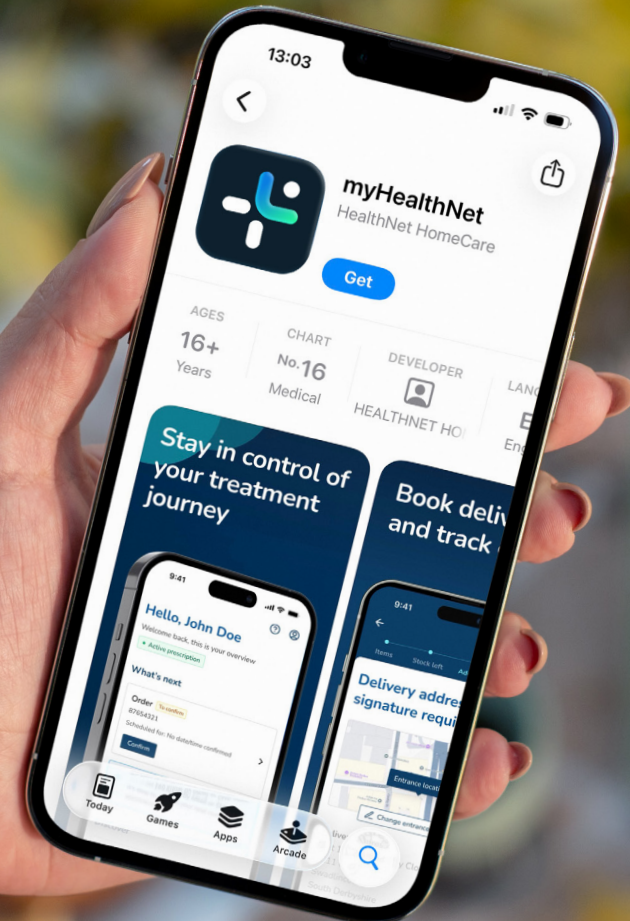




User Guide

MyHealthNet

PM-HN-009 – Version: 2.0 | Issued: July 2026



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taken to the right page.

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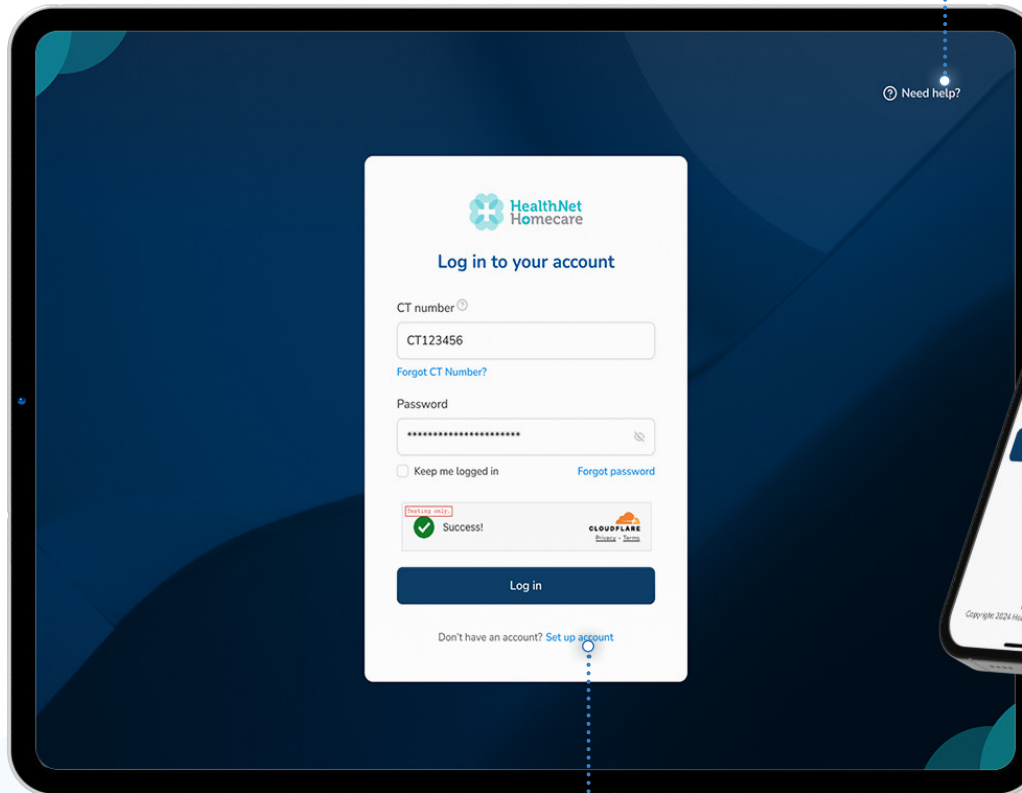
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This guide shows both mobile and tablet mockups to demonstrate two ways to access the platform.
The steps and screens are the same on both, except for Two-Factor Authentication, which is only available through the desktop portal.

Get Started



To download the app search for 'MyHealthNet'



Click '**help**' to go to our frequently asked questions on our website.

Your **CT number** can be found on correspondence from HealthNet Homecare.

If you have never logged into our tools before, please click here to set up your account and create a password.



Account Setup

Set up account

Start by entering your CT number. This can be found on any delivery note or in your welcome email. It starts with CT followed by 6 digits. (e.g CT123456)

CT number

CT123456

[Forgot CT number?](#)

Continue

Log in with Face ID

Already have an account? [Log in](#)

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Enter your CT Number. It can be found on correspondence from HealthNet Homecare.

Set up account

CT410708

Enter birthdate

Day Month Year

01 01 1900

Continue

[Back](#)

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Enter your birthdate to help us identify you with your account. Format: **DD/MM/YYYY**.

Set up account

Enter your email address and we'll send you a link to create password.

Email address

john.doe@email.com

Send link to email

[Back](#)

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Enter the email you used when the hospital registered you to our service.

Check your email

The link can sometimes end up in the junk mail folder. If you have not received an email from us within 30 minutes please contact our customer care team at: enquiries@healthnethomecare.co.uk

Open email app

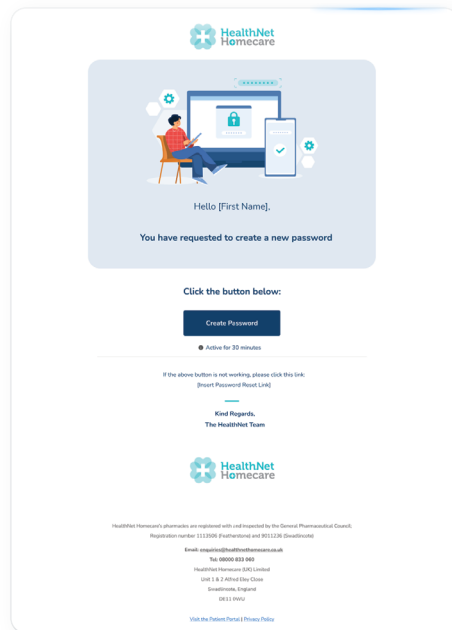
[Back](#)

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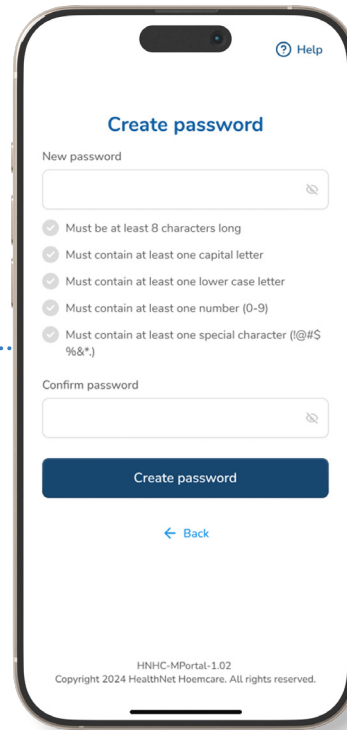
Click 'Open email app' or just go to your email inbox directly.



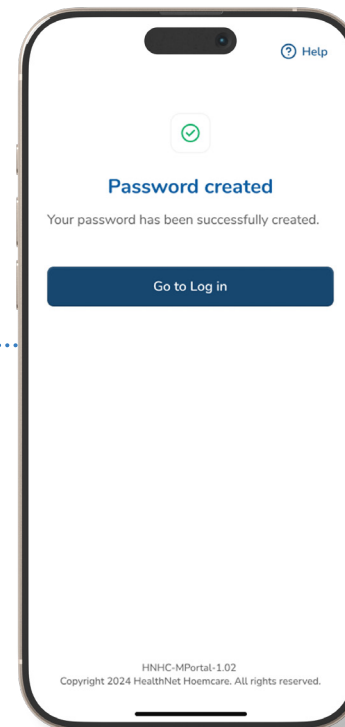
Account Setup (CONTINUED)



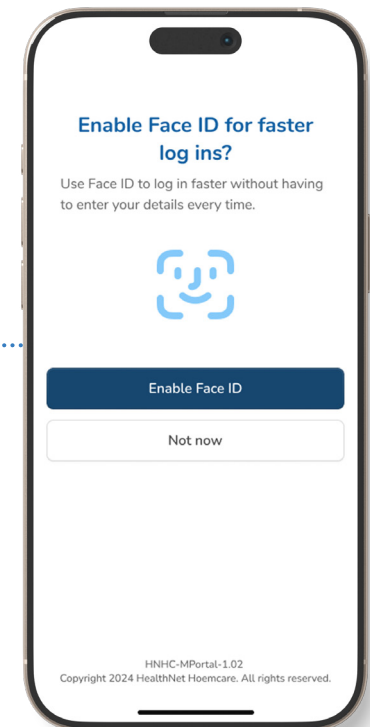
You should receive an email that looks like this. Click the 'Create Password' button, or there's a link below if the button doesn't work.



Enter a password that meets the criteria listed.



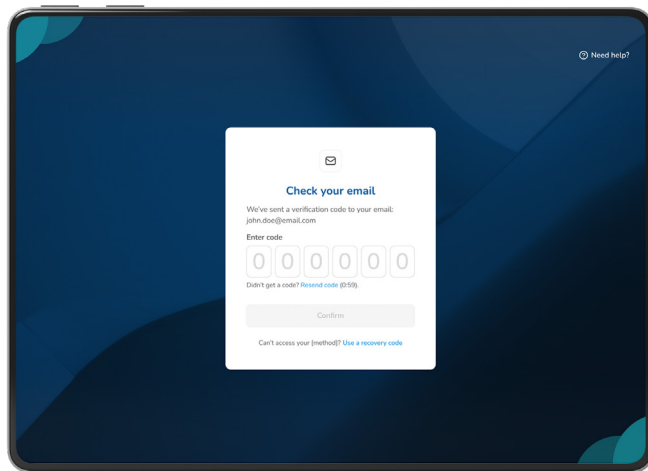
You will see this screen when your password has been created. You can now login with your CT number and password.



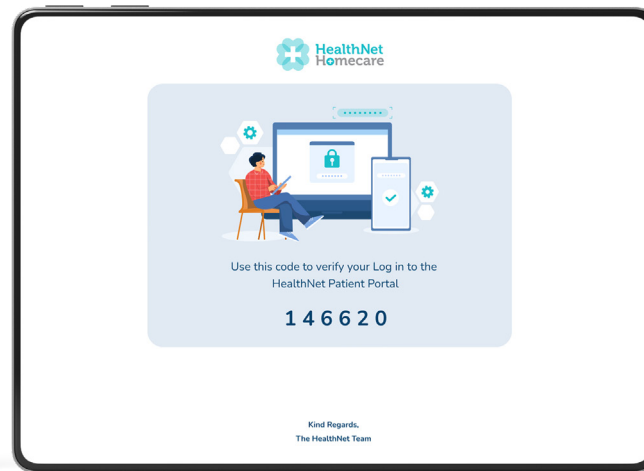
On the mobile app, you'll be asked to enable Face ID or Biometrics (on Android). You can turn this off anytime in 'My Account'.

Two-factor Authentication

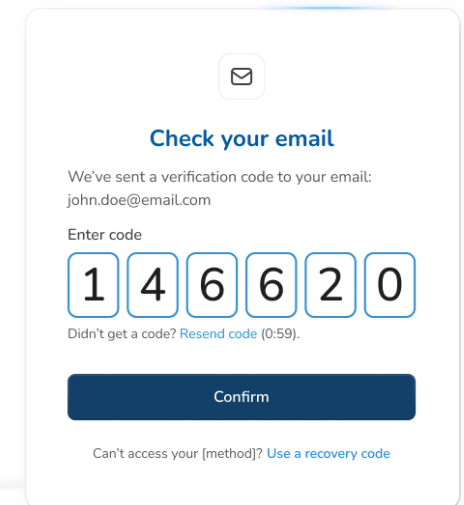
LOG IN



After logging in on desktop a Two-Factor Authentication code will be sent to your email, SMS or WhatsApp account.



You should receive an email that looks like this, showing you your verification code.



Enter your authentication code and click confirm

Two-factor Authentication

RECOVERY CODE



If you can't access your Two-factor Authentication code via the method you set up (Email, SMS or WhatsApp) You will need to use a recovery code instead.

A screenshot of a mobile app screen titled "Enter your recovery code". It prompts the user to "Enter the 9-digit recovery code you received when you set up two-factor authentication." There is a text input field containing "wm4-kqf" and a "Verify" button. A "Need help?" link is in the top right corner, and a "Back" link is at the bottom.

Enter the 9-digit recovery code you received when you set up two-factor authentication.

A screenshot of a mobile app screen titled "Save your recovery code". It explains that this is a recovery code to use if the user can't access their selected authentication method. It shows a 9-digit code "3546-36272" with a "Copy" button. There is a checkbox for "I confirm I have safely saved this code" and a "Done" button. A "Need help?" link is in the top right corner.

Save your code somewhere safe so you can use it when logging in if you can't access your original method (Email, SMS or WhatsApp).

A screenshot of a mobile app screen titled "Save your recovery code". It shows the same 9-digit code "3546-4744B-36464444-272" with a "Copy" button. A green toast message says "Code copied to clipboard". The checkbox "I confirm I have safely saved this code" is now checked. The "Done" button is visible at the bottom. A "Need help?" link is in the top right corner.

Click the check box to confirm you have saved the code, and then proceed to login.



Retrieve CT Number

HealthNet Homecare

Log in to your account

CT Number ⓘ

Forgot CT Number?

Password

Keep me logged in Forgot password

Log in

Don't have an account? Set up account

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On the log in page, Tap 'Forgot CT Number?'.

HealthNet Homecare

Retrieve CT number

Enter your email address and we'll send you a link to retrieve your CT number.

Email address

john.doe@gmail.com

Send link to email

Back

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Enter your email address and tap send link.

HealthNet Homecare

Check your email

The link can sometimes end up in the junk mail folder. If you have [set up an account](#) with us but not received an email within 30 minutes please contact our customer care team at: enquiries@healthnethomecare.co.uk

Open email app

Back

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Tap 'Open email app' or just go to your email inbox directly.

HealthNet Homecare

Hello (First Name),

You have requested a reminder of your CT Number/Username

Your CT Number/Username is below:
CT123456/John Doe

Go to Log in

Kind Regards,
The HealthNet Team

HealthNet Homecare

HealthNet Homecare's pharmacies are registered with and inspected by the General Pharmaceutical Council.
Registration number 1113506 (Exeter) and 9011236 (Swalehead)

Email: enquiries@healthnethomecare.co.uk
Tel: 0800 833 060
HealthNet Homecare (UK) Limited
Unit 1 & 2 Alfred Eley Close
Swalehead, England
DE11 0WU

Visit the Patient Portal Privacy Policy

You will receive an email that looks like this. Tap 'Go to Log in'.

HealthNet Homecare

Log in to your account

CT Number ⓘ

CT123456

Forgot CT Number?

Password

Keep me logged in Forgot password

Log in

Don't have an account? Set up account

HNHC-MPortal-1.02
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Your CT number will auto populate. You can now login using the CT number given and your password.



Reset Password

To reset your password tap 'Forgot password'

Enter your CT number to continue or press 'forgotten CT Number' and refer to the 'Retrieve CT Number' page.

Enter your email address. Press the button to send a link to reset a password to your email.

Tap 'Open email app' or just go to your email inbox directly.

Enter a password that meets the criteria listed.

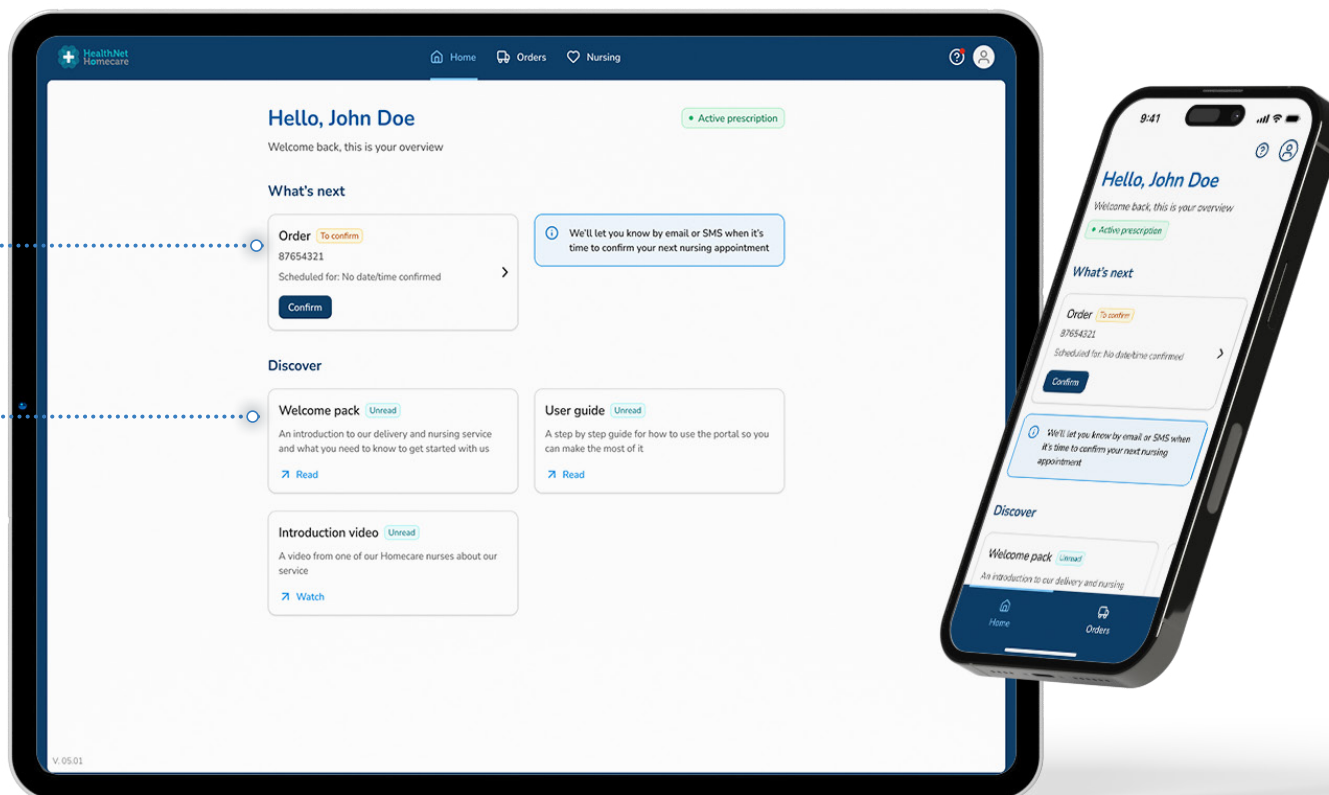
You will see this screen when your password has been created. You can now login with your CT number and new password.



Your Home

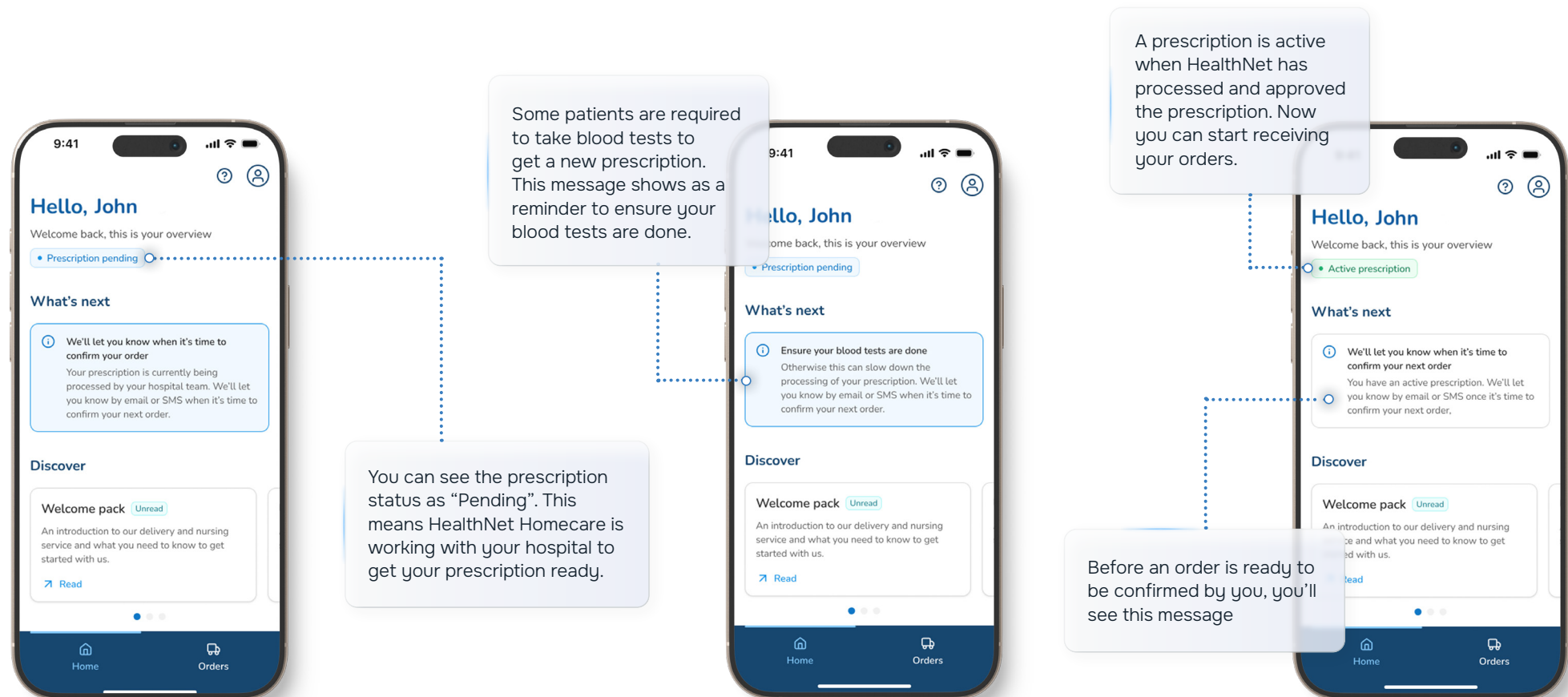
Easily see an overview of your ongoing orders.

Discover your digital welcome pack, introduction video and access this user guide all in one place.





Prescription Status





Placing Order

ADD EXTRA ITEMS

9:41

Items Medication left Address Date/time

Confirm items

Items

Amgevita 40 mg solution for injection in pre-filled pen x 6

Extra items

Do you need items like needles, bins, swabs, wipes etc? [+ Add](#)

☒ I don't need extra items this time

Confirm

Please review the items and quantity that will be sent in your delivery.

To add any extra items to your order tap here.

Tick this box if you don't need any extra items.

9:41

Extra items

ALCWIPE Swabs Pack of 100 - 0 +

Yellow Sharpsguard Bin Daniels - 2.5 Litre - 0 +

Purple Sharpsguard Bin 2.5 Litre - 0 +

Sterets Skin Wipes Pack of 100 - 1 +

Large Nitrile Gloves Powder free - Non-sterile - 0 +

Shaps Bin Small - 2.5 Litre - 0 +

Add item(s)

Use the + and - signs to add and remove the quantity you want. Then tap 'Add items'.

9:41

Items Medication left Address Date/time

Confirm items

Items

Amgevita 40 mg solution for injection in pre-filled pen x 6

Extra items

Sterets Skin Wipes pack of 100 x 1

Do you need items like needles, bins, swabs, wipes etc? [Change](#)

Confirm

Review the extra items you have added to your order.

This button allows you to go back to the list to remove or change the quantity.



Placing Order

MEDICINE LEFT

9:41 CT · 123456

Items Medicine left Address Date/time

Confirm medicine left

Items

Amgevita 40 mg solution for injection in pre-filled pen x 6

Do you know how many days worth of medication you have left? Enter days

16 ☒

☐ No, I don't know ☒

Confirm

[How do I calculate days left of medicine?](#)

Items

<https://healthnethomecare.co.uk/OTL>

Enter how many days left of medication you have. HealthNet is asking for this information so that we can better estimate when you need your next delivery.

Tick this box if you're not sure how many days you have left.

9:41 CT · 123456

Items Medicine left Address Date/time

Confirm medicine left

Do you know how many days worth of medication you have left? Enter days

Days

☐ No, I don't know

☒ [How do I calculate days left of medicine?](#)

Calculation example

Example: I get 3 pens in my last delivery, each lasting 14 days → 3 x 14 = 42 days total.
If my last delivery was 28 days ago, I should have 42 - 28 = 14 days left.

Are you on dual medications? Refer to the medicine with the fewest days left.

<https://healthnethomecare.co.uk/OTL>



Placing Order

ADDRESS

Delivery address and signature requirements

Items Medicine left **Address** Date/Time

Entrance location

Change entrance location

Delivery address
Unit 1 & 2 Alfred Eley Close
DE11 0WU
Swadlincote
South Derbyshire

Change

Building/entrance code (optional)
No code

Add

Signature requirements

Anyone in the household
Over 16 years old

Change

Deliver to your neighbor for signing if no one is home (optional)
No details

Add

☐ Save instructions for next time

Confirm

If the location doesn't look correct, click on this button to adjust the entrance location so we meet you at the right place.

Change delivery address

Look up post code

Flat 9, 176 Shoreditch High Street, London, E1 6HU

176 Shoreditch High Street Shoreditch High Str, London, E1 6HU

185-186 Shoreditch High Street, London, E1 6HU

Enter address manually

Deliver to neighbour for signing

Full name of neighbour
Jane Jones

Address of neighbour
189-190 Shoreditch High Street Shore...

The courier can deliver the parcel to your neighbour.
We'll always try the address first.

Add

Confirm door/entrance location

Move the map's pin to your entrance location (optional)

Entrance location

Confirm

We need a signature to deliver the parcel. By default anyone residing at the address who is over 16 years old can sign.



Placing Order

DELIVERY & REVIEW ORDER

9:41

Items Medicine left Address Date/time

Choose delivery date and time window

July 2026

Mo	Tu	We	Th	Fr	Sa	Su
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Available Unavailable Selected

☒ All day
7 AM - 7 PM

☐ Before Midday
7 AM - 12 PM

☒ After Midday
12 PM - 7 PM

! We will try to accommodate your preferred time window, but it is not guaranteed. We will confirm a 2 hour time slot the evening before your delivery is due.

Confirm

Any available dates for delivery are shown in blue. Dates shown in grey are unavailable and cannot be selected.

Please select a preferred time slot (availability varies by location); for LF&E deliveries, a 2-hour delivery window will be confirmed the evening before your scheduled delivery.

9:41

Please review your order before submitting

SO1234567 **To confirm**

Items
Amgevita 40 mg solution for injection in pre-filled pen x 6

Extra items
Sterets Skin Wipes pack of 100 x 1

Do you need items like needles, bins, swabs, wipes etc? **Change**

Storage information
Please ensure your medicine is stored correctly as per the medicine packaging

How many days worth of medication do you have left? **Change**
16

Delivery address and signature requirements **Change**
154-158 Shoreditch High Street
London E1 6HU
Building/entrance code
1234
Signature requirements
Jane Doe
Mother

You can still make changes to all sections before submitting your order. You can change Extra items, Address and Signature instructions until your order is picked in pharmacy/In transit. You can request to reschedule the delivery date/time up until 17.00 the evening before your delivery.

Delivery address and signature requirements **Change**
154-158 Shoreditch High Street
London E1 6HU
Building/entrance code
1234
Signature requirements
Jane Doe
Mother
Deliver to a neighbour for signing
Jane Jones, 179 Shoreditch High Street

Delivery date and preferred time window **Change**
10th of Jan, 2025, All day

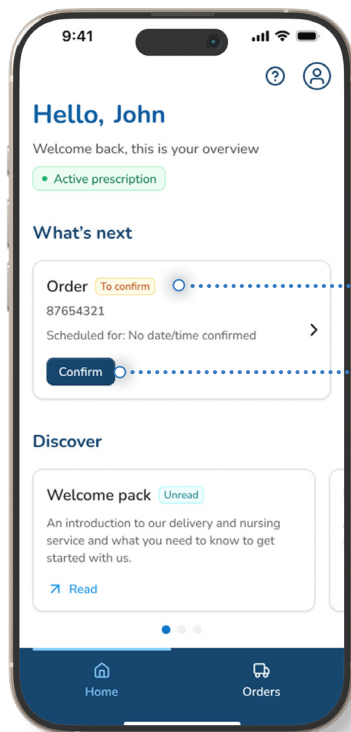
! You can change your order until it has been picked up in the pharmacy. We'll let you know in an email or SMS.

Submit

If everything looks ok, please tap the button to submit the order to us.

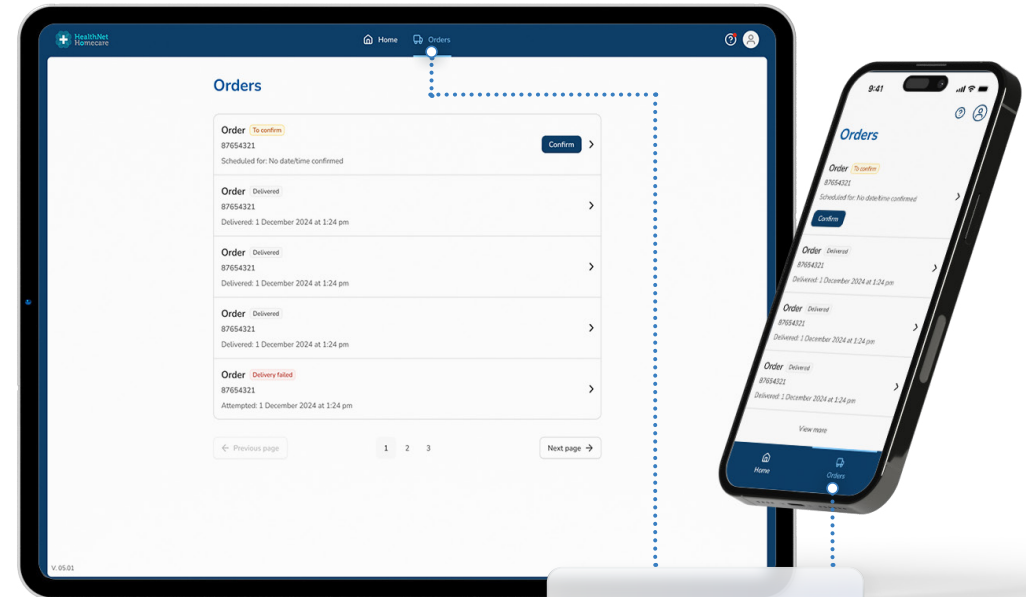


Confirm an Order



Once an order is ready for you to confirm you'll see it on the home page. (you will also get a notification over Email, Whats app or SMS).

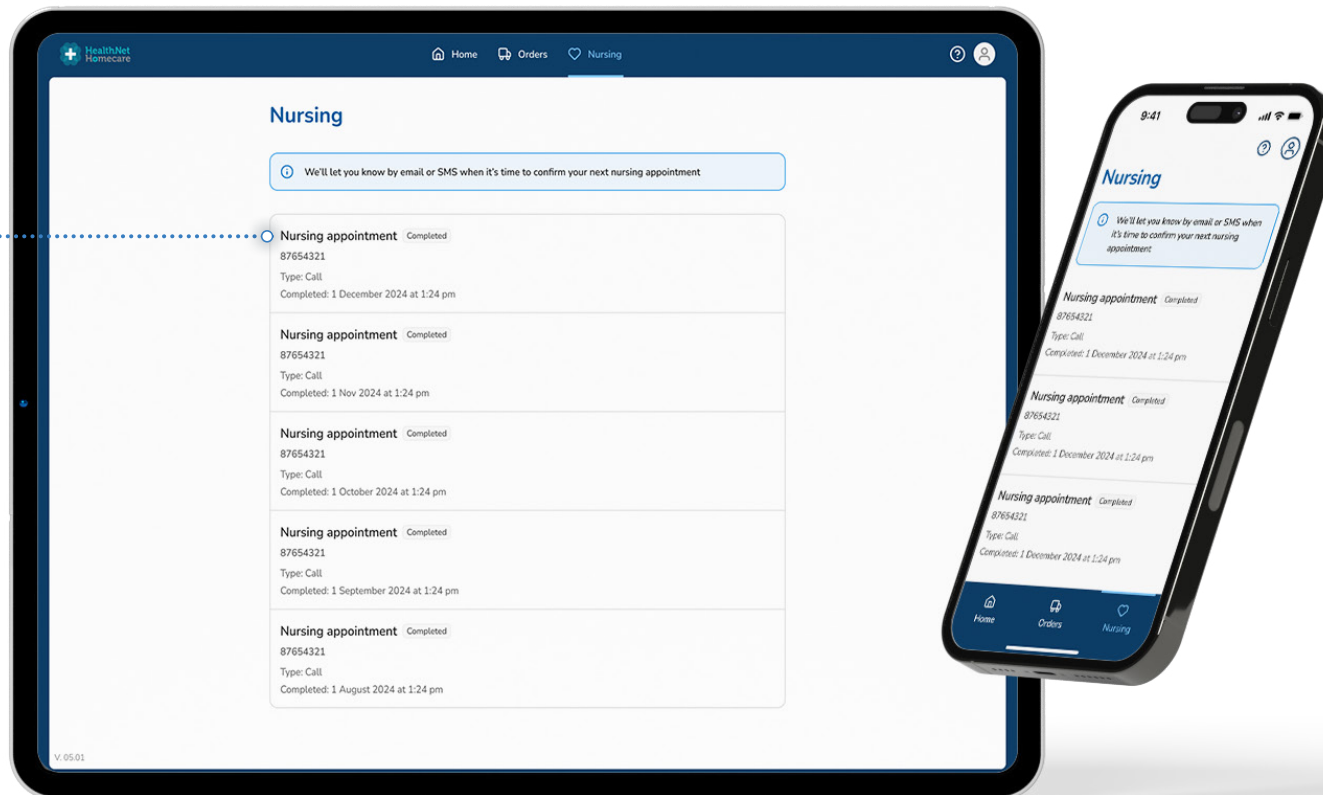
Tap on the button or on the whole order card to start the steps to confirm an order.



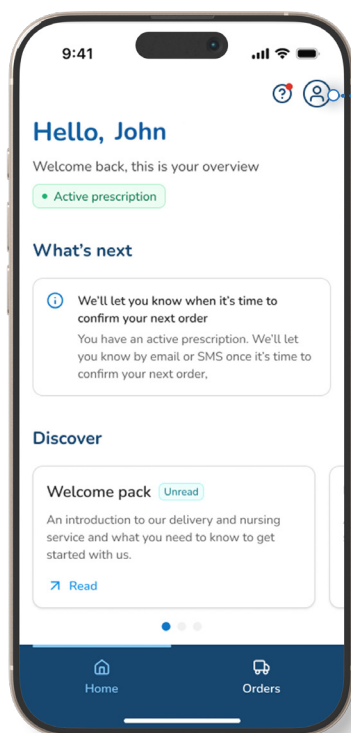
You can also confirm an order via the orders tab

Nursing

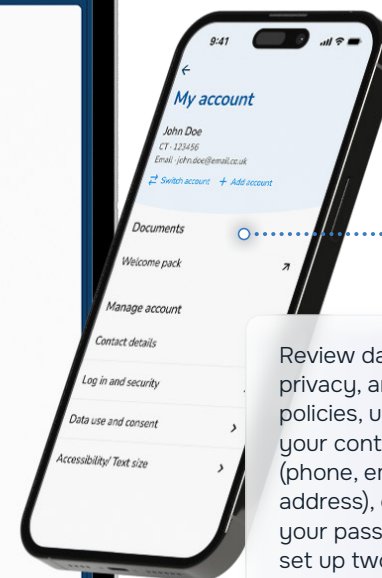
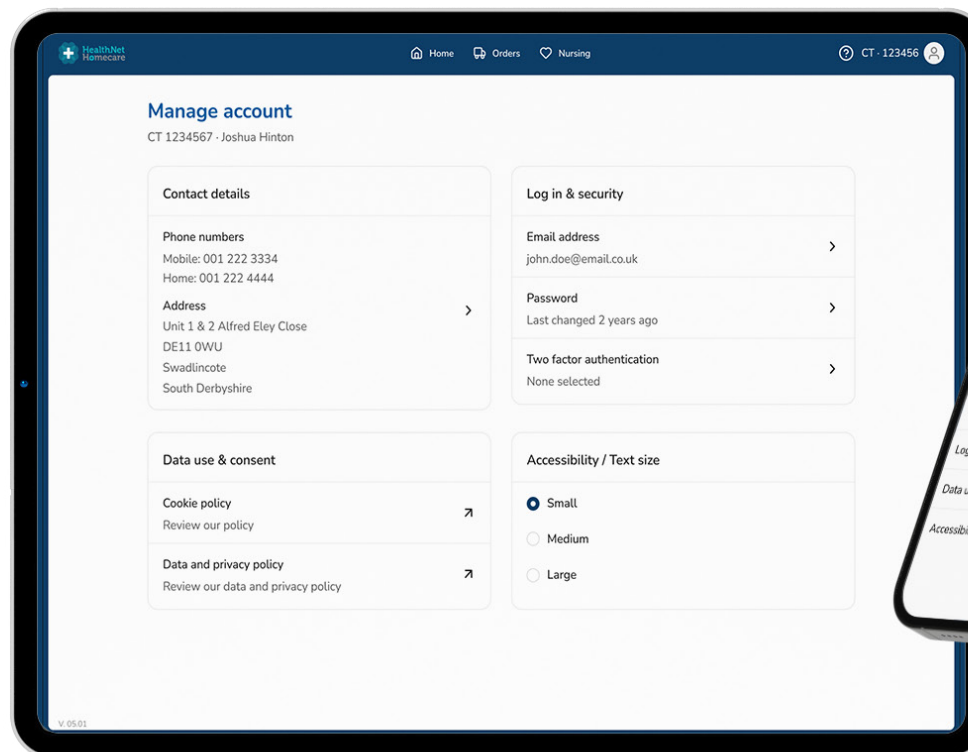
Track the status of your nursing appointments. You'll have the ability to amend or cancel your nursing appointments.



Manage Account



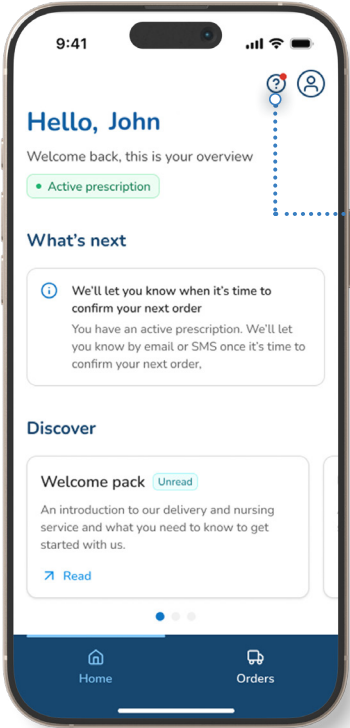
To navigate to the 'Manage Account' section tap here.



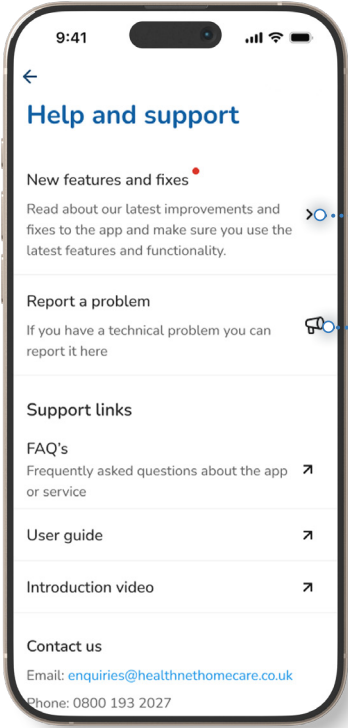
Review data, privacy, and cookie policies, update your contact details (phone, email, address), change your password, set up two-factor authentication for security (desktop only), set up face/touch ID (app only) and adjust text size for better accessibility.



Help & Support



Tap the help icon to go to help and support page. When you see the red dot it's indicating that there are new features and fixes available in this release.



Tap to view release notes. The red dot indicates that you have not read about the newest release.

Tap here to report a technical problem to HealthNet Homecare. You will be asked to describe the issue.



Still having problems?

If you're still having any difficulties please contact Patient Support on:

0800 083 3060

enquiries@healthnethomecare.co.uk

The telephones are manned from 08:00am to 18:00pm
Monday to Friday, and 8:00am to 17:00pm on Saturdays.