**ITS Digital New Smartcard Procedure**

1. Call is received from Pharmacy or independent Pharmacist and a new job is created.
2. The following details must be taken before booking an engineer for an onsite appointment:
   1. Full name
   2. Phone number for both the Pharmacy and individual
   3. Full address of the Pharmacy or desired location for an engineer visit
   4. Email address
3. Once above information has been collected, the job gets passed to the engineer coordinator who will then phone the customer back to arrange a date and time for the visit.
4. Once a time/date and location for the visit has been agreed, a follow up email will then be sent confirming the appointment. This email will also include a reminder to bring any forms of certification for proof of passing the course that allows them to practice their chosen profession and a list of photo identification that is accepted for the smartcard to be issued with (see below).
   1. Passport
   2. Driving License
   3. HM Armed Forces Identity Card
   4. Biometric Residence Permit
   5. ID Card carrying the PASS accreditation logo

They will also need to bring along 2 documents which confirm their current address, accepted documents are below:

1. Home utility bill (Such as gas, water, electric bill)
2. Financial statement
3. Driving License
4. Benefit Statement from the DWP
5. Confirmation from the Electoral register search
6. HMRC Tax Notification (Excluding a P45 or P60)
7. Local authority tax bill
8. Local council rent card or tenancy agreement
9. Mortgage Statement
10. The engineer will then go to site to carry out the smartcard issue appointment. Whilst onsite the engineer will need to inspect the above forms of identification and so long as they comply can then create the user profile on the NHS Portal website and add in the roles that are specific to their chosen profession and sites that they work at.
11. Once the above has been done the engineer can then print off the smartcard onsite along with a new pin number.