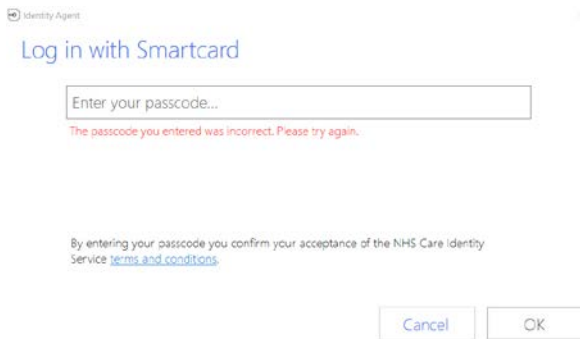# ENSURE ALL STAFF HAVE A SMARTCARD

This is a guide to ensure all staff in your area has an active smartcard to allow them access to eCARE.

	From the staff list for your area please check to see if they have a valid Smartcard which is linked to MKUH and can login to eCARE.
	If the user has a smartcard:
1.	**Turn on computer, insert Smartcard into keyboard or smart reader. Ask staff to log in using their Smartcard passcode.**
2.	**If the following error message displays, staff will need to go to the IT booth in the old IT portacabin, visit one of the smartcard clinics at Eaglestone Resturant or locate a Smartcard unlocker in their area to reset their passcode. If in doubt call the IT Service Desk on ext 87000.**
3.	**Once the smartcard has authenticated, launch the e-CARE platform by double clicking the icon on your desktop:**
4.	**If staff are able to log in to eCARE then record this on your list of staff for your area.** **If staff are unable to login to eCARE, email ITServiceDesk@mkuh.nhs.uk confirming their role and the UUID from the front of the card so it can be updated.**
5.	**Once the role has been added, please run through step 3 again and ensure the card now allows access to eCARE**

	How to identify if the user has an old style Smartcard:
6.	**Old style Smartcards will not work with our Tap-and-Go printers.** **If staff have the below styles, then please request a re-print by emailing itservicedesk@mkuh.nhs.uk with the UUID from the front of the card and the reason the re-print is required.** **Gemalto (Series 4, 5 or 6) Smartcard**
	If the user does not have a smartcard:
7.	**If the user does not have a smartcard they will need to request a Smartcard from the IT Service Desk or by visiting a smartcard clinic at Eaglestone Resturant.**
8.	**Smartcard Request forms can be found on the Intranet under IT – Smartcard Registration https://intranet.mkuh.nhs.uk/registration**
9.	**3 Forms of ID are required: 1 Photo ID + 2 Address ID OR 2 Photo ID + 1 Address ID** **Please see link to acceptable forms of ID here**
10.	**The ID needs to be scanned in, along with the completed form and emailed with a digital copy of a head and shoulder style passport photo to ITServiceDesk@mkuh.nhs.uk who will issue a smartcard. Smartcard champions can email these details on behalf of the user. Inform the user to expect an email from the IT Service Desk with their Smartcard passcode.** **Alternatively, visit a smartcard clinic held at Eaglestone Restaurant bringing the completed form and ID. Clinics dates are advertised on the Intranet and held between 11.30 - 2pm.**
11.	**Once the smartcard has been printed it will be returned to the designated staff member in the department be given to the user.**
12.	**Check the user is able to log in to eCARE (step 3)**
13.	**Please do not damage or put a hole in a Smartcard, as this will prevent the card from working with the Tap-and-Go printers and will require a re-print.**

Some documents are more reliable than others and only certain documents, in certain combinations, are acceptable for verification of identity.

Prospective employees will need to provide either of these two combinations:
- Two forms of photographic personal identification and one document confirming their address
- One form of photographic personal identification and two documents confirming their address.

All documents must be originals, or copies of originals certified by a solicitor.

Acceptable photographic personal identification includes:
- current UK (Channel Islands, Isle of Man or Irish) passport or EU/other nationalities passport
- passports of non-EU nationals, containing UK stamps, a visa or a UK residence permit showing the immigration status of the holder in the UK*
- a current UK (or EU/other nationalities) photo-card driving licence (providing that the person checking is confident that non-UK photo-card driving licences are bona fide)
- a national ID card and/or other valid documentation relating to immigration status and permission to work.*

Any document that is not listed above (i.e. an organisational ID card) is not acceptable.

What if no acceptable photographic documentation is available?
If an individual seems genuinely unable to provide any acceptable photographic personal identification, then two forms of non-photographic personal identification, and two documents confirming their address must be provided. All four documents must be from a different source.

In addition, they will need to provide a passport-sized photograph of themselves, endorsed on the back with the signature of a 'person of standing' in their community who has known them for at least three years. A 'person of standing' could be a magistrate, medical practitioner, officer of the armed forces, teacher, lecturer, lawyer, bank manager or civil servant.

The photograph should be accompanied by a signed statement from that person, indicating the period of time that the individual has been known to them. Always check that the signature on the statement matches with the one on the back of the photograph and that it contains a legible name, address and telephone number. A copy should be taken and retained on file. All copies should be signed, dated and certified by the person taking the copy. It is good practice to contact the signatory to authenticate the details of the statement.

Acceptable confirmation of address documents include:
- Recent utility bill (gas, electricity or phone) or a certificate from a supplier of utilities confirming the arrangement to pay for the services on pre-payment terms (note: mobile telephone bills should not be accepted as they can be sent to different addresses). Utility bills in joint names are permissible*

- Local authority tax bill valid for the current year*
- Current UK photo-card or old-style driving licence (if not already presented as a personal ID document)
- Bank, building society or credit union statement or passbook containing current address
- Most recent mortgage statement from a recognised lender*
- Current local council rent card or tenancy agreement*
- Current benefit book or card or original notification letter from Department of Work and Pensions (DWP) confirming the rights to benefit
- Confirmation from an electoral register search that a person of that name lives at the claimed address*
- Court order*

*The date on these documents should be within the last six months (unless there is a good reason for it not to be, e.g. clear evidence that the person was not living in the UK for six months or more) and they must contain the name and address of the applicant.

Acceptable non-photographic proof of personal identification documents include:
- Full UK birth certificate – issued within six weeks of birth
- Current full driving licence (old version) – provisional driving licences are not acceptable
- Residence permit issued by the Home Office to EU Nationals on inspection of own-country passport
- Adoption certificate
- Marriage/civil partnership certificate
- Divorce or annulment papers
- Police registration document
- Certificate of employment in HM Forces
- Current benefit book or card; or original notification letter from the Department of Work and Pensions (DWP) confirming legal right to benefit
- Most recent tax notification from HM Revenue and Customs (formerly Inland Revenue)
- Current firearms certificate
- Application Registration Card (ARC) issued to people seeking asylum in the UK (or previously issued standard acknowledgement letters, SAL1 or SAL2 forms)
- GV3 form issued to people who want to travel in the UK without valid travel documents
- Home Office letter IS KOS EX or KOS EX2
- Building industry sub-contractor's certificate issued by HM Revenue and Customs (formerly Inland Revenue).

When appointing someone who has recently left school or further education, in addition to photographic personal identification, the following three documents can be requested as sufficient proof of their identity:
- Full UK birth certificate – issued within six weeks of birth
- National Insurance (NI) number card or proof of issue of an NI number (this will also be a HR requirement for employment)
- Certificate of educational qualifications (certificates should be originals from the school/university/awarding body).