

# The Friendly GP Web App

## Creating an account



The following information will be required to create an account that enables you to book consultations, view past and future consultations and more:

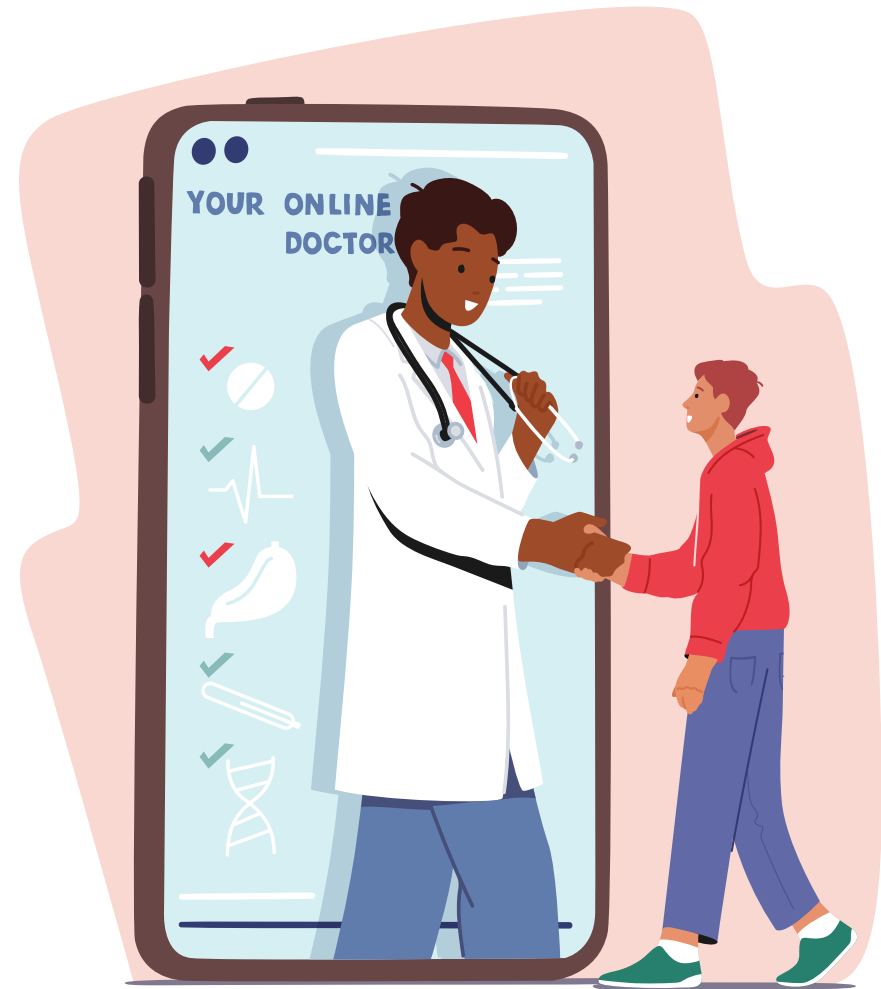
- Membership number
- Full name
- Date of birth
- Sex assigned at birth\*
- Email address
- Home address
- Personal phone number

*\*It is important that our GPs understand a patient's sex assigned at birth as this information may be a key factor in relation to some personal health risks.*


**To create an account, please visit:**

**<https://nationalfriendly.onlinegp.co>**

**Then follow the six steps detailed in this document.**

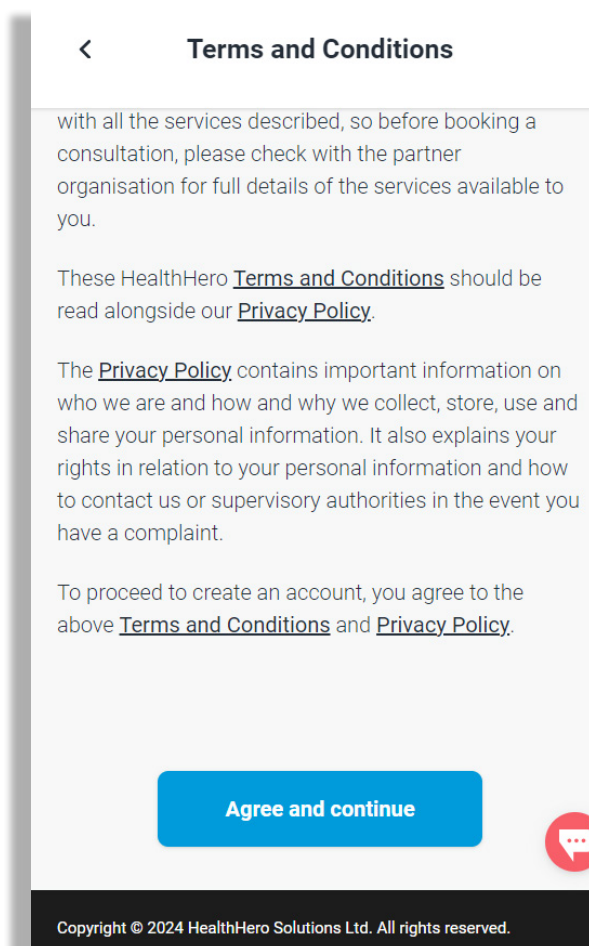


1. Click the “Create account” button in the light blue box at the bottom.



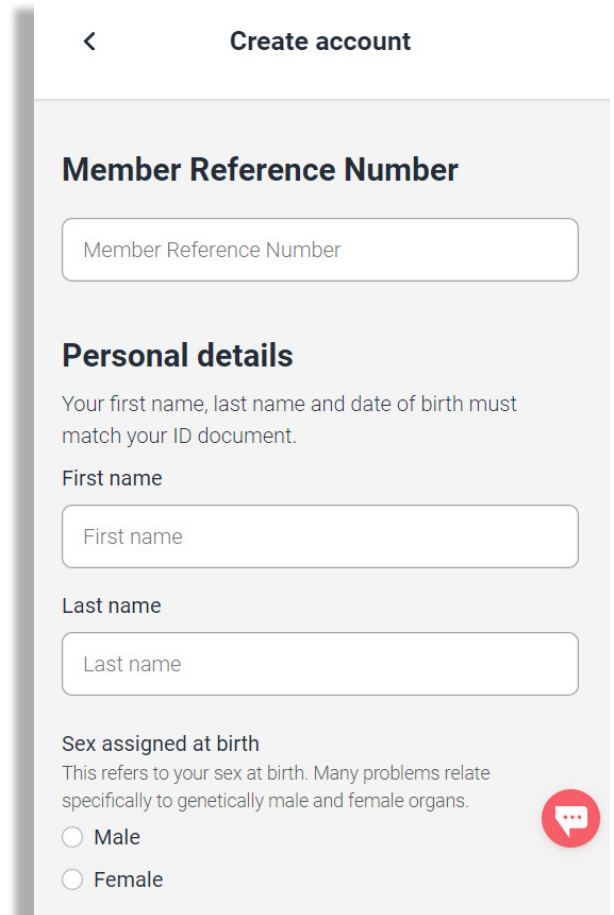
The screenshot shows the 'Welcome to Friendly GP' screen. At the top is the 'National Friendly' logo. Below it, the text reads 'Welcome to Friendly GP' and 'Here to support your health, all day, every day.' Further down, it says 'Powered by' followed by the 'HEALTH HERO' logo. At the bottom, there is a prominent blue button labeled 'Create account'. Below this button, the text says 'Already have an account? [Log in](#)'. A red speech bubble icon is located at the bottom right. The footer contains the copyright notice: 'Copyright © 2024 HealthHero Solutions Ltd. All rights reserved.'

2. Please read the Terms and Conditions. When you're ready, press the “Agree and continue” button at the bottom.



The screenshot shows the 'Terms and Conditions' screen. It features a back arrow at the top left. The main text explains that users should check with their partner organization for service details and that they should read the 'Terms and Conditions' and 'Privacy Policy' before booking a consultation. It also states that the 'Privacy Policy' contains important information about data collection and sharing. At the bottom, a blue button labeled 'Agree and continue' is visible. A red speech bubble icon is at the bottom right. The footer contains the copyright notice: 'Copyright © 2024 HealthHero Solutions Ltd. All rights reserved.'

3. Fill in your National Friendly member reference number and personal details.



The screenshot shows the 'Create account' screen. It has a back arrow at the top left. The first section is 'Member Reference Number', which includes a text input field. The second section is 'Personal details', which includes instructions: 'Your first name, last name and date of birth must match your ID document.' Below this are input fields for 'First name' and 'Last name'. The third section is 'Sex assigned at birth', with a note: 'This refers to your sex at birth. Many problems relate specifically to genetically male and female organs.' It includes two radio button options: 'Male' and 'Female'. A red speech bubble icon is at the bottom right.

4. Continue on the same screen and enter your contact and GP details.

The screenshot shows the 'Create account' screen with two main sections: 'Contact details' and 'GP details'. The 'Contact details' section includes an 'Email address' field with a placeholder 'Email address', an 'Address' section with a 'Postcode' field, and 'Search' and 'Clear' buttons. The 'GP details' section includes a 'Choose on map' button with a location pin icon, a link to 'Enter details manually.', and a radio button option 'I am not registered with a GP'.

**Create account**

**Contact details**

Email address

It is important to provide an email address that can receive emails because we will send email notifications to you regarding your consultations.

Email address

Address

Postcode

Search

Clear

**GP details**

Your GP details allow us to send consultation notes to your local surgery to keep your medical records up-to-date.

Choose on map

[Enter details manually.](#)

☐ I am not registered with a GP

5. Create a password and click next.

The screenshot shows the 'Create account' screen with the 'Create password' section. It includes a 'Password' field with a placeholder 'Password' and an eye icon. Below the field, it lists requirements for passwords: 10 characters, 1 lowercase letter, 1 capital letter, 1 number, and 1 special symbol. There is a 'Next' button and a red speech bubble icon. At the bottom, there is a copyright notice: 'Copyright © 2024 HealthHero Solutions Ltd. All rights reserved.'

**Create account**

**Create password**

Password

Passwords must include at least:

- ☐ 10 characters
- ☐ 1 lowercase letter
- ☐ 1 capital letter
- ☐ 1 number
- ☐ 1 special symbol

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Next

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6. A verification email will be sent to the email address you entered in Step 4. Once you've clicked the link to verify, the account set up is complete.

To log in, the username will be the email you entered in Step 4 and the password will be the one you set up in Step 5.