Work Smart, Be Smart – Smartcard Information

Your Smartcard is your responsibility, so remember…………………..

- NEVER share your Smartcard or leave it unattended.
- All transactions made when your Smartcard is in use are recorded for audit purposes. Access is audited, and you will be held accountable for any inappropriate transactions made using your Smartcard, whether you were responsible for them or not.
- Your Smartcard will expire every 2 years. When you are notified to renew it, please contact your Sponsor or RA Team (the self-renewal service is not always reliable)
- Your Smartcard is a national token of your identity which is not specific to a particular organisation. You should keep your card if leaving an organisation for use in other health and social care settings, unless you are leaving healthcare permanently.
- When you first log in with your card you will be asked to read and accept the terms and conditions of Smartcard use and then each time you enter your passcode you confirm your acceptance of them.

Forgotten your Smartcard passcode?

Your local Sponsor or Smartcard Administrator will be able to reset your passcode.

If you have an email address from a provider that is approved for use with the Spine (nhs.net, gov.uk or mod.uk) **you can register for self-service unlock**. Please see information on next page.

Is your Smartcard lost, damaged or stolen?

Report this immediately to your RA Team who can cancel it and print you a new one.

Your RA Team can be contacted by:

Email	scwcsu.smartcards@nhs.net
Telephone	0300 5610429

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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.
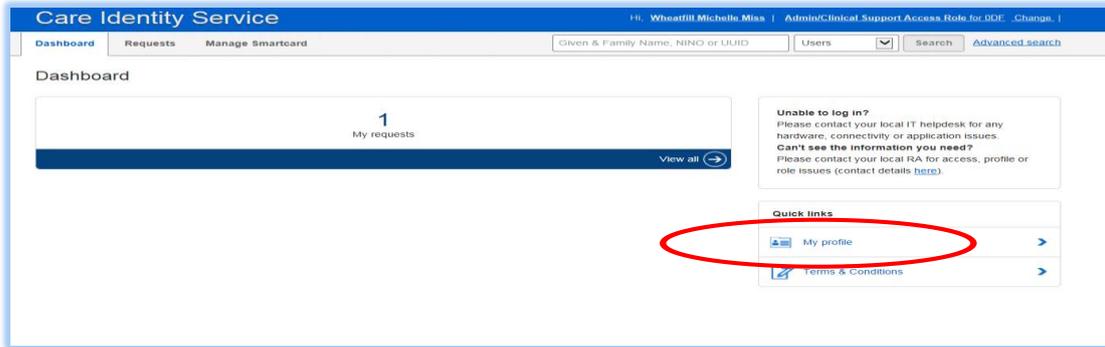
4. In the contact details section, ensure your nhs.net email address and mobile number are completed. If they are not you can add them by clicking 'Modify contact details'.
5. Scroll down the page. In the Self Service section, click 'Register'.
6. Follow the instructions. You will be asked for your Smartcard 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**

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Document Versions

Version	Status	Author	Date of Issue	Comments
0.1	Draft	Michelle Wheatfill		Initial Version
2.0	Final	Michelle Wheatfill	22/02/2017	SCW CSU Branding used
3.0	Final	Michelle Wheatfill	11/10/2017	Updated contacts
4.0	Final	Michelle Wheatfill	16/11/2017	Updated contacts and main points
5.0	Final	Michelle Wheatfill	19/08/2020	Updated contact info Included registering for self service Latest Branding