Question	Answer
How do I start using the NHS Wales App?	To get started using the NHS Wales App, search for it in the App store or Google play, or visit https://app.nhs.wales/ and follow the instructions to create or log in using your NHS login account. You will need a mobile phone, your own email address and photo ID to create your NHS login account.
I don't have a smart phone; how can I access the NHS Wales app?	If you do not have a mobile phone or cannot use the NHS Wales App on your smart device, you can access the NHS Wales App via an internet browser (such as Internet Explorer, Edge, Safari, Google Chrome) at https://app.nhs.wales/
Why do we need to use NHS login to access the NHS Wales App?	NHS login is a secure UK-wide system that allows you access to lots of different health and care websites, including the NHS Wales App.
What If I don't want to or can't use the NHS Wales app?	Your GP practice will still provide the health and care services they have available to you.
How can I contact someone to get help using the NHS Wales App?	If you have a question regarding features and functionality, or need support using the NHS Wales App, please visit the help pages at: https://apphelp.nhs.wales/
I don't have Photo ID; how can I log into the NHS Wales App?	NHS Login is a service provided by NHS England, which the NHS Wales App uses in order to prove your identity. If you live in Wales and need to create an NHS Login account, you will need a valid form of photo ID. There is no alternative solution to this process that NHS login can provide to patients and the public in Wales at this time.

	We are working with NHS login to create a Welsh Identity Verification Service (WIVS) which we hope to make available in the spring of 2024. With this service you will be able to verify your identity through your GP practice. If you would like to register to be notified when this service is live, you can do so at: https://nhswales.qualtrics.com/jfe/form/SV_dgofBGpxd6IwKAC/
Why can't I manage medicines for someone else using the NHS Wales App?	The NHS Wales App does not currently support proxy access. This means the ability for a parent, family member or carer to access and manage health and care services for someone else is a part of the future for the NHS Wales App. We understand the importance of proxy access and are working to develop better access and functionality for parents and carers in future releases of the NHS Wales App. If you would like to register to be notified when this service is live, you can do so at: https://nhswales.qualtrics.com/jfe/form/SV_dgofBGpxd6IwKAC/
I am logged into the NHS Wales App but my details are incorrect.	If your details are incorrect in the NHS Wales App, in the first instance check they are correct with your GP practice. If the practice has the correct details then please let us know by contacting us using the in-App feedback mechanism or online at: https://nhswales.qualtrics.com/jfe/form/SV_6gUqH2B0At5n54O By contacting us through the App we can collect important data. Please note this will not generate a response.

My GP Practice is connected but I get an error code when trying to make any appointments or order prescriptions.	If you are experiencing a technical problem using the NHS Wales App, please let us know by contacting us using the in-App feedback mechanism or online at: https://nhswales.qualtrics.com/jfe/form/SV_6gUqH2B0At5n54O By contacting us through the App we can collect important data. Please note this will not generate a response.
My GP practice is connected but are not offering appointments, prescriptions or other services on the NHS Wales App	Please note that the type, number and nature of appointments and other GP services offered through the NHS Wales App are controlled by your GP practice. Please visit the help pages for any assistance required with the NHS Wales App: https://apphelp.nhs.wales/