Verifying staff member identity

1 Log onto the NHS Digital Staff Passport employer's portal using your email address and passport

Login

Enter your email address and password to login to the Digital Staff Passport portal.

Email address

Email address

Password

Password

Reset your password?

[Login]   Cancel

2 The home page of the employer portal will show any outstanding identity credentials for review. To view outstanding credentials, click on **View** on the right-hand side as shown below.

Senior Portal Administrator

Digital Staff Passport Portal

Identity and access

Verify identities, manage access to the Digital Staff Passport and create new passports.

1 identity credentials to verify   View

3 All outstanding identity credential submissions will be shown, along with additional details about the staff member. Click on the staff member's name to review their submission

Note: See Appendix A for further ways to search and filter this screen

Full name	Date of birth	Passport created on	Employment type	Employment status	Status
JOSEPH BLOGGS	01 Jan 1980	20 Aug 2023	Postgraduate doctor in training	Current employee	Identity shared
1 Next »				Showing 1 - 1 of 1 records	

Verifying staff member identity

4 Review the identity information shared by the staff member. If you are satisfied that this information is correct, click **Confirm Identity**.

An identity credential has been shared by the staff member.

Confirm their identity and grant access to their Digital Staff passport with this organisation.

➡ **Confirm identity**

If this record has been created in error, you can't confirm their identity, or the staff member is no longer joining the organisation, you have to decline the access adding a reason.
Decline access

*Note: if you cannot confirm identity using this information, the information has been shared in error or if the staff member is no longer joining the trust, click on **Decline access** at the bottom of the page. Further guidance on declining access can be found in **Appendix B** of this guide*

5 The next page will show all information shared by the staff member including additional fields such as address and identity documentation numbers. If you are satisfied that this information is all correct, click **Yes, I confirm this identity**

○ Yes, I confirm this identity.

○ No, I want to reject this identity credential (an appointment is needed and a new identity credential should be created)

or

○ Not now, go back to the staff passport.

Continue

*Note: if you are not satisfied that this information is correct, click **No, I want to reject this identity credential** and contact the staff member to arrange a face-to-face appointment.*
*Click **Not now, go back to the staff passport** to delay this verification (the request will remain in the queue*

Verifying staff member identity

6 A confirmation message will appear, indicating that identity has been confirmed and that the staff member can obtain their access key. Click the relevant link to view the staff member's digital passport or to return to the Identity and Access management screen.

Identity confirmed and identity credential provided

Success

JOSEPH BLOGGS's identity has been confirmed and an identity credential provided.
The staff member's passport has been created a passport access key provided. The staff member will receive an email with the access to Digital Staff Passport for this organisation.

Go to JOSEPH BLOGGS's passport

Go back to Identity and Access

You have completed all steps in this guide.

The staff member will receive an automated email and an SMS text message from the NHS Digital Staff Passport system to advise on how to obtain their access key and download their credentials

Verifying staff member identity

Appendix A – Searching and filtering the identity and access queue

It is possible to search the identity and access queue using the name of the staff member. Enter a name into this box and click the magnifying glass icon

Identity and access

Verify identities, manage access to the Digital Staff Passport, invite staff to register and create new passports.

Search by name

| Search | 🔍 |

➡ **Create new passports**

Click **Show filters** to open or close filter tick list

➖ Show filters

Employment type	Employment status	Status
☐ Postgraduate doctor	☐ New starter	☐ Invitation sent
☐ Permanent employee	☐ Current employee	☐ Appointment needed
☐ Temporary employee		☐ Identity shared

Apply filters

Tick one or more of these boxes to filter the overall list of outstanding identity and access requests, then click **Apply filters**

Verifying staff member identity

Appendix B – Declining access for a staff member

B1 If it is not possible to verify a staff member's identity, this should be indicated on the **Decline access** page as shown below.
Select **Yes, decline access** and record a record for declining when prompted.

Decline access for JOSEPH BLOGGS

You're about to decline access to the passport service to JOSEPH BLOGGS
When you decline access, you must give a reason.
The staff member will be automatically informed of your decision.

Decline access for this staff member?

If you decline access, the staff member will not be registered or granted access at this time. You will not be able to see any credentials they share.

○ Yes, decline access.

Select a reason for declining access

[⌄]

Not able to identify individual as a new starter at this organisation (no rotation information or recruitment confirmation)
Unable to confirm identity of the individual
Other

○

[Continue]

Note: If 'Other' is selected, a text box will appear to manually record the reason for declining

B2 A confirmation message will be displayed, and the staff member will receive an email advising them that their identity verification request has been declined.
If relevant, the staff member should be contacted to arranged a face-to-face appointment to verify their identity manually.

Access declined

The access has been declined.

JOSEPH BLOGGS will be informed of your decision and the reason you gave

Go back to Identity and access