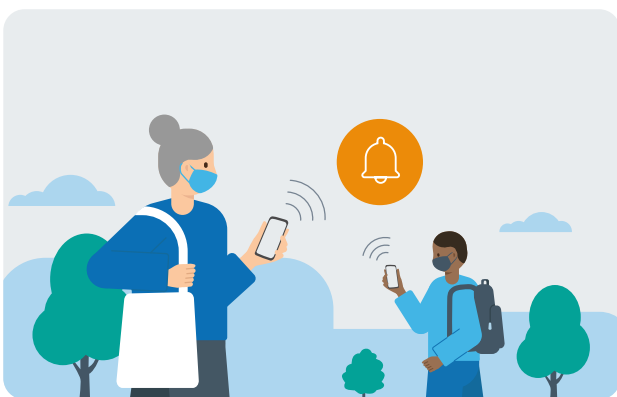


# NHS COVID-19 app

## Notifications and alerts

Find out more about the alerts in the app, how to control them and how they can help to keep you safe

### The app uses different types of alerts:



#### Contact tracing alerts

- Get an alert if you have been near other app users who test positive for coronavirus (COVID-19)
- For contact tracing to work, the app detects and logs other nearby app users using random unique IDs
- If any of those users test positive for coronavirus, you will receive an anonymous alert, with advice on what to do



#### Postcode alerts

- Lets you know the level of coronavirus risk in your postcode district
- You can check the app to see if where you live has become a high risk area for coronavirus
- This will help you make daily decisions to protect yourself and those you love



#### Exposure alerts

- You may receive an alert if you have recently visited a venue where you may have come into contact with coronavirus
- The app allows you to record when you visit a venue by checking-in as you arrive, using the venue's QR poster. App users will still need to give contact details to some venues
- The app records the time you spend at the venue without recording any personal information

To download, search for the **NHS COVID-19** app



# NHS COVID-19 app

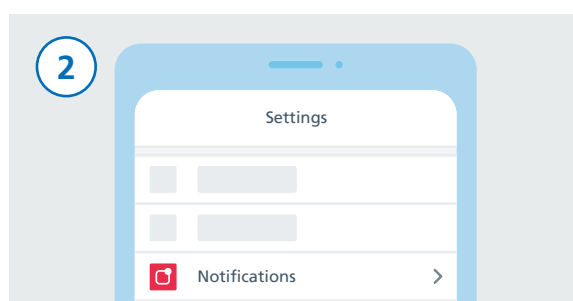
## Notifications and alerts

How to change the notification settings on your phone

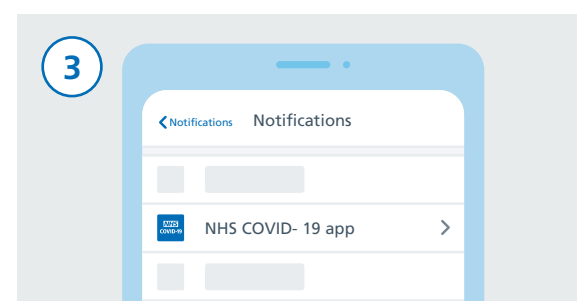
### Changing your notifications settings on Apple iOS phones:



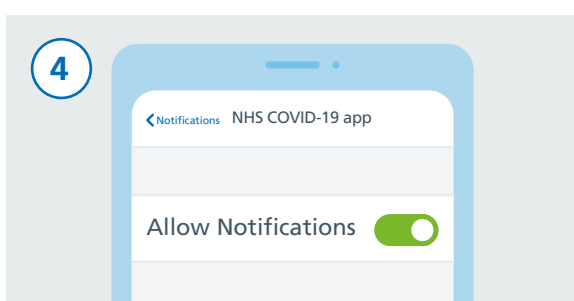
To do this, first find the "Settings" app and tap it.



In "Settings" find Notifications and tap it.



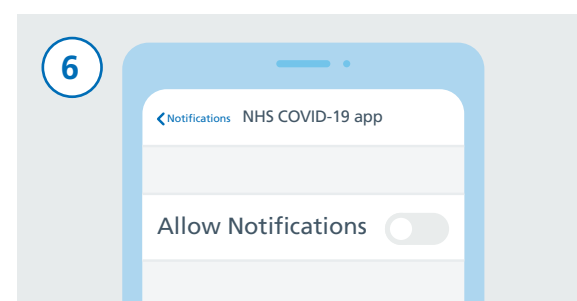
Now, find the NHS COVID-19 app and tap on it.



Tap on the toggle to switch the notifications settings from off to on.

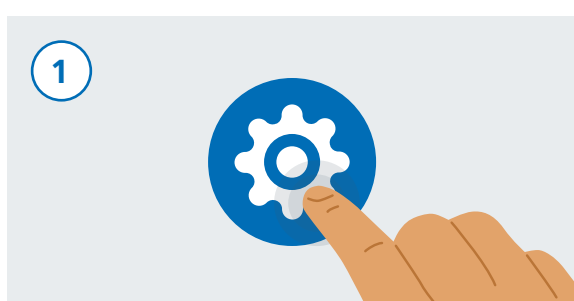


Now that your notifications are turned on, you will be able to receive all of your app alerts.

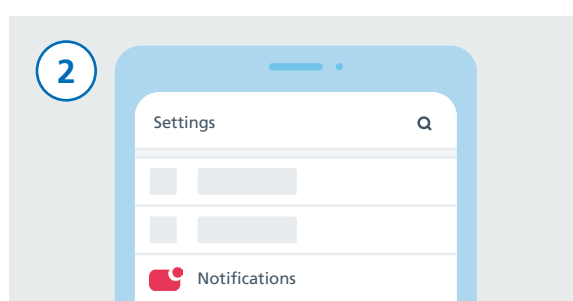


You can choose to turn off your app notifications. Find the NHS COVID-19 app in your phone settings. Scroll to notifications and tap toggle to switch off. Remember to switch it back on when you want the app to send you alerts.

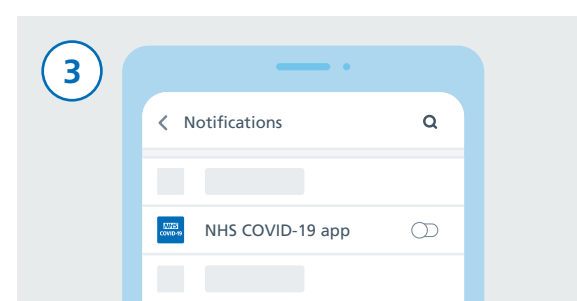
### Changing your notifications settings on Android phones:



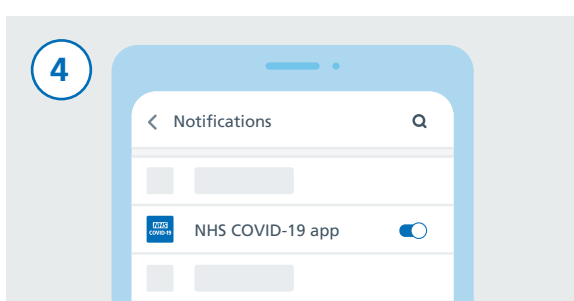
To do this, first find the "Settings" app and tap it.



In "Settings" find Notifications or Apps and notifications and tap it.



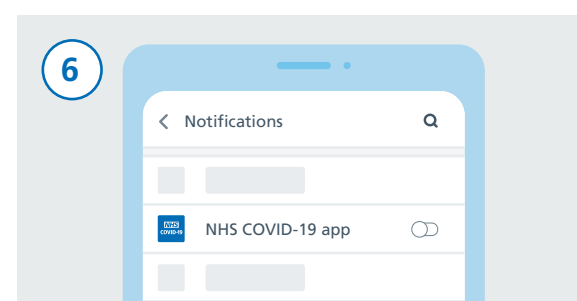
Now, find the NHS Test and Trace app and tap on it.



Tap on the toggle to switch the notifications settings from off to on.



Now that your notifications are turned on, you will be able to receive all of your app alerts.



You can choose to turn off your app notifications. Find the NHS COVID-19 app in your phone settings. Scroll to notifications and tap the toggle to switch off. Remember to switch it back on when you want the app to send you alerts.