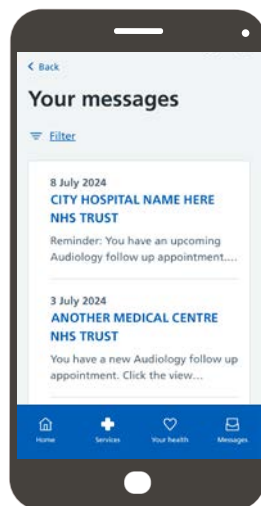
STEP 10 Messages



STEP 10a View messages and turn on notifications

- 1 **Messages is your inbox.** You will see messages from your trusted healthcare providers. Some people may be able to see multiple inboxes.

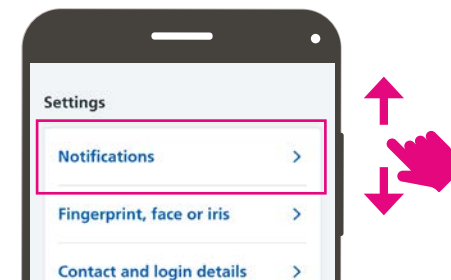
Select the inbox you want to view. You may need sign into another service for example *Patients Know Best* or *PATCHS* to see your messages.



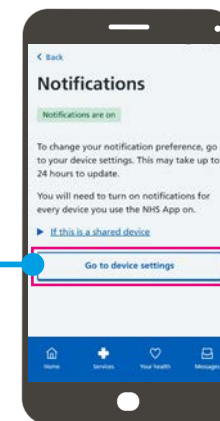
- 2 At the top of the page, you can filter your messages. For example, to see messages that you have already read, select Filter, then select Read and Apply.

To be alerted when you receive a new message, you will need to turn on notifications.

- 1 Select the person icon in the top right corner of the screen.
- 2 Scroll down to Settings and select **Notifications**.



- 3 Select **Go to your device setting**. This will take you to the settings for your phone or tablet. Turn on notifications on your device.



- 4 Once you've turned on notifications on your device, you need to reopen the NHS App. Doing this confirms that you have registered to receive notifications. It may take up to 24 hours for the change to your notification settings to take effect.

Get help with the NHS App

If you need further support...

- Ask at your local library
- Call Age UK East London on **0208 981 7124** for remote and in-person digital inclusion services
- Ask your GP surgery if they offer NHS App support
- Scan the QR code to find local digital inclusion services:

