SMARTCARDS

Smartcards work just like Chip & PIN credit cards and are used to access information on the Trust's IT systems, just like we would normally use a username & password.

Smartcards provide access to the followings systems

- ➢ Cerner (iCLIP, Order comms)
- ➢ RIO
- ➢ Choose and Book
- ➢ Electronic Staff Record (ESR)
- ➢ Summary Care Records (SCR)

It is mandatory for you to have completed training on these systems prior to being granted access.

We are now also in the process of rolling out single sign on access, please see the 'Virtual Desktop Infrastructure Explained' leaflet for further information.

Q. How do I register for a smartcard?
A. Registration for a smartcard only takes around 2-3 minutes, but does require a face-to-face session with an approved Registration Authority Agent and requires the applicant to prove their identity. You are required to show originals of:
- **Either Passport or Photocard Driving License**
- **2 Recent forms of address**, such as bills or statements dated in the last 3 months (mobile phone statements are not accepted)

You will also need to provide your National Insurance number

Please refer to the leaflet 'Smartcard registration – Acceptable ID's' for further information.

Q. Where is the Registration Authority Office?
A.   The Registration Authority Office is based

Room 1.46, 1st Floor, Clare House

The office is open

- In the morning 8.00 to 10.00
- In the afternoon 14.00 to 16.00

If you can not make it during these times please contact the office and book an appointment.
Registration.authority@stgeorges.nhs.uk
0208 266 6385 or 0208 275 4252

Q. How do I book training or register for online training?
A. Please contact the IT Trainers or 6382 or 3248 or via email
ittrainers@stgeorges.nhs.uk

Q. Is it ok to share or lend my smartcard to another member of staff?
A. NO - You should not give your smartcard to anyone at any stage. All staff are entitled to get their own card, and the RA team can issue a temporary replacement if a user doesn't have their smartcard with them. No-one should ever need to borrow or use your smartcard. If you knowingly give out your smartcard or borrow someone else's, you are likely to face disciplinary action and maybe even prosecution. Your card is unique to you and patient records are audited to ensure all access to patient records is legitimate.

Q. I've lost my smartcard, what should I do?
A. Please follow these three steps
1. Check with your manager and colleagues to see if they have found your smartcard and put it in a safe place for you.
2. Check at the security office to see if it has been handed in.
3. Report it lost through the IT service desk.

When reporting your smartcard as lost the Registration Authority will cancel the smartcard and create a new one for you. You will receive an e-mail telling you when your smartcard is available for you to pick up.

Q. I think my smartcard is damaged it doesn't work, what should I do?
A. If your smartcard stops working please double check it on another computer to eliminate other causes for not being able to log on using your smartcard.

Log the issue with the IT service desk providing details of any error messages.

You will then be contacted by the Registration Authority when a new smartcard is available for you to pick up.

Q. How do I log an issue with the IT service desk?
A. You can use the self service facility on the intranet at
http://stg1web01/heatselfservice/stgeorges/en-us/

Or phone ext 3456

For further information on smartcards please refer to the Registration Authority intranet page.