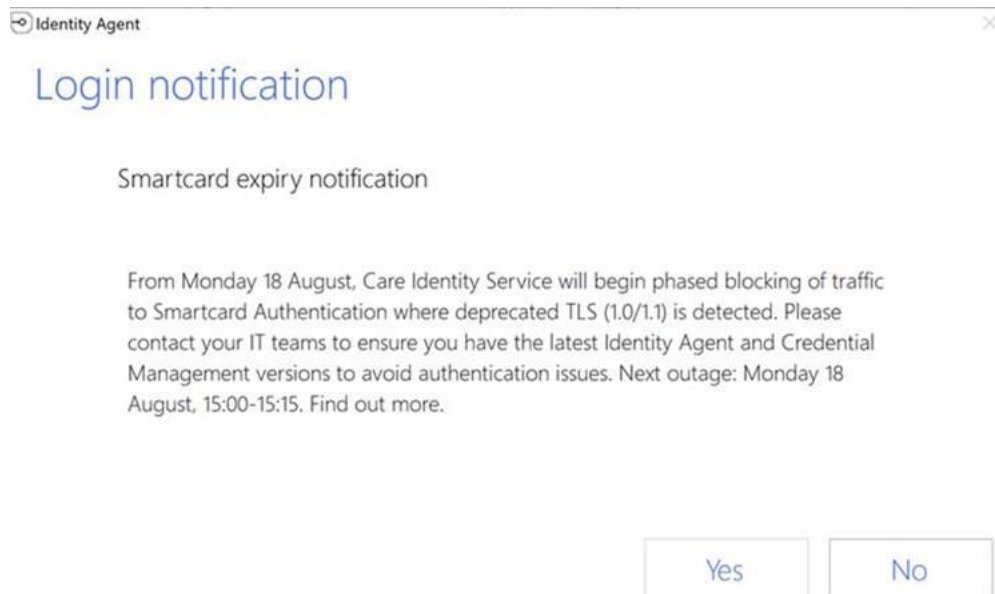## Smartcard Software Issue and Update

Please be advised that some users across North West London may encounter an error message when using their smart card. This issue is related to the Identity Agent and Credential Manager software (also known as The Smartcard Software), and not the smart card itself. The message itself will look like the below:

For those using personal laptops or computers:
If you encounter the error message mentioned above, you will need to update your software to the latest version. Please follow the guidance provided at https://digital.nhs.uk/services/care-identity-service/applications-and-services/technical-services/identity-agent . Please note that the North West London Service Desk is **unable to support** you. You will need to update the software yourself following the steps on the website.

For those using North West London laptops or computers with the blue asset tag:
You will need to call the Service Desk at 020 3350 4050 and inform the analyst that your Smartcard software needs to be updated. They will then support you with this update.

If you have any questions regarding smart cards, please direct them to the Registration Authority via email at nhsnwl.registration.authority@nhs.net