

Frequently asked questions

Q: What is NHS login?

NHS login is a service that has been created by the NHS. It provides a safe and secure way for patients to access their health and care information with a single login. NHS log in can be used by patients to securely access their health and care information wherever they see the NHS login button, including the DrDoctor patient portal.

A single, trusted login account is convenient for patients and, because it's been developed by the NHS, they know that their health and care data is protected.

For more information about the NHS login, please visit <https://help.login.nhs.uk/>

Q: Why is DrDoctor using NHS login?

DrDoctor is using the NHS login to provide patients with a safe, secure and trusted way for patients to access information about their care on the DrDoctor patient portal.

Q: How do I use NHS login with DrDoctor?

To use NHS login to sign into the DrDoctor patient portal, you need to have an NHS login account. If you have one already, you can use your details directly to sign in with DrDoctor. If you don't have your NHS login registered yet, you can create one online. To create an NHS login account, click on the "Continue with NHS Login" button. You will be prompted to enter your email address. The system will recognise that you do not have an NHS login and will take you through several steps to create one.

Q: How do I create an NHS log in?

To find out more information about creating an NHS login, please visit <https://help.login.nhs.uk/setupnhslogin/>

To set up an NHS login, you will need an email address and a mobile phone number. A six-digit security code will be sent to your email and you will be asked to enter this code to verify your email address and continue. Next, you will be asked to provide your mobile phone number. Another 6-digit security code will be sent by text message to your mobile phone. Currently, an NHS login cannot be set up without a mobile phone.

Accessing DrDoctor via the NHS login requires the highest level of verification. To be verified to the highest level, you must complete an online identify verification process where a comparison between your photo ID and yourself has been made.

Q: What is Guest Login?

Should you wish to sign in with DrDoctor without using NHS login, you can use the Guest login. For signing in as a guest, you provide some demographic details (last name, date of birth and post code) after which you will receive a onetime password on your phone to finalise the sign in.

Q: What is the process to sign in with NHS log in?

1. Click the “Continue with NHS login” button
2. You will be taken to the NHS login page
3. Enter your email address and click “Continue”
4. Once the NHS login service finds the NHS login linked to your email, click “Continue”
5. Enter your NHS login password
6. Upon successfully entering your password you will be sent a six-digit one-time password – enter the code and click “Continue”
7. Finally, you will be asked to agree to share your NHS login information with DrDoctor. Click “Agree and continue” should you wish to do so
8. You will then be signed in with DrDoctor

Q: Why can I not use NHS login with my hospital?

At present, NHS login is only available in NHS hospitals and organisations in England. If you are signing in with the patient portal of a hospital outside of England, you will not be given the option to use NHS login.

Q: Are there any restrictions on who can use the NHS log in?

Only patients that are 11 years or older can access the DrDoctor portal via NHS login. Patients under 11 years old can still access their information via DrDoctor using the guest login.

Q: How is my data being used / protected?

The information you provide is used to confirm your identity. This is done in accordance with the data protection laws. Your information will not be shared without your consent and is stored securely using the standards mandated by the NHS.

For more information, please visit the DrDoctor privacy policy:
<https://my.drdoctor.co.uk/privacy> and NHS login privacy notice:
<https://access.login.nhs.uk/privacy>

Q: I am not able to log in via NHS log in

If you are having problems signing in with DrDoctor using your NHS login, please visit the NHS login help centre: <https://help.login.nhs.uk/>

If you continue to have issues and cannot sign in, please contact us on support@drdoctor.co.uk