Work Smart, Be Smart – Smartcard Information

Your Smartcard is your responsibility, so remember…………………..

- NEVER share your Smartcard or leave it unattended.
- 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.
- Your Smartcard will expire every 2 years. When you are notified to renew it, please contact your Sponsor or RA Team (the self-renewal service is not always reliable)
- Your Smartcard is a national token of your identity which is not specific to a particular organisation. You should keep your card if leaving an organisation for use in other health and social care settings, unless you are leaving healthcare permanently.
- When you first log in with your card you will be asked to read and accept the terms and conditions of Smartcard use and then each time you enter your passcode you confirm your acceptance of them.

Forgotten your Smartcard passcode?
Your local Sponsor or Smartcard Administrator will be able to reset your passcode.

Is your Smartcard lost, damaged or stolen?
Report this immediately to your RA Team who can cancel it and print you a new one.

Your RA Team can be contacted by:

Email	scwcsu.smartcards@nhs.net
Telephone	0300 5610429 for all areas other than those listed below 01793 422336 (for Swindon, Wiltshire, Gloucestershire, Bath, NE Somerset, Oxfordshire, Buckinghamshire and Berkshire) We will soon have all areas using the 0300 number

Smartcard Information	SCW CSU IT Services: Registration Authority Information Work Smart, Be Smart
Version	4.0
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Date	16/11/2017

Document Versions

Version	Status	Author	Date of Issue	Comments
0.1	Draft	Michelle Wheatfill		Initial Version
2.0	Final	Michelle Wheatfill	22/02/2017	SCW CSU Branding used
3.0	Final	Michelle Wheatfill	11/10/2017	Updated contacts
4.0	Final	Michelle Wheatfill	16/11/2017	Updated contacts and main points