

Need Smartcard support?

From 1 October 2026,

NHS Informatics Merseyside's Registration Authority (RA) will provide Smartcard support for pharmacies and Primary Care colleagues in **Cheshire, Warrington and Wirral**.

For **Smartcard services and support**, please visit the **IM Digital Portal** where guidance is available.



IM Digital Portal



<https://digitalportal.imerseyside.nhs.uk>

Smartcard Sponsors are responsible for requesting new Smartcard registrations through the **Apply for Care ID** verification service for staff members who have not previously held a Smartcard. Please speak to your site manager, who will be able to advise who your local Smartcard Sponsor is. Access requests should be submitted through the **Care Identity Management (CIM) service** (<https://digital.nhs.uk/services/care-identity-service>) rather than the IM Digital Portal. Smartcard passcodes can be reset using the **self-service unlock facility** within CIM. If you have any questions or require further assistance, please contact the IM Registration Authority (RA) Service at IM.RA@imerseyside.nhs.uk