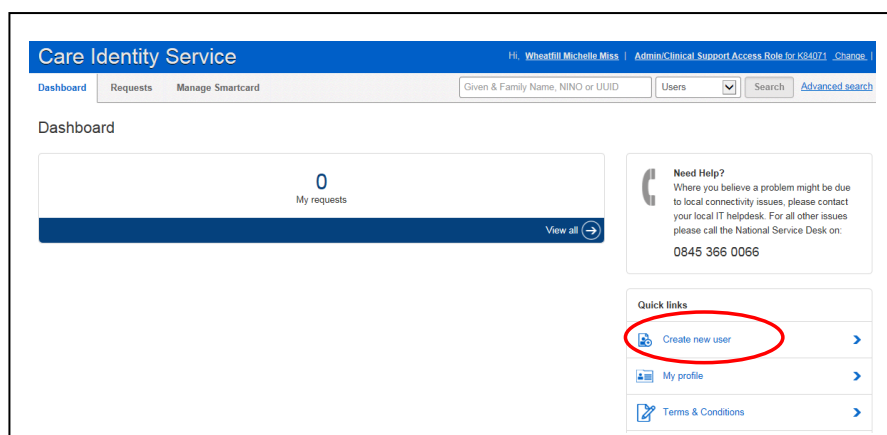


Registration Authority – CIS Guide

Creating a new User

1. Log in with your smartcard selecting your 'RA Agent ID Checker' access role (this is most likely to be included in your normal log on role; your RA team will advise you when appointing you as an ID checker).
2. Go to the Spine Portal (<https://portal.national.ncrs.nhs.uk>)
3. Click on **Launch Care Identity Service (Replaces UIM, Calendra and CMS)**.
4. The Dashboard will appear. **Click Create new User**.



5. Enter the applicant's personal details as per their ID documents. Some fields are mandatory and capitals are required as appropriate.

Preferred name is the name that will be printed on the card, so this MUST include a surname (ie, Deborah Smith can be Debbie Smith but not just Debbie). The request to print the card will be amended to include the surname by the RA Team if necessary.

N.I. Number MUST be completed.

Care Identity Service Hi, [Wheatmill Michelle Miles](#) | [Admin/Clinical Support Access Role for K84971](#) [Change](#) |

Dashboard Requests Manage Smartcard Users [Advanced search](#)

Create New User

Asterisk (*): Indicates mandatory field.
Hash (#): Indicates at least one mandatory field.

Personal Details

Title:

*Given name:

Middle names:

*Family name:

Preferred name: If a Preferred full name is completed it must include Family Name (Surname)

Previous family names:

*Date of birth:

Identifiers

Please provide at least one of the following identifiers.

*NI number:

*Passport number:

*Driving licence number:

Only one of these fields need to be completed to assist in performing a duplicate check. NI number is preferred

Applicant Contact Details

6. Click **Duplicate Check**.
7. You will receive a list of potential duplicates if there are any potential matches.
DUPLICATES MUST BE INVESTIGATED – The RA Team will check this before printing a card and will delete the new user record.

Potential Matches ▲ 0 matches found

No record found

8. When you are sure this applicant is not already registered, scroll down and complete Applicant Contact Details. The email address field will only accept nhs.net email addresses. These fields are not mandatory.

Applicant Contact Details

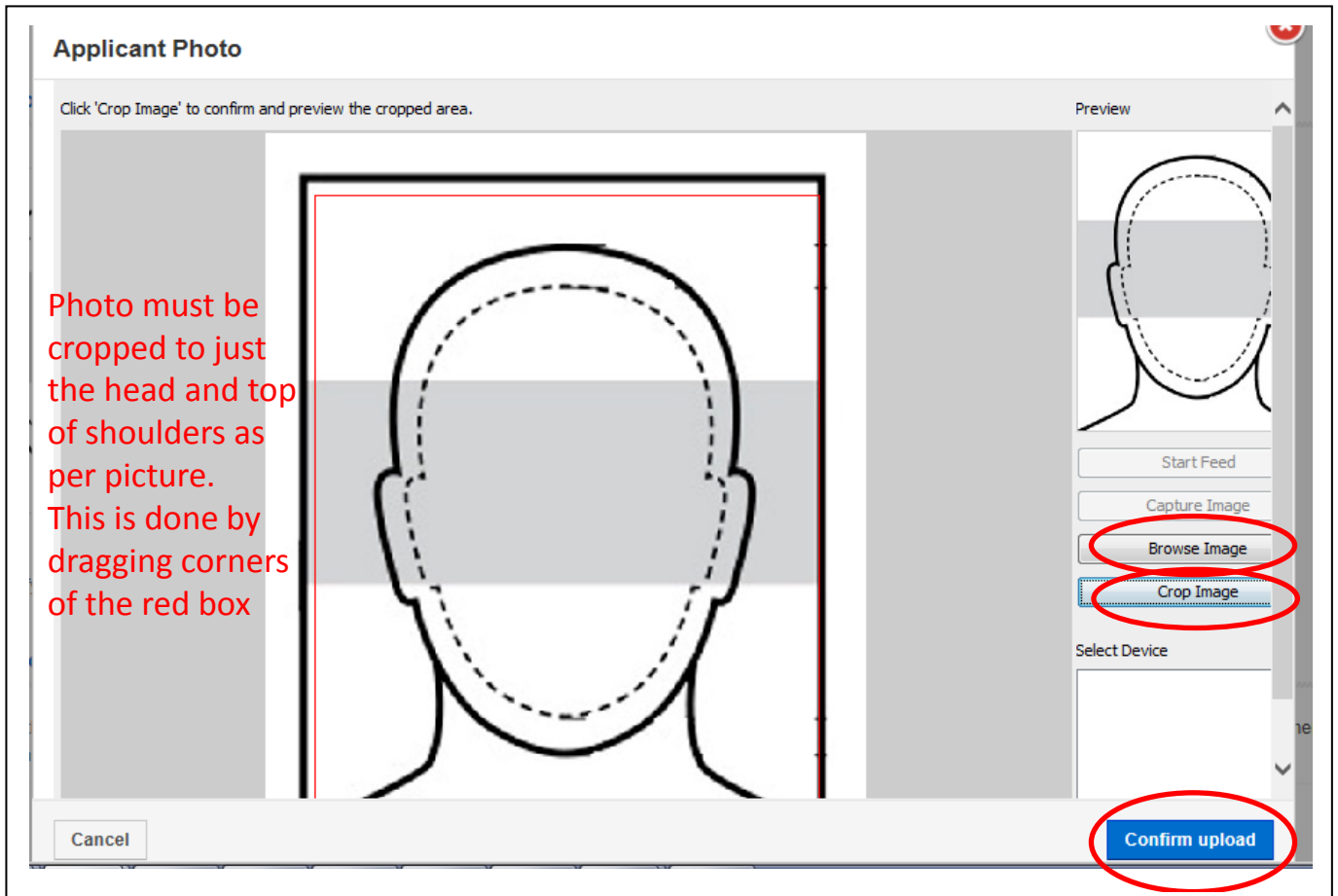
i Account recovery passcode will be sent to the mobile number and email id given below.

Telephone number:

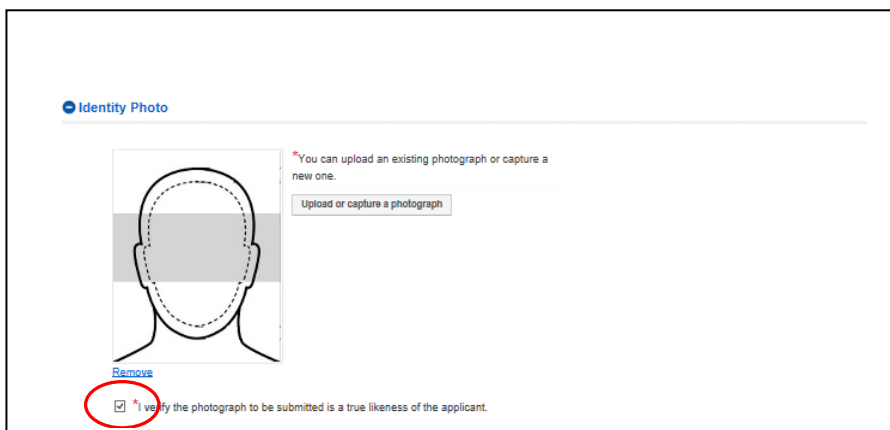
Mobile number:

Email:

9. Scroll down to the Identity Photo section and click [Upload or capture a photograph](#)
10. You can either capture an image using a camera attached to your computer or you can upload a picture by clicking [Browse Image](#).
11. Select the image you wish to upload and then click [Crop Image](#).
To crop, drag the red lines around the photo so you have a picture showing just the applicants head and top of shoulders as per the outline below.
12. Click [Confirm Upload](#)



13. Check the box [*I verify the photograph to be submitted is a true likeness of the applicant.](#)



IMPORTANT - PROOF OF IDENTIFICATION

14. It is very important that ID documents are checked thoroughly. They should be original and should be the same and as listed by the NHS Employers as required for employment within the NHS.

This is a minimum of:

ONE Photo-Identification + **TWO** address verifications

-OR-

TWO Photo-Identifications + **ONE** address verification

(Without this combination of required photo ID / documents, please refer to the NHS Employers guidance or to your RA Team for advice)

Full details of ID can be found here.

<http://www.nhsemployers.org/~ /media/Employers/Documents/SiteCollectionDocuments/Identity%20checks%2022%20july.pdf>

15. Complete the required fields using the drop down selection as appropriate and click **Add**
You only need to complete 3 fields in total

Identity Verification

Please enter the details of two photographic identification documents and one document showing the applicant's address, or alternatively one photographic identification document and two documents showing the applicant's address.

*Photo identification: Select type... Add

*Address verification: Select type... Add

*I verify the original documents were seen and confirmed to be genuine in a face to face meeting with the applicant.

16. Further fields will appear depending on your selection. Example below. Complete **THREE** fields for each piece of ID seen. (Please note if you enter a driving licence number the letters must be capitals).

Check the box ***I verify the original documents were seen and confirmed to be genuine in a face to face meeting with the applicant.**

Identity Verification

Please enter the details of two photographic identification documents and one document showing the applicant's address, or alternatively one photographic identification document and two documents showing the applicant's address.

Passport

*Country: GBR - United Kingdom

*Passport number: 123123123

*Expiry Date: 01-Jul-2016

Driving licence

*Country: GBR - United Kingdom

*Driving licence number: TESTT123456TT91T

*Date of issue: 01-Jan-2011

*Photo identification: Select type...

Utility bill 1 (but not a mobile phone bill)

*Document issuer: Southern Electric

*Date of issue: 01-Jan-2016

*Address verification: Select type...

I verify the original documents were seen and confirmed to be genuine in a face to face meeting with the applicant.

17. Click Grant User

Notes (0)

Add note:

20 notes left 240 characters left

18. The box below will appear

Success: A new identity for **Test Testing** has been created with the UUID of 5575 6063 3107. The request originator will be notified.

Your next step

- [Create new identity](#)
- [Go to dashboard](#)

Hint: For steps 21 and 22 below
**Highlight & copy the 12 digit UUID as you will need this to request a card and assign position(s) to the card*

- 19. You will not be able to issue the smartcard as an RA Agent ID checker.
- 20. Email your local RA Team the name and UUID (smartcard number) of the person so they can print the new smartcard for you.
- 21. The sponsor for your organisation will be able to add any relevant access to the new applicant's card.

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