

Setting up the NHS App

To make the process smoother have ready: a photograph of your Driving licence, Passport or European National Identity card; your NHS number; access to your email account.

- Download the NHS App, open the App and follow the instructions to set up an NHS login
- Enter your email address, go to your email and click confirm address, then go back to the app and continue
- Enter your mobile number and then enter the security code sent in a text message
- You then need to prove who you are. I would advise taking a photograph first to upload rather than trying to take a photo within the app.
You can take a photograph within the app but then you are returned to the beginning of the verification process
- Once your ID is sent the app will scan your face to confirm it against the photo in the ID you have sent
- Once your face and ID are confirmed you will need to enter your postcode and NHS number to match your NHS Records
- After the match has been confirmed you will receive a confirmation email and will be able to use the app



Your cookie settings have been saved. [Turn cookies on or off](#)



Do you have an NHS login?



No - I need to set one up

Feedback

What is an NHS login?

From September 2018, NHS login is a new way to log in to health websites and apps.

If you do not have an NHS login, you'll need to set one



◀ [Back to: Do you have an NHS login](#)

Enter your email address

If you've already set up an NHS login, [log in instead](#).

We will send you an email to confirm your NHS login.

Email address

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Create password

Create a password

Your password must have:

- 8 characters or more
- 1 capital letter or more

Show

Confirm password

Show

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Agree to our terms of use

We will collect and store your information in a secure way. We will not share your personal information without your consent.

By continuing, you confirm that you agree to our [privacy notice](#) and [terms and conditions](#).

Agree and continue



Enter your mobile phone number

Feedback

We'll send you a code that you'll need to enter. This helps us keep your information secure.

Continue

1	2	3	()	,
4	5	6	+	-	;
7	8	9	/	N	<X
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Check your phone

Enter the security code that we've sent to *****0157.

Security code

The code is 6 numbers

☒ Remember this device and stop sending security codes

Feedback

► [What does this mean?](#)

Continue

If you do not have access to your phone, you can [change your phone number](#) securely.



read [NHS guidance about Coronavirus](#).



You need to prove who you are

Before you can use your NHS login to access 'NHS App', you need to prove who you are.

This helps us keep your information secure.

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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.

[How to prove who you are without sending a photo of your I.D.](#)

Choose the I.D. you want to use

Feedback



Step 1 of 3

Send a photo of your I.D.

Choose the I.D. you want to use



Passport



UK driving licence (full or provisional)



European driving licence (full)

You will need to send 2 photos - 1 of the front and 1 of the back



European national identity card

You will need to send 2

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◀ Choose the photo I.D. you want to use

Choose how to send a photo of your UK driving licence



Take a photo now



Upload a photo

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◀ Choose a different way to send your photo

Take a photo of your UK driving licence

Make sure:

- you have not covered any of the corners
- you can clearly see your face and all the text
- there's no shine from a light or window

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Open camera

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Coronavirus (COVID-19): For health information and advice, read [NHS guidance about Coronavirus.](#)



Sending your photo

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Step 2 of 3

Match your face to your photo I.D.

This is so we know it's your photo I.D.

You can do this with your phone's camera. We will use your camera to scan your face.

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What you need to do

1. Before you start, turn your phone's brightness up.
2. When you press start you will see an outline of your face, and an oval.
3. Make sure your face is inside the oval.
4. Follow the instructions on the screen.

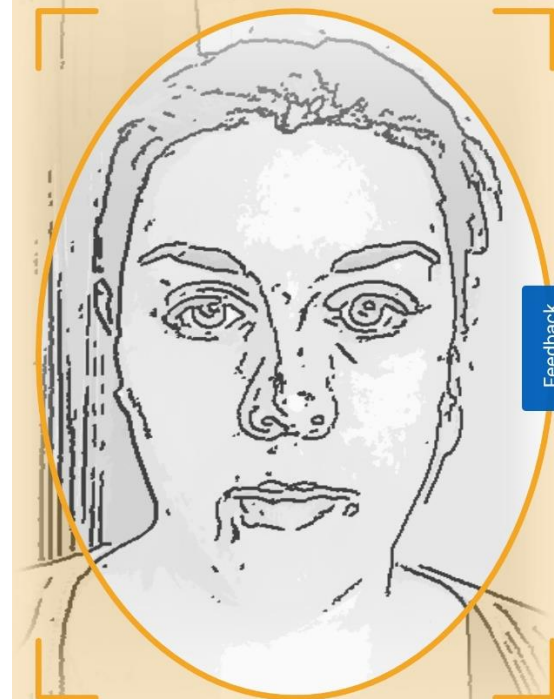
Feedback

Warning

The screen will flash and change colour when we scan your face. If you have a photosensitive condition and



Id_match to NHS Login



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health information and advice,
read [NHS guidance about
Coronavirus.](#)



Checking your face and your I.D.



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Step 3 of 3 We need to match you to your NHS record

We'll use some of the
information on your
photo I.D. to find your
record.

We might ask you for
more information.

[Continue](#)

Feedback



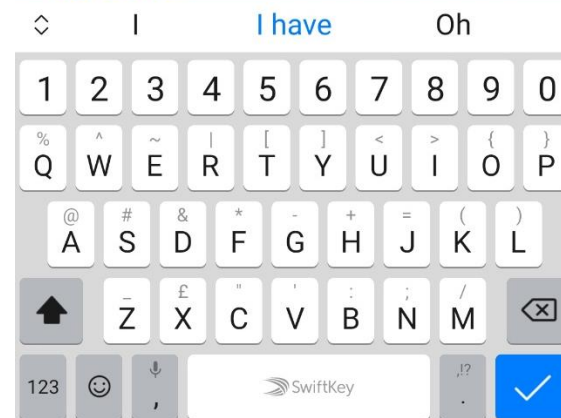
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What's your postcode?

This must be the same postcode that is
registered with your GP

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Do you know your NHS number?

▶ [How to find your NHS number](#)

☐ Yes

☐ No

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Coronavirus.



Thank you - we are checking your information

We will email you to tell you if your information passed our checks or not.

This can take up to 2 hours.

At busy times, it may take longer.

If you need medical help now go to [111.nhs.uk](#) or [call 111](#).

Feedback



You passed our checks ▶



Inbox



NHS login 10:16
to me ▼



The information, photo and video you sent us passed our checks.

You can now use your NHS login.

Within the app you can check symptoms, book and manage appointments, order repeat prescriptions, view your GP record and manage your organ donation decision