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