

Registration Authority Newsletter - May 2026

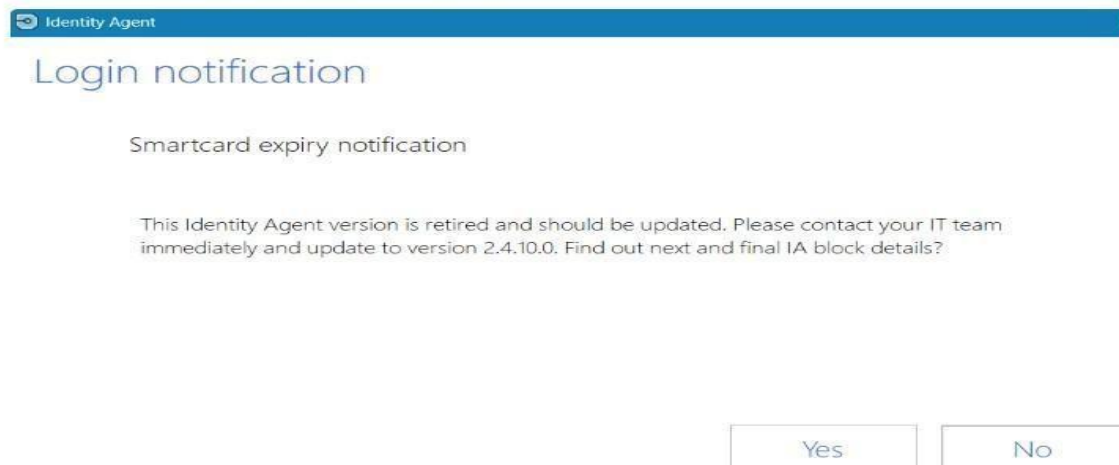
Software Retirement: Identity Agent (IA) Retirement Update The retirement of retired versions of the NHS Identity Agent is now in progress, with a phased rolling block in place until 7 May, after which a permanent block will be enforced. Organisations should ensure all users and systems have transitioned ahead of this deadline to avoid authentication failures. (see NHS England guidance).

Full details, including the blocking schedule, are available here: [IA and Smartcard Blocking schedule](#)

How you'll know that software is retired

We will be utilising the 'popup' functionality within the Identity Agent software to remind users that they are using retired software and will be blocked from authentication.

An example of this messaging is shown below.



Smartcard Retirement Updates

Series 5 & 6 Smartcards

Series 5 and 6 smartcards will follow the same retirement and blocking schedule as Identity Agent, including the rolling blocks up to 7th May 2026.

Series 4 Smartcards

Series 4 smartcards are now permanently blocked and cancelled and will no longer authenticate.

Please log a call to replace these older series smartcards as soon as possible. Contact the NEL ICB Registration Authority by email - **itservicedesk.nelicb@nhs.net** (stating the smartcard information, your email and a return address) to order a replacement smartcard.

Series 8 and Series 9 Smartcards – Remain Supported

To avoid unnecessary cost and workload, please note: Series 8 and Series 9 smartcards remain supported. They should not be replaced unless there is a genuine local reason (e.g. loss/damage/leaver/card failure), in line with guidance from NHS England.

Reminder of Smartcard Leavers process: Line Manager Responsibilities

- **Notify RA:** Immediately inform the Registration Authority (RA) Manager or IT of the employee's departure.
- **Deactivate Access:** Ensure the smartcard access is end-dated in the system from the last working day.
- **Leaving the Organisation?**
Staff can **keep their Smartcard** unless retiring or leaving the NHS entirely.

Sponsors/managers must notify the RA Team to revoke access immediately by logging a call with the IT/RA Service desk.

Ray Adeniyi , RA Manager – NHS North East London