

Transcript for NHS Login - patient journey video

This guide will help you and patients understand the NHS login process. Patients can use NHS login to access websites and apps that show the NHS login button. A patient only needs to prove who they are once to access multiple services through NHS login.

When setting up an NHS login a patient will be asked to give their email address, choose a password and accept the NHS login terms and conditions. They will receive an email with a verification. They must click this link to confirm the email address they have used to register for NHS login. They will see a page confirming they now have an NHS login.

The patient will need to return to the service they want to access and enter the email address and password for their NHS login. They will be asked to give their mobile number and a six digit security code will be sent to their mobile phone. Then they will be prompted to enter this code and press continue.

Next the patient needs to prove who they are so they can have secure access to their health information. They can do this by using the registration details from their GP surgeries online services or by submitting photo ID and a short video.

We are continually working to provide additional quick and easy ways to set up NHS login.

When the patient signs up to use their practice's online services they should have been given three registration details: a linkage key, which could be called a passphrase; an ODS code, which could be called an organisation code or practice ID; an account ID.

If the patient no longer has their registration details they can verify their identity using photo ID and video. The patient will be asked to take a photo of their ID and submit it. The accepted types of photo ID include:

- Passport
- UK driving licence, either full or provisional
- A full European driving licence
- A European national identity card.

The patient will be asked what type of ID they have and must choose one option. They must then take or upload a photo of their chosen ID. The patient must ensure they follow all the requirements when taking the photograph.

The patient will then be asked to record a short video of their face as they say four randomly generated numbers; enter the postcode of their home address as registered with their practice; enter either their name or NHS number; enter their date of birth.

The photo video and information submitted will be checked and then the patient will be approved or declined. The check should be completed within two hours and the patient will be sent an email telling them if their ID check has been successful.

The patient will be able to use their NHS login to access their chosen websites and apps once they have completed these steps