



MyCare

MyCare.scot

How-to guide



About MyCare.scot

MyCare.scot brings together your health and social care information in one secure place.

The online service is available to people aged 18 and over in Scotland. Over time, the service will develop to support you to manage your health and social care in the way that suits you.

You can use MyCare.scot on the web or download the mobile app to view:

- **Your Community Health Index (CHI) number**
- **Some of the details NHS Scotland has stored about you – like your home address**
- **Your medication and allergy information**
- **Your Covid and flu vaccination record since 2021**
- **Health and wellbeing services near you**

Existing non-digital ways to access your information are still available.

What to expect and how to prepare

To use MyCare.scot, you'll need to verify your identity with ScotAccount.

ScotAccount is a secure and trusted way to prove who you are online and helps protect you and your information from fraud. It is run by the Scottish Government.

You will need to share some personal details with MyCare.scot.

If you already have a ScotAccount, you may need to finish the process of verifying your identity and connecting to MyCare.scot.

To do this, you will need:

- **An email address**
- **A phone number**
- **Valid photo identification**
- **A mobile phone, tablet or computer with a camera**

If you do not have photo ID, you can verify your identity with ScotAccount by answering security questions.

For security reasons, you will be signed out and will need to sign back in at multiple points during the process.

Ready? Let's go!

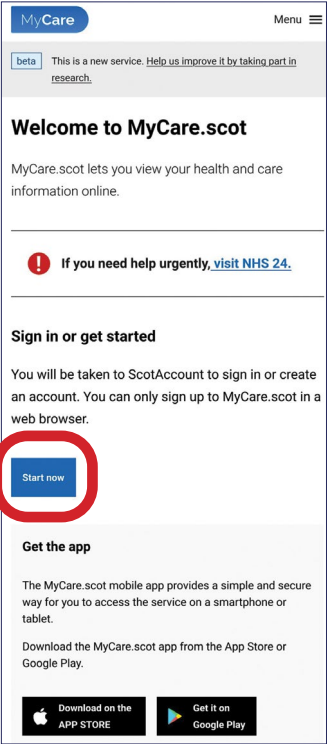
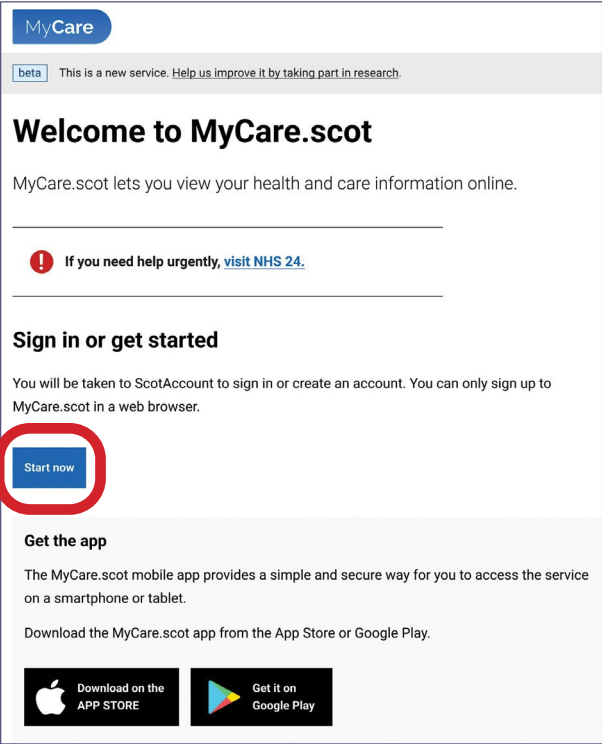
1. Open MyCare.scot

First, you will need to **sign up** to MyCare.scot on the web. Once you've signed up, you can choose to download the MyCare.scot app or continue to use the service on the web. Visit **MyCare.scot** on your smartphone, tablet or computer.



2. Start the sign-in process

On the MyCare.scot website, select the **'Start now'** button. This will take you to ScotAccount. These images show what you will see on your computer or mobile phone.



3. Create or sign in to your ScotAccount

If you have a ScotAccount, select the **'Sign in'** button.

If you don't have a ScotAccount, select the **'Create account'** button.

Follow the on-screen instructions to create a ScotAccount or sign in.

 Scottish Government
Riaghaltas na h-Alba

ScotAccount

Create a ScotAccount or sign in

What you will need

- a mobile or landline phone - you'll need one of these to get a one time passcode
- an email address

Your data

If you want to know more about how we use your data, you can read the [ScotAccount privacy notice](#)

By continuing, you confirm that you agree to the ScotAccount [terms and conditions](#)

Sign In

Create Account

► [Get help with this page](#)

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[Terms and conditions](#)

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 gov.scot

4. Verify your identity

You will need to verify your identity to use MyCare.scot.

To do this, you will need:

- **An email address**
- **A phone number (mobile or landline)**
- **Valid photo ID, for example, a passport or driving licence**
- **A mobile phone, tablet or computer with a camera**

If you do not have photo ID, you can verify your identity by answering security questions.

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ScotAccount

Verify your identity

If you have a photo ID

The quickest way to verify your identity online is using a photo ID.

We'll ask you to take photos of your face and your ID.

If you do not have a photo ID

If you do not have a suitable photo ID, you may still be able to verify your identity by answering questions about your personal details or any bank accounts, mortgages, loans or credit cards you may have.

If you do not want to verify your identity

If you choose not to verify your identity online, you can [cancel the process](#) and return to MyCare.scot.

You and your data

We use a company called Experian to verify your details, and we use Cifas for fraud prevention checks.

We use your data in line with our [privacy notice](#), which includes the potential consequences of third parties using your data.

By continuing, you agree to your data being collected and the results of your ID check being shared with MyCare.scot.

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ScotAccount

Menu

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5. Share your details

To use MyCare.scot you will need to share your **name**, **address** and **date of birth**.

Your details will remain secure.

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ScotAccount

Your details have been saved.

Share your details with MyCare.scot

MyCare.scot needs your details so that you can use their services. Sharing your details from ScotAccount is the easiest way to provide them.

Name	Demo User
Date of birth	01 Jan 1900
Home address	1 High Street Town XX1 1XX

Continue >

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 Scottish Government
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ScotAccount

[Sign out](#)

Your details have been saved. X

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Continue >

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6. Use MyCare.scot

Once you've connected your ScotAccount and shared your details, you can **start using MyCare.scot**.

You can now choose to download the MyCare.scot app on the App Store or Google Play.

You'll sign in to MyCare.scot on the web or the app with your ScotAccount details.



MyCare

Alpha This is a new service. It will be available to more people soon. [Help us improve it by giving your feedback.](#)

Home Appointments Messages Health and care record Service finder About Support

Home

Hello Demo Name

Date of birth 01 January 1900

CHI number xxxxxxxxxx

[View personal details](#)

What you can do with MyCare.scot

Right now, you can use this service to check:

- your medicine and allergy information
- health and care services near you
- your Community Health Index (CHI) number
- your COVID and flu vaccination record since 2021
- some of the details NHS Scotland has stored about you – like your home address

We'll update this service with more features soon.

View your appointments

Your upcoming and past appointments with the NHS in Scotland. Only currently available to some users.

Check your messages

Your messages from the NHS in Scotland. Only currently available to some users.

Health and care record

View information about your allergies and side effects, prescriptions, and vaccinations.

What is MyCare.Scot

Find out what you can do with the service.

Help us improve MyCare.Scot

How you can help us improve MyCare.scot, by taking part in our research.

Home

Hello DEMO NAME

Last updated today at 9:13am

Date of birth: 1 January 1900
CHI number: xxxxxxxxxx

[View personal details](#)

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View your appointments

Home

Appointments

Health and care

More

Help to use MyCare.scot



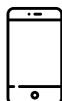
Watch the **Using MyCare.scot video**



View questions and answers in the support section of MyCare.scot: **mycare.scot/public/support**



Watch the Using MyCare.scot video or read this how-to guide in **another language or alternative format on MyCare.scot**



Call the National Contact Centre on **0800 030 8014**
Open Monday to Friday, 9am to 5pm. Closed bank holidays.



British Sign Language users can communicate with the National Contact Centre through Contact Scotland BSL's video relay service. Visit **contactscotland-bsl.org** or download the app.

