

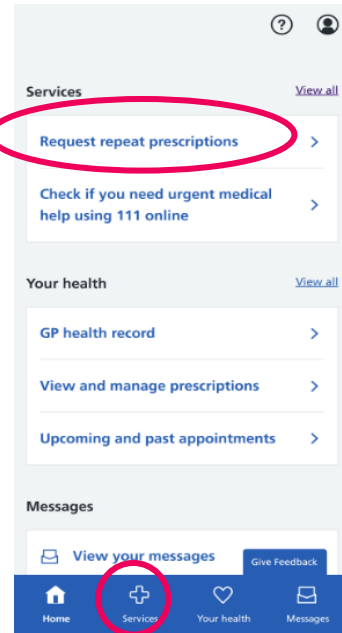
ORDERING YOUR REPEAT MEDICATION VIA THE NHS APP

1 Select 'Repeat Prescriptions' from the services option.

2 Choose which pharmacy will receive your prescription.

3 Select the green 'Order a prescription' and choose your items.

4 Review what you have ordered, and the pharmacy it is going to, then press 'Confirm and order your prescriptions.'



Notes and Questions

TROWBRIDGE PCN GUIDE TO THE NHS APP

What you will need to get started with the NHS App:

- 1) An email address
- 2) A mobile phone or landline
- 3) NHS number or full name
- 4) Date of birth
- 5) Postcode
- 6) Passport or driver's licence



1 Download the App

THEN FOLLOW THESE STEPS

2 Email Address

3 Password

Once you have entered your email, press continue, and on the next screen, press continue under 'Create an account'



Please follow the instructions on creating your password – you may wish keep a record of your password somewhere safe.

PROVING WHO YOU ARE

In order to access your health records, and order repeat medication, you will need to prove your identity. The app offers two ways of doing this, both which require a form of photo ID such as a UK passport or driver's licence.

OPTION

1

FACE SCAN

1 Take a photo of your ID with your phone – the app will guide you.

2 Complete the face scan using your phone; this will help to match your face to the ID.

3 Enter your date of birth.

4 Enter either:
Your NHS number
OR
Your name and postcode

OPTION

2

TAKE A VIDEO

1 Take a photo of your ID with your phone – the app will guide you.

2 Record a short video of your face and say 4 randomly generated numbers – the app will guide you.

3 Enter your date of birth.

4 Please enter either your NHS number or your name and postcode to confirm your identity.

CONFIRMING YOUR IDENTITY WILL TAKE A FEW HOURS

4

Confirm Email Address

NHS NHS login

[← Back to: Enter your email address](#)

Confirm your email address

Enter the 6 digit code we have sent to **micky.mouse@nhs.net** to confirm this is your email address.

You need to use this code within **1 hour** or it will expire.

▶ [Not received your security code?](#)

Security code
The code is 6 digits

Continue

You should receive an email with a 6-digit code which you need to enter, and press continue.

6

Confirm Phone

Confirm your mobile phone number

Enter the 6 digit security code we've sent to **07518727963** to confirm this is your mobile phone number.

You need to use this code within **5 minutes** or it will expire.

▶ [Not received your security code?](#)

Security code
The code is 6 digits

Continue

5

Phone number

NHS NHS login

Enter your mobile phone number

We will send you a 6 digit security code to confirm your number.

It will be easier to set up your NHS login if the mobile phone number you enter is the same one your GP surgery has for you.

▶ [I do not have a mobile phone](#)

UK mobile phone number

I do not have a UK mobile phone number

Continue

Please enter your mobile phone number, and then press continue.

7

Finish

Once you have entered the code sent to you via a text message, you should have access to the NHS app.

We will now look at how we can confirm your identity and move onto ordering repeat prescriptions via the app.