

NHS Smartcard Registration

This document provides guidance for Smartcard Sponsors on the process to follow to request an NHS Smartcard for someone who has not had one before.

Apply for Care ID

If you need to request an NHS Smartcard for someone who has not had one before, as a Smartcard Sponsor, you should now use the 'Apply for Care ID' system to submit the Smartcard registration request.

Benefits:

- You no longer need to contact NHS Informatics Merseyside's [IT Service Desk](#) to submit the request.
- As a Smartcard Sponsor, you can keep track of the status of the registration process.

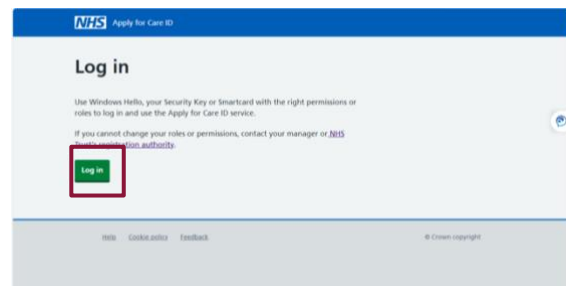
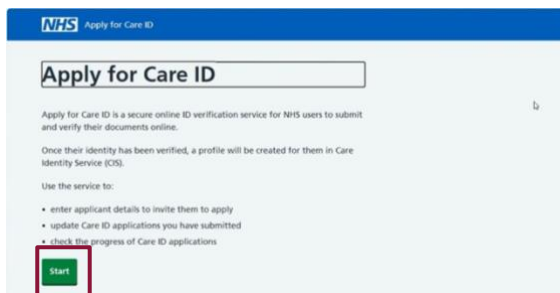
Submitting a new NHS Smartcard request

To start a new NHS Smartcard application, please ensure your NHS Smartcard is inserted in the card reader and login.

Please open the link below to access the Apply for Care ID.

<https://apply-for-care-identity.care-identity-service2.nhs.uk/start>

Select **Start** and then select **Log in**



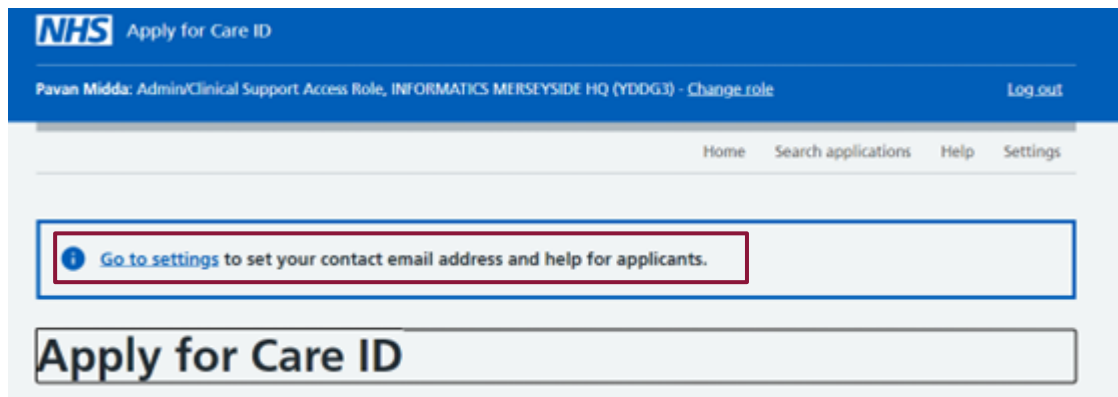
Select **Smartcard**

Tick **Remember my selection**

Select **Continue**



On first log in, you will see a 'Go to settings' notification at the top of the screen. Please [open this link](#) to update your contact email address and help for applicants.

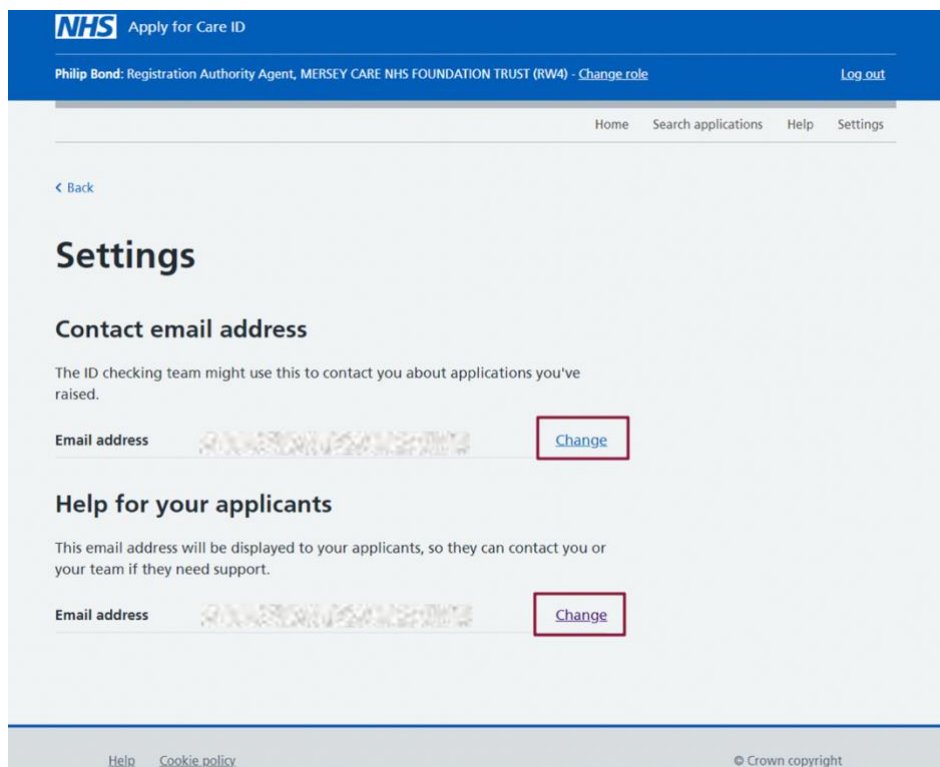


Your **contact email address** will be used to contact you about NHS Smartcard applications you've raised.

The email address specified in the **help for applicants** will be shared with applicants so that they can contact you if they require support.

Both the above email addresses will automatically default to your email as the Sponsor. To change the email addresses, please follow the steps below:

Select [Change](#) on the email address you would like to modify.



Choose **Use a different email address**

A drop-down menu will appear where you can enter a new email address

Select **Continue**

Please note: Shared mailboxes can be used

NHS Apply for Care ID

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Home Search applications Help Settings

Help for your applicants

Select an email address that will be displayed to your applicants, so they can contact you or your team if they need support.

This can be a shared mailbox

Use a different email address

Email address

[Continue](#)

A 6-digit security code will be sent to the new email address. Input the 6-digit security code in the box > select **Continue**

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Verify support email address

Use the 6 digit security code that has been sent to ra@imerseyside.nhs.uk to verify your email address.

The security code will expire in 1 hour from when it was sent.

The code contains 6 numbers

[Continue](#)

[▶ Not received a security code?](#)

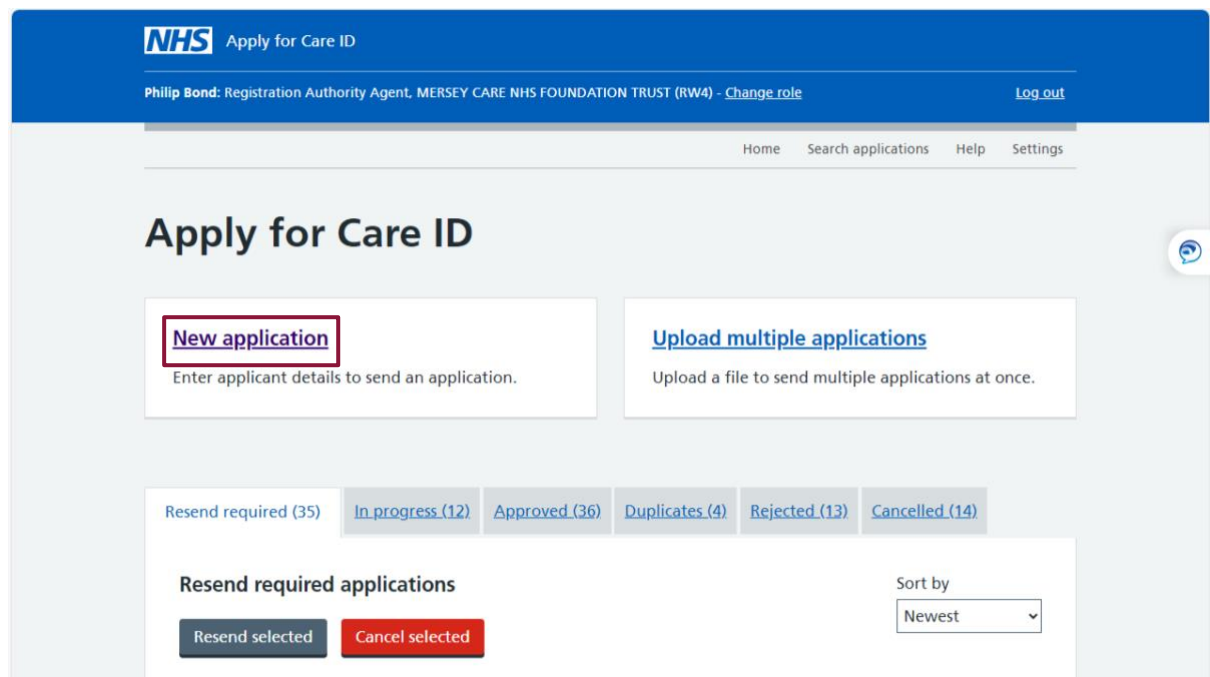
You will return to the Settings page which will display the updated information entered. Select **Home** in the menu at the top of the page to return to the main home screen.

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[Home](#) Search applications Help Settings

From the home screen, select **New application**



Enter the personal details of the staff member who is applying for the NHS Smartcard into the fields.

Please note that a personal mobile telephone number can be used to enable the installation of the Apply for Care ID app which will be used by the applicant to upload identity documents.

If the applicant doesn't have a .NHS, .AC or .GOV email address as of yet, a personal email address can be used.

It is useful for applicants to have a .NHS, .AC or .GOV email address as this will enable the function for them to unlock their own Smartcard and to set a pin. Without a valid .NHS, .AC or .GOV email address, the Smartcard user will have to contact their Sponsor to unlock their Smartcard.

Tick **Yes** to **Does the applicant need to provide a delivery address**

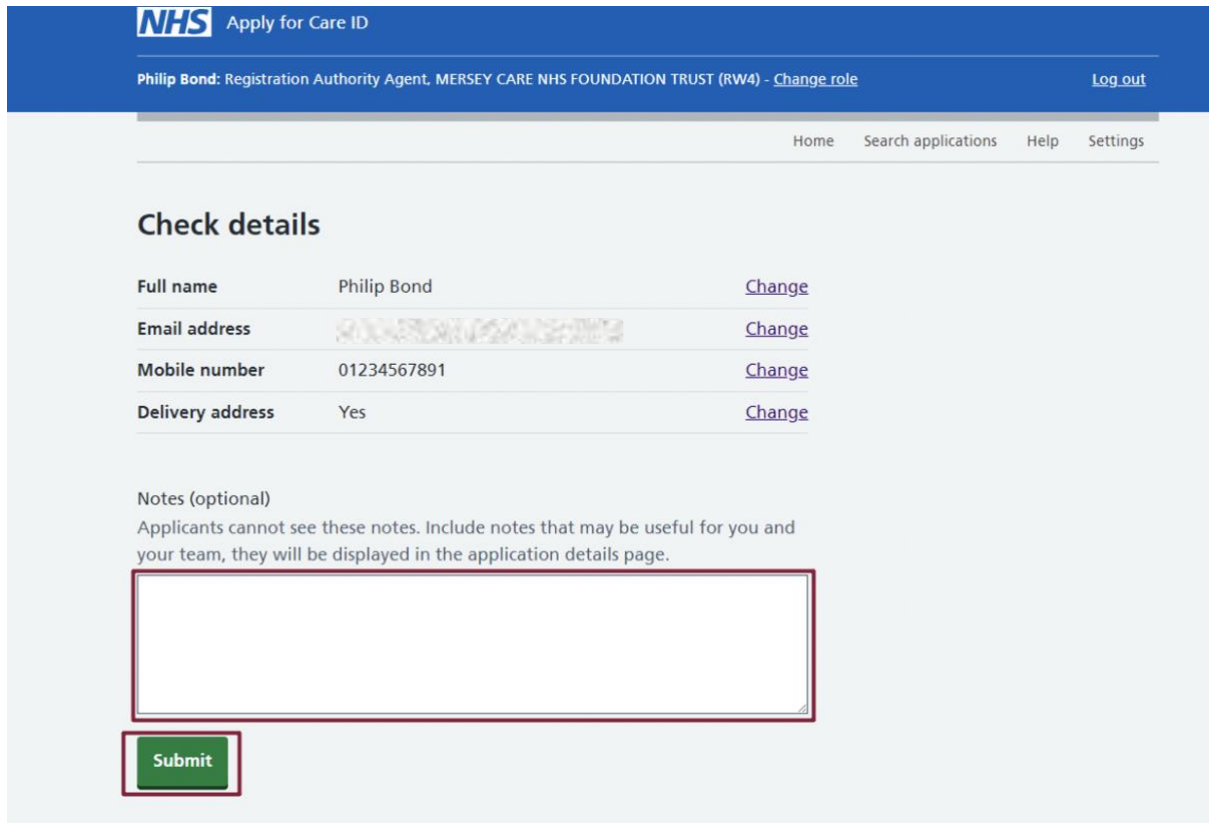
Select **Continue**

IMPORTANT: If you are aware of the access position name the user requires, please enter this in the **Notes** box. The Registration Authority (RA) will add the requested access to the Smartcard.

If you are not aware of the access position name, please enter the name and Smartcard number of a staff member who is currently set up with a Smartcard with the access rights required by the new applicant.

The position can only be added for the current ODS code the Sponsor is logged in to. If you want to add multiple sites, you will need to add the position requests to the [Care Identity Management \(CIM\) Portal](#) once the Smartcard is in the system and the UUID known.

Select **Submit** to send the application.



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Check details

Full name	Philip Bond	Change
Email address	[REDACTED]	Change
Mobile number	01234567891	Change
Delivery address	Yes	Change

Notes (optional)
Applicants cannot see these notes. Include notes that may be useful for you and your team, they will be displayed in the application details page.

Submit

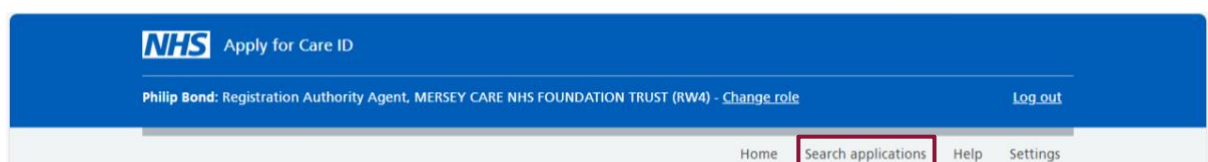
Once the application is sent, the applicant will be emailed a link to an online form to enter their personal details including a mobile telephone number.

Their mobile telephone number will then be sent a link to an NHS app called **Verify Care ID** to upload identity documents and verify their identity.

IMPORTANT please note: Applicants will be asked to input a delivery address during the process. This can be their home or work base. If using a work base, please include clear instructions (providing department and ward name).

Checking the status of an application

From the home screen, select [Search applications](#).



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Home **Search applications** Help Settings

Input the [applicants name, email address or application ID](#)


Tick [Applications I have raised](#)

Select [Search](#)

A list of results will be displayed.

Select the [user's name](#).

Under [Application steps](#), you will be able to see what stage the application is at. Each stage will move from Not Started > In Progress > Completed



Application steps	
Enter personal details	Not Started
Submit ID documents	Not Started
Review by ID checker	Not Started

When searching through your applications, you can also filter by status.

Resend required: If the applicant hasn't responded, the application will time out after 3 days. If the application has expired, and you want to refresh the application, **Tick** the applicant's name and then select [resend invite email](#). The applicant will receive another email inviting them to respond.

In progress: Lists all the applications for your ODS that are currently in progress.

Approved: Lists all applications that have been approved and are ready to be posted out by the Registration Authority (RA). RA aim to process all approved Smartcard registrations, Mon-Fri 08:00-12:30. RA will monitor the approved list every day and print and post any applications that are approved to the address on the application.

Duplicates: Duplicate profiles found during the process will be found here. The applicant will be emailed to advise that they already have a Smartcard profile set up. The Registration Authority (RA) will contact the applicant on their mobile telephone to find out a delivery address. As a Smartcard Sponsor, you can submit a position request change on the user's profile in [Care Identity Management \(CIM\) Portal](#).

Rejected: If there was an issue with the application and the documents were not accepted, the application will move into the Rejected list with a reason why the application was rejected. If the application is rejected and you want to resubmit, you will have to start a new application and re-input the applicant's details.

Incorrect ID

If the applicant is not able to complete the online identity check they will need to visit Saturn House (Saturn Park, Knowsley, L34 9HA) for a face-to-face appointment.

Below is a list of the acceptable forms of ID that the applicant must bring to their face-to-face appointment.

To arrange the appointment, please contact NHS Informatics Merseyside's IT Service Desk using the [Self Service Portal](#) or call 0151 296 7777.

Once your request is logged, the Registration Authority (RA) will make contact to arrange a face-to-face appointment. These take place Monday-Friday 08:30-12:30.

Acceptable forms of ID

To confirm their identity and meet the NHS Identity Check requirements, applicants must be able to provide original documentation which meets the criteria for one of the routes below. All documentary evidence should:

- Be issued by a trustworthy and reliable source (no online statements/bills unless stamped by the issuing authority)
- Be valid, dated and current (see lists and denotations for further details)
- Contain your full name, photograph and signature where applicable (see lists for further details)

ID Route – Choose 1 from the list below	
1	1 Photographic ID from list 1 and 2 address documents from list 2
2	2 Photographic IDs from list 1 and 1 address document from list 2
3	4 Non-photographic IDs = 2 address documents from list 2 , 2 non-photographic from list 3 & 1 signed passport sized photograph
List 1: Acceptable photographic personal identification	
UK (Channel islands, Isle of man or Irish) passport or EU/other nationalities passport.	
Passport of non-EU nationals and other valid evidence relating to their immigration status and permission to work.	
UK full or provisional photo-card driving licence – where relevant to the position being recruited to, additional information may be sought about any penalties or restrictions through the DVLA's on-line 'Share Driving Licence Service'.	
EU/other nationalities photo-card driving licence (valid up to 12 months up to the date of when the individual entered the UK).	
Biometric Residence Permit (formerly known as identity cards for foreign nationals) (UK)	
HM Armed Forces identity card.	

ID cards carrying the PASS accreditation logo (UK and Channel Islands), for example a UK Citizen ID card. This card can be applied for by residents of the UK and is verified with similar security marks to UK passports and driving licences.

List 2: Acceptable confirmation of address documents

Utility bill (gas, water, electricity or land-line telephone), or a certificate from a utility supplier confirming the arrangement to pay for the services on pre-payment terms at a fixed address. More than one utility bill may be accepted if these are from two different suppliers. Utility bills in joint names are also permissible. Providing documentary evidence for previous addresses may be difficult if your check covers a long period of time, therefore you may wish to carry out an electronic identity database search, for example a check against the electoral register **dated within the last 3 months*

Financial statement such as a bank, building society, or credit card statement (UK and EEA. Non EEA statements will not be accepted) **dated within the last 3 months*

Local authority tax statement – for example a council tax statement ***dated within the last 12 months*

UK full or provisional driving licence (if not already presented as a personal photographic identity).

UK full driving licence (old-style paper version). Old style provisional driving licences are not acceptable.

Most recent HM revenue & Customs tax notification (i.e. tax assessment, statement of account, notice of coding but not a P45 or P60) ***dated within the last 12 months*

Mortgage statement from a recognised lender (UK and EEA – non EEA statements will not be accepted) ***dated within the last 12 months*

If you cannot provide documentation which meets the criteria for the above routes, you must be able to provide original documentation which meets the criteria for the alternative route below.

ID Route	
3	4 Non-photographic IDs = 2 address documents from list 2 , 2 non-photographic from list 3 & 1 signed passport sized photograph
List 3: Acceptable non-photographic proof of personal documents	
Full birth certificate (UK and Channel Islands) issued after the date of birth by the General Register Office or other relevant authority, for example registrars.	
Full birth certificate issued by UK authorities overseas, such as embassies, high commissions and HM Forces	
UK full old-style paper driving licence – old-style provisional driving licences are not acceptable	
Work permit/residency permit (UK) valid up to the expiry date	
Adoption certificate (UK and Channel Islands)	
Marriage or civil partner certificate (UK and Channel Islands)	
Divorce, dissolution or annulment papers (UK and Channel Islands)	
Gender recognition certificate	
Deed poll certificate	

Firearms certificate/licence (UK, Channel Islands and Isle of Man)
Police registration document
Certificate of employment in the HM Forces (UK)
Benefit statement, book or card or original notification letter from the Department of Work and Pensions (DWP) confirming the legal right to benefit for example, child allowance, pension <i>*dated within the last 3 months</i>
A document from a local/central government authority or local authority giving entitlement such as Employment Services, Job Centre, Social Security Services (UK and Channel Islands) <i>*dated within the last 3 months</i>
Most recent tax notification from HM Revenue and Customs (i.e. tax assessment, statement of account, notice of coding, P45 or P60 (UK and Chanel Islands) <i>*dated within the last 3 months</i>