

English

Guidance on SIM Cards

Downloading an App

Setting up your NHS App



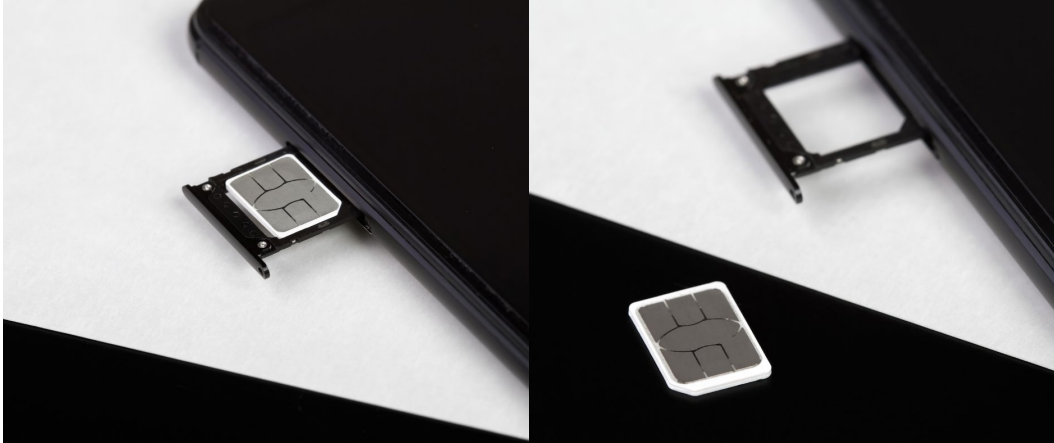
Guidance on SIM Cards

Changing SIM Cards

1. Turn off the phone
 - a. Android: Press and hold the Power button on the top or side of the phone then press "Power off" on the screen.
 - b. iPhone: Press and hold the Power button on the side or top of the phone, depending on the model, until the power slide appears. Then press and drag to turn it off.
2. Locate the SIM card tray which will be on the edge of the phone. It will be a thin panel with a small hollow dot.
3. Remove the SIM tray by using the provided removal tool or a paperclip and putting into the hole of the SIM tray until the tray comes out.



4. Gently lift out the SIM card or turn the tray over onto a soft object.



5. Place your new SIM card into the tray. The SIM card will only fit one way and will not require any force. There is one angled edge on the tray to help position the SIM card.
6. Insert the tray back into the phone until it clicks into place and is flush with the phone case.



7. Power on your phone using the same button that was used to turn off the phone.

Further guidance can be found on the respective sites:

Scan the QR codes for the information you require. Hold up your mobile phone camera to the below codes. One code can be picked up at a time on the camera. Click on the link which appears to take you to the website page.

Guidance for Samsung	Guidance for Android	Guidance for Apple iPhone
		

Source: <https://www.wikihow.com/Switch-SIM-Cards>

Topping up your new SIM Card

O2 SIM Cards

You will receive a code each month that will provide 25GB of data and free calls and texts. You will receive these codes for one year.

1. Dial 4444.
2. Select Option 1 to top up your phone.
3. Select Option 2 to top up with a voucher and wait for the advertisement to finish.
4. Enter the 16-digit code that was sent by text message.
5. Once you hear confirmation that it has topped up you can hang up.
6. You will receive a confirmation text your top up was successful.

Vodafone SIM cards

You will not need to top up your SIM card and will have 40GB of data, free calls and text each month for 6 months.

Three SIM cards

You will not need to top up your SIM card and will have 24GB of data to use.

Keeping your phone number

It is possible to keep your existing mobile phone number. If you would like to do this, you will need to call your mobile company to request your **PAC** code. When you have your PAC code use the numbers below to call your SIM card company. Let them know you would like to transfer your old mobile number to your new SIM card.

For **O2** call 4445 from your mobile phone with the O2 SIM card in; from any other phone call 0344 8090222.

For **Three** call 500 from your mobile phone with Three SIM card in; from any other phone call 0333 338 1001.

For **Vodafone** call 191 from your mobile phone with the Vodafone SIM card in; from any other phone call 0333 304 0191.

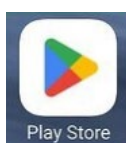
Downloading an App

Apps or Applications are small programs designed to run on your mobile device. They will allow you to perform specific tasks such as accessing your test results on the NHS App. To install an app please see the instructions.

Please be aware that downloading Apps may use your mobile data. You may prefer to use public Wi-Fi to save your mobile data.

Android

1. Locate and open the "Play Store" app by tapping on the icon.



2. Tap on the search button or the bar next to the magnifying glass.



3. Search for the app you want. Be aware that some apps require payment to download or have "in-app" purchases which are optional extras that will require payment.
4. Tap install (for free apps) or the app's price (for paid apps).
5. After installing the app will be available on your device.

iPhone

1. Locate and open the "App Store" by tapping on the icon.



2. Click the magnifying glass.



3. Search for the app you want. Be aware that some apps require payment to download or have "in-app" purchases which are optional extras that will require payment.
4. Tap get or the app price.
5. After installing the app will be available on your device.

Recommended Apps

Use your mobile phones camera to "scan" the QR codes (the black and white images with squares in three corners) on the right. When your phone registers the QR code a link will appear on the screen to be tapped to take you to the website.

- **NHS App** – A free app that allows you to access your health care record, manage appointments and prescriptions, and receive messages and notifications



- **British Red Cross App** – A free app that provides child and baby first aid advice, designed to support parents, grandparents, and caregivers.



Setting up your NHS App

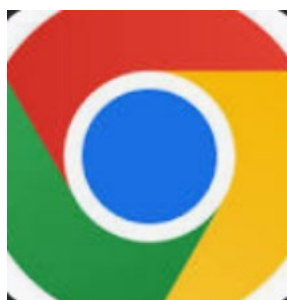
Languages

The NHS App is only available in English. If you need translations of the app you will need to use the online version. To do this open your web browser

On iPhone this will be Safari



On Android this will be chrome



You will need to type in <https://www.nhsapp.service.nhs.uk/login>

Click on the three vertical buttons and/or search for the translate icon.



Select which language you would like this translated into

Creating an NHS login

To access the NHS App or website you will need to create an NHS Login, which needs:

- Your email address
- Your mobile phone or landline number.

To access some services, you may also need your:

- NHS Number or full name
- Date of birth
- Postcode

- Proof of identify (passport, driving licence, or EU national identify card). If you do not have a valid photo ID you can speak to your GP surgery to get full access.

Setting up your NHS login

1. Access a health and care website, or the NHS app
2. Enter your email address
3. Create a password
4. Enter the security code that is emailed to you

Getting full access to the NHS app

To get full access to the NHS app you will need to prove who you are. A message will appear when you log in to the App or NHS website asking to prove your identify; if you do not receive this message, you already have full access

To prove your identify you will be asked to take a photo of your ID, record your face using your mobile phone, and enter your NHS number if you know it. Photo ID will need to be either your passport, UK driving license (full or provisional), UK application registration card, CitizenCard, EU driving licence (full), or your EU national identify card.

If you are unable to prove your identify or do not have the photo ID, speak with your GP surgery for support.