What to do if you do not have photo ID

Each GP surgery creates an online account for patients on their local computer system.

You can use the following details from that account to prove who you are:

- the ODS code of your GP surgery
- the account ID
- a linkage key or a passphrase

Your GP surgery should give these details to you in a 'PIN document'. The linkage key or passphrase will expire 2 weeks after it is printed.

When you have the PIN document, follow these steps in the NHS App:

1. Select **How to prove who you are without photo ID**
2. Select **Yes - I use online services**
3. Select **Yes - I have all 3 details**
4. Enter your ODS code, account ID, and linkage key or passphrase
5. Enter your full name and date of birth

Logging in to the NHS App

1. Enter your email address and select **Continue**.
2. Enter the password you created when you registered on the app.

Help and support - For help getting set up on the NHS App visit: www.nhs.uk/nhs-app or scan here →

To download the NHS App, scan here ←

Download on the App Store | GET IT ON Google Play

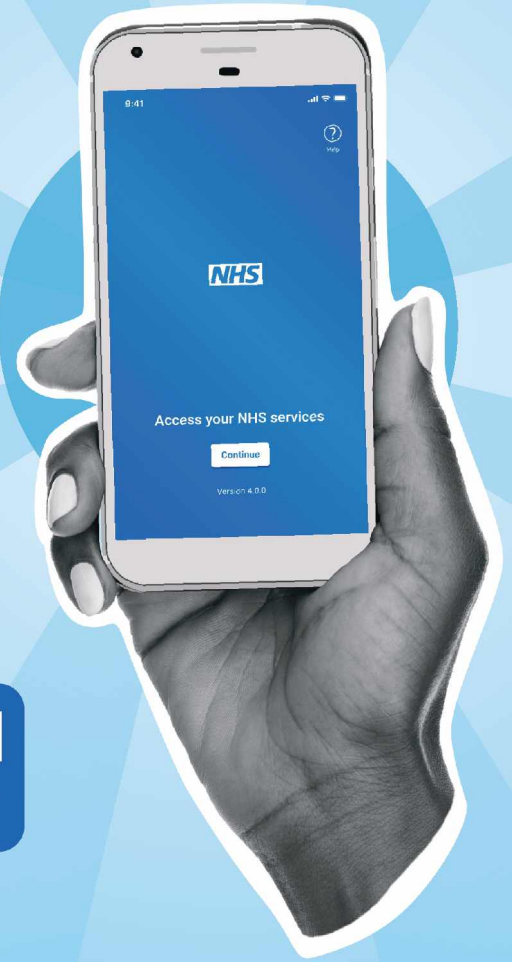
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Getting started with the NHS App

Step-by-step instructions for patients



NHS App

Guide 2

How to register and get full use of NHS App services

Installing the app

1. Open the App Store or Google Play.
2. Search for 'NHS App'.
3. Install the app.

Registering

If you already have an NHS login account for other apps and websites you can use the same email address and password to log in.

To create an NHS login account, you must be aged 13 or over, and have an email address and phone number:

1. Enter your email address and select **Continue**.
2. Choose a password.
3. Accept the NHS login terms and conditions.
4. We will email you a security code. Enter this code in the NHS App to confirm your email address.
5. Enter your mobile phone number and select **Continue**.
6. We will send you another security code in a text message. Enter this code in the NHS App to confirm your mobile phone number.
7. If you have entered the correct codes, you can access the NHS App.

You will now have an NHS login.

Proving who you are

You will need to prove who you are to access other services like seeing your GP health record and other personal information.

Use photo ID to prove who you are

You will need a form of photo ID such as a valid UK passport or UK driving licence.

You have two options.

Option 1 - Complete a face scan

The NHS App will guide you on how to:

1. Take a photo of your ID with your mobile phone.
2. Complete an automated scan of your face using your mobile phone. This will be used to match your face with the photo ID.
3. Enter your date of birth.
4. Enter your NHS number or your name and postcode.

When you have completed these steps, your identity should be confirmed within a few hours.

Option 2 – Take a video

The NHS App will guide you on how to:

1. Take a photo of your ID with your mobile phone.
2. Record a short video of your face and say 4 randomly generated numbers (you can also use British Sign Language or write the numbers down and show them in the video).
3. Enter your date of birth.
4. Enter your NHS number or your name and postcode.

When you have completed these steps, your identity should be confirmed within a few hours.