



Registration Authority (Smartcard) Support for the Coronavirus

In light of the current situation with COVID-19 it seems more important than ever that staff ensure they have a working smartcard. As your Registration Authority we would like to communicate some steps you can take to facilitate this:

- Register for self-service unlock
 - (see instructions on Page 3)

- Check the expiry date on your smartcard
 - You can do this on your profile as you register for self-service unlock . Note when your smartcard is due to expire and contact your RA Team if it's within the next 30 days (scwcsu.smartcards@nhs.net)

- Ensure you have access to organisations you plan to work at
 - There will be a Sponsor at each organisation who can assign access to you, if you are unable to locate them please contact us (scwcsu.smartcards@nhs.net)

- Contact your RA Team by:

Email	scwcsu.smartcards@nhs.net
Telephone	0300 5610429 for all areas 01793 422336 (specifically for Swindon, Wiltshire, Gloucestershire, Bath, NE Somerset, Oxfordshire, Buckinghamshire and Berkshire)

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Questions and Answers

Q : I am a staff member who is working from home / in isolation and have locked my card, how can I unlock my card without visiting a Local Smartcard Administrator?

We recommend all staff sign up to the self-serve unlock portal, which will enable you to unlock your own card. Please see attached guide. Unfortunately, if you have not signed up to the self-serve unlock portal you will need to visit a location with a Local Smartcard Administrator/ RA Sponsor or your local Registration Authority on site

Q: I left my card at the Surgery/ another location and I am now at home under isolation, what can I do?

If you are unable to obtain your card, the Registration Authority will cancel your card and print another to send to your home location

Q: Can I have two cards, one to keep at home and one at the Surgery /Pharmacy/ work location?

RA Governance requires Users to have only one active smartcard. Smartcard users are strongly encouraged to retain their card at all times when not in use, you are encouraged to treat it as if it were a bank/credit card and carry with you.

Q: I have been asked to cover multiple sites at short notice. How can I get access on my card? Will I need to visit these sites?

Access to clinical systems /locations can be assigned to you remotely, you will not need to visit the location in person, however, all access must be authorised/ requested by the RA Sponsors for the specific location

Q: I am a Pharmacist and need access to the Summary Care Record (SCR)?

You will need to complete the SCR online training (<https://nhs-digital.citizenspace.com/comms-iau/60a88897/consultation/intro/>) and apply to NHS Digital (<https://nhs-digital.citizenspace.com/comms-iau/60a88897/consultation/intro/>).

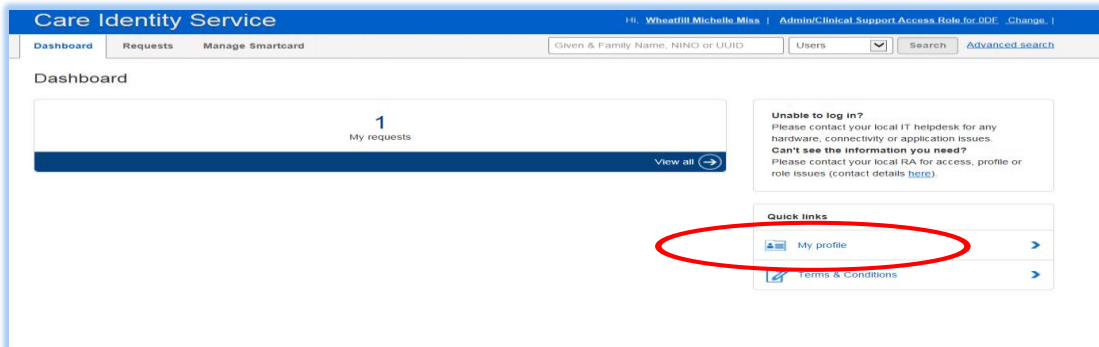
Unlocking your own Smartcard – How to register and unlock

To register

You will need to have an email address from a provider that is approved for use with the Spine (nhs.net, gov.uk or mod.uk)

Follow these steps:

1. Log in with your Smartcard and go to the NHS Spine portal (<https://portal.national.ncrs.nhs.uk/portal/dt>).
2. Click 'Launch Care Identity Service (Replaces UIM, Calendra and CMS)
3. Select 'My Profile' on the right hand side of the page as per below.



4. In the contact details section, ensure your nhs.net email address and mobile number are completed. If they are not you can add them by clicking 'Modify contact details'.
5. Scroll down the page. In the Self Service section, click 'Register'.
6. Follow the instructions. You will be asked for your Smartcard Passcode and then prompted to set 4 security questions from a choice of 20.
7. You will be prompted to confirm your email address (which you can overwrite if it is incorrect or you wish to use a different one).
8. A registration code will be emailed to you which is valid for 15 minutes (you may need to check your junk mail folder).
9. Once you have received this code enter it into the self-service section 4, this will complete your registration.

To unlock your Smartcard via the national self-unlock portal

1. Insert locked card into a card reader.
2. Click on link <https://uim.national.ncrs.nhs.uk/selfservicewebapp/unlockCardStart>. Do not use Google Chrome.
3. Confirm identity by answering security questions (3 failed attempts will mean you will need to contact your RA Team).
4. You will be notified by email of your Smartcard unlock code which will be valid for 15 minutes only. This is a temporary Passcode.
5. Enter this code when prompted.
6. You will then be able to reset your Smartcard Passcode.
7. Your Smartcard will now be unlocked and ready to use. A confirmation screen will appear.

Important – Java 1.6.17 is not compatible for Self Service in conjunction with IE 9, 10 & 11. Please do not attempt to use self-service if you have this combination installed