SMARTCARD FAQ’s

**Can my manager collect my card on my behalf?**

Yes, Smartcards are locked by the Recruitment Team and they will contact you directly with your username and password.

**Can I change the site my card is collected from?**

Yes, your recruiting manager confirmed the site your cards should be delivered through the recruitment process. If this has changed, or you want to change this Please contact the workforce Systems Team on 706 2462 to discuss.

**Is my Staff ID going to be available with Smartcards?**

No, go to general office for your Staff ID.

Smartcard are collected from Workforce Systems who are based in Wavertree but provide cover on the main sites.

**I have collected my card but its not working?**

There are many reasons your card may not work ,from issues with the card itself, your profile or even the PC you use. We can check your card when you collect it so please speak to a member of staff to check its active and working when you start.

However, If you still have problems when you leave us. you can still contact the team again and they can identify what the issue and provide a solution.

**I have a smartcard from another trust can I use this?**

Yes, Smartcards can be transferred between trusts and used nationally. It is an urban myth that you need a new smartcard in every trust that you work and your access will need changing by your new trust.

**What do I need a smartcard for?**

If we have printed a card for you, then your manager has indicated in the recruitment process that you require a smartcard for your role. This may be so you can access ESR to perform supervisor responsibilities such as appraisal or pay progression or manage staff absences.

Smartcards are also used to access to clinical systems such as EPR, IPM, SCR, and door and printer access in some locations.

**I am not based at either of the main sites, how can I get my card?**

You can collect your card at any point from workforce Systems office in Wavertree Technology Park. However if this is no possible we can explore other solutions depending on your location so please contact the team to discuss the options.