NHS
Test and Trace app

Your guide on how to download

How to download the NHS Test and Trace app to both Apple and Android devices

- The app is free to use, and you will not be charged for downloading or using it.

- **DO** download the NHS Test and Trace app to your smartphone so it's with you as you move around.

- **DO NOT** use your laptop or iPad.

- Bluetooth must be enabled at all times for the app to work. To switch this on, go to your phone's settings.

- The NHS Test and Trace app is not yet available to install through the Huawei AppGallery.

- For Apple phones, you will need versions 13.5 or higher. Android phones will need Marshmallow or version 6.0 or higher

Your identity will be protected, along with the identity of those you have been near to. This app does not use GPS or record locations so you cannot be tracked. More information can be found at www.covid19.nhs.uk

1. Unlock your phone. Scroll through your phone to find an app called "App Store" or "Google Play Store". Tap on it to launch it.

2. 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 "NHS COVID-19 app".

3. There will be a list of results of different Covid-19 apps. Find one with the NHS COVID-19 logo, tap to download it.

4. Once the app is downloaded, open it and follow the instructions within the app.

5. You will be asked to enter a unique 8 digit code. Please use 1 of the 5 codes provided in the letter you have been sent with the leaflet.

If you are having difficulty installing the app, or are unsure what to do go to your local Newham library, contact our Newham COVID-19 helpline 020 7473 9711 or email **covidhelp@community-links.org** or visit **www.newham.gov.uk/testandtrace**

If you need more than five codes for the adults in your household go to **www.newham.gov.uk/testandtrace** For further advice see **www.covid19.nhs.uk**

To receive this information in other languages or alternative formats, please visit **www.covid19.nhs.uk/accessibility**