

# Issuing and Verifying an Employment Credential

This is a quick reference guide to issuing and verifying an employment credential with the Covid-19 Digital Staff Passport.

## ISSUING

- 1 Log-in to the portal using the account details supplied to you via email
- 2 Click the **Manage Contacts** button
- 3 Click the '+' icon in the top right corner to create a new Contact
- 4 Complete the fields, upload a photo (under 500Kb) and **Save as Draft**
- 5 Click **Create Credential**
- 6 Click the **Search ESR button**. Search for the employees details and select the correct assignment. The fields within the credentials will be pre-populated with the information available in ESR. If you cannot see the **Search ESR button**, ask your department lead to update your account

The screenshot shows the NHS COVID-19 Digital Staff Passport dashboard. At the top left is the NHS logo. Below it, the text reads "COVID-19 Digital Staff Passport". Underneath is the heading "What do you want to do?" followed by two options: "Manage Contacts to add contacts and issue credentials or Verify a Credential to check an existing credential". Below this, it says "I want to:" and there are two buttons: "Manage Contacts" (with a person icon) and "Verify a Credential" (with a QR code icon). At the bottom, there is a "Sign Out" button.

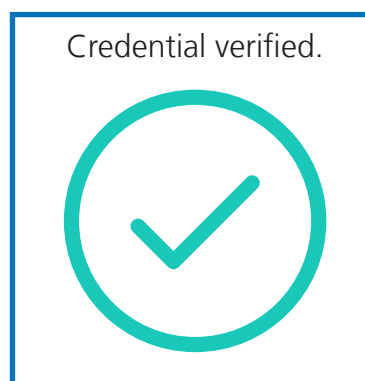
The screenshot shows the "Add contact" form. At the top left is a plus icon in a square. The heading is "Add contact". Below it is the instruction "Please enter the details to make a new connection". There are five input fields: "First Name (\*)", "Last Name (\*)", "Mobile Number", "Email", and "Employee ID". At the bottom, there is a note: "(\*) Required field for draft contact. All fields required for full contact."



- 7 Check all the credential fields are accurately completed
- 8 If preparing in advance, click **Save as Draft**
- 9 If ready to issue to the employee, ensure they have downloaded the Connect.Me app in preparation.
- 10 Click **Preview**, then click **Issue**
- 11 You can connect with the employee via QR code or SMS message – choose an option and follow the on-screen directions
- 12 On the Connect.Me app the employee needs to accept the connection and the issued credential
- 13 An automatic email confirmation of the issued credential will be issued to the employee

## VERIFYING

- 1 Log-in to the portal using the account details supplied to you via email
- 2 Click the Verify a Credential button
- 3 The employee will receive a notification or an SMS, asking them to access the Connect.Me app to accept the connection
- 4 The portal will display a Credential Verified message
- 5 The portal **WILL NOT** retain the verified details of the employee. If you wish to save these details, please do so in line with your business continuity process
- 6 An automatic email confirmation of the verified credential will be issued to the employee



**Technical support:** [DSPsupport@nhsbsa.nhs.uk](mailto:DSPsupport@nhsbsa.nhs.uk) | 0800 540 4902  
(08:00 – 17:00 Monday – Friday: excluding Bank Holidays)

**Detailed guidance:** <https://beta.staffpassports.nhs.uk/support>