

# Care Identity Service (CIS) to manage Smartcards factsheet

Smartcards are used by community pharmacy team members to access NHS IT systems such as the Electronic Prescription Service (EPS) and the Summary Care Record (SCR).

## Smartcard management and support

There is a system to support pharmacy teams with card maintenance.

The Care Identity Service (CIS) is the online portal which can be used to carry out Smartcard management activities by a variety of people. Pharmacy staff without admin or Sponsor rights can use it to renew their own cards or update their contact/ passcode information (see below).

Administrators, Sponsors and Registration Authority staff provide support for pharmacy users. They also use CIS to manage Smartcards:

### FAQ. What do Smartcards do?

Smartcards provide security measures to protect patient data. The controlled access these provide ensures only those people who are directly involved in patient care, and have a legitimate reason to access patient medical information can do so. Each pharmacy team member whose role requires a Smartcard should have one. Smartcards should not be shared.

	Description	CIS rights*
<b>Local Smartcard Administrators (LSAs)</b>	Community Pharmacy England recommends that each pharmacy premises has someone with the LSA rights so that they can support staff. Read more at: <a href="https://cpe.org.uk/lisa">cpe.org.uk/lisa</a> .	LSAs can support pharmacy team members with renewing Smartcard certificates and unlocking Smartcards.
<b>Sponsors</b>	Advanced Smartcard users or support staff may request Sponsor powers. Read more at: <a href="https://cpe.org.uk/scsponsor">cpe.org.uk/scsponsor</a> .	Sponsors have the LSA rights plus a few additional ones, e.g. they can help with requests for a new Smartcard, or a change to a staff member's roles.
<b>Registration Authority (RA)</b>	The local RA manage local Smartcard issues: e.g. assigning roles and sites onto new ones. Contact details are available from <a href="https://cpe.org.uk/ra">cpe.org.uk/ra</a> (but if RA issues need escalating, please visit: <a href="https://cpe.org.uk/scescalation">cpe.org.uk/scescalation</a> )	The RA staff have all the LSA and Sponsor rights plus many additional ones such as authorising applications and requests and applying changes to Smartcards.

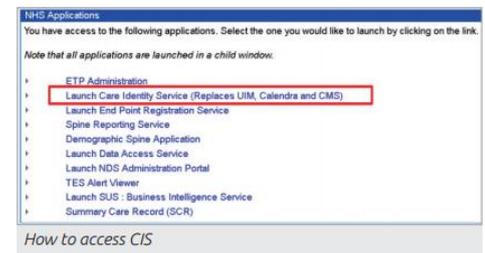
## Using the Care Identity Service (CIS)

Ensure you can access CIS: it can be selected from the NHS Spine Portal: <https://portal.national.ncrs.nhs.uk/portal/dt> or [here](#) (Smartcard required).

**Requirements for access:** an N3 connection and a Smartcard are necessary. Where you cannot access the NHS Spine portal, this may relate to software or Java settings and therefore your IT helpdesk can be contacted (e.g. your IT department if you have one, and/or your system supplier) to ensure your system is setup to run CIS as well as all the other programs the pharmacy will need. Read more at: [cpe.org.uk/settings](https://cpe.org.uk/settings).

**Training:** The NHS Digital has published screen-by-screen guides to explain how it can be used: [cpe.org.uk/scleaflets](https://cpe.org.uk/scleaflets).

**Why use CIS:** Using CIS will enable pharmacy teams to resolve many of the common Smartcard issues more speedily because there may be no need to contact the RA. Additionally, the RA will be able to place more focus on critical tasks such as issuing new Smartcards.



Read more: [cpe.org.uk/smartcards](https://cpe.org.uk/smartcards), [Smartcard processes and tips](#), [Smartcard model overview](#), [Smartcard escalation](#).