



Maintaining your NHS Smartcard

NHS England and Community Pharmacy England recommend that pharmacy team members with NHS Smartcards take steps to maintain their cards.

Our recommendations:

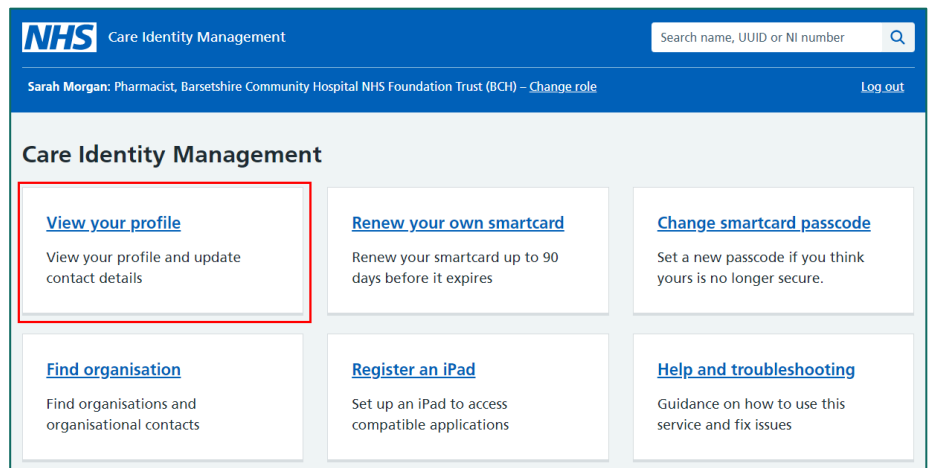
- **Update contact information:** Ensure your Smartcard profile has up-to-date contact details.
- **Mobile Self-unlock method:** Familiarise yourself with the 'mobile self-unlock method' introduced in late 2024, to use if your smartcard gets locked.
- **Check position end-dates:** Verify whether any 'position end-dates' on your card are nearing expiry, as this could stop the card from working at all or limit its use to a single pharmacy site.
- **Replace older smartcards:** Ensure your card is not an older series 4-6 card, which may be nearing end-of-life and require replacement.

You can follow the five-step process below to complete these recommendations.

1. **Log in to NHS Care Identity Management (CIM).**

2. **Select 'View your profile'** (see image to the right).

3. **Update your contact information.** Ensure your profile has an up-to-date email address and mobile phone number. This helps NHS England or your local Registration Authority (RA) contact you if needed, e.g. for reminders when your Smartcard is nearing its expiry date. Including a mobile phone number allows you to use **the self-service unlock mobile phone method** so you can self-unlock if you accidentally lock your card in the future.



4. **Check 'positions' tab:** Scroll down to the 'Positions' tab to see if any position end dates are approaching.

Note: Contact your local **RA** if you have a position end date coming up. The RA can update or change your card's positions. Cardholders who may work at other pharmacies at short notice can request the multi-site ODS code to be added to your smartcard.

5. **Physically inspect your card:** If the long number in the bottom right-hand corner of the card begins with O4, O5 or O6, it needs replacing. See **Smartcards end-of life factsheet**.

Read more at: cpe.org.uk/smartcards.