

DELIVERED BY

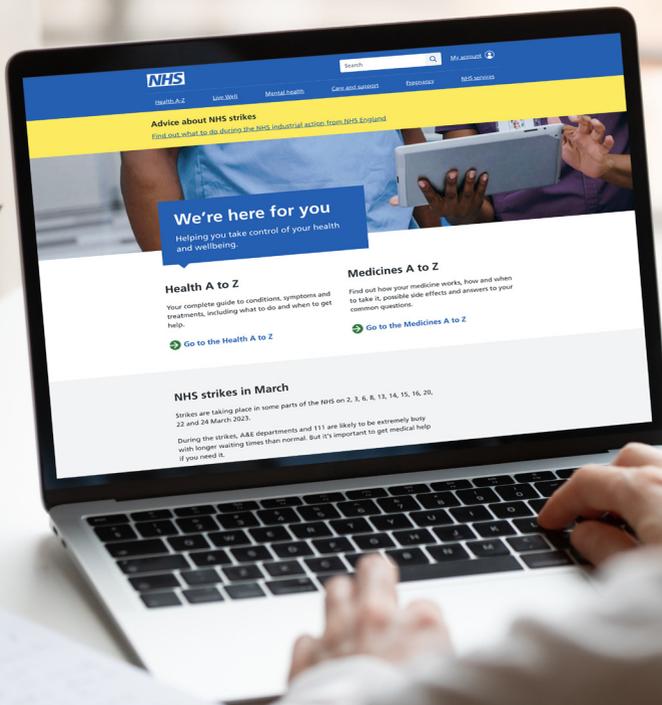


ACCESSIBLE THROUGH



STEP-BY-STEP SET UP GUIDE

NHS ACCOUNT



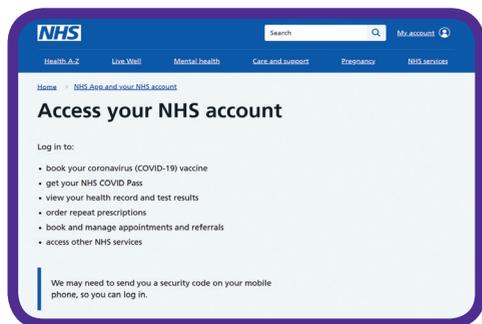
Call: 01371 404 474 / 07578 665 659
www.digitalshare.org



1 To create your NHS account on the website go to **www.NHS.uk** and left click on the **My account** button on the top right hand corner of the page.



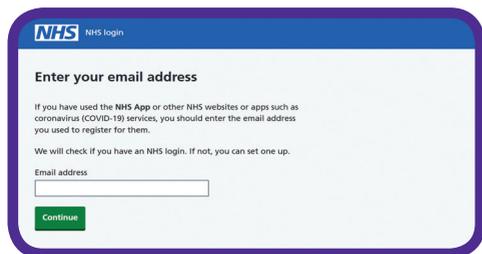
2 Once you have clicked the **My account** button it will bring up this next page.



Scroll down the page until you see the **Continue with NHS login** button and then left click on it.

Please note you may need a mobile phone to receive a security code to log into your NHS account.

3 Once you have clicked the **Continue with NHS login** button it will bring up this next page.



Next you will need to enter your email address into the text box by left clicking on it.

Once you have entered the correct email left click on the **Continue** button.

4 Once you have clicked the **Continue** button it will bring up this next page.



Next you will want to left click on the green **Continue** button.

Please note you will need a mobile to receive a security code soon.

5 Once you have clicked the **Continue** button it will bring up this next page.



Now you will need to think of a password that has:

- 8 Characters (letters and numbers)
- One upper case letter or more (capital letter)
- It must not start or end with a blank space

Please note you will need this password to sign into your account so make a note of it.

When you have thought of a password enter it into the text box. Re-enter the same password into the other text box to make sure that you have entered it correctly.

You can left click on the **Show** button to see what text is in the box if you are struggling to get a match.
Example of a password: Pineapple17

Once you have done this scroll down the page until you see the **Continue** button and left click it.

By clicking the Continue button you are agreeing to the terms of use please see website if you would like to learn more.

6 When you have clicked the **Continue** button it will bring up this next page.



7 You will now need to log into your email account (Outlook, Gmail, Btinternet etc).

Once you have found the relevant email enter the **six-digit code** into the text box.

When you have entered the correct code left click the **Continue** button.

If you did not receive your security code, left click on the drop down text.

It will then bring up three different solutions to the problem.

- Checking junk or spam will require you to log into your email account and look in the junk or spam folder, this will usually be on a drop down box on your email account.
- Resend your security code, if you left click this it will resend the code to your email and you can then enter it like above.
- Try again will take you back to the beginning to make sure that you entered the correct email address originally.



8 Once you have entered the security code correctly it will bring up this next page.

The screenshot shows the NHS login page with the heading 'Enter your mobile phone number'. It explains that a 6-digit security code will be sent to the user's mobile phone to confirm their number. It notes that it's quicker to set up NHS login with a mobile number than a GP surgery. There is a text input field for the 'UK mobile phone number' and a checkbox for 'I do not have a UK mobile phone number'. A green 'Continue' button is at the bottom.

Enter your UK mobile number into the text box. Make sure to enter the correct number, then left click on the **Continue** button.

If you do not have a UK mobile number left click on the tick box to bring down this drop down menu.

The screenshot shows the NHS login page with the heading 'I do not have a UK mobile phone number'. It provides instructions: 'International mobile phone number. Enter + and then your country code before your phone number. For example, +353777666555'. There is a text input field for the international number and a green 'Continue' button at the bottom.

Then enter your relevant international code and phone number into the new text box that has appeared.

Once you have entered the correct number and international code left click on the **Continue** button.

9 Once you have entered your mobile number it will bring up this next page.

The screenshot shows the NHS login page with the heading 'Confirm your mobile phone number'. It asks the user to enter a 6-digit security code sent to +447908074137. It notes the code expires in 5 minutes. A dropdown menu is open showing 'Not received your security code?' with options to 'resend your security code' or 'try again by entering your mobile phone number'. There is a text input field for the security code and a green 'Continue' button at the bottom.

Now you will have to unlock your mobile and go to messages and enter the **six-digit code** in the text box.

When you have entered the correct code left click on the **Continue** button.

Please note from the moment you receive the text message you have five minutes to enter the code before it expires and you have to request a new code.

If you did not receive your code or want to request a new one to be sent, left click on the drop down text.

This will bring up two different solutions to the problem.

Please not if the website is busy it may take a little while for the security code to come through

- Resend security code if you left click this it will resend the security code to your mobile.
- You can try entering your mobile number again, clicking this will take you back to the entering your mobile number page.

Once you have entered your security code correctly left click on the **Continue** button.

10 Once you have entered the security code and left clicked on **Continue** it will bring up this next page.

The screenshot shows the NHS login page with the heading 'Help us find your NHS record'. It asks the user to provide details to connect to their existing health record. There is a green 'Continue' button at the bottom.

Now you will have to left click on the **Continue** button to continue.

11 Once you have clicked on the **Continue** button it will bring up this next page.

The screenshot shows the NHS login page with the heading 'Do you know your NHS number?'. It explains that providing the NHS number is the best way to match the user to their record. There is a link 'How to find your NHS number'. There are two radio buttons: 'Yes, I know my NHS number' (selected) and 'No, continue with my full name'. An example number '012 345 6789' is shown in a text box. A green 'Continue' button is at the bottom.

Next you need will need to put in your NHS number. Your NHS number is a 10-digit number that can be found.

- on any letter the NHS has sent you
- on a prescription
- by logging in to a GP surgery online service
- on a vaccination letter

This information can be found by left clicking this drop down text.

Once you have your NHS number left click the tick box.

Now enter your NHS number into the text box.

When you have entered the correct NHS number left click on the **Continue** button.

If you cannot find your NHS number you can continue by using your full name, left click on the tick box.

Now left click on the **continue** button.

12 Once you have clicked the **Continue** button it will bring up this next page.

The screenshot shows the NHS login page with the heading 'Enter your full name'. It asks the user to use the same full name as registered with their GP surgery. There are three text input fields for 'First name', 'Middle names (if you have any)', and 'Last name'. A green 'Continue' button is at the bottom.

Next you will need to enter your full name registered with your GP service, Enter each part of your name into the relevant text boxes.

Then you will need to left click the **Continue** button.

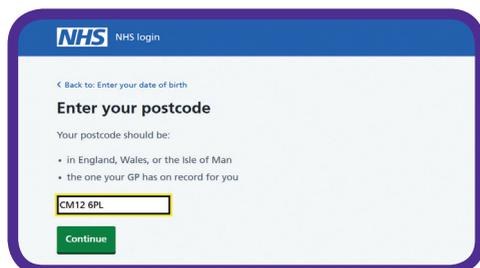
13 Once you have clicked the continue button it will bring up this next page.



The screenshot shows the NHS login page with the heading "Enter your date of birth". Below the heading, there is a text prompt "For example, 15 3 1984" and three input fields for "Day", "Month", and "Year". The "Year" field is highlighted with a yellow border and contains the value "1980". A green "Continue" button is located at the bottom of the form.

Next you will need to enter your date of birth into the relevant boxes. Once you have entered your date of birth left click on the **Continue** button.

14 Once you have clicked the **Continue** button it will bring up this next page.



The screenshot shows the NHS login page with the heading "Enter your postcode". Below the heading, there is a text prompt "Your postcode should be:" followed by a list of bullet points: "in England, Wales, or the Isle of Man" and "the one your GP has on record for you". Below the list is an input field containing the value "CM12 6PL". A green "Continue" button is located at the bottom of the form.

Next you will need to enter your postcode into the text box.

Please note the postcode has to be the same as the one the GP has on record for you.

Once you have entered your postcode left click on the **Continue** button.

15 Once you have clicked on the continue button it will bring up this next page.

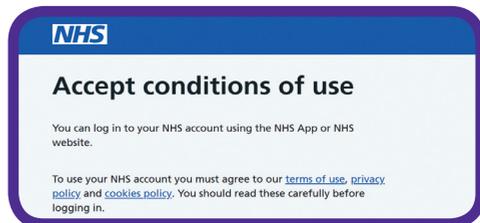


The screenshot shows the NHS login page with the heading "Check your details". Below the heading, there is a text prompt "We will try and match you to your NHS record using the information you give us." followed by three input fields: "Name" (containing "Joe Bloggs"), "Date of birth" (containing "01 January 1980"), and "Postcode" (containing "CM12 6PL"). Each input field has a "Change" link next to it.

Make sure all of your details are correct and left click the **Submit information** button.

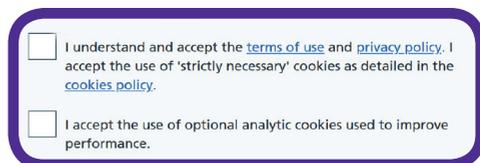
If any of the information is incorrect left click on the relevant text. Follow the steps to change your details, follow the previous steps on this guide if you are having trouble.

16 Once you have clicked the **Submit information** button it will bring up this next page.



The screenshot shows the NHS login page with the heading "Accept conditions of use". Below the heading, there is a text prompt "You can log in to your NHS account using the NHS App or NHS website." followed by a text prompt "To use your NHS account you must agree to our [terms of use](#), [privacy policy](#) and [cookies policy](#). You should read these carefully before logging in."

Next you will need to scroll down until you see these two tick boxes.



The screenshot shows two tick boxes for consent. The first tick box is unchecked and is followed by the text "I understand and accept the [terms of use](#) and [privacy policy](#). I accept the use of 'strictly necessary' cookies as detailed in the [cookies policy](#)." The second tick box is also unchecked and is followed by the text "I accept the use of optional analytic cookies used to improve performance."

Please note to use your NHS account you must agree to the terms of use, privacy policy and cookies policy. They can be found on the website.

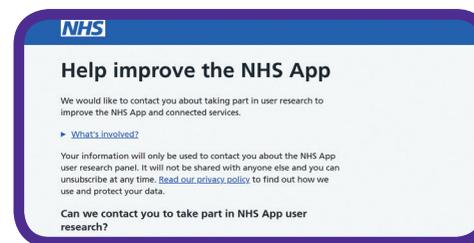
If you do not agree, you will not be able to access or use your NHS account.

To check the **terms of use, privacy policy or cookie policy** left click on the relevant text. Next you will need to left click the tick box.

The check box is optional it does not need to be left clicked, the reason to have this check box is to use analytic cookies which gather data to improve the performance of the user experience.

When you have done this you will need to left click the **Continue** button.

17 Once you have you have left clicked the **Continue** button it will bring up this next page.



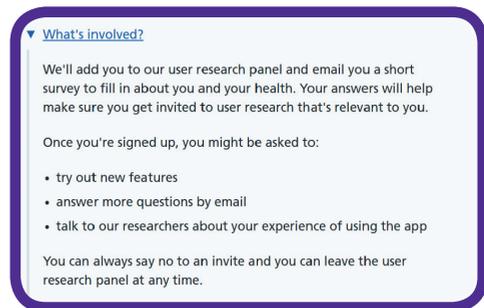
The screenshot shows the NHS login page with the heading "Help improve the NHS App". Below the heading, there is a text prompt "We would like to contact you about taking part in user research to improve the NHS App and connected services." followed by a link "What's involved?". Below the link, there is a text prompt "Your information will only be used to contact you about the NHS App user research panel. It will not be shared with anyone else and you can unsubscribe at any time. [Read our privacy policy](#) to find out how we use and protect your data." followed by a text prompt "Can we contact you to take part in NHS App user research?"

Next you will need to left click one of the **tick boxes**. Depending on if you would like to take part in the NHS user app research you will need to left click the relevant tick box.

If you would like to find out more about what this is left click on the text **What's involved**.



Clicking that text will bring up the information below regarding the survey.



The screenshot shows a section titled "What's involved?". Below the title, there is a text prompt "We'll add you to our user research panel and email you a short survey to fill in about you and your health. Your answers will help make sure you get invited to user research that's relevant to you." followed by a text prompt "Once you're signed up, you might be asked to:" followed by a list of bullet points: "try out new features", "answer more questions by email", and "talk to our researchers about your experience of using the app". Below the list, there is a text prompt "You can always say no to an invite and you can leave the user research panel at any time."

When you have done this you will need to left click the **Continue** button.

18 Once you have left clicked on the **Continue** button you have completed creating your NHS account and it will bring up this page.



The screenshot shows the NHS app home screen. At the top, there is a navigation bar with "Help and support", "More", and "Log out". Below the navigation bar, there are several sections: "Advice", "Appointments", "Prescriptions", "Your health", and "Messages". Below these sections, there is a large blue banner with the text "Access your NHS services any time, day or night" and a link "Joe Bloggs". Below the banner, there are three sections: "View your messages" with a red notification icon, "Get your NHS COVID Pass", and "Find NHS services near you".

DELIVERED BY



ACCESSIBLE THROUGH



Get in touch today to find out more about Digital Share.
LET'S GET DIGITAL TOGETHER

Call us: **01371 404 474 / 07578 665 659**
Email: website@digitalshare.org

Learn more: www.digitalshare.org

Published April 2023