

## How to start using the NHS App

1. Using your smart phone, go to the 'App store' if you have an iPhone, or the 'Play store' if you have an Android, and search for **NHS App**
2. Once the app is downloaded, enter your email address. You may find it tells you that you already have an account. If you don't remember setting up an account, it will be from when you used an NHS app for the COVID pass (please note this is no longer the same service). If you cannot remember your log in, click the 'reset password' button and follow the instructions.

If you do not have an account, follow the instructions to register.

3. If you are registering for the first time, it will ask you to verify who you are. For this, you will need a form of ID, for example a driver's license or a passport. Follow the instructions on the screen. You will likely have to take a video or photo of your face.
4. Now that you have submitted your evidence to verify who you are, you will have to wait for it to be approved. This can take up to 10 working days. So, check back in the app between then to see if it is complete. If you do not have ID, go to your GP practice and explain that you do not have ID, but you want to use the NHS App.
5. Once you have been verified, you can start using the app! Below are some things you can use the app for: Ordering repeat prescriptions, asking for a sick note, viewing your health record, checking your symptoms, view test results, ask for non-urgent medical advice.