

UHD app FAQs – Welcome to your new app

When is this happening?

The new update will start on 19 October. The exact date and time may differ for each colleague depending on their phone device and whether auto-updates are turned on.

What's happening?

We have a new app version with a range of new features. The new version requires login using your Trust email; once logged in you'll complete a brief onboarding form so we can give you the best experience.

Do I need to download a new app? Most Trusts will be app store update.

There are three scenarios

1. App store update for iOS and Android (use existing user instructions)
2. App store update for Android, brand new iOS version
 - a. Android (use existing user instructions)
 - b. iOS (use new user instructions)
3. Brand new app iOS & Android (use new user instructions)

Existing users: In most cases you don't need to do anything if auto-updates are turned on - the update will arrive via the App Store/Play Store. If auto-updates are off, visit the App Store/Play Store, find the update tab and install the update, or use the update button within the current app.

New users: Download the new app using the App Store / Google Play Store links on the intranet. Or these can be found within the new app section on the old app.

Please note for iOS device the app is not searchable via the app store it can only be downloaded via the app store link or a QR code that you place the link behind.

How do I log in?

Open the new version and click 'Log in with hospital/Trust email details'. Enter your Trust email address and the password you use to log into a Trust computer. You may be asked to verify via two-factor authentication. Once authenticated, complete the short onboarding form.

Will I need to sign in every time I use the app?

No - once you've signed in successfully for the first time, you won't need to do this again each time you open the app. You will have to login every so often subject to your Trust IT rules.

What happens after I sign in for the first time?

You'll be asked to accept the app's terms and conditions and complete a short onboarding form covering details such as your role, department and location – this helps us personalise your experience from day one. You'll automatically be added to the Trust-wide group, and you'll also see optional groups you can join, such as local/site groups, interest groups, or a staff wellbeing/support hub, so you receive the updates and opportunities most relevant to you.

What if I can't access my Trust email account?

Contact IT on ext. 4222 to reset your password.

I don't have a Trust email address - do I still get the app?

Yes. Colleagues without a Trust email address (for example bank staff, volunteers, or contracted/associate roles) will be set up manually ahead of go-live. Look out for a separate communication with your login details.

How do I access the content I used to see in the old app?

Existing content has moved into a single area called 'Knowledgebase' (via the Explore tab). Only content that was regularly used has been carried over, to keep the app simple and relevant - if something you relied on isn't there, contact uhd.communications@nhs.net.

How do I enter the prize giveaway?

Update the app, log in with your Trust email and complete onboarding - you'll find a short giveaway entry form in the app.

Who do I contact if I have a problem?

Contact uhd.communications@nhs.net and the team can escalate the problem to the app project team.