

## **What is the NHS app?**

The NHS app lets you access many health and care websites using just one email address and password. It is an easy-to-use app which allows you to manage your health in one place.

## **Who can use the NHS app?**

To use the NHS app or log in through the NHS website you must be either:

- Aged 13 or over
- Registered with an NHS GP surgery in England or the Isle of Man

## **Where can I Download the NHS app?**

If you have an Apple device, download the app on the App Store



If you have an Android device, download the app on Google Play



## **What you need to set up an NHS login**

### Basic requirements

To create an NHS login, you will need:

- An email address (more than 6 characters)
- A mobile phone number or a landline number

## **Photo ID**

Verification to use the app is required, you can use one of the following:

- Passport
- UK driving licence (full or provisional)
- European driving licence (full)
- European national identity card

## **If you do not have Photo ID**

You can use the details provided by your GP surgery instead:

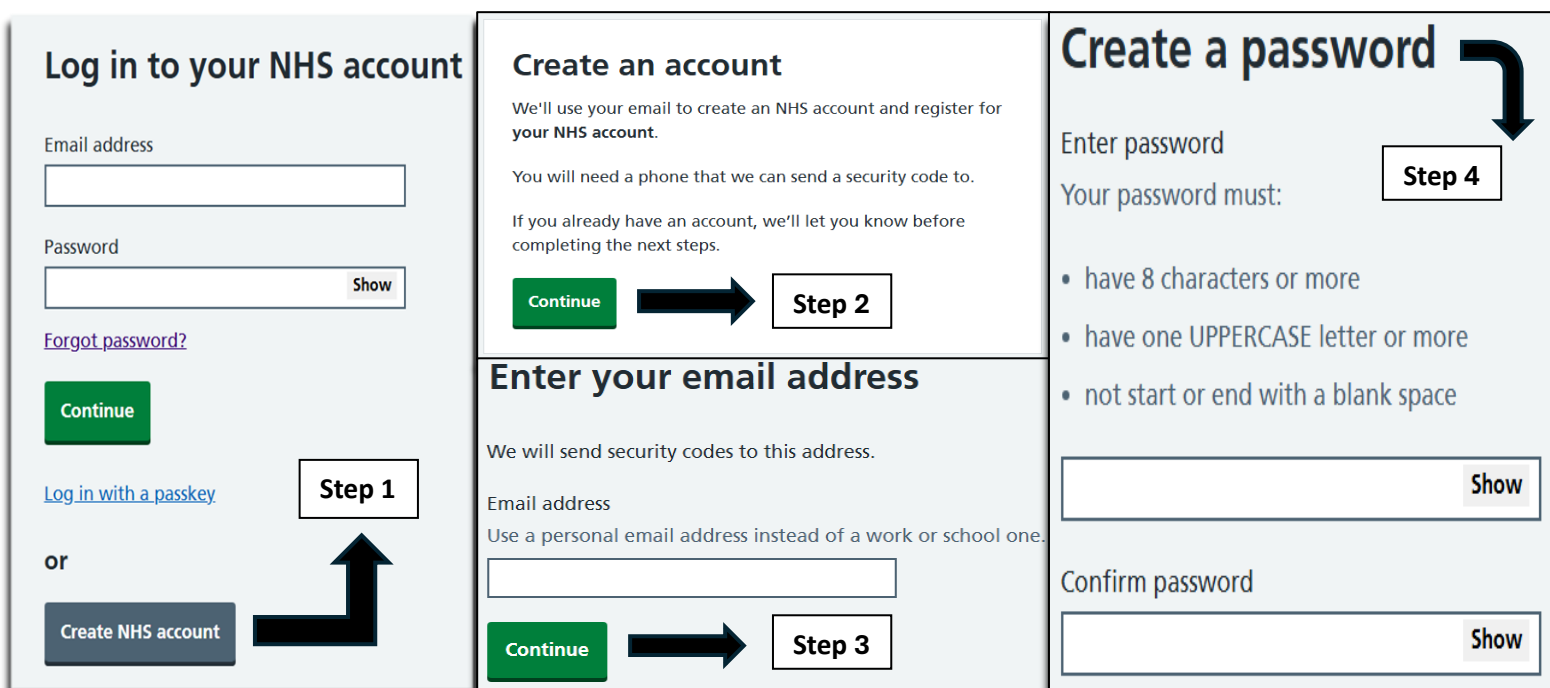
- Linkage Key (also called a Passphrase)
- ODS Code (also called Organisation Code or Surgery ID)
- Account ID

You will need to ask your GP surgery for these details, please contact:

Friarwood Surgery – 01977 704777

## Step-by-step Guide to create NHS login

1. Create NHS account
2. Ensure you have an email address and phone number to access security code that will be sent to you
3. Enter email address
4. Create a password



### Log in to your NHS account

Email address

Password

 Show

[Forgot password?](#)

**Continue**

[Log in with a passkey](#)

or

**Create NHS account**

**Step 1**

### Create an account

We'll use your email to create an NHS account and register for your NHS account.

You will need a phone that we can send a security code to.

If you already have an account, we'll let you know before completing the next steps.

**Continue**

**Step 2**

### Enter your email address

We will send security codes to this address.

Email address

Use a personal email address instead of a work or school one.

**Continue**

**Step 3**

### Create a password

Enter password

Your password must:

- have 8 characters or more
- have one UPPERCASE letter or more
- not start or end with a blank space

**Step 4**

Show

Confirm password

Show

**Final step.** Once you have entered your email address and password, a code will be sent to your email that you must enter on the app, once complete you have successfully made your NHS account.

## Frequently asked questions

### Can I ask a carer or family member to register on my behalf?

Yes, family members and carers can register on the app with the patient's consent. If you are wanting them to have access to your record, they can be added on the **"linked profile"** section of the app.

### Can I use the same log-in as my partner/spouse to log in?

No, you can't use an email address that's shared with someone else unless they access the linked profile section.

### Can the NHS app be used outside of the UK?

If you are registered with a GP surgery in England, you can use the app anywhere outside of the UK.

If you have any queries or questions regarding the NHS app, please contact the surgery between 8:00am and 6:30pm or use the link <https://www.nhs.uk/nhs-app/help> for any further information.