



How does account registration work?

It works by matching the patient's postcode, surname and date of birth with your GP Practice.

How do I register my child or relative?

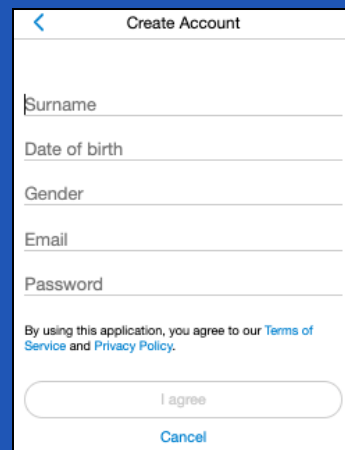
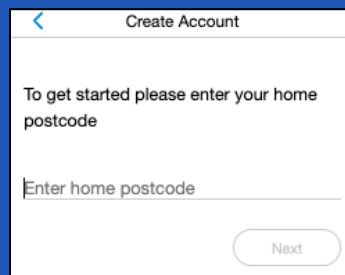
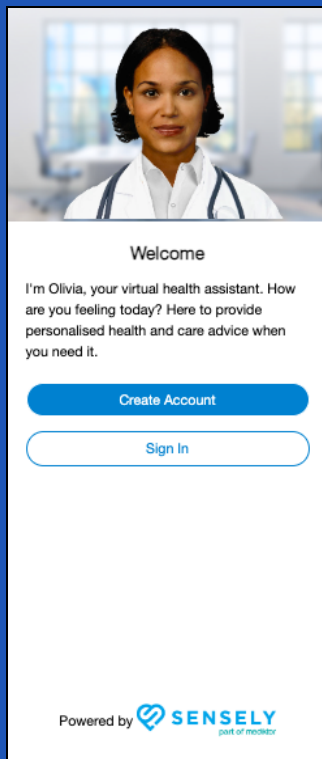
Each patient must have their own AskFirst account. You would need to enter the child's or relative's information correctly to create the account.

To register a child or relative please follow the instructions below.

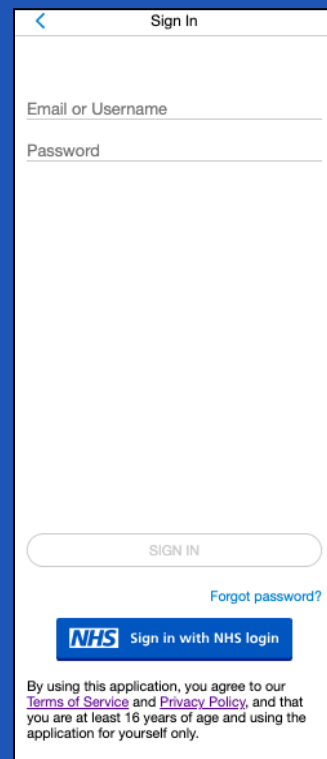
If you are using the AskFirst app on a shared device, please ensure you are logged out of your account first to access the Welcome page and "Create Account".

1. You can either download the AskFirst app for free from the [Appstore](#) (iOS) or [Google Playstore](#) (Android) or go to [AskFirst Web](#)
2. Click 'Create Account' or sign-in via NHS login
3. Enter your postcode, surname, DOB, gender, email (this is your username) + create password.

Create Account



NHS Login



How do I book an appointment for my child or relative?

1. Access AskFirst via your mobile app or [AskFirst Web](#)
2. Login into the child's or relative's AskFirst account. You must be logged out of your account in order to access the sign in screen.
 - a. If you have not created an account for your child or relative please select "Create Account" from the Welcome screen after you have logged out.
3. Select the appropriate menu option for your child's or relative's needs
4. As you are answering questions, please do so on behalf of the child or relative

How do I manage my appointments?

1. Ensure you are logged into the correct patient's account
2. From the main menu, select "Manage My Appointments" to view or cancel your appointment

Do I have to answer all of the triage questions?

Please answer all the questions asked as it helps the app to provide you with a suitable appointment based on your medical need. It also helps the doctor as they will be looking at the information provided prior to your appointment.

NOT answering the questions based on the symptoms you are experiencing could lead to you not getting an appointment.



Access to the NHS in Your Hand
AskFirst is fully mobile, just like you are