

## **ID Card Guidelines**

To allow us to create a new ID card, an ID card authorisation form needs to be completed by the member of staff who requires a card, and their new line manager.

The form should be completed and returned to [IDCards@cpft.nhs.uk](mailto:IDCards@cpft.nhs.uk), along with a high quality “passport-style” digital photograph showing your head and shoulders against a light-coloured background. Please also advise us of the work address where you wish the card to be posted once it is processed, this will be posted via our internal mail system.

Please do not provide a home address or send/scan an actual Passport Photo, the digital image should be similar to a passport picture.

**Please follow the guidelines below to ensure that your image is in the correct format:**

### **The digital image you provide should:**

- *be a recent colour photo with no effects or filters*
- *be of you alone (no other people or pets)*
- *be taken against a plain, pale (light coloured) background*
- *show you facing forwards with your head and shoulders in the photograph (80% of the photograph should be your head and shoulders)*
- *show your full face*
- *show you in the centre of the photograph*
- *if you wear glasses, show your eyes clearly and avoid glare on the lenses*
- *not have any shadows on your face or behind you*

### **Please be aware of the following restrictions:**

- *you should not wear a hat or cover your head unless this is for religious or medical reasons*
- *You should not have hair covering your face/eyes*
- *do not wear sunglasses*
- *do not submit a photo with red eye*
- *do not submit a photo where you are in the distance or there are other people visible*
- *do not submit inappropriate or obscene images*
- *do not submit an image of someone else or copyright protected images*

### **File Format:**

**The image should be a .jpg or jpeg file and should be less than 1MB**

Unfortunately, for security purposes, we are unable to process cards without a verified signed form and photograph, which should be submitted together from the new staff members line manager.

Please see the helpful guide below, to aid colleagues when making requests.

### **New member of staff joining the Trust**

If you are contacting us about a badge for a **new member of staff**, please ensure you send over a completed copy of the staff ID authorisation form, along with a JPG head and shoulders photograph to apply to the front of the new access card. Please also advise us of the address where you wish the card to be posted once it is processed. Requests should be posted to [IDCards@cpft.nhs.uk](mailto:IDCards@cpft.nhs.uk)

### **Lost/Stolen cards**

Please advise us as soon as possible if you believe you have lost your card, or it has been stolen. Please also complete a Datix form.

**Please note** - For security purposes ID cards are deactivated during transit. When your new card arrives, it will not work until we know it has been safely received. Please email the team via [IDCards@cpft.nhs.uk](mailto:IDCards@cpft.nhs.uk)

### **Staff leaving the Trust**

Please advise us as and when colleagues within your team leave the Trust. This will allow the ID Cards Team to delete user profiles from the system for security purposes. Any old or disused badges can be placed in the confidential waste bin for destruction.

Lastly, due to the high volume of requests received, please allow 7 to 10 working days for the ID Cards Team to process requests.

Regards,

ID cards team

