**NHS App**

**How to register and download**

**What do you need?**

* An email address with 6 characters or more
* A telephone number mobile or landline

1. **Go onto NHS website**
2. **Click login where they will ask for an email address**
3. **Enter email address where they will check if you currently have an account (If you don’t then they will ask you to continue and ask for further information)**
4. **Use the registration details to log into the NHS App**
5. **It will then ask you to input your mobile number that you wish to attach the app to. It will send a text to this number with a 6 digit number**
6. **The next step will ask you to prove who you are (Please see below)**

**To be able to use some services, you will also need to provide your**

* NHS number or your full name
* Date of Birth
* Postcode

**To be able to access their medical records, You will need to provide proof of identity. If mobile matches with the number registered at the GP, the app will be able to verify. Otherwise, You would need proof of identity**

**This can be:**

* Passport
* UK drivers license (provisional or full)
* Biometric residence permit (BRP)
* UK residence card or EEA biometric residence card (BRC) including temporary pass
* European drivers license (full)
* European national identity card

**If unable to provide photo identity, You can use GP registration details, the link for this will appear on the bottom part of the page when You request for photo id. (Patient will have needed to register with GP online services first before this step) The information required for this is:**

* A Linkage code (Which is also known as passphrase)
* QDS code (Organisation code/Surgery ID)
* An account ID

## Photo ID we do not accept

We do not accept photo ID with any handwritten information other than a signature.

You cannot send:

* paper ID cards
* UK driver qualification cards (DQC or Driver Card)
* travel cards
* bus passes
* NHS ID Cards
* university or school ID cards
* an image of a printout or screen showing your photo ID
* any other document with handwritten information

## How to take a photo of your ID

### Passport

To take a good photo of your passport make sure:

* you have not covered any part of the page
* all 4 edges of the page are in your photo
* you can clearly see your face and all the text
* there's no shine from a light or window

To take a good photo of your photo ID make sure:

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

## Black screen shows when trying to take a photo

If the camera does not open or shows a black screen when taking a photo, this may be a problem with permissions or a known bug in the operating system.

You should make sure the web browser on your device has camera and microphone permissions. You must also give permission for the NHS login website to access your device’s camera and microphone.

If you are using an iOS device, updating the iOS operating system software on your device to a newer version may also help. Version 11.2 will always show a black screen when trying to open the camera.

## Camera unavailable when trying to take a photo

If your gallery or file manager opens instead of your camera when trying to take a photo, you may have an issue with permissions.

You must give permission for your web browser to access the camera and microphone. If your web browser does not have permission, you will not be given the option to use the camera. Instead, your device's photo gallery or file manager app will open instead.

You must also give permission for the NHS login website to access your device’s camera and microphone.

If this problem keeps happening even with permissions allowed, there might be a problem with your device. You can try opening your camera app separately to take a photo of your ID. When you have taken a photo, you can then start again and prove who you are by selecting ‘upload a photo’.

If this does not work, you can also try taking a photo on another device. For example, you can use another phone or tablet that belongs to you or a family member.

## How to give our website permission to access the camera and microphone

Your web browser should tell you any time a site requests access to your camera or microphone. This usually happens when you visit a website for the first time. You will be given the option to select ‘allow’ or ‘block’.

If you select ‘block’ the NHS login website will not be able to access your camera or microphone. You can change this by going to your web browser settings.

### Chrome

If you are using Google Chrome, select the icon to the left of the web page address in the address bar. This will allow you to view and change the permissions for the website you are on.

You can also go to Chrome’s settings and select the ‘privacy and security’ tab. Select ‘site settings’ to view and change permissions for your camera and microphone.

### Internet Explorer

If you are using Internet Explorer, go to the web browser’s settings page. Select ‘advanced settings’ and then ‘manage permissions’ to view and change permissions for your camera and microphone.

### Firefox

If you are using Firefox, you can select the website’s icon in your address bar and click ‘more information’.

Firefox also has a permissions manager that lets you see which permissions you have set up for different websites and change them all in one place. To access it, enter ‘about:permissions’ into your Firefox address bar.

### Safari

If you are using Safari, select ‘preferences’ to open the preferences window. You can then select the ‘security’ tab and ‘manage website settings’ to view and change permissions for your camera and microphone.

**How long does it take to check photo ID?**

After you send your photo ID and video, we will check it and email you to let you know if the check has been successful.

**What happens if you do not pass the check?**

If you do not pass the photo ID check, we will send you an email with some advice. We will tell you whether you should try again and what you can do to pass.

If you keep getting the same problem, you can prove who you are without photo ID instead.

1. **Pick from the selection of ID you wish to show as proof of identity.**
2. **It will then open your phone camera where you can take a picture. (The photo taken must show all four corners of your ID)**
3. **It will then ask for a video recording where you show your face and say a few numbers (You can check your recorded video after)**
4. **It will then ask for your NHS number (You can ask your GP surgery for this or find through our website)**
5. **Will then ask for further information like name, address and DOB**
6. **They will then need to verify your ID which can take up to 2 weeks**

**How to create an NHS login**

**You must access a health and care website or app before you can set up an NHS login. Many of them will show the NHS login button.**

**You will need to:**

* Enter your email address.
* Create a password.
* Enter the security code we email to you.

**For added security, you will need to set up Two-step verification by:**

* Providing a mobile phone or landline number.
* Entering the 6 digit security code we send to this number.

**To access some websites and apps, you may need to provide additional information and prove who you are. This is so we can connect you to your NHS record and protect your health information.**

**How to link Fern House Surgery online service to NHS app**

You would need to fill in the online service request form that is located in reception or on the website. You will be asked to prove their identity, for this You would need:

* Passport
* UK drivers license (provisional or full)
* Biometric residence permit (BRP)
* UK residence card or EEA biometric residence card (BRC) including temporary pass
* European drivers license (full)
* European national identity card

Once the form has been completed and given to reception. We can grant access for online services.

1. Go onto patient record
2. Click on administrative tab on the left side
3. Online Services
4. Click Register for online services
5. Tick off how they have requested for this and vouching
6. Tick off full access (unless they have safeguarding on their records, which in that case speak to management for what type of access we can give)
7. Ask patient how they wish to receive login details which is either emails, text or printed out
8. They should receive three texts/emails/papers with login details and passphrase
9. Patient must first login to systemone website/app with their username and password. Password will be asked to change after first login
10. Then they must login to NHS app and look for the option to connect to GP which is found on home page. They must input passphrase here

**The NHS app and GP surgery registered should be registered now**

**What you can see on the NHS apps:**

* **Repeat prescriptions (Current repeat template, past medications, status of requests and nominated pharmacy)**
* **View appointments (Past and upcoming)**
* **Test results**
* **Referrals**
* **Care Plans**
* **Vaccinations**
* **Book appointments**
* **Medical notes (diagnosis and consultations)**
* **Advice and further health information**

**What You can see depends on what You have been allowed to view by their GP surgery.**