**Smartcard Support Informatics Merseyside (IM)**

IM Registration Authority is your local NHS Smartcard management team. Covering Liverpool, South Sefton, Southport and Formby areas of the NHS Cheshire & Merseyside ICB.

Attached to this email are two guides:

**Smartcard Sponsor Guide:**

Detailed processes for:

**Apply for Care ID system** – For new smartcard registrations

**Care Identity Management system** – used to add user access, unlock Smartcards and Smartcard certificate renewal

**Smartcard Self-Service Unlock and Setup:**

Detailed processes for:

How to set up a Smartcard profile to allow the use of Smartcard Self-Service unlock, so the user can unlock their own Smartcard if it is locked.

We support:

**Automated jobs – Don’t need to log a job with IM IT Service Desk:**

* New Smartcard Registrations – This is automated, doesn’t require a job logged with IM IT Service Desk (please see **Smartcard Sponsor guide, pg4** attached)
* Granting Smartcard access requests **-** This is automated, doesn’t require a job logged with IM IT Service Desk (please see **Smartcard Sponsor guide, pg14** attached)
* Locked Smartcards **–** Can be unlocked by either a site Sponsor or using the Self-Service Unlock link **See Smartcard Sponsor guide, pg17 and Smartcard Self-Service unlock and Setup guide** attached**:** Please note Self-Service Unlock may need setting up before a Smartcard is locked (this can be done either by adding NHS email address or mobile phone number to the users Smartcard profile).
* Smartcard about to expire

**Jobs that need to be logged with IM IT Service Desk 0151 296 7777:**

* Expired Smartcards
* Lost and damaged Smartcards
* Smartcard name changes
* Supporting the set up any new Smartcard related system changes

To log a job relating to Smartcards, you can contact our IM IT Service Desk – 0151 296 7777

For any Smartcard related IT issues, such as errors when trying to unlock or renew Smartcard certificates – Please contact your local IT. The link below will show your IT how to check your workstation is set up correctly:

[How to set up a smartcard workstation - NHS England Digital](https://digital.nhs.uk/services/care-identity-service/setting-up-and-troubleshooting/how-to-set-up-a-smartcard-workstation)

If you have any queries relating to the above, please contact us at:

[imregistrationauthorityteam@imerseyside.nhs.uk](mailto:imregistrationauthorityteam@imerseyside.nhs.uk)