

Notifications and messages

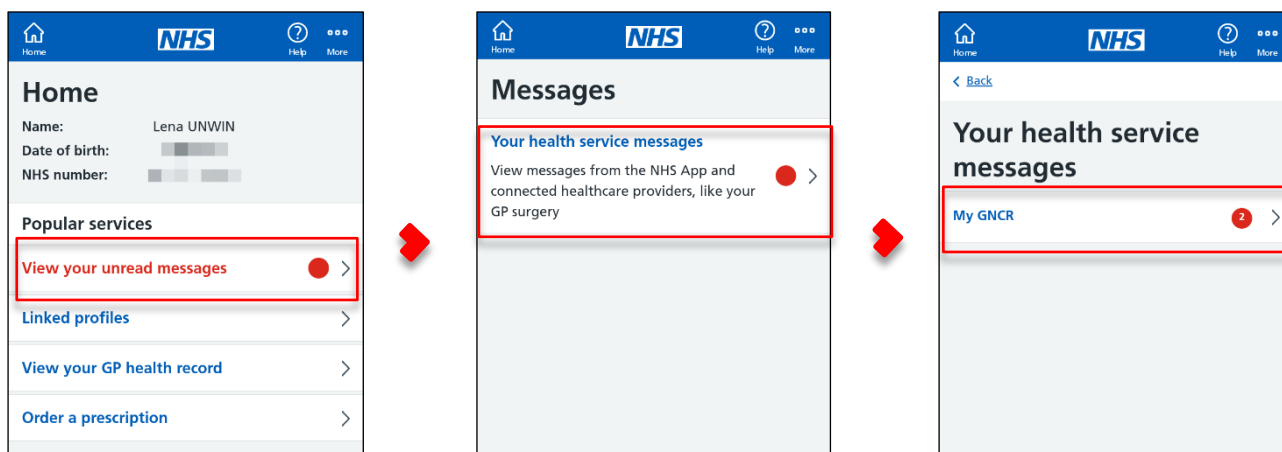
Scenario

This guide explains the in app message and notification functionality for the My GNCR service.

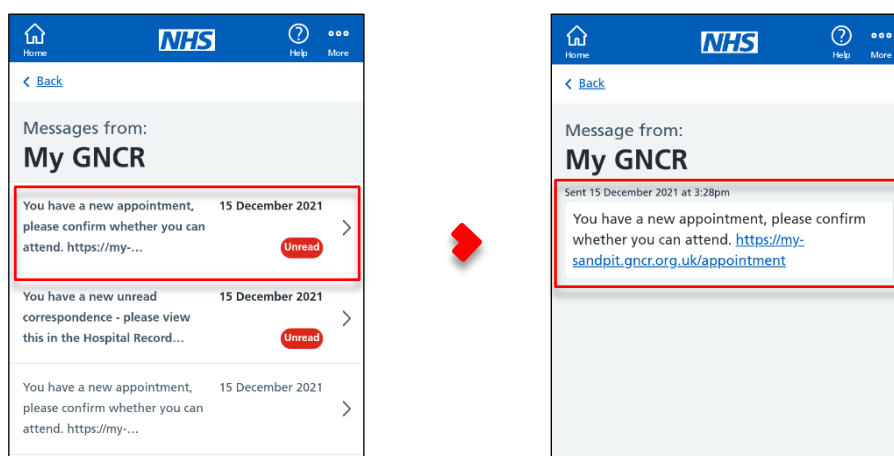
In app messages

To view new in app messages sent from the My GNCR service follow these steps:

1. Log into the NHS App/NHS website using the NHS Login
2. From the Home screen select **'View your unread messages'**
3. Then select **'Your health service messages'**
4. Then select **'My GNCR'**



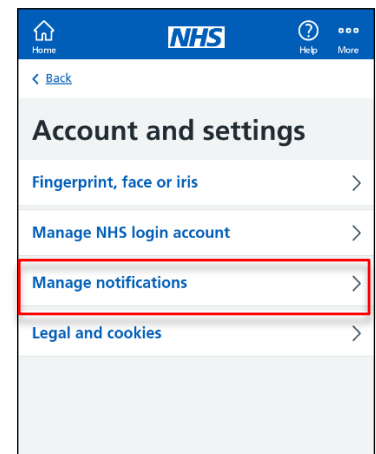
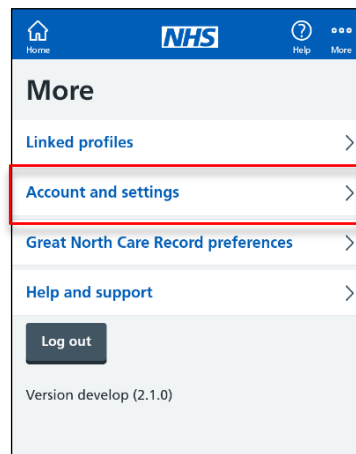
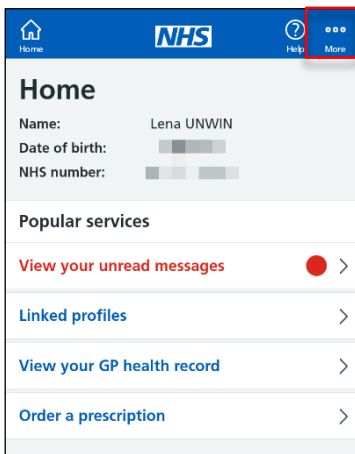
5. All messages received from My GNCR will be displayed. New messages will be marked as **'Unread'**.
6. Select a message to view it:



Notifications

In order to receive notifications for new messages the patient will need to enable this within the setting of the NHS App.

1. Log into the NHS App/NHS website using the NHS Login
2. From the Home screen select **'More'**
3. Then select **'Account and settings'**
4. Then select **'Manage notifications'**



5. Set the slider for **'Turn on notifications on this device'** to **'on'**.

