

MLCSU are providing smartcard support across Cheshire and Wirral. They can assist with smartcard applications, local sponsor permissions, smartcard expiries and replacement smartcard.

To log smartcard requests this can be done by completing the online application [HERE](#).

When completing the form, it is important to add as much information as possible, please ensure a description of your request is annotated within the notes on the bottom of the page. When selecting organisations, it will always be logged as community pharmacist for all requests coming from community pharmacies.

Workplace

Select organisation *

Community Pharmacist

For all community pharmacies there should be someone at branch level assigned as the pharmacies local sponsor. As a local sponsor they will be able to assist with smartcard issues including unblocking and site permissions. Each pharmacy requires a local sponsor if you are unsure if you have a local sponsor or unsure who your local sponsor is please contact sara@cpcw.org.uk who will be able to assist.

For site permissions to be allocated this needs to be requested by the local sponsor via the Care Identity Manager. Please see both pathways to add positions [HERE](#).

For any site permission request that appear as pending approval you will need to log these via the MLCSU portal. This will then be assigned to an agent who be able to authorise permissions. As the NHS Spine Portal is 'National' system, it's not linked to the localised ML service desk.

For smartcard expires it's important that all pharmacies can access the care identity to renew certificates before a smartcard expires. If you are unable to renew via the care identity management system or you've received an error code of "Problem renewing smartcard – the system encountered a problem when renewing the smartcard. This is most likely because the workstation is not set up correctly. Contact your local IT team quoting this error message: INF1004: Creating keys ERR5008: Failed to create keys" this is likely to be an issue with your IT platform please contact your IT/PMR provider explaining you are unable to update your smartcard via the application. If they are unable to resolve the issue, please contact Sara Davies on sara@cpcw.org.uk who will be able to assist.

MLCSU have also now released a live chat bot to assist with issue surrounding smartcard enquiries. You will be able to access the chatbot Mon-Fri 8am-5pm to provide assistance and answer any questions relating to smartcard enquiries. Remember the chatbot is there to answer questions and resolve escalations. All requests must still be submitted via the Smartcard/RA form [smartcard/RA form](#)

When accessing the chatbot you will need to add your name, email address, and will ask for organisation in this box you will select Cheshire and Merseyside ICB. You will then be asked whether this is an existing issue or to log a new issue please select log new issue. You will then be asked to select what your issue relates to, please select Registration Authority/Smartcard requests and issues. You will then be given the option to speak to RA agent please select and this will connect you to agent. You can access the live chatbot [HERE](#)

Please see useful links below

RA Smart Form: [Smartcard/RA form](#)

AVA ChatBot: [Livechat](#)

Smartcard Video Tutorials: [User & Video Guides](#)