**Quick Troubleshooting Guide**

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| **Phones/Tablets** | Available on iOS (from the App Store) and Android (from Google Play)Runs on IOS 9 and above, or Android 5 and above and all phones launched since 2015e.g: iPhone 6S, iPhone 7, iPhone7, iPhone XS, iPhone 11 ProOperates on tablets and smartphones.PC Windows or MAC for free |
| **Who can Have Access?** | Must be 13 years or over & registered with GpWithout access you can still download COVID pass, get advice about coronavirus, search conditions and treatment and you can use NHS 111 online |
| **What Proof of ID is required?** | Photo ID. If patients don’t have and they are registered with online services they would have been given 3 registration details by their surgery when they registered for online services:-* Linkage Key (could be called Passphrase)
* ODS Code (could be called Organisation Code or Practice ID)
* Account ID

 This is not the same as the username and password patients use to log on. If the patient does not remember the above details they will need to ask their surgery. |
| **Photo ID accepted** | * Passport (expect Syrian passport)
* UK driving license (full or provisional)
* European driving license (full)
* European national identity card (except paper Italian ID card or Greek ID card)
* UK residence card or biometric residence permit (BRP)
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| **Photo ID not accepted** | * travel cards
* bus passes
* NHS ID cards
* Visa stickers
* UK citizen ID card
* proof of age cards
* university or school ID cards
* Syrian passports
* Paper Italian ID cards
* Greek ID cards
* UK driver qualification cards
* An image, printout or screenshot showing your ID card.
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| **What to do if the registration details have already been used** | Reference CID7004 will show if the registration details have already been used. Patients can only use the above details once to setup their NHS login. You cannot use them on a different NHS login using a different email address. If patients want to change their email address for their NHS login they will need to amend on NHS login settings.Any problems guide patients to the NHS login help centre. |
| **Patient NHS Login account not authorised**  | If there is a problem authorising the patient this could be to do with the PDS check. A PDS check is done which returns the organisation data service (ODS) code for the GP. If the patient has not been registered properly or some information is not matching it will not authorise the account. Check PDS on clinical system, also check the spine for any mismatch of record details. Once matched the patient will need to delete NHS login account and re-create completing the ID journey again. |
| **Error code CID7007 & CID1005** | The demographic details entered in the registration process (name, surname, date of birth, NHS Number does not match the details the NHS has for you.<https://www.nhs.uk/nhs-services/online-services/find-nhs-number/>. The NHS number on this site needs to match the NHS number on the GP record. If the GP details are correct the GP practice can synchronise their records with the NHS Database (Spine). Once synchronised it can take up to 48 hours to update within NHS account  |
| **Error code CID7020, CID7022, CID7024, CID7026, CID7027** | The website or app hasn’t been able to connect to the GP System. There could be a problem with your details.Register to online services and enter the following in the registration details for the NHS app.Linkage key, ODS code and Account ID |
| **Error code CID7021** | Patient online services is disabled. |
| **Error code CID7023** | NHS Login is unable to connect to GP Surgery. This could be because..You already have a NHS LoginYou already have a NHS Login with a different email address.The details are invalid. This can happen if: If you change GP Surgery, The surgery has changed clinical system, you no longer have permission to use online services.To resolve, re-register online. |