Unlock your phone. Scroll through your phone to find an app called “App Store”. The app looks like the image above. Tap on it to launch it.

At the bottom of the screen, find the “Search” icon and tap on it.

Tap on the search bar. Type in “NHS COVID-19”. You can now see a list of results below the box. Tap on a result with the name “NHSCOVID-19”.

There will be a list of results of different COVID-19 apps. Find one that says “NHSCOVID-19” and tap on it, then tap the “GET” button.

To complete the download you may be asked to type in your Apple ID details or to use your fingerprint or face verification if you have these set up.

If this has not worked, visit “Troubleshooting” on the NHS COVID-19 app website www.covid19.nhs.uk for guidance that will help.

Now it’s time to switch on Bluetooth so that the NHS COVID-19 app can work. To do this, first find the “Settings” app and tap it.

You are now in “Settings”. Scroll down the list to find “Bluetooth” and tap on it.

For more information on the NHS COVID-19 app visit www.covid19.nhs.uk
Switch Bluetooth on by tapping the slider on the right.

Press your Home Button or swipe up to return back to your phone’s home-screen where you can see all of your apps. Find the NHS COVID-19 app and tap on it to launch it.

When you have completed set-up, your NHS COVID-19 app is now up and running.

Follow the steps to finish setting-up the NHS COVID-19 app. This includes allowing “Exposure Logging” which is used to identify whether you are at risk.

You can use your phone as normal, however make sure to keep the NHS COVID-19 app running in the background and Bluetooth turned on. It will not track your location.

For more information on the NHS COVID-19 app visit www.covid19.nhs.uk
Unlock your phone. Scroll through your phone to find an app called “Play Store”. The app looks like the image above. Tap on it to launch it.

At the top of the screen you can see a search box which reads “Search for apps & games”. Tap on this search box.

Type in “NHS COVID-19”. Below the search box you will see a list of results. Tap on a result with the name “NHSCOVID-19”.

On your screen you can now see details of the NHS COVID-19 app. Tap on the “INSTALL” button.

If this has not worked, visit “Troubleshooting” on the NHS COVID-19 app website www.covid19.nhs.uk for guidance that will help.

Now it’s time to switch on Bluetooth so that the NHS COVID-19 app can work. To do this, first find the “Settings” app and tap on it.

Scroll down the list to find “Connected devices” or “Connections” depending on the model of your phone and tap on it.

Next, scroll down the list. Either find “Connected preferences” or “Bluetooth” and tap on it.
If you tapped “Connected preferences” in the last step, now find “Bluetooth” and tap on it. If you tapped on Bluetooth, you will not need this extra step.

Switch Bluetooth on by tapping on the slider on the right. You can see it is on if the slider’s colour changes.

Press the home button or swipe up to return back to your phone’s home screen where you can see all of your apps. Find the NHS COVID-19 app and tap on it to launch it.

Follow the steps to finish setting-up the NHS COVID-19 app. This includes allowing “Exposure Logging” which is used to identify whether you are at risk.

When you have completed set-up, your NHS COVID-19 app is now up and running.

You can use your phone as normal, however make sure to keep the NHS COVID-19 app running in the background and Bluetooth turned on. It will not track your location.

For more information on the NHS COVID-19 app visit www.covid19.nhs.uk