

Your guide to using the Smartcard Service Centre to unlock your Smartcard



A joint publication by:



NHS
Connecting for Health

The Smartcard Service Centre

The Smartcard Service Centre (SCSC) allows you to unlock your Smartcard should it become accidentally locked.

You can access the SCSC via:

<https://portal.national.ncrs.nhs.uk/scsc>

(There should be a shortcut on your desktop.)

Information required to unlock your Smartcard

You will need to have your User's Unique Identifier (UUID) and Account Recovery Passcode, and a @nhs.net email account or mobile phone number previously defined in the Spine User Directory.

Adding your @nhs.net email account or mobile phone number to the Spine User Directory

1. Navigate to the Spine portal.
2. Click **Launch Spine User Directory**.
3. Click **My Profile**.
4. From the **My Basic Profile** tab click **Edit** under **My Organisation Specific Details**.
5. Add or amend your email address and mobile phone number as required.

How to unlock your Smartcard

1. Navigate to the Smartcard Service Centre, <https://portal.national.ncrs.nhs.uk/scsc>.
2. Place your Smartcard into the card reader.
3. The usual blue Passcode entry screen is displayed and you should select **No I do not accept and wish to exit**.
4. On the SCSC web page enter your User's Unique Identifier, Family Name, and Account Recovery Passcode.
5. Click **OK**.
6. Select the method by which you want to receive your one time Passcode, either: **Email** (via your @nhs.net account) or **SMS** (via your mobile phone).
Note: We recommend you choose Email as the delivery channel and then copy and paste the one time Passcode.
7. Click **OK**. A 12 digit alphanumeric one time Passcode is sent to you via the chosen delivery channel.
8. Enter the 12 digit Passcode in the **One Time Passcode box**.
Important: You must do this within ten minutes of requesting the Passcode.
9. Set and confirm a new value for your Smartcard Passcode.
10. Your Smartcard is unlocked and you can log on and authenticate as normal.