

## Access Requests

Only Sponsors can request/approve for a user to be assigned to a position.

If the sponsor is unable to self-assign via the NHS Portal application CIM (Care Identity Management) then please contact our Service Desk:

via email

[hblict.ra@nhs.net](mailto:hblict.ra@nhs.net)

via our ServiceNow Customer Self Service Portal:

<https://hblicts.service-now.com/sdp>

GP Practice only - ServiceNow Portal access:

<https://hblicts.service-now.com/Informatics>

## Sponsors

New sponsors for an organisation can be requested by someone of the appropriate seniority in that organisation, e.g. Board or Executive Team member.

For a GP site this would normally be a senior partner.

The request must be sent from their own email address and include the full name of the person they wish to nominate as sponsor, along with the nominated person's smartcard number (the 12 digit code under the photograph on a Smartcard).

## 'Self-Service Unlock'

This service is available to all staff with email addresses linked to their Smartcard profiles, eliminating the need for a visit to a Registration Authority, or taking your Smartcard to an approved RA Sponsor.

The service is accessible via this direct link:

<https://digital.nhs.uk/unlock>

## Contact Us

If you:

- require a Smartcard \*
- require Smartcard readers
- need assistance to unlock/renew Smartcard certificates
- have blocked/forgotten your passcode
- require a name change
- have lost/damaged your Smartcard or it has been stolen
- are leaving the organisation
- want to become a Sponsor/Local Smartcard Administrator/ID Checker
- require Smartcard training or need further information

\* Smartcard applications are primarily done remotely via the Apply for Care ID Application, but staff members can be nominated to become 'ID checkers' and can perform this task once they have received appropriate training from us. (Note: National guidance states a person cannot be a Sponsor and an ID Checker).

## Contact Details

HBL ICT Shared Services,

1b Howard Court, 14 Tewin Road

Welwyn Garden City, Hertfordshire, AL7 1BW

Email: [hblict.ra@nhs.net](mailto:hblict.ra@nhs.net) (preferred)

Phone: 01707 446551 (for urgent issues)

## Compliments & Complaints

Waseem Khan – [waseem.khan1@nhs.net](mailto:waseem.khan1@nhs.net)  
07769 145573 (Access & RA Manager)

HBL ICT Duty Manager -  
[hweicbenh.dutymanager@nhs.net](mailto:hweicbenh.dutymanager@nhs.net)

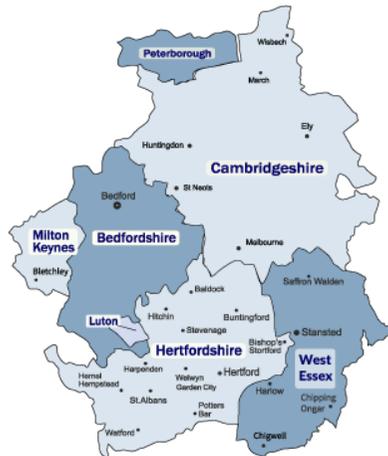


# RA Smartcard Support Information

## What We Do

HBL ICT provides RA Smartcard services for organisations across Hertfordshire, Bedfordshire, Luton, Milton Keynes and West Essex:

- Identity checks of prospective Smartcard users and issuing Smartcards
- Unlocking/renewal of Smartcards
- Assigning an appropriate access profile to the health professional's role approved by the employing organisation
- Training and support of Smartcard issues



We run Smartcard clinics from:

**1b Howard Court, 14 Tewin Road,  
Welwyn Garden City, Hertfordshire, AL7 1BW**

Clinic times: Monday - Friday

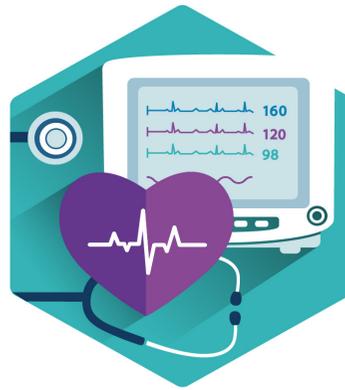
Drop-in times: 09:30 – 12:00  
13:00 - 15:30

**Kingfisher Surgery, 26 Elthorne Way, Newport  
Pagnell, MK16 0JR**

Clinic times: Thursdays only

Drop-in times: 09:00 – 12:00  
13:00 - 16:00

At this clinic, we can renew/replace and unlock smartcards, and carry out new registrations.



## Security and Confidentiality

**You have a duty to keep patient information secure and confidential at all times.**

Your Smartcard provides you with the appropriate level of access to the healthcare information that you need in order to carry out your role. It is a token of your identity and any access to patient data using the card will be auditable and tracked back to you.

**You should therefore treat your Smartcard as you would a credit or debit card.**

- Never share your passcode always keep it safe, secure and use it appropriately and never allow anyone else to use your Smartcard.
- Never leave your Smartcard unattended or in the Smartcard reader when you are not actively using it.
- If your Smartcard is lost, damaged or stolen, contact your local Registration Authority (RA) immediately. They will cancel your card and replace it as soon as possible.

All transactions made when your Smartcard is in use are recorded for audit purposes.

Access is audited, and you will be held accountable for any inappropriate transactions made using your Smartcard, whether you were responsible for them or not.



## Smartcard - Stored Information

Your photo, name and unique user identity number are visible on your Smartcard. In addition, the electronic chip within the card contains encrypted information that permits you to access some IT systems and services.

Your Smartcard does not contain any of your personal data.

## How to use your smartcard

### 1. Place your Smartcard in the reader.

All PCs and laptops connected to the NHS Spine have a Smartcard reader.

### 2. Enter your logon passcode.

You selected and entered a confidential 4-8 character passcode when registering for your Smartcard.  
Enter this when prompted to do so.

### 3. Access the services that you need.

The system will check information from your card and your passcode. If they are correct, you will be given access to NHS Spine systems and services.  
Select the relevant role; you might have more than one. The level of access that you are given is determined by your role profile.