

NHS App Guidance – Patient Help

Below you'll find guidance on essential functions within the NHS app. Your GP practice doesn't have access to reset emails or passwords for your NHS app.

The Help Centre

When faced with any NHS app related query, the NHS app help centre is a useful place to start. You can navigate through user friendly menus to your answer, or even search for specific error/reference codes presented in the app:

<https://help.login.nhs.uk/>

Note: NHS app issues will require your involvement, there is very little your GP practice can change on your behalf.

Account settings

You can access the main NHS app account page through the app, by navigating to the below location. To begin, click the profile icon in the top right-hand corner.

Account > Settings - Contact and login details

This page gives you the option to update details your GP practice sees, as well as details you use to access the NHS app.

- Contact details – **details for GP practice to see.**
- Login and security settings – **details for you to login to the app.**

From these two pages, you can update your:

- Password
- Email address
- Phone number

Forgotten password

If you have forgotten your password, you can reset your password using this link:

<https://settings.login.nhs.uk/>

It will ask for your email and ask to complete a two-step verification using your phone number. **There is a 1 hour time limit on these links.** If there are any issues, check:

- If you have already successfully reset your password and used the link.
- Time limit of 1 hour hasn't been reached.
- Manually copying/typing the link incorrectly.

If still no luck, we recommend trying again. Request a 2nd password reset link.

Passkey vs Password

You may be asked when using the NHS app if you'd like to use a passkey to login.

- Password – a string of characters that must meet certain criteria. You can store passwords in a digital keychain to help remember them, otherwise, you'll have to type them out every time you want to use them.
- Passkey – a secure password alternative, i.e. fingerprint ID, face ID, a drawn pattern, a pin etc.

Email account

Please read the section titled “account settings” to update an email address if you are able to login to your NHS app.

If you've forgotten the password to your email account, please attempt to reset this. You should have a secondary/safety email account associated with your email account that will allow you to unlock a locked email account.

Once the above options have been exhausted:

- Make a new email account and use this to make a new NHS app account. Ensure not to lose the details for this account.
- If you have any issues, contact the NHS app team for further help:
<https://help.login.nhs.uk/contact?error=CID7004>
- After this, you can contact your GP practice if you continue having further issues.