**How to resolve any issues with the NHS app following a practice merge**

**Following the systems merge between The Old Dispensary and the Quarter Jack Surgery, those who use the NHS App may be experiencing issues with their App as a result of the merge.**

**If you validated your NHS App account using facial recognition, your NHS app should transfer your account over to the new system, but this may take a few days to do so. If your NHS app is still not active And woirking by 25th March you may need to follow the instructions described below.**

**If you validated your NHS App account with a linkage key and passphrase provided by the surgery, unfortunatewly the NHS App will not automatically transfer your account. In this case you will need to follow the instuctions below.**

**How to update your NHS App**

If you are unable to access the NHS App following the practice merger, here are some instructions to follow. Please only follow these instructions if you still cannot use the NHS App.

The fastest way to resume online access is to remove the existing NHS App from your device. Once removed, then download the NHS App again and link it to The Quarter Jack Surgery (J81034 – with a postcode of BH21 1AP.) Then you will need to verify your identity.

If this does not work, we suggest deleting your account and creating a new account using the following steps:

1. Delete your account

Login to the NHS App on your mobile device > select the person icon (in the top-right corner) > Account and Settings > Manage NHS Account > Login and Security Settings > Delete my NHS account (at the bottom of the page).

If you are unable to log in to the NHS App on your mobile device, please visit the website via the following link: [https://account.login.nhs.uk/#/manage-nhs-login/delete](https://account.login.nhs.uk/%23/manage-nhs-login/delete)

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.

2.  Create a new account via the NHS App

Once your login has been deleted, re-open the NHS App, select 'Continue with NHS login' and follow the on-screen instructions, registering using photo ID or by selecting 'How to prove who you are without sending a photo of your I.D.', then select 'Yes – I use online services'. On the following screen, select 'Yes – I have all 3 details' and follow the on-screen instructions to complete your registration.'

Please note, if you do not have photo ID, you will need to request 3 pieces of information from your surgery by coming into the surgery in person: your account ID, a “linkage key” (this may also be called a “passphrase”) and their Organisation Code 'J81034'

Once your online access is approved, you will then be able to re-connect to the surgery through the NHS App.