

## What is the NHS App?

The NHS App gives you a simple and secure way to access a range of NHS services. Download the NHS App on your smartphone or tablet via the Google Play or App Store. You can also access the same services in a web browser by logging in through the NHS website.

You must be aged 13 or over to use the NHS App. You also need to be registered with a GP surgery in England or the Isle of Man.

### Step 1: Delete your NHS login account

For security reasons, you will need to log in with your usual NHS login credentials. Once logged in, you will then be able to delete your account.

Log in to your NHS account via the NHS App or NHS.UK

Select the 'More' icon in the top right-hand corner of the screen

Select 'Account and settings', then 'Manage NHS account', then 'Your NHS login details'

Select 'Delete NHS login'.

#### IMPORTANT:

After you have deleted your NHS login:

You will not be able to access other websites or apps that use NHS login (you may have to set up a new NHS login if you want to continue using them) those services might keep some information about you

<https://account.login.nhs.uk/#/manage-nhs-login/delete>

### Step 2: Create a new account via the NHS App

## What you need to set up an NHS login

To set up an NHS login you will need:

- an email address (with more than 6 characters)
- a mobile phone or a landline number

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 access your health records or any personal information you will also need to provide high-level proof of who you are. If your mobile phone number matches the one you have

registered with your GP, we will use it to verify your identity. Otherwise, you will need to provide proof of identity.

This can be a:

- passport
- UK driving licence (full or provisional)
- Biometric Residence Permit (BRP)
- UK Residence Card, or EEA Biometric Residence Card (BRC) (including temporary pass)
- European driving licence (full)
- European national identity card

If you encounter technical issues accessing the NHS App after following the steps above, please get back in touch with us so we may investigate further using link below:-

<https://www.nhs.uk/contact-us/nhs-app-contact-us/>