

## How to reset your NHS App account

Previous Highfield Health patients have lost access to their NHS App as part of the systems merge.

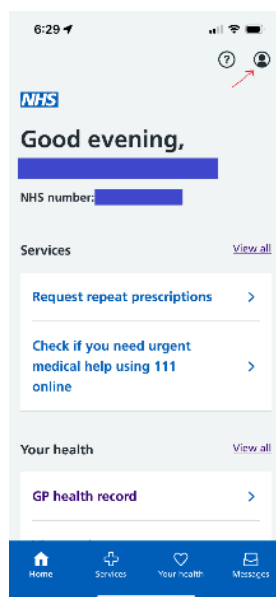
If you have not previously set up the NHS App (and you do not already have an NHS Login), you can skip to step 3.

### **(Short Version)**

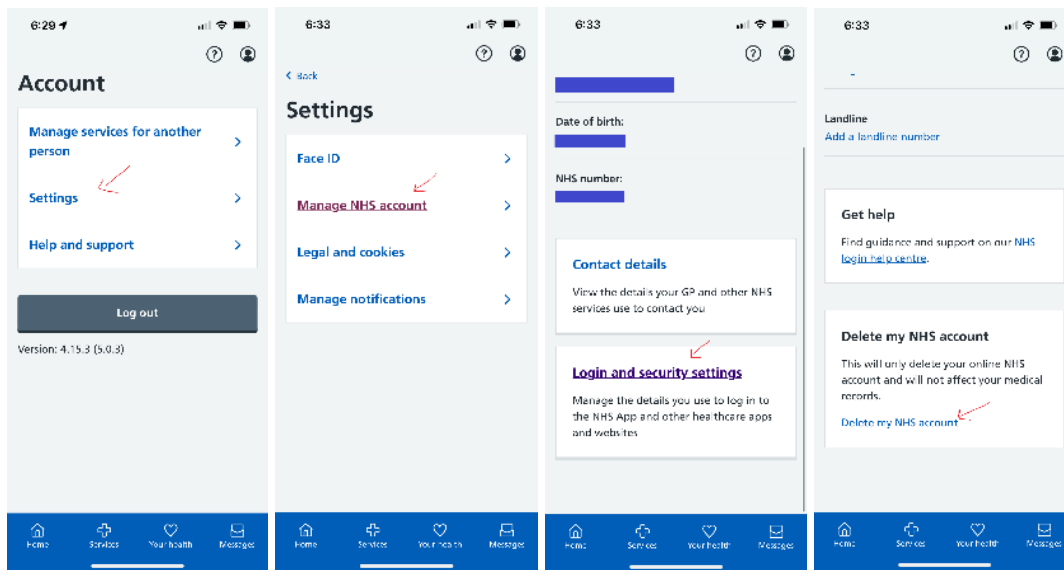
- 1) Go to your account (icon of a person in the top right hand corner) > Settings > Manage NHS Account > Login and Security Settings > Delete my NHS Account
- 2) Delete the NHS App off your phone.
- 3) Reinstall the NHS App from your App Store / Google Play Store.
- 4) Create a new NHS Login (you will need to confirm email/phone)
- 5) Enter your NHS number (if you do not know it, there is an alternate route which will search on your details). Enter the postcode that we hold for you.
  - a. Please update your address if you have moved!
- 6) Accept terms and conditions, enable notifications (the practice might send you messages), and enable Face ID (if available).
- 7) Verify your identity using the service provided.

### **(Detailed Version)**

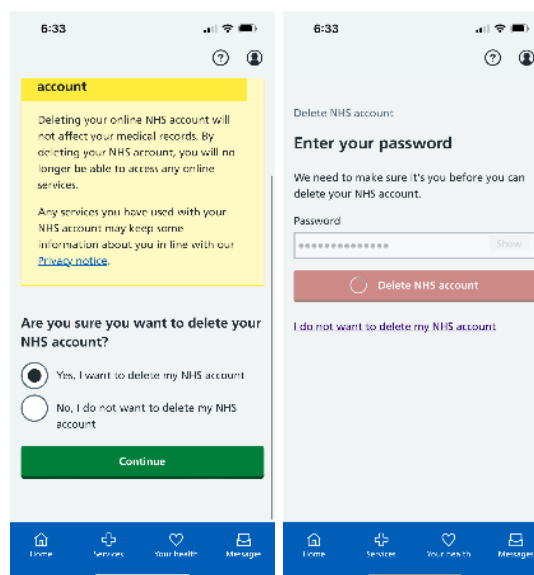
- 1) Open the NHS App on your phone and click on the Account icon in the top right corner.



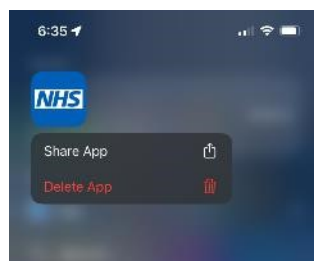
- 2) Select “Manage NHS account”, then “Login and security settings”, then “Delete my NHS account”.



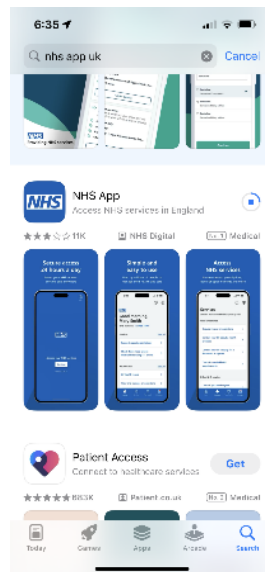
3) When asked, put that you are happy to delete your account, and enter your password to confirm.



4) Delete the NHS App from your phone.



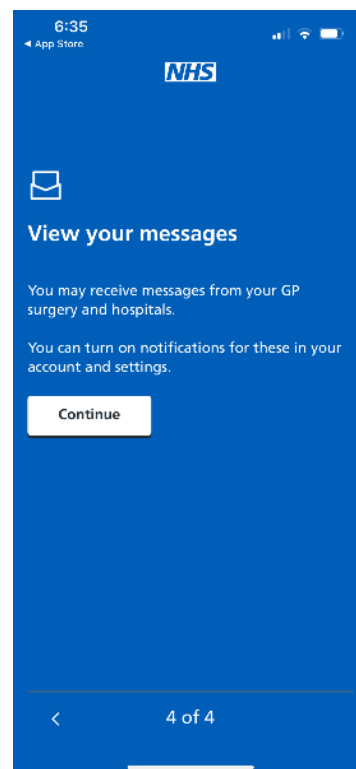
5) Go to your App Store (on iPhones) or Google Play Store (on Android devices) and re-download the NHS App.



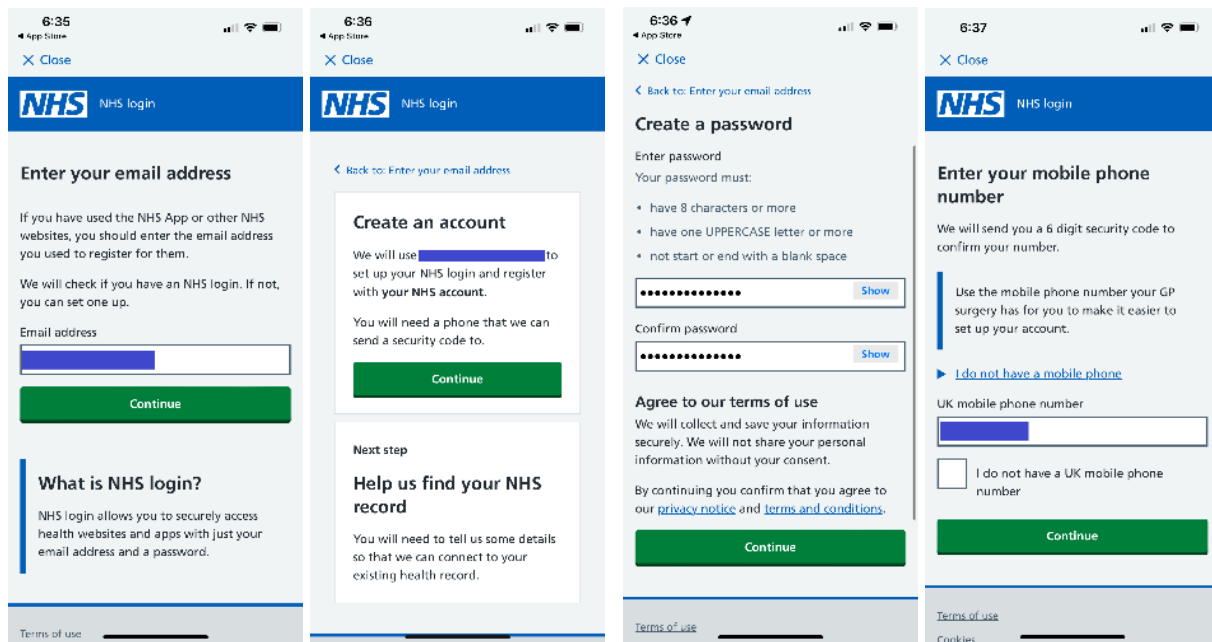
6) Once installed, open the NHS App and click through the welcome screens.



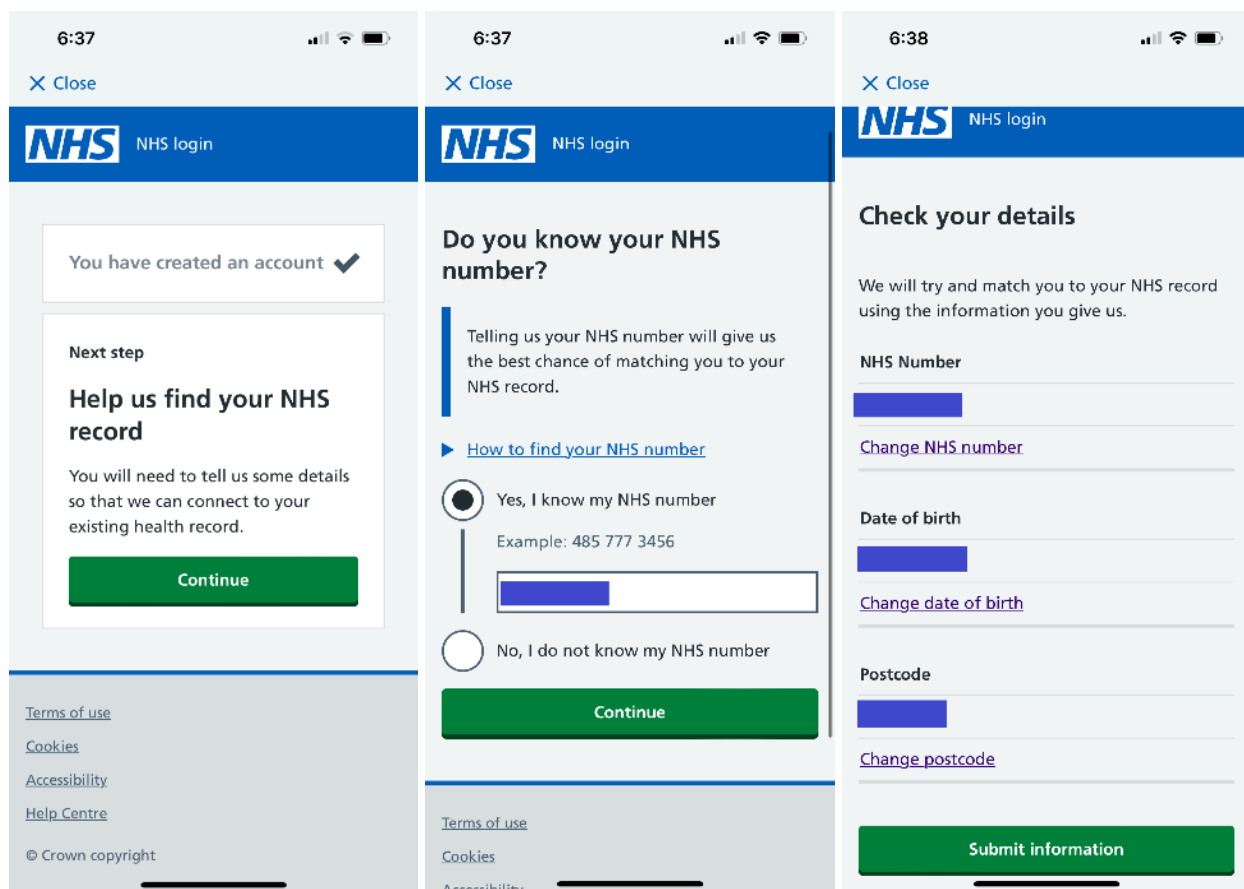
(skip  
through the  
pages)



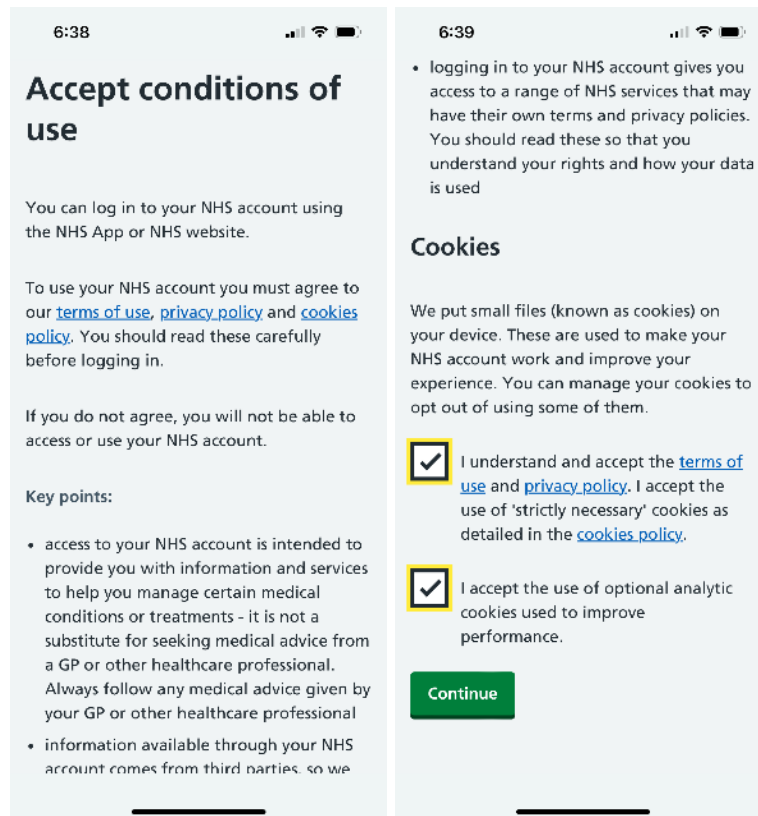
7) Create a new NHS account when prompted. You will need to provide an email address, password, and phone number.



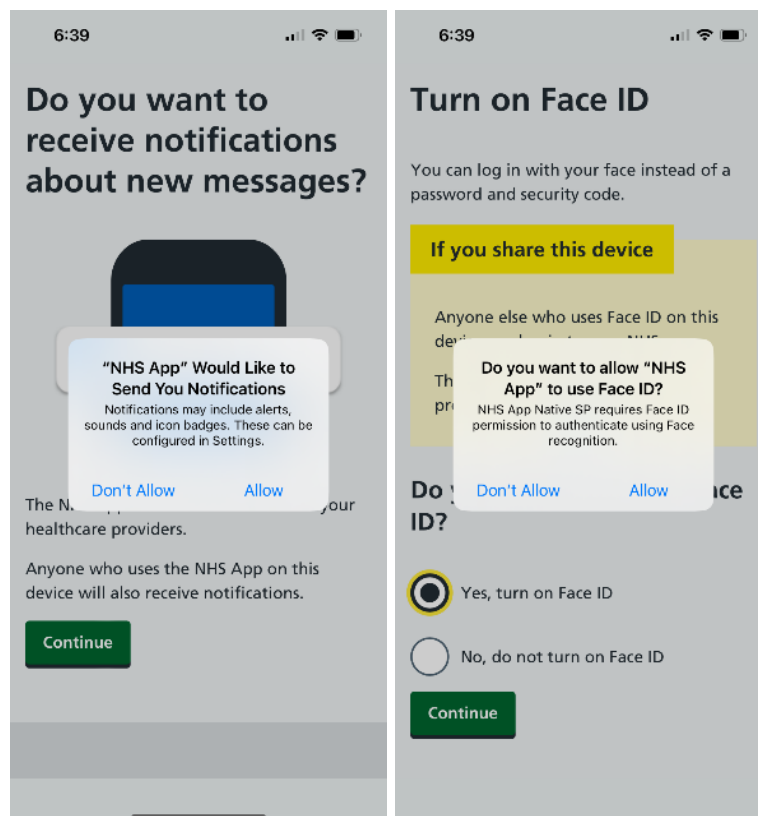
- 8) Next, you will be asked to link your NHS number to this new account. Please enter it (alternatively, you are given the option to search for it). You will also be asked for your postcode. Please enter the postcode that we have on file for you.
- a. If you have moved house, please tell us by email or visiting the surgery.



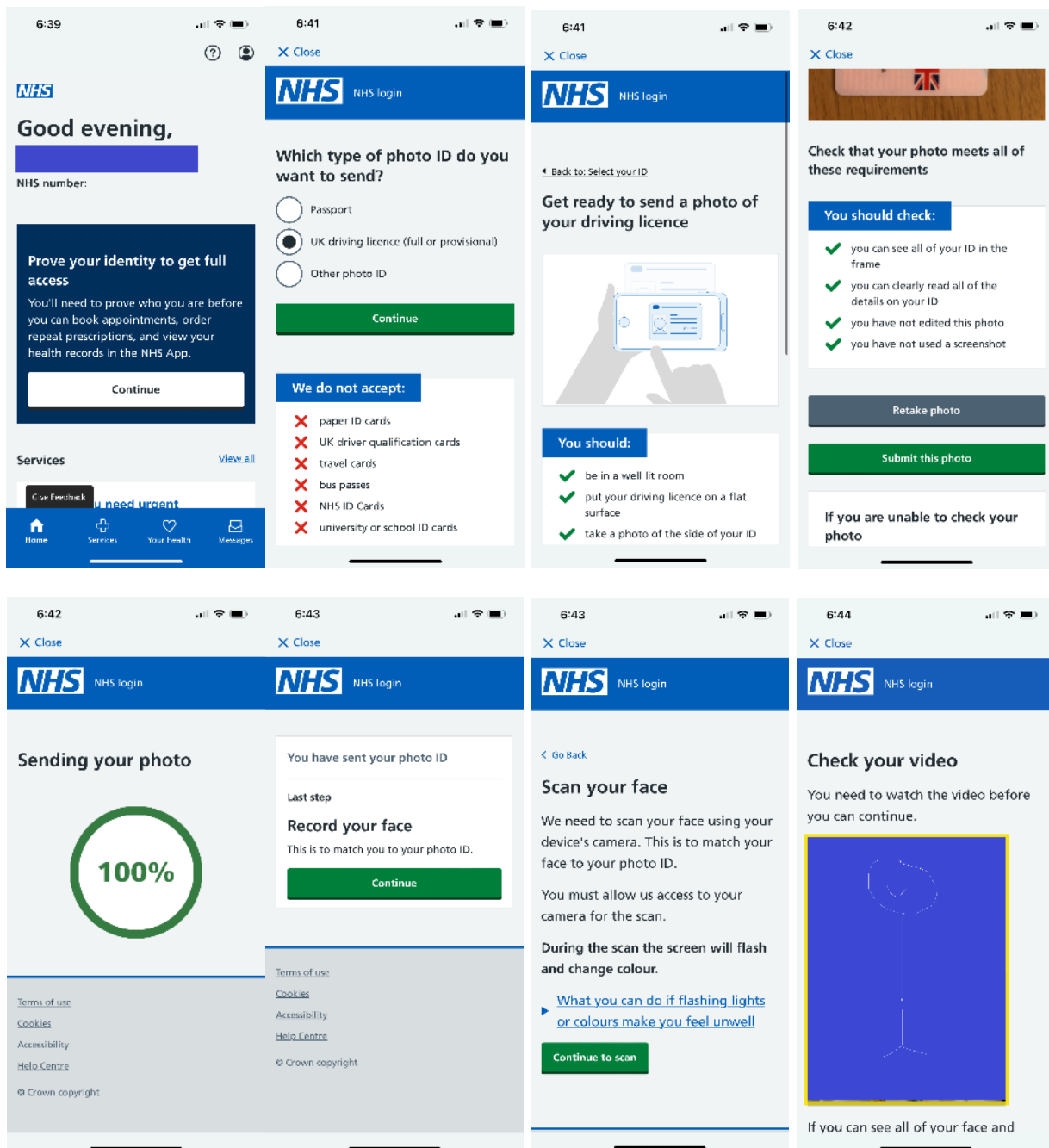
- 9) Accept the terms and conditions.

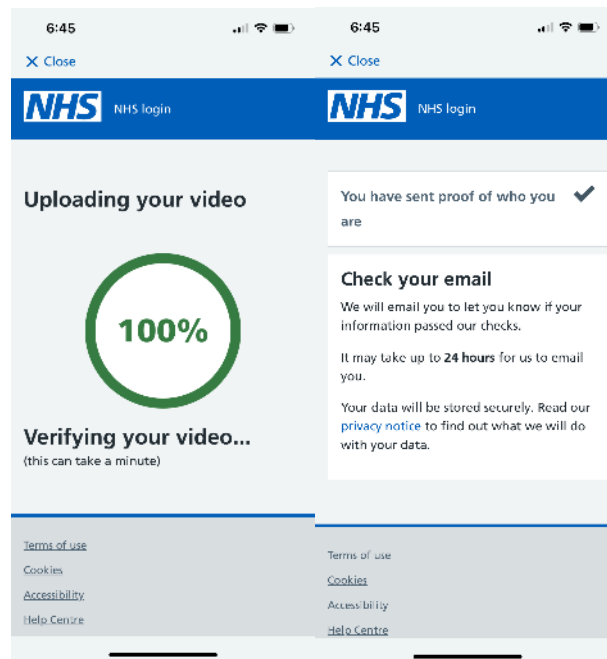


- 10) You will then be able to enable notifications and (if applicable) any biometric authentication (e.g. Face ID on an iPhone).
- Notifications link in with our text messaging system



11) You will now need to confirm your identity. You can do this using a picture of your ID (passport / driving license). It will then ask you to record a video. Follow the instructions on the screen.





If you have any questions, please contact [onlineaccess@unidocs.co.uk](mailto:onlineaccess@unidocs.co.uk)