

## 1. Overview

As part of the EPS implementation, each GP practice will be issued two Temporary Access Cards (TACs), and each pharmacy will receive one TAC. GP practice and pharmacy RA Agents should store these TACs securely. Typically, GP practices should assign one TAC with Standard GP permissions and the other with Clerical Level 3 permissions, allowing RA Sponsors to use them if the RA Agent is unavailable. Pharmacies should typically store their TAC with a pharmacist role, although this is not mandatory—TACs may also be stored without any preassigned roles

**These can only be assigned to individuals who have, or applied for, a verified digital identity** – anyone who has not previously held a smartcard will need to complete Apply for Care ID or face to face ID verification with a Registration Authority (RA) Agent before a TAC can be issued.

**Use of Temporary Access Cards must be logged** as detailed below. NWSSP will monitor the use and record keeping for these cards on a regular basis.

## 2. Temporary Access Cards

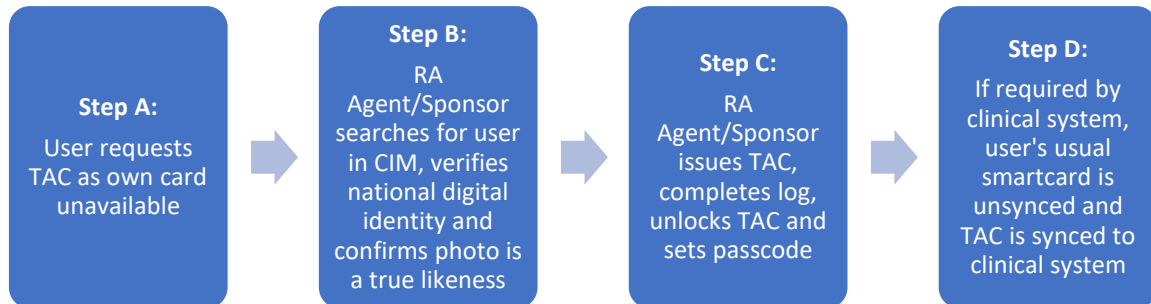
A TAC can only be issued to an individual who has, or applied for, a national verified digital identity.

TACs mitigate the risk of Smartcard users not being able to access clinical systems in particular circumstances. TACs must be used for a set short period only with pre-assigned access. A TAC should only be issued, for example, when the individual has forgotten their Smartcard and is unable to retrieve the card without delay in care to patients.

**Please note: it is a breach of National Policy**  
**(<https://digital.nhs.uk/services/care-identity-service/registration-authority-users/registration-authority-help/registration-authority-policy>) to issue a TAC for access to Spine systems to any individual without a verified national digital identity.**

### 3. Temporary Access Card Processes

#### 3.1. Issuing of a TAC



##### Step A:

- Users may only request a TAC in circumstances as described in Section 2 above.

##### Step B:

- A TAC can only be issued by a RA Agent or Sponsor.
- When a user requests a TAC the RA Agent or Sponsor must log in to Care Identity Management (CIM) and search for the user.
- The RA Agent or Sponsor **must** verify the user has a national digital identity and that the photograph on their record is a true likeness. At this point the RA Agent/Sponsor should capture the user's UUID held in CIS.
- In GP Practices the RA Agent (or Sponsor with NWSSP approval) may update the role on the TAC card as appropriate for the user requiring the card.

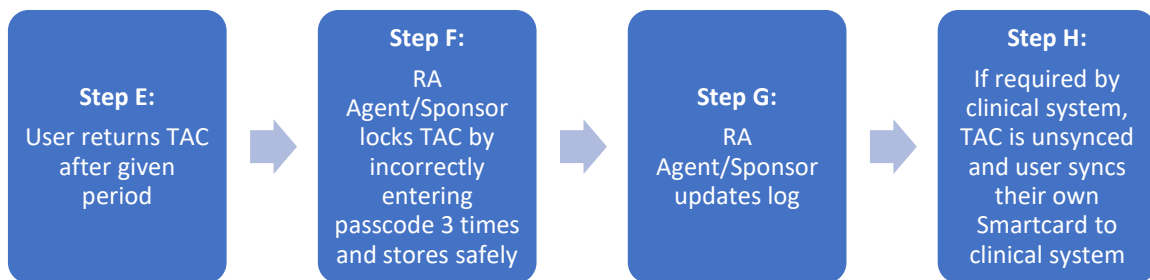
##### Step C:

- A manual log must be maintained for each TAC issued – it must be completed with at least the following information. A template is provided at point 4 below.
  - Smartcard user's UUID
  - Smartcard user's full name
  - Reason for issue
  - Log out time and date
  - RA Agent/Sponsor name and UUID
  - Expected agreed return time and date
  - Actual log back in time and date
- The RA Agent/Sponsor should review these logs daily and take action if cards are not returned within the expected agreed return time and date period to retrieve the TAC or remove the role from the card.
- NWSSP will audit the record keeping for these cards on a regular basis.

### Step D:

- Certain GP practice systems and Pharmacy Medication Record systems (PMRs) require users' smartcards to be synchronised to their profile. When this is the case:
  1. An authorised user with appropriate permissions must disassociate the user's usual smartcard from their profile in the clinical system.
    - For EMIS Web please see: [Disassociate a Smartcard](#)
    - For Pharmacy PMR systems please refer to your supplier's system guidance or contact your supplier for support
  2. The user can then synchronise the TAC with their profile in the clinical system.
    - For EMIS Web please see: [Synchronise a Smartcard](#)
    - For Pharmacy PMR systems please refer to your supplier's system guidance or contact your supplier for support

### 3.2. Return of a Temporary Access Card



#### Step E:

- TACs should be returned within the expected agreed return period.

#### Step F:

- In GP practices, the RA Agent should reset the card role to its original designation (usually Standard GP or Clerical Level 3), enabling Sponsors to issue cards with these roles independently, without needing support from NWSSP
- In pharmacy, the RA Agent should reset the card role to its original designation (usually a pharmacist role), enabling Sponsors to issue cards with these roles independently, without needing support from NWSSP
- Cards returned should be 'locked' by entering an incorrect passcode 3 times.

#### Step G:

- The RA Agent/Sponsor should update the log on return.

- The RA Agent/Sponsor should also review these logs daily and take action if cards are not returned within the expected agreed return period. If card has not been returned, then remove the role allocated to the TAC.
- NWSSP will audit the record keeping for these cards on a regular basis.

### Step H:

- Certain GP practice systems and Pharmacy Medication Record systems (PMRs) require users' smartcards to be synchronised to their profile. When this is the case:
  - An authorised user with appropriate permissions must disassociate the TAC from the user's profile in the clinical system.
    - For EMIS Web please see: [Disassociate a Smartcard](#)
    - For Pharmacy PMR systems please refer to your supplier's system guidance or contact your supplier for support
  - The user can then synchronise their usual smartcard with their profile in the clinical system.
    - For EMIS Web please see: [Synchronise a Smartcard](#)
  - For Pharmacy PMR systems please refer to your supplier's system guidance or contact your supplier for support

## 4. Template Temporary Access Card Log

The attached spreadsheet can be used to log the required information or adapted if the organisation wishes to capture additional information.



TAC log template  
d0-5.xlsx