



Smartcard processes and tips quick reference factsheet

This guide explains how you can self-manage your Smartcard.

	<p>Obtaining or replacing a Smartcard: Contact your Registration Authority (RA) to obtain a new Smartcard. A face-to-face meeting and identity check will be required. The appropriate premises (ODS) code(s) need adding as well as appropriate roles for your position. If a Smartcard is lost or stolen contact your RA immediately. Read more at: cpe.org.uk/scobtain</p>
	<p>Changing your Smartcard roles: Smartcard 'roles' control what a pharmacy team member can do and what they can see. Appropriate roles are applied by an RA or Sponsor and are dependent upon the tasks the pharmacy team member needs to perform. Your roles may change over time. Read more at: cpe.org.uk/scrole</p>
	<p>Changing your Smartcard site(s) and SCR: A pharmacy staff member who regularly works at local pharmacies, may add those premises via the RA to their Smartcard. Staff who work sites at short notice may request the RA grant the multi-site 'FFFFF' code for use when necessary, but can also have their regular premises added to their Smartcard. A business case may be necessary and support from the pharma(cies) (e.g. branch staff and/or head office staff) may be necessary. Summary Care Record (SCR) rights can be added to each ODS site code. If the FFFFF role code is on your card, SCR rights may be associated with it (e.g. NHS E's TD performed bulk adjustment onto cards with pharmacist code and FFFFF – extending SCR rights onto the FFFFF. Read more at: cpe.org.uk/scmultisite</p>
	<p>Unlocking your Smartcard: If a Smartcard passcode is accidentally entered incorrectly three times, locking occurs. If you'd registered to self-unlock this can be done. If not: Where two readers are present, Local Smartcard Administrators (LSAs) or Sponsors can use the Care Identity Service (CIS) to unlock a Smartcard. Alternatively, the RA may support the unlocking. Read more at: cpe.org.uk/scunlock</p>
	<p>Renewing your Smartcard: Without action Smartcards expire after two years, for data security purposes. When the expiry date approaches you will be prompted at each login to renew your own card using the CIS in good time. LSAs/Sponsors/RAs may also assist where needed. You can only self-renew twice – the third time a face-to-face with RA staff might be required e.g. a meeting at their premises. Read more at: cpe.org.uk/screnew</p>
	<p>Smartcard expiry: If a Smartcard is not renewed within the two-year period (see above), it will expire and be permanently locked. A face-to-face with RA staff might be required to make the Smartcard usable again. Read more at: cpe.org.uk/scexpiry</p>
	<p>Passcode / contact detail updating: The process involves logging into 'My Profile' of the CIS to enter-in the information. Read more at: cpe.org.uk/scupdate</p>
	<p>Change site or cancel: If a member of staff is leaving, the pharmacist or pharmacy manager should advise the RA who can make the necessary changes. Leavers with no intention of working at another pharmacy will have their Smartcard revoked. Non-used Smartcards also expire (see expiry above). Read more at: cpe.org.uk/sccancel</p>

Smartcard and CIS top tips

- Check you are aware of how to contact your local RA in case you need to in an emergency: cpe.org.uk/ra
- Register for self-unlocking ability in case your card ever becomes locked. NHSmail may be required.
- Regular staff should add regular premises to their card instead of only using multi site FFFFF code.
- Do not let your Smartcard reach expiry: Renew it yourself using CIS when you are prompted.
- Test and 'favourite' CIS access: <https://portal.national.ncrs.nhs.uk/portal/dt> / [here](#) (Smartcard needed)
- Smartcard readers: At least one terminal could be setup with two Smartcard readers to make the best use of the CIS. If you need extra Smartcard readers speak to your IT system supplier.
- Request LSA rights for on-site staff who can support others with their extra knowledge and admin rights.

Read more about smartcards: cpe.org.uk/smartcards, cpe.org.uk/scmultisite, [Using Care Identity Service \(CIS\)](#), [Smartcard escalation](#), [Smartcard model overview](#) and [SCR checklist](#)