Important Notice – NHS Identity Agent Login Issue

Dear Colleagues,

Following recent communications from NHS England, we would like to inform you of an issue affecting the NHS Identity Agent software. This issue may allow a user to inadvertently continue a session initiated by a previous user if the clinical system was not fully logged off.

What You Need to Do

- Be vigilant when logging into clinical systems: Always ensure you are logging in as yourself and not continuing from a previous session.
- Fully log out and close the clinical system when finishing your session. **Simply removing your smartcard is not sufficient.**
- Leave your PC on overnight **if instructed by IT,** as updates may be deployed automatically and require a reboot.

What We're Doing

NHSE has advised all RA Teams to deploy the latest version of the NHS Identity Agent (v2.4.10.0) which addresses this vulnerability. NW London IT is actively working to deploy this to practices as soon as possible.

Need Help?

If you experience any issues:

Contact us via the Registration Authority email: **nhsnwl.registration.authority@nhs.net**
Or log a call with the Service Desk: **nhsnwl.servicedesk@nhs.net**

Thank you for your cooperation in keeping our systems secure.