



NEL RA,
Clifton House
75-77 Worship Street
London EC2A 2DU

20th April, 2020

Dear RA Customer,

COVID-19 and Smartcards

To deliver a safe service in the current situation, NEL RA teams are now working remotely, acting on Government advice. This notice explains some changes in the way we work that will affect you.

We aim to minimise the impact to your RA service and meet the SLAs where possible. We are prioritising the increasing demand for emergency support due to Coronavirus and would appreciate your understanding in these circumstances.

Smartcard Registrations

The registration and smartcard unlocking processes have been changed.

NHS Digital has approved the use of video calls for new smartcard registration in place of face to face appointments, the posting of new unlocked smartcards and the texting of passcodes. For full details of the process please see Appendix 1. For the latest on-line version please see; <https://digital.nhs.uk/services/registration-authorities-and-smartcards/remote-smartcard-registration-emergency-guidance>

Under current guidance, video call registrations will need to be replaced by standard face-to-face registrations when we resume normal services. The additional workload may be subject to additional charges.

While this process is in force, new registrants will need the following:

1. Identity Document
2. An image file suitable for use as a passport-compliant photograph
3. A video-voice calling capability that will allow for the video registration.

Smartcard Unlocking

It continues to be important that all users register for the self-unlock function. This will enable them to unlock their own smartcards without the assistance of a sponsor. Please see Appendix 2 and the following link:

<https://digital.nhs.uk/services/registration-authorities-and-smartcards/care-identity-service/guidance-leaflets>

RA ID checking; we are rolling out RA ID Checking to all GP Practices and Pharmacy area managers. ID Checkers are invited to join one of the training sessions. Once trained, ID Checkers can support local ID checks at the point of recruitment. Please see Appendix 3.



Logging Calls

If you have access to the self-service portal, please use it instead of phoning the Service Desk. Please see Appendix 4.

It is important to note that the RA Team is currently focusing on supporting our customers with COVID19 critical activities and as a result non urgent RA activities may not be dealt with within our usual Service Level Agreement timeframe.

Thank you in advance for your cooperation

Maggie Kelly

**Head of RA Service
NEL RA Service**



Appendix 1

Remote smartcard registration – emergency guidance

Guidance for Registration Authority (RA) service providers and Registering Organisations when completing RA smartcard registrations using video conference facilities.

This process will apply when face-to-face registration meetings and the use of identity checkers are not possible during the Coronavirus (COVID-19) pandemic.

About the process

This process applies (until further notice via revised guidance) to all registrants, where a face to face meeting is not possible.

It replaces the standard registration process and involves a method of establishing the Registrant's identity through the remote provision of:

- identity document
- an image file suitable for use as a passport-compliant photograph
- confirmation that the image is a true likeness of the registrant

This process will be followed by Service Provider RA Agents acting on behalf of Registering Organisations whenever they need to register a new member of staff.

It allows for user access to be rescinded and/or users de-registered in a managed way when normal conditions return.

Prerequisites

RA Service Providers will:

- distribute this guidance to the relevant staff in all organisations for which they have registration responsibilities
- agree with their Registering Organisations the appropriate video conference channel(s) for video calls (VCs) taking into account availability, security and cost - possible channels include Skype, Slack, Jabber, Microsoft Teams, WebEx, Zoom and FaceTime
- agree with their Registering Organisations appropriate locations that they will allow when registering for their organisations - locations need to be sufficiently private, for example registrants' homes
- ensure that their RA staff are aware of these procedures and the specific arrangements with the organisations for which they have registration responsibilities



Remote registration process - stage 1 (before the video call)

The RA Agent for the RA Service Provider receives a request for smartcard registration via existing channels and processes. It is essential that the Registrant provides their email address, preferably an NHS or other secure email address if available. Otherwise judgement is to be exercised by the RA.

In response to the registration request, the RA Agent asks the Registrant to provide the following items by email, again, by NHSmail or other secure email if available:

- organisation for first registration (if not already specified in the request)
- full name
- date of birth
- national insurance number
- scan of one photographic identity document(s) - needs to be a valid passport or driving licence
- image file suitable for use as a passport-compliant photograph
- mobile phone number (required later to text the smartcard passcode)

In the email, the RA Agent gives the Registrant their mobile number to confirm the receipt of the smartcard and receive its passcode once posted.

In the unlikely event that the Registrant does not have any photographic identity documents the RA Agent will decide which document(s) from the NHS Employers options (for users with no photographic ID) should be asked for.

Once the required documents have been received, the RA Agent contacts the Registrant to arrange the video meeting and explain the process.

Remote registration process - stage 2 (the video call)

The RA Agent:

- texts a set of numbers, random if possible and not all the same for every user, to the Registrant who is asked to read it out - this binds the telephone number to the individual on the video call and establishes the number to text the smartcard passcode to (see below)
- asks the Registrant to show their scanned photographic identity document for the RA Agent to check against the live image of the Registrant

Assuming that the video call image of the Registrant matches the image on the scanned identity document, the video call process is complete, and the RA Agent can terminate the video call and continue the registration process.

Remote registration process - stage 3 (after the video call)

The RA Agent creates/completes the Registrant's identity in CIS.



In order to flag the entry as a COVID-19 record the RA Agent enters the following data:

- choose UK passport as the photographic evidence – enter 000000000 in the passport number field and the date 1 April 2025 in the expiry date field
- go to non-photo ID and select 'TAC1' and 'TAC2' as the two sources of non-photo ID (used for creation of temporary access cards in other situations) and enter 1 March 2020 as date of issue

The RA Agent:

1. prints the smartcard for the Registrant, unlocked with a randomly generated 6-digit passcode obtained from a service such as <https://www.random.org/integer-sets/>, and records the passcode securely.
2. arranges for delivery of the smartcard to the Registrant.
3. texts the smartcard's 6-digit passcode to the Registrant (using the Registrant's previously recorded mobile number), when they call to say that the smartcard has been received.
4. assigns access to the Registrant using the normal process.

Additional information

What to do if an existing user locks their card or the certificates expires

Without face to face contact the only option is to print a new unlocked card as per process above and send to the user – and cancel the locked or expired card.

What happens when you need to rapidly move pharmacy staff to other pharmacies

It has been agreed that wider use of the National Locum Pharmacy Agency code and position (FFFFF) can be used, but it is important that RAs keep a log of users given this access for exceptional reasons so that it can be revoked as appropriate at some point in the future



Appendix 2



Care Identity Service (CIS)

www.digital.nhs.uk

 [@nhsdigital](https://twitter.com/nhsdigital)

enquiries@nhsdigital.nhs.uk

0300 303 5678



Information and technology
for better health and care

NHS Digital



Self Service –
Registration and Unlock
Process Guide



Self Service – Registration and Unlock Process

Important – Java 1.6.17 is not compatible for Self Service in conjunction with IE 9, 10 & 11. Please do not attempt to use Self-Service if you have this combination installed

When a NHS Smartcard is locked or a PIN forgotten, the card can be unlocked and the PIN reset, without having to visit an RA or sponsor.

The User must first be registered for Self Service unlock in the process outlined as below.

Only the person to who the card has been issued can register for the unlock process.

Registration

Log in to your profile page on CIS via: <https://portal.national.nhs.uk/portal/dt> (Do not use Google Chrome) and then selecting "Launch Care Identity Service" from the list of available options. Within the Care Identity application select "My Profile" from the menu options on the right-hand side.

This process should take no longer than a few minutes by following the 4 simple steps to successfully complete the registration process.

You must have an email address from a provider that is approved for use with the Spine e.g. nhs.net, nhs.uk, gov.uk or mod.uk.

It is highly advisable to add the link provided to your Favourite or Shortcut so that you are able to access the unlock service at any time after registration:



- On your profile page in CIS, click the Register Button within the Self Service section



- The Smartcard passcode must be entered to ensure that the card being registered belongs to you
- You will be prompted to set 4 security questions, from a choice of 20 within the drop down list

Question 1:

Answer:



Appendix 3

In order to have ID checker access at GP Sites, Pharmacies and Independent Health Service Providers, three main tasks need to be completed;

1. ID Checker Training
2. Completion of Smartcard Policy RA
3. GP Smartcard Audit.

Please note that due to the current circumstances we are assigning the RA ID checker access once you have complete the training modules.

These are explained in more detail below:

Smartcard Policy

Please find attached a DRAFT Smartcard Policy. This can be used as a guideline and should be edited as you see fit. Please note the areas highlighted in yellow. These areas hold variable information, which needs to be edited for your site by you.

ID Checker Training for Existing Sponsors

Registration Authority ID Checker's need to complete the following training in line with NEL policies.

1. The e-Learning for Healthcare online course titled 'National Registration Authority and Smartcard Policy' (RAP). This course will address the key areas of the National Registration Authority policy and major changes as a result of the Care Identity Service application.

Please find attached a document outlining the steps for accessing the course as well as instructions for getting an NHSmail account. Go to <http://portal.e-lfh.org.uk/register>

2. Attend a mandatory online WebEx course run by NEL Registration Authority. The courses run every Tuesday at 2pm and every Thursday at 11am and lasts for approximately 1 hour.

To book onto a course, email the training team nelcsu.ratraining@nhs.net copying in myself with the subject heading 'ID CHECKER TRAINING'. Please state your ODS code and site name in your email.

Existing Sponsors

1. The e-Learning for Healthcare online course titled 'National Registration Authority and Smartcard Policy' (RAP). This course will address the key areas of the National Registration Authority policy and major changes as a result of the Care Identity Service application.

Sponsor Training for New Sponsors

New Registration Authority Sponsors need to complete the following training in line with NEL policies.



1. The e-Learning for Healthcare online course titled 'National Registration Authority and Smartcard Policy' (RAP). This course will address the key areas of the National Registration Authority policy and major changes as a result of the Care Identity Service application.

Please find attached a document outlining the steps for accessing the course as well as instructions for getting an NHSmail account.

2. Attend a mandatory online WebEx course run by NEL Registration Authority. The courses run every Tuesday at 11am and every Thursday at 2pm and lasts for approximately 1 hour.

To book onto a course, email the training team nelcsu.ratraining@nhs.net copying in myself with the subject heading 'SPONSOR TRAINING'. Please state your ODS code and site name in your email.

Important Note

All Registration Authority Sponsors and ID checkers must have valid and up to date Core ID and Contact details entered on CIS. Core ID includes National Insurance number, Passport number and/or Driving Licence number. Contact details include Telephone number, Mobile number and NHSmail address. Where necessary, you need to arrange a face-to-face Smartcard Appointment to supply this information. This can be done by logging a call with the RA service desk on 0300 303 2733 or for Kent - 03000-0424242, Sussex & Surrey 0800 021 3337.

Smartcard Audit

- Once the above is complete; Smartcard Policy, WebEx Training and Sponsor Certificates returned; the Registration Authority will produce an audit report listing:
 - Smartcard users and their Access positions
 - Users core ID and contact details which need to be updated
 - Smartcard users that need to sign their terms and conditions for having a smartcard.

Appendix 4

How to raise a Smartcard Service desk call

