

Smartcard support Sefton

New registrations:

Contact our Service Desk on 0151 296 7777 and log a job for a new Smartcard registration. It would be useful to have an email address for the new start, as once the job is logged our team will email over a registration form to complete and send back. Once the completed form is received by ourselves, we will input the New users detail into our Care ID system, that will generate an email invite to download an App to upload ID documents. Once submitted, the Care ID checkers will authorise the application and we will be notified to post the Smartcard out.

Expired Smartcards:

Log the job with our Service Desk. The user will then be contacted to invite them to our office for a Smartcard certificate renewal. Our address is: Saturn House, Knowsley Business Park, Liverpool L34 9GJ (please note the opening hours are 0830-1230 Mon-Fri)

Site permissions:

Adding access to a user's Smartcard: The shop sponsor should put a position request onto the NHS portal, Care Identity Service. Then log the job with our service desk 0151 296 7777, to ask the smartcard team to grant the request on the portal.

SCR Access:

If the user already has SCR on their Smartcard profile and a sponsor puts a request for a position with SCR attached, we can grant it. However, if the user doesn't already have SCR on their profile, we can't grant it and will send the user the following link to apply for SCR authorisation. They will fill out the form, and then once authorised by SCR pharmacy, we will be contacted and authorised to add the SCR position. This process normally takes up to seven days.

<https://digital.nhs.uk/services/care-identity-service/smartcard-and-authentication-users>