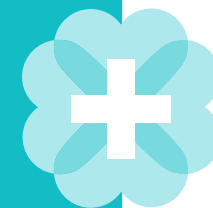


OCTOBER 2025

User Guide

# MyHealthNet App



**HealthNet**  
Homecare

# Contents

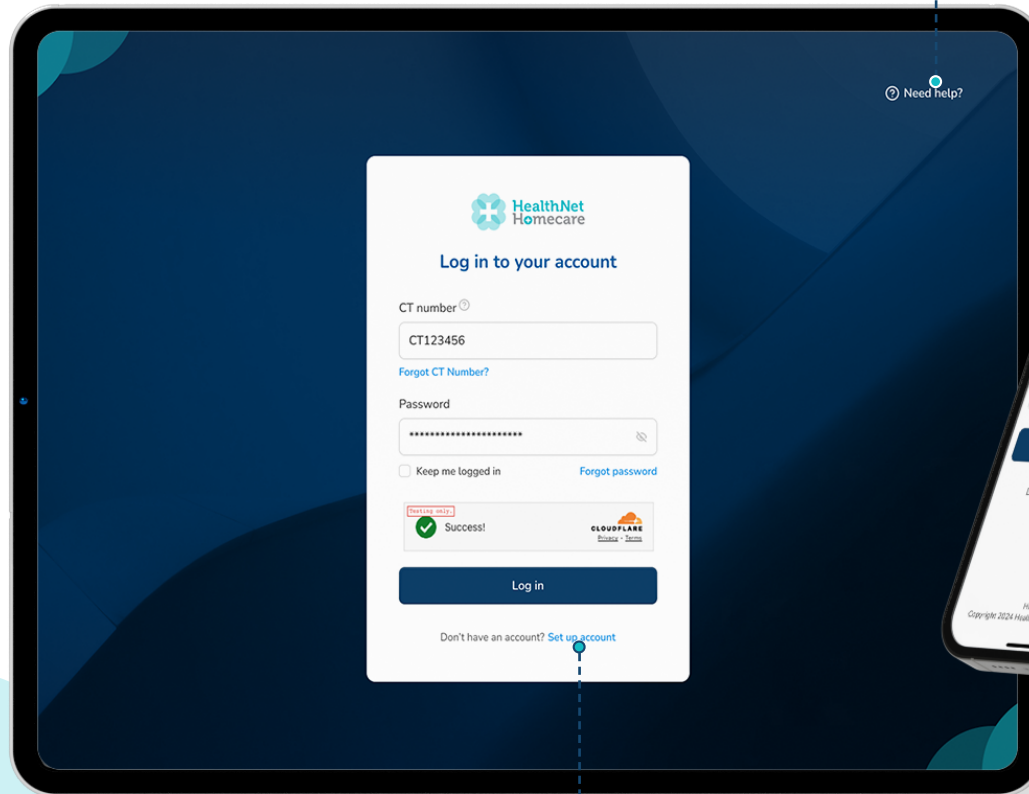
Click a section to be  
taken to the right page.

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This guide shows both mobile and tablet mock ups to demonstrate two ways to access the platform.

# Get Started

To download the app search for 'MyHealthNet'

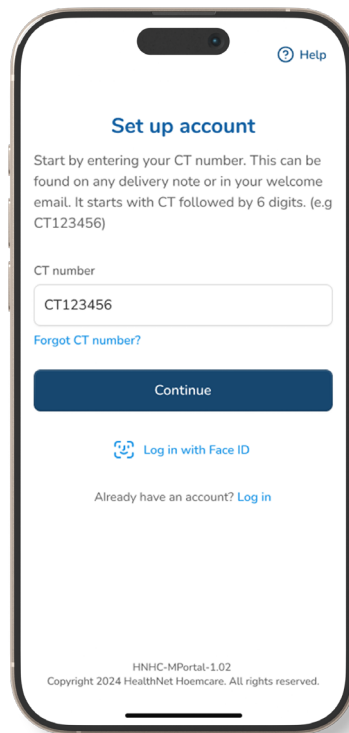


Click 'help' to go to our frequently asked questions on our website.

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?](#)

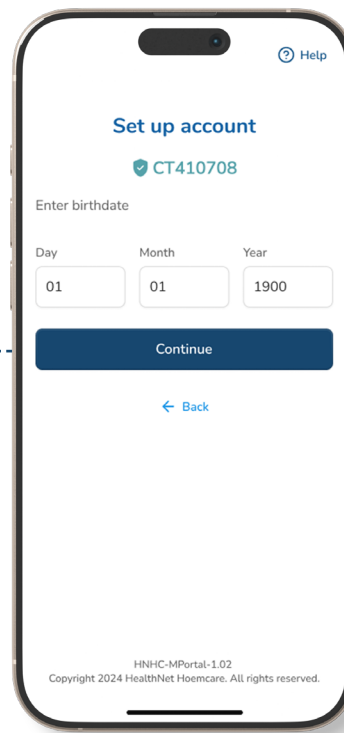
Continue

Log in with Face ID

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

HNHC-MPortal-1.02  
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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

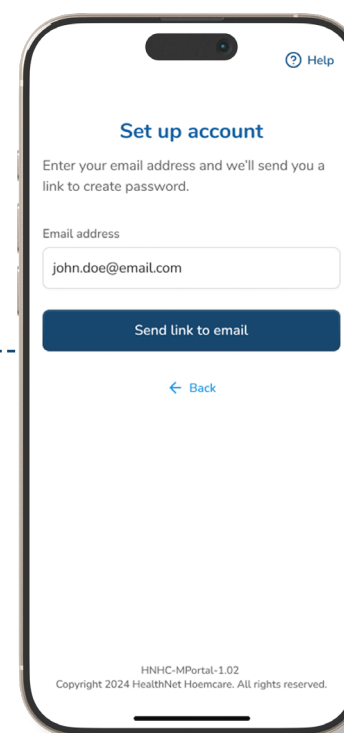
01 01 1900

Continue

Back

HNHC-MPortal-1.02  
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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

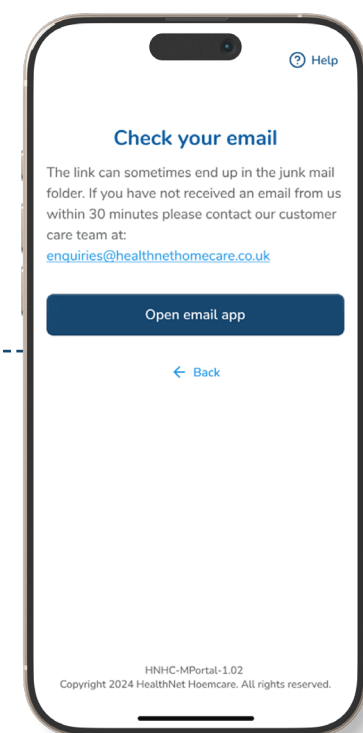
john.doe@email.com

Send link to email

Back

HNHC-MPortal-1.02  
Copyright 2024 HealthNet Hoemcare. All rights reserved.

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](mailto:enquiries@healthnethomecare.co.uk)

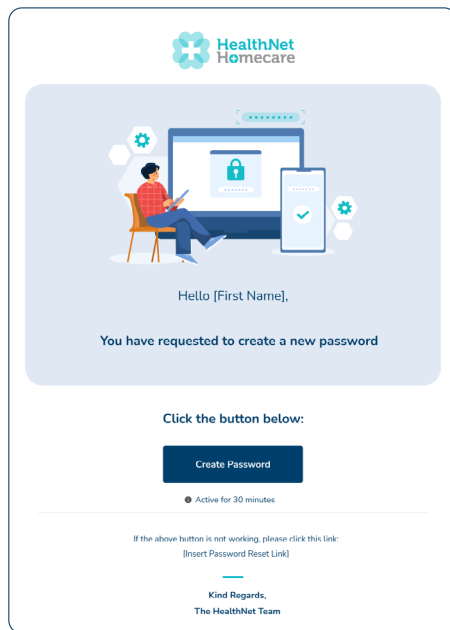
Open email app

Back

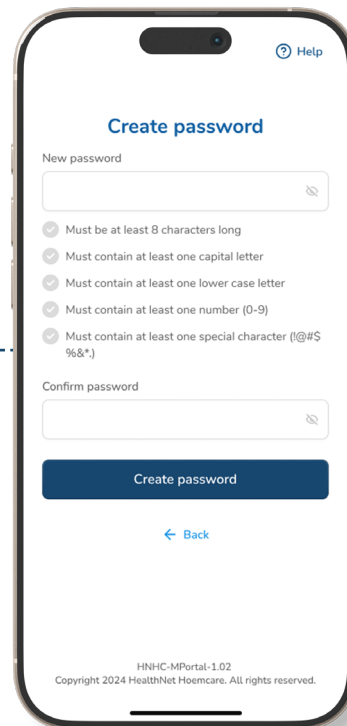
HNHC-MPortal-1.02  
Copyright 2024 HealthNet Hoemcare. All rights reserved.

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

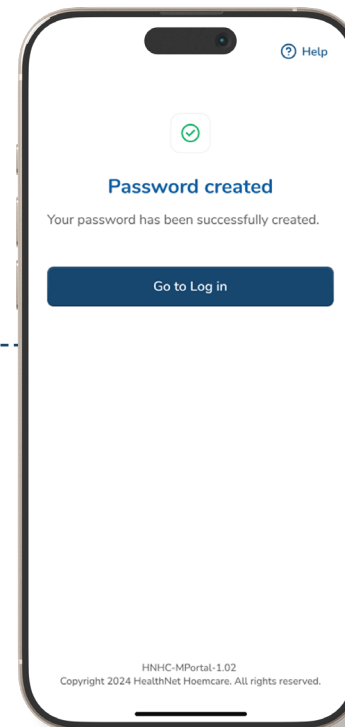
# Account Setup (CONTINUED)



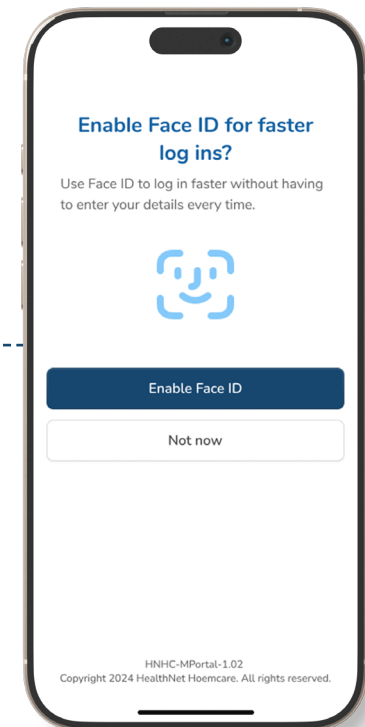
You should receive an email that looks like this. Click the 'Create Password' button, or there's a link below if the button doesn't work.



Enter a password that meets the criteria listed.



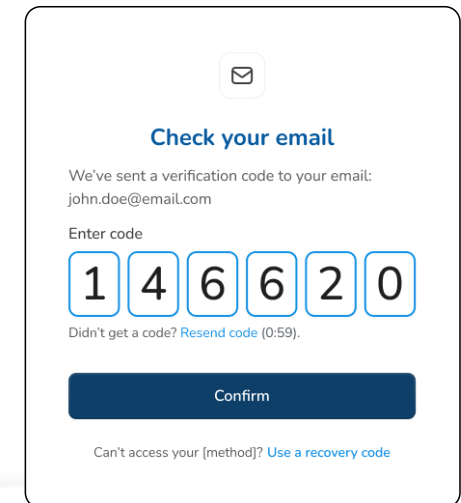
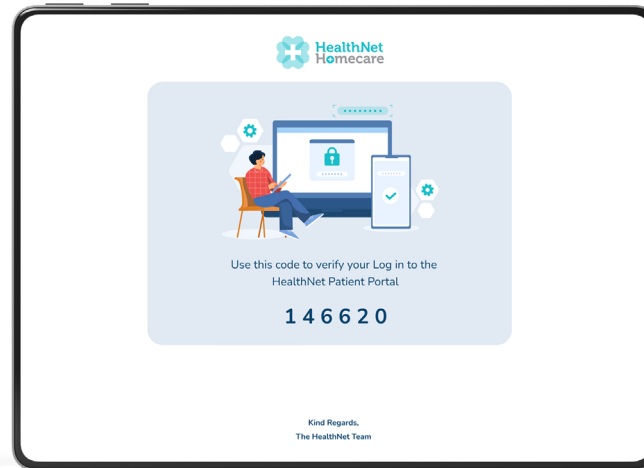
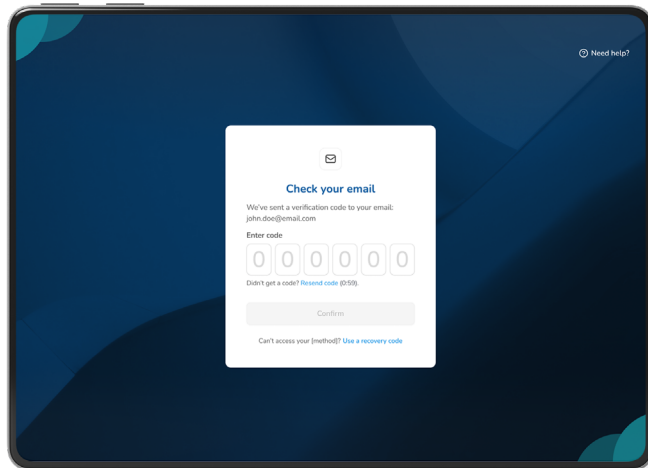
You will see this screen when your password has been created. You can now login with your CT number and password.



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 a Two-Factor Authentication code will be sent to your email, SMS or WhatsApp account.

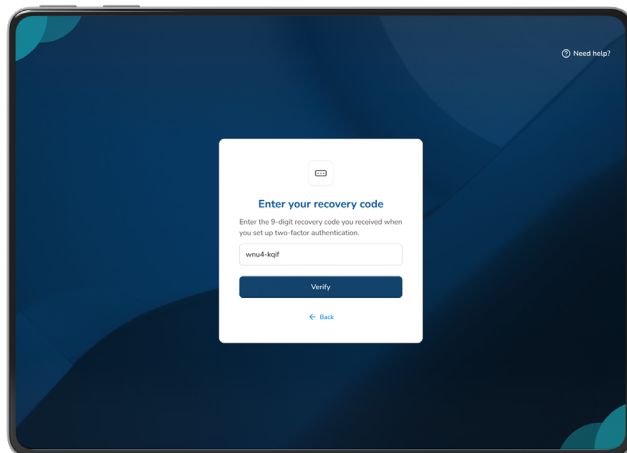
You should receive an email that looks like this. showing you your verification code.

Enter your authentication code and click confirm

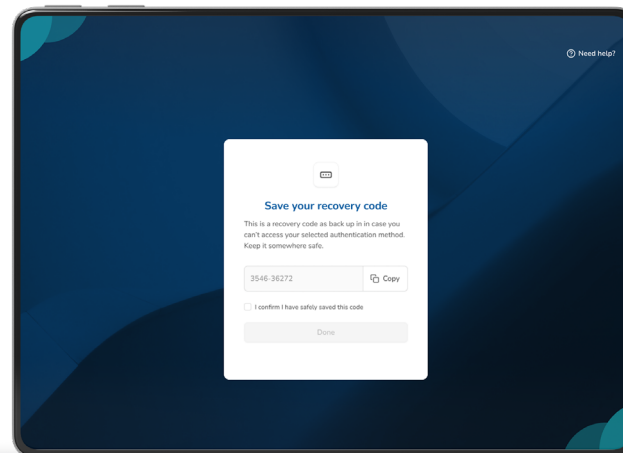
# Two-factor Authentication

## RECOVERY CODE

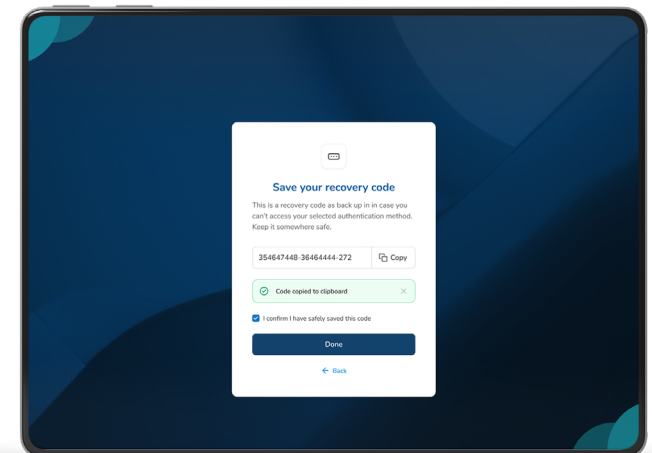
If you can't access your Two-factor Authentication code via the method you set up (Email, SMS or WhatsApp) You will need to use a recovery code instead.

A screenshot of a mobile app screen titled "Enter your recovery code". It prompts the user to enter a 9-digit recovery code. A text input field contains the code "wms4-kqzf". Below the field is a "Verify" button and a "Back" link.

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

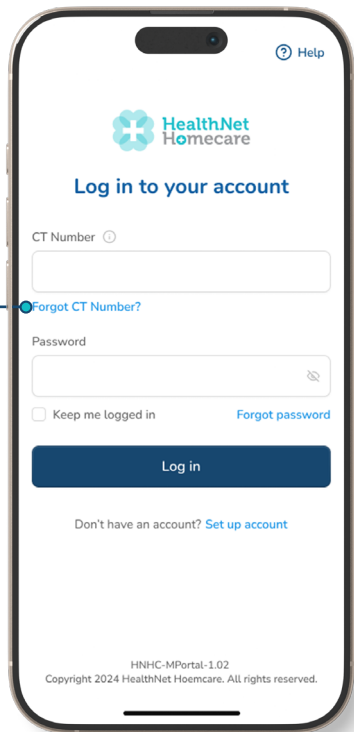
A screenshot of a mobile app screen titled "Save your recovery code". It explains that this is a backup code. A text input field shows the code "3546-36272" with a "Copy" button. Below is a checkbox labeled "I confirm I have safely saved this code" and a "Done" button.

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).

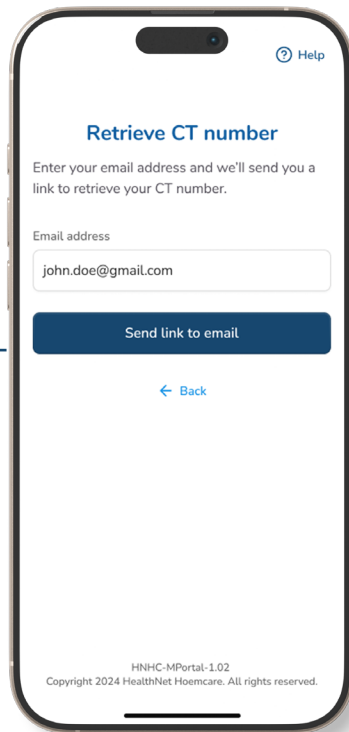
A screenshot of a mobile app screen titled "Save your recovery code". It shows the same code "35464744B-36464444-272" with a "Copy" button. A green toast message says "Code copied to clipboard". The checkbox "I confirm I have safely saved this code" is now checked. Below is a "Done" button and a "Back" link.

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

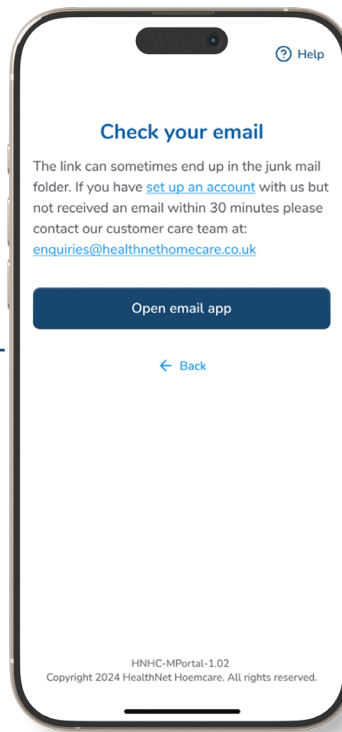
# Retrieve CT Number



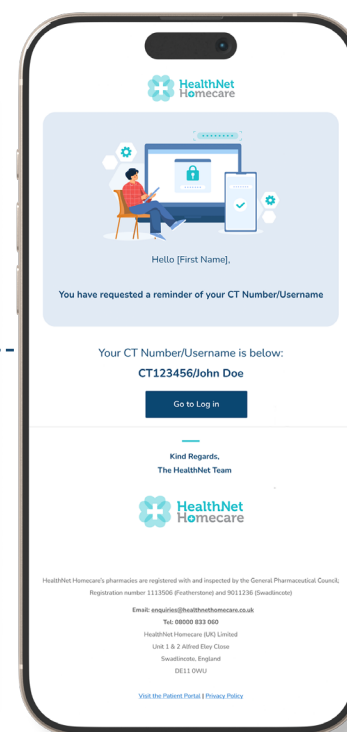
On the log in page, Tap 'Forgot CT Number?'.



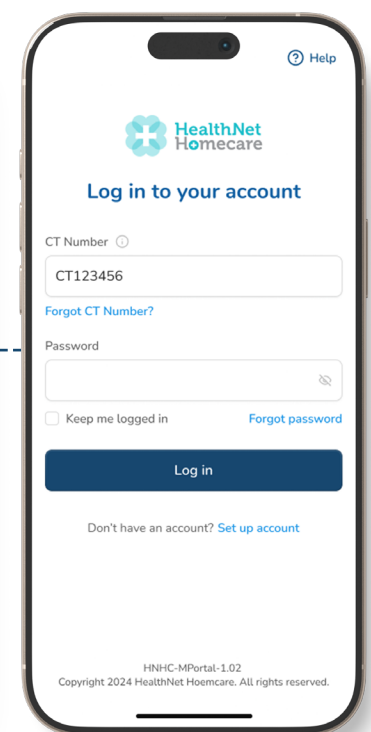
Enter your email address and tap send link.



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

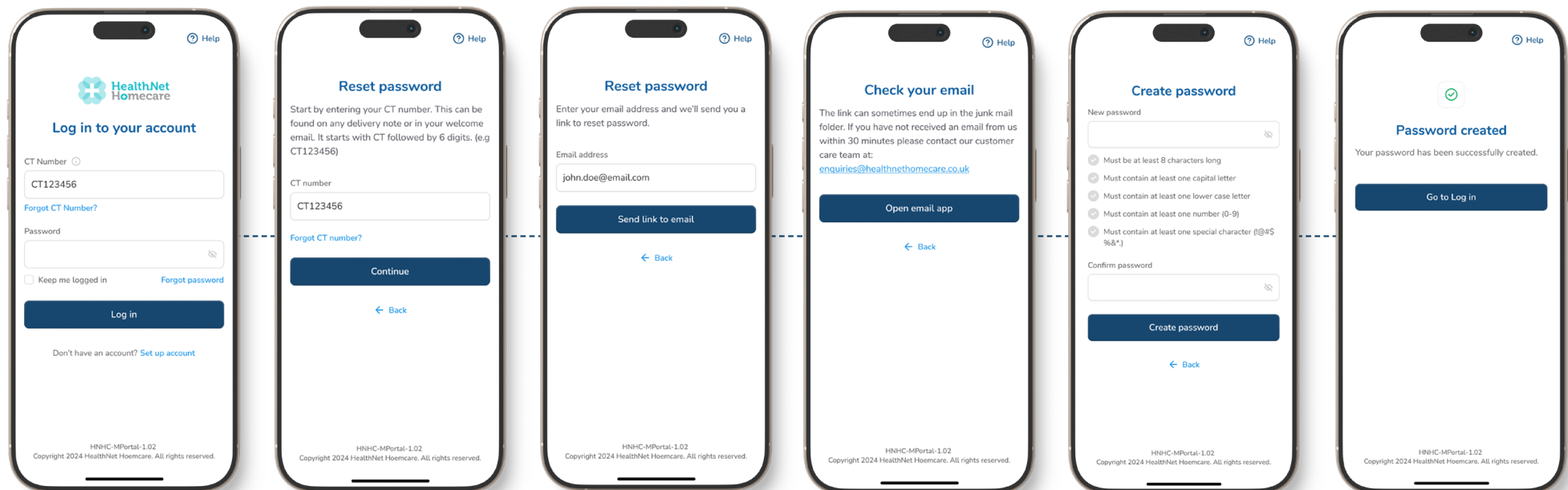


You will receive an email that looks like this. Tap 'Go to Log in'.



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.

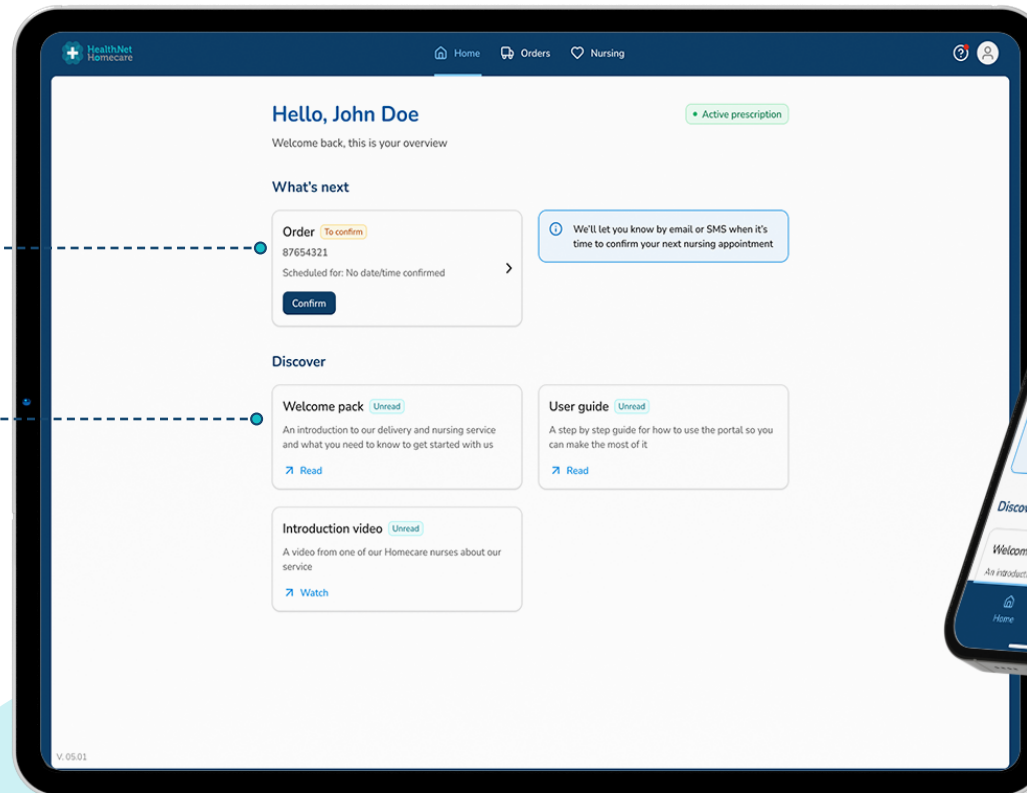
Enter a password that meets the criteria listed.

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

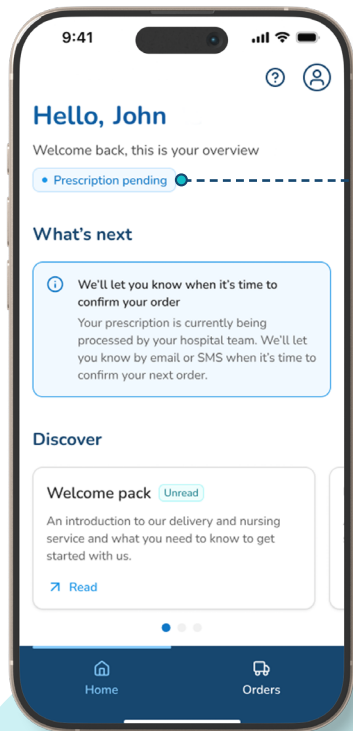
# Your Home

Easily see an overview of your ongoing orders.

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

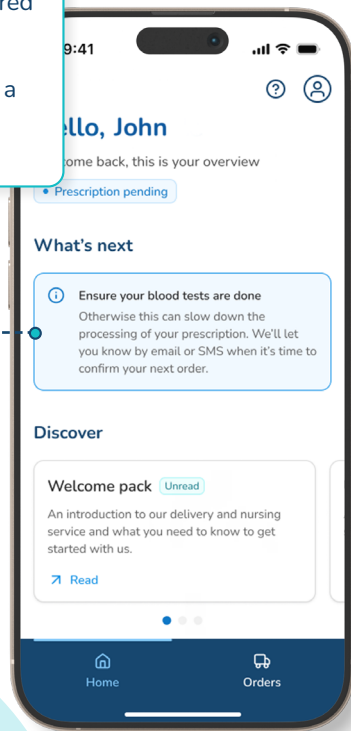


# Prescription Status



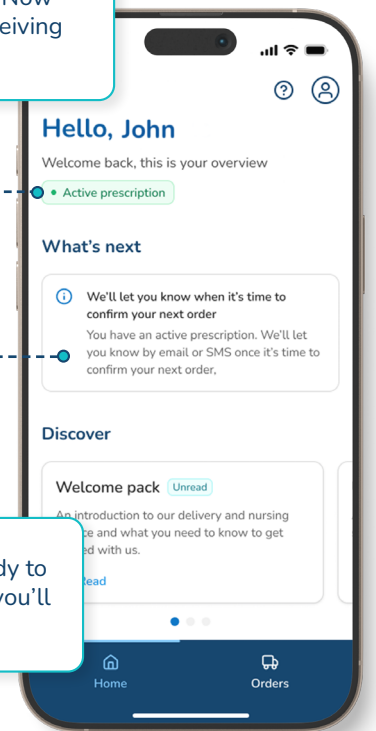
Some patients are required to take blood tests to get a new prescription. This message shows as a reminder to ensure your blood tests are done.

You can see the prescription status as "Pending". This means HealthNet Homecare is working with your hospital to get your prescription ready.



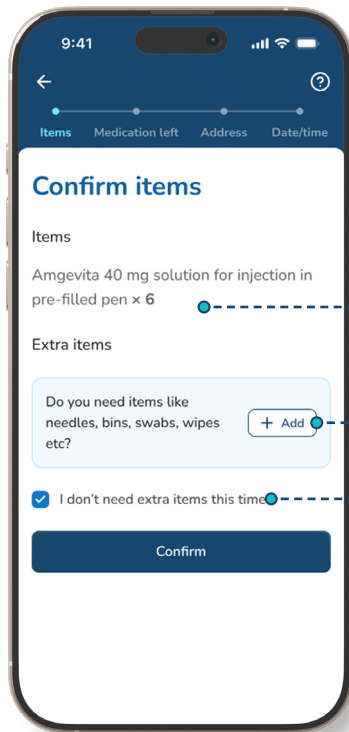
A prescription is active when HealthNet has processed and approved the prescription. Now you can start receiving your orders.

Before an order is ready to be confirmed by you, you'll see this message



# Placing Order

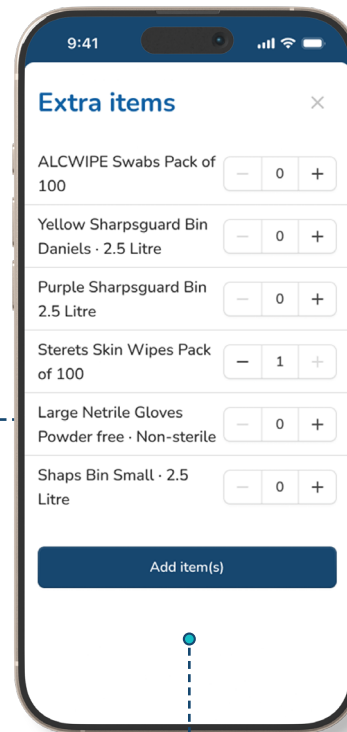
ADD EXTRA ITEMS



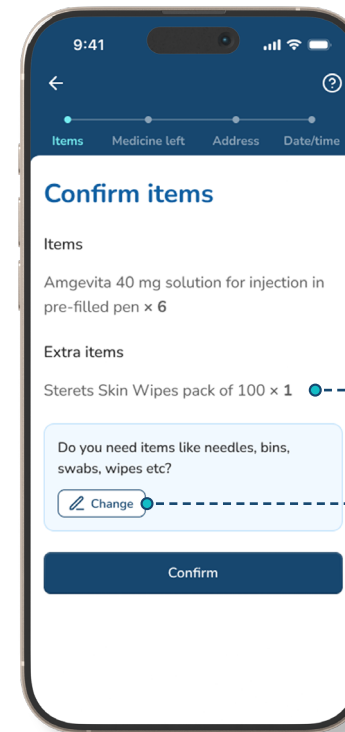
Please review the items and quantity that will be sent in your delivery.

To add any extra items to your order tap here.

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



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

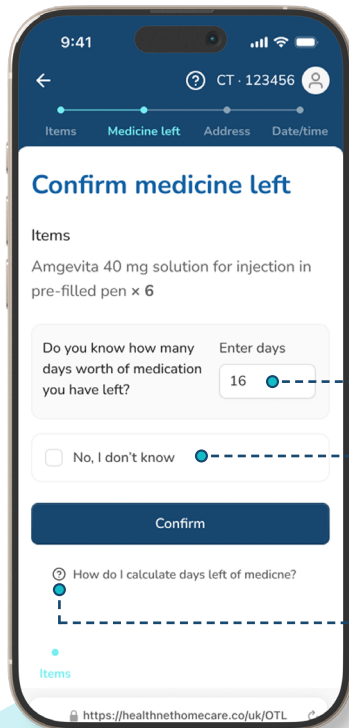


Review the extra items you have added to your order.

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

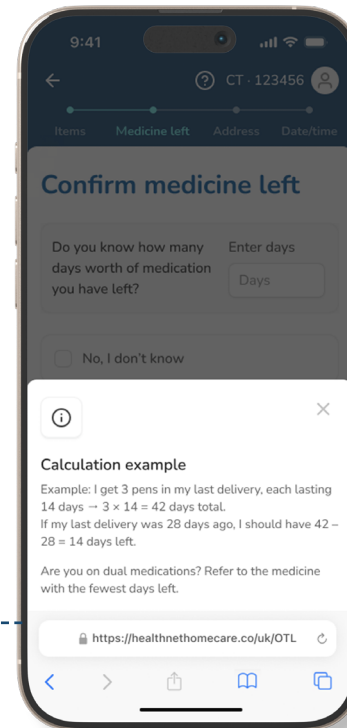
How do I calculate days left of medicine?

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

Calculation example

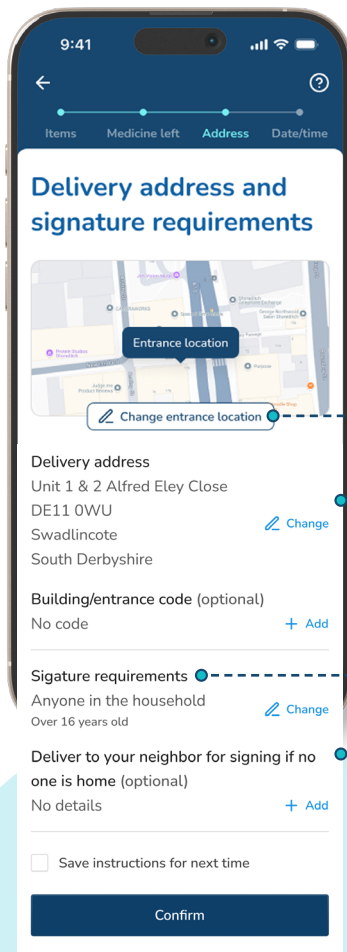
Example: I get 3 pens in my last delivery, each lasting 14 days → 3 × 14 = 42 days total.  
If my last delivery was 28 days ago, I should have 42 - 28 = 14 days left.

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

Building/entrance code (optional)  
No code

Signature requirements  
Anyone in the household  
Over 16 years old

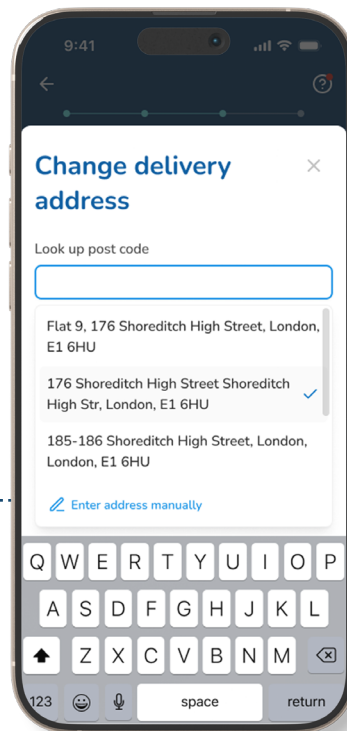
Deliver to your neighbor for signing if no one is home (optional)  
No details

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.

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



**Change delivery address**

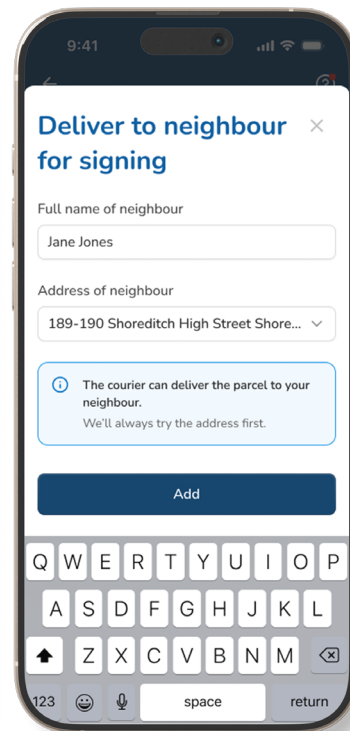
Look up post code

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



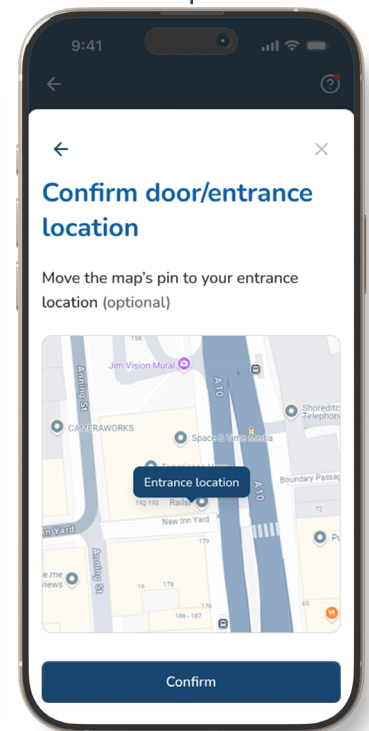
**Deliver to neighbour for signing**

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**

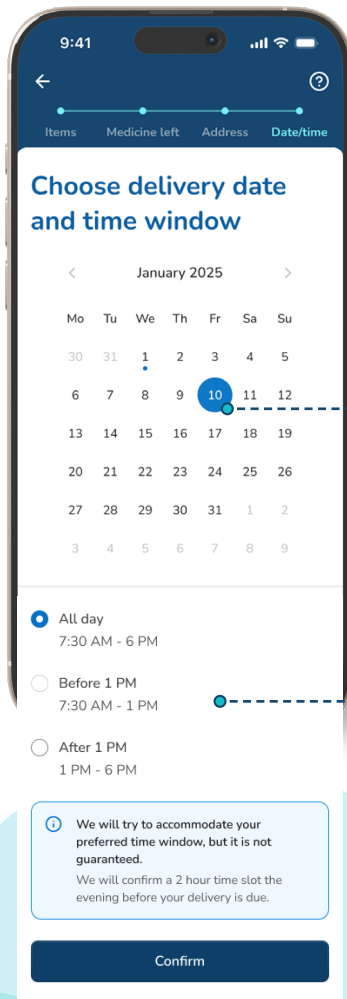
Move the map's pin to your entrance location (optional)

Entrance location

Confirm

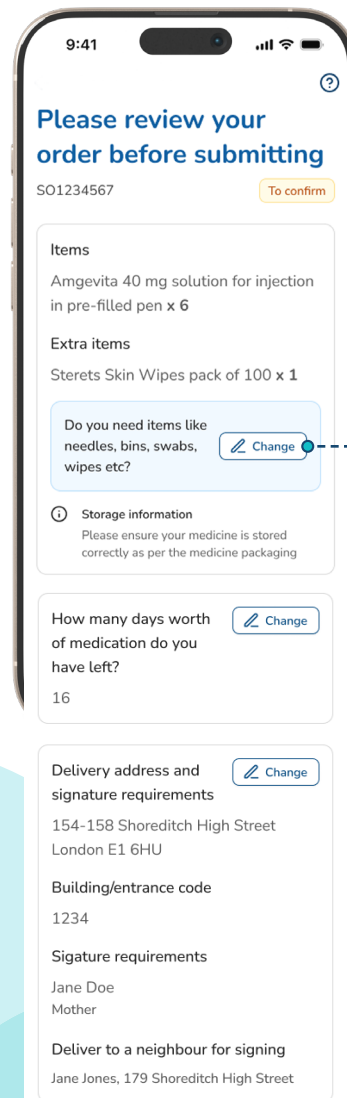
# Placing Order

## DELIVERY & REVIEW ORDER

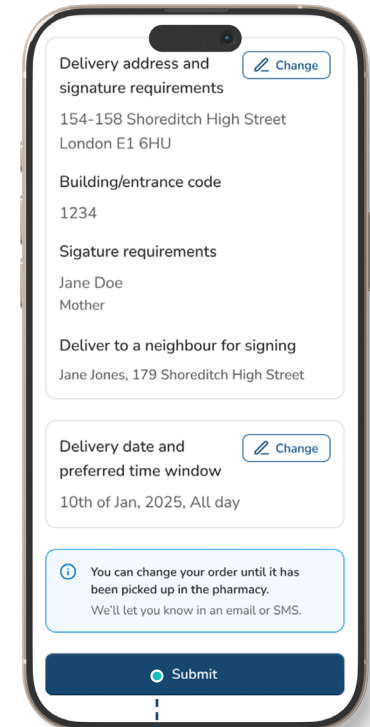


Any available dates for delivery are shown in black. Unavailable dates are shown in grey and cannot be selected.

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.

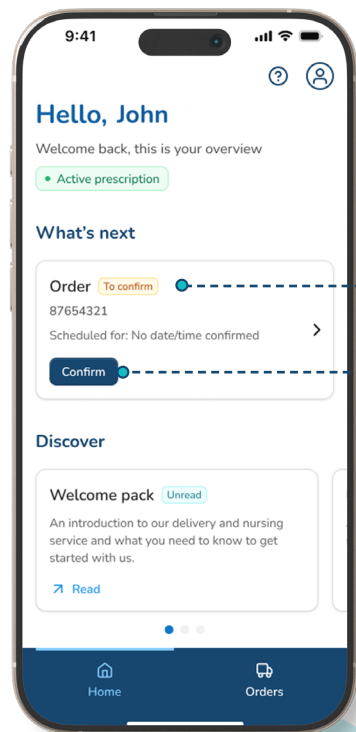


You can still make changes to all sections before submitting your order. You can change Extra items, Address and Signature instructions until your order is picked in pharmacy/In transit. You can request to reschedule the delivery date/time up until 17.00 the evening before your delivery.



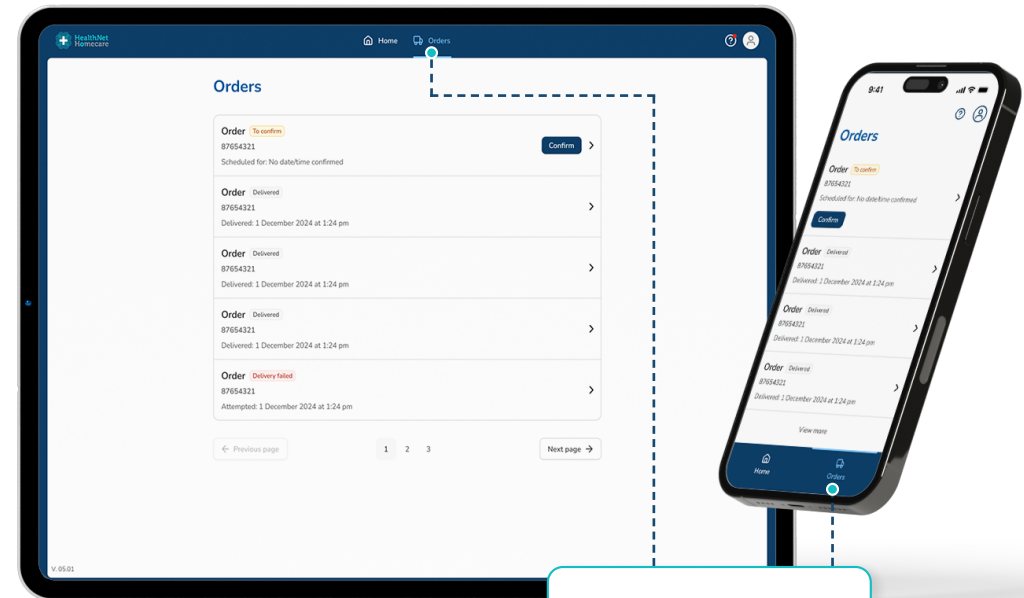
If everything looks ok, please tap the button to submit the order to us.

# 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).

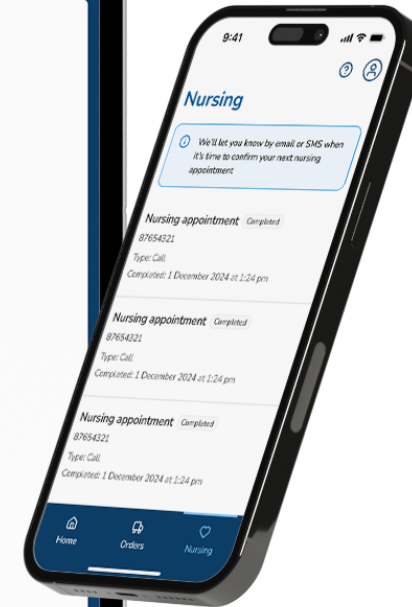
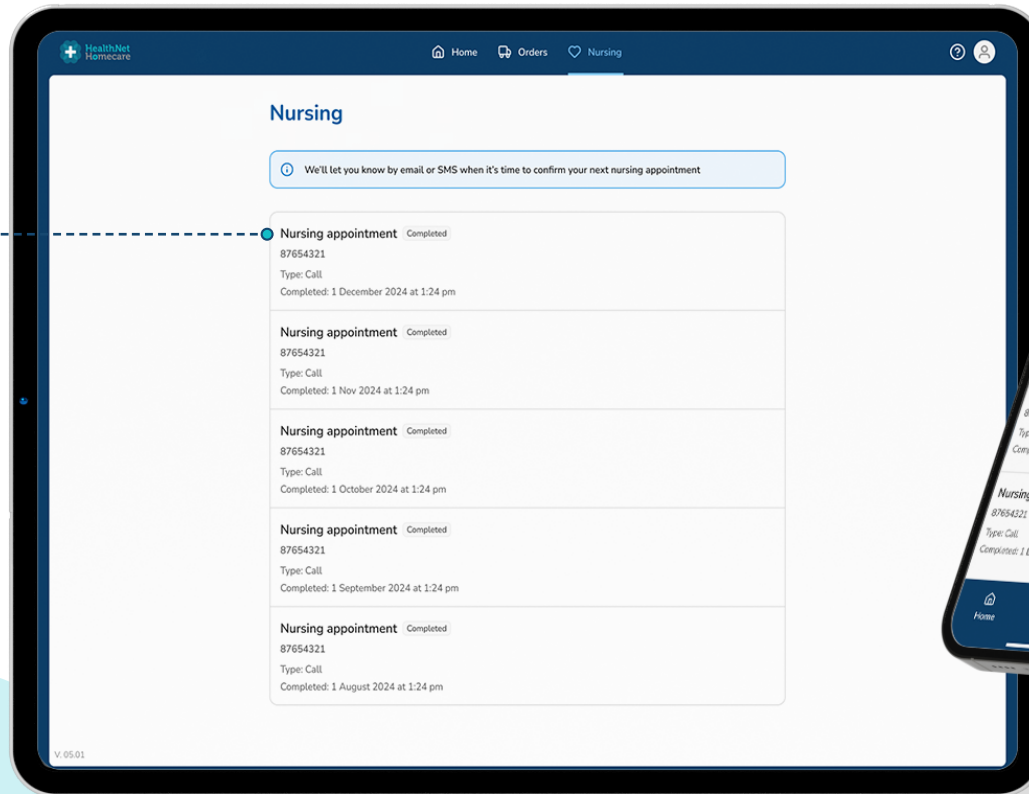
Tap on the button or on the whole order card to start the steps to confirm an order.



You can also confirm an order via the orders tab

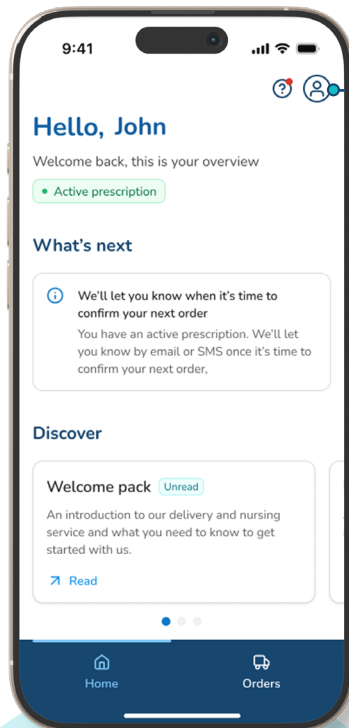
# Nursing

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

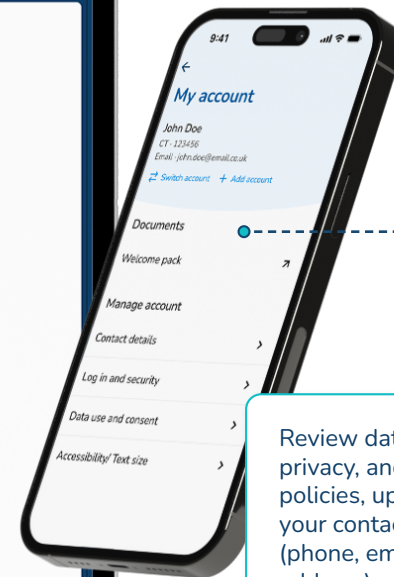
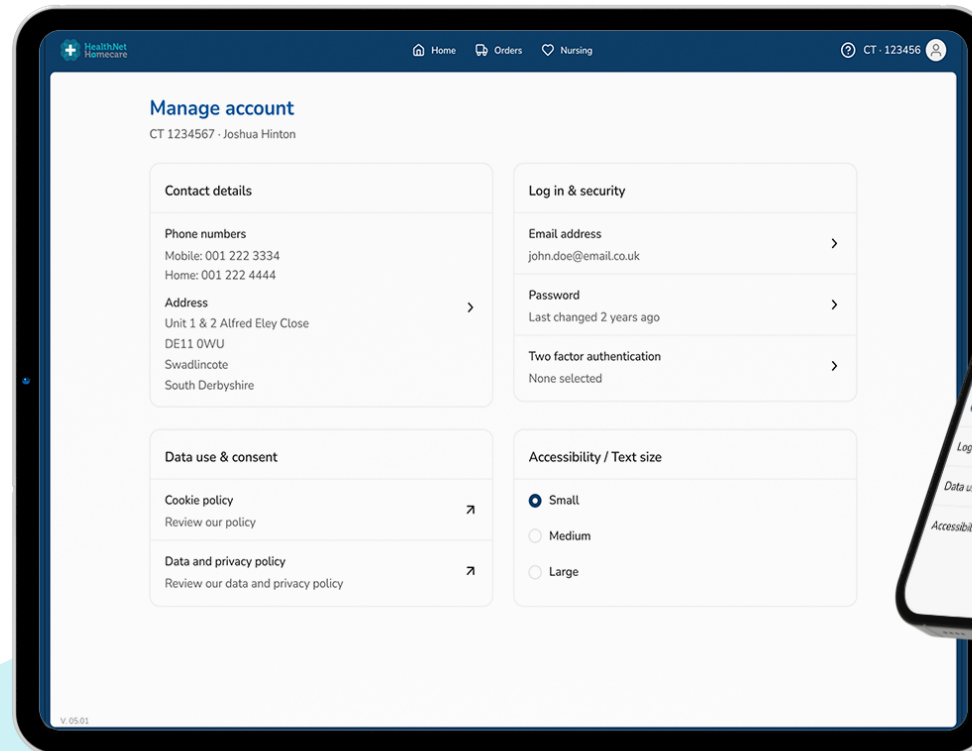


# Manage Account

In 'Manage Account' you can update details, change your address or password, review policies, manage security, and adjust accessibility settings.

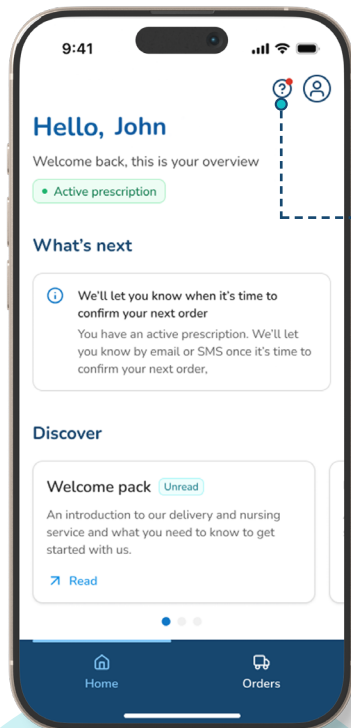


To navigate to the 'Manage Account' section tap here.

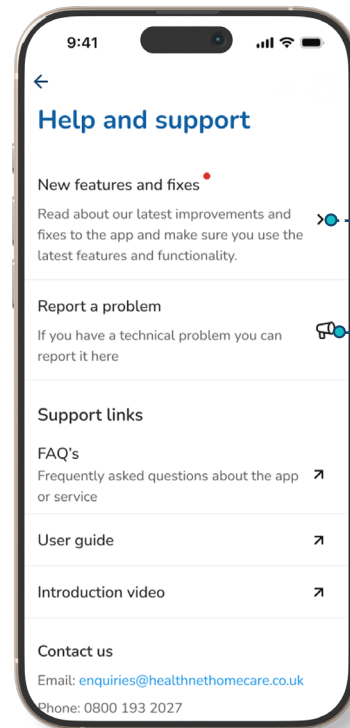


Review data, privacy, and cookie policies, update your contact details (phone, email, address), change your password, set up two-factor authentication for security, and adjust text size for better accessibility.

# 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](mailto: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.