

Registration Authority – CIS Guide

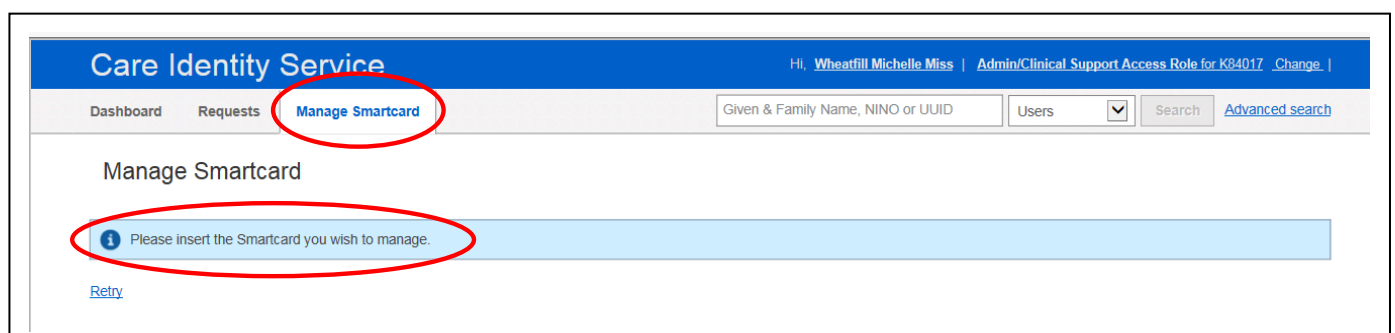
Renewing/Repairing Certificates on a Smartcard

NHS Smartcards contain two digital certificates stored on the chip; these are valid for two years. If the user's Smartcard certificates are near to their expiry date (within 90 day), but have not expired, then the RA Team, Sponsors and Local Smartcard Administrators can 'assist' the renewal (see below – Assisted renewal). If the card has already expired then only the RA Team or a RA Agent ID Checker can repair the card (see p3 – Repairing an Expired card)

Assisted Renewal – Expiring card (not yet expired)

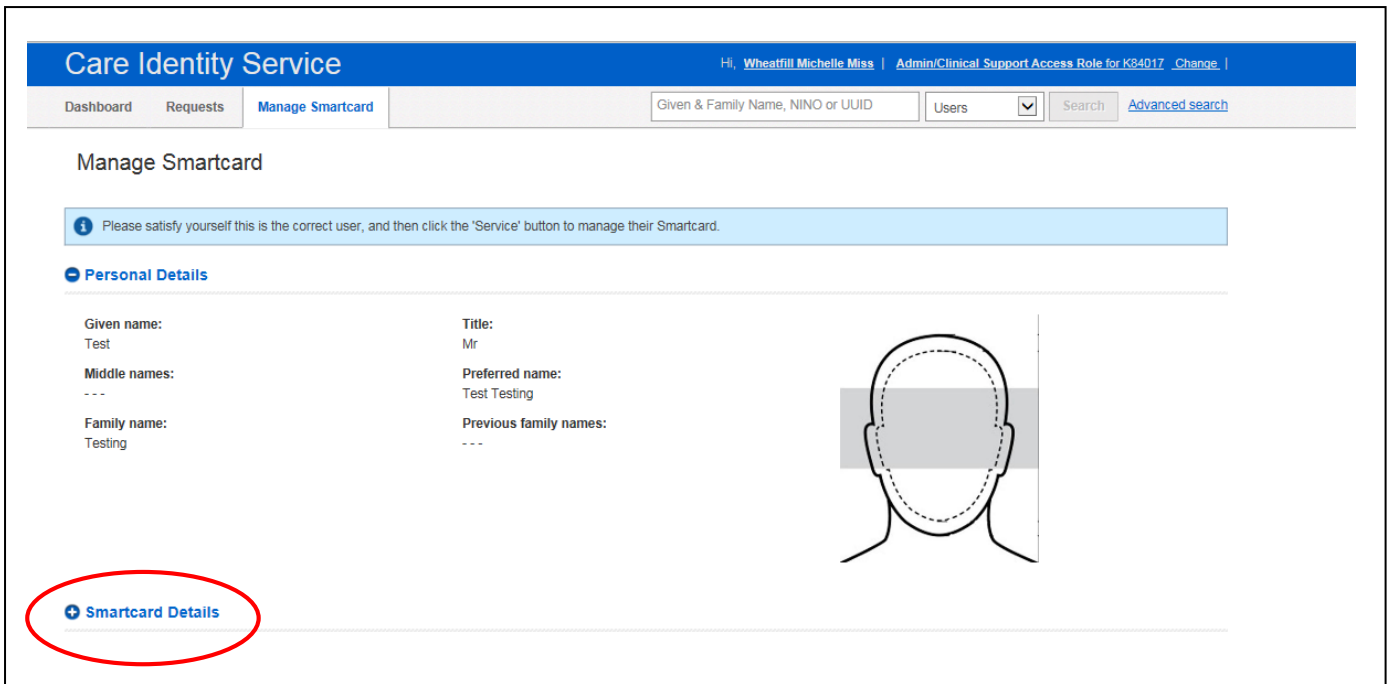
(Can be performed by Sponsor, Local Smartcard Administrator and RA Team)

1. Log in with your smartcard selecting your access role that allows you to unlock smartcards.
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. Click on **Manage Smartcard**. It will then ask you to insert the smartcard you wish to manage.

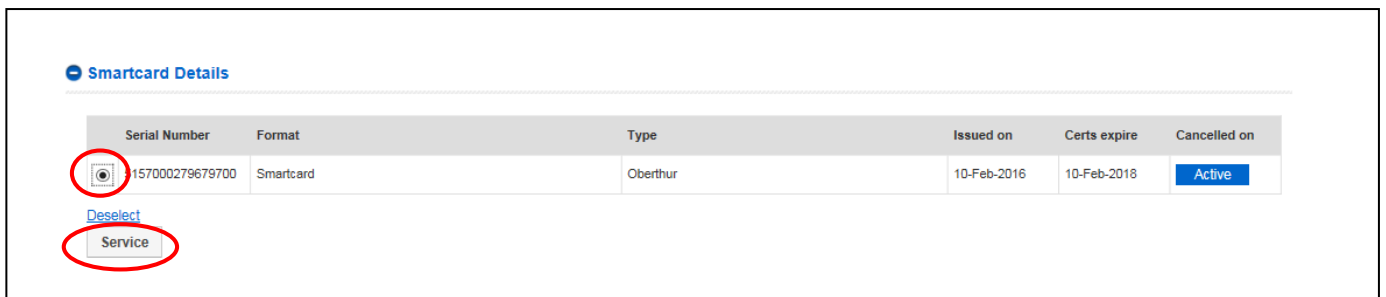


The screenshot shows the Care Identity Service (CIS) web interface. At the top, there is a blue header with the text "Care Identity Service" and user information: "Hi, Wheatfill Michelle Miss | Admin/Clinical Support Access Role for K84017 | Change |". Below the header is a navigation bar with "Dashboard", "Requests", and "Manage Smartcard" (circled in red). To the right of the navigation bar is a search area with a text input field containing "Given & Family Name, NINO or UUID", a "Users" dropdown menu, and "Search" and "Advanced search" buttons. Below the navigation bar is the "Manage Smartcard" section, which contains a blue message box with an information icon and the text "Please insert the Smartcard you wish to manage." (circled in red). Below the message box is a "Retry" link.

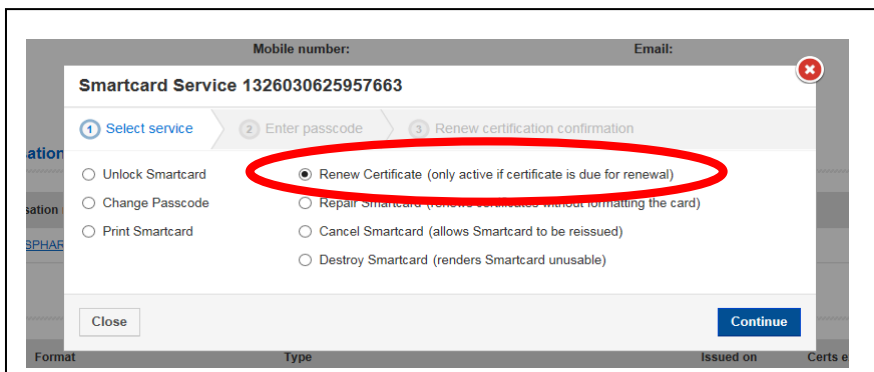
5. Insert the card to be unlocked in an additional card reader. Check the correct user appears and expand the **Smartcard Details** section by clicking the + sign.



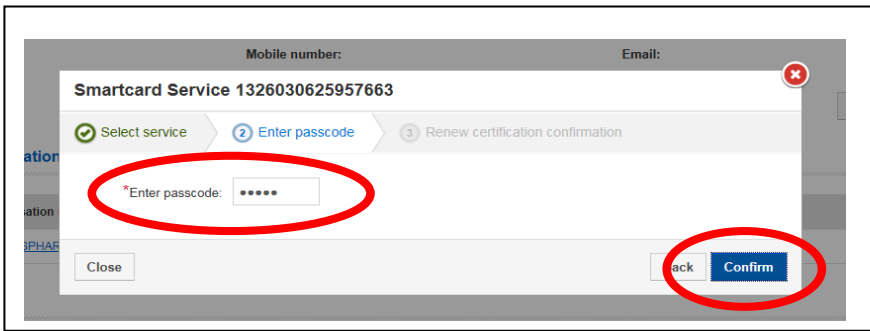
6. Select the radio button alongside the active card and then click **Service**



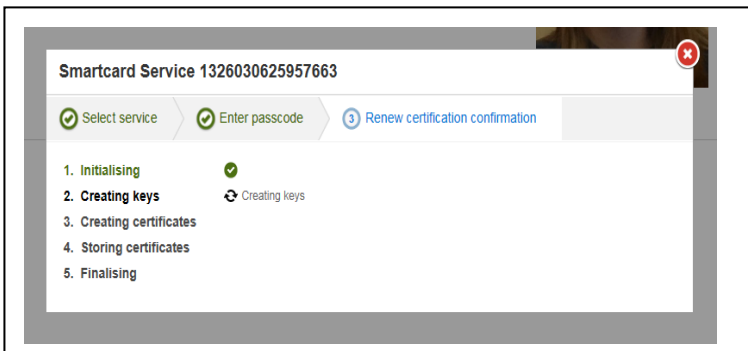
7. Select **Renew Certificate (only active if certificate is due for renewal)** and click **Continue**. Please note you may not see all of these options.



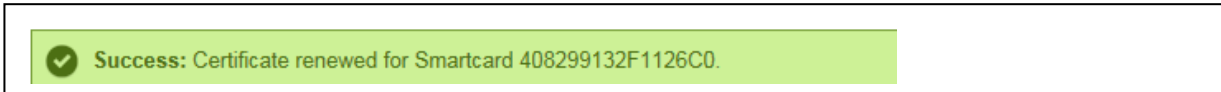
8. Ask the user to enter their passcode. Click **Confirm**.



9. The progress will display.



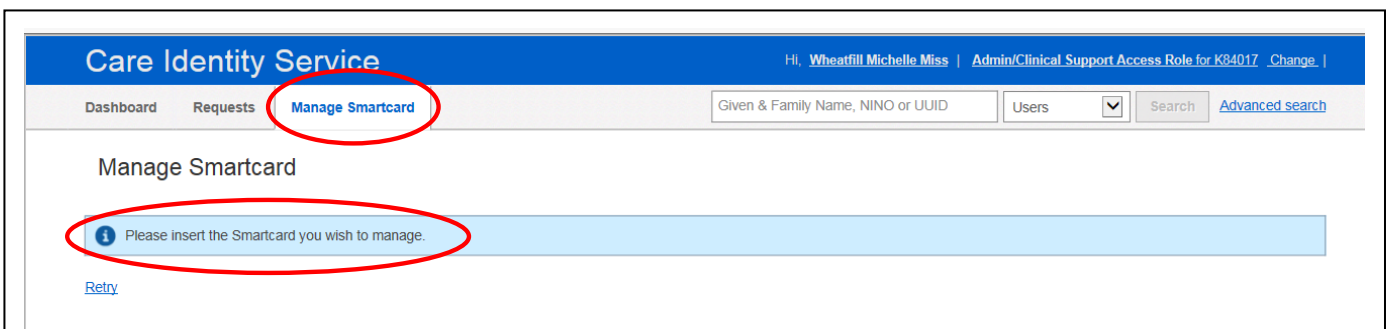
10. The final message below will appear. The certificates on the card are now renewed.



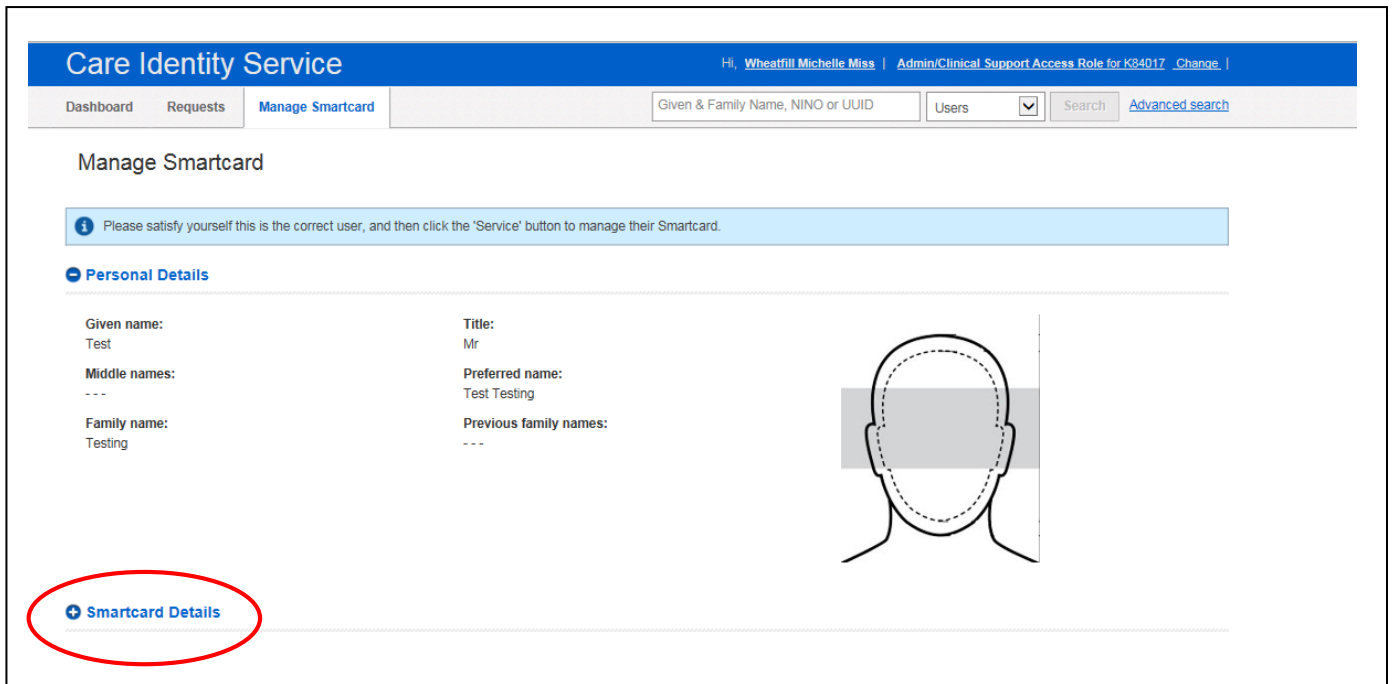
Repairing an Expired Card

(Can only be performed by RA Team or RA Agent ID Checker)

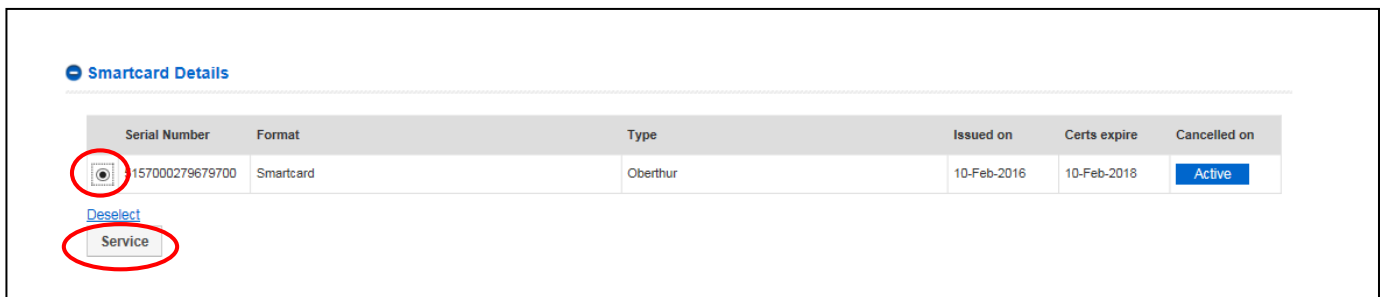
1. Log in with your smartcard selecting your RA access role or the role that allows you to create a user.
2. Go to the Spine Portal (<https://portal.national.ncrs.nhs.uk>)
3. Click on **Launch Care Identity Service (Replaces UIM, Calendra and CMS)**.
4. Click on **Manage Smartcard**. It will then ask you to insert the smartcard you wish to manage.



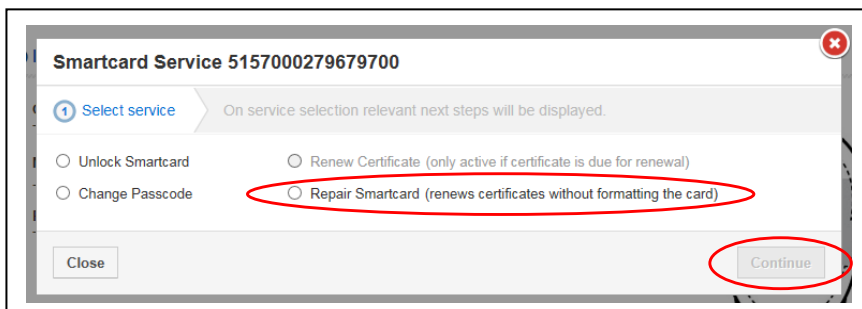
5. Insert the card to be unlocked in an additional card reader. Check the correct user appears and expand the **Smartcard Details** section by clicking the + sign.



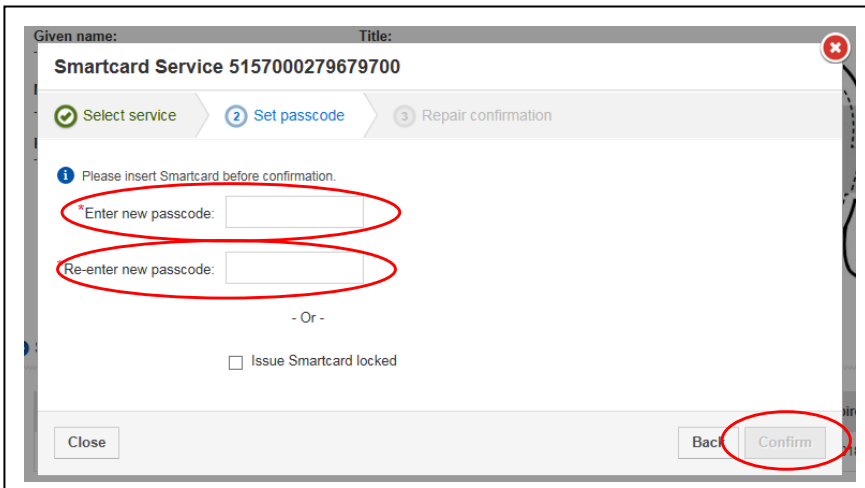
6. Select the radio button alongside the active card and then click **Service**



7. Select **Repair Certificate (renews certificates without formatting the card)** and click **Continue**. Please note you may not see all of these options.

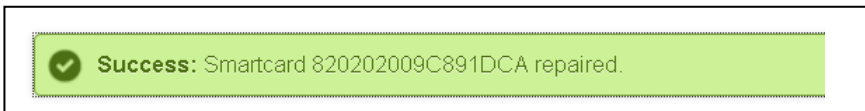


8. Ask the user to enter their passcode. Click **Confirm**.



9. The progress will display.

10. The final message below will appear. The certificates on the card are now repaired.



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| Training Guide | SCW CSU IT Services: Registration Authority Guide Renewing/Repairing Certificates on a Smartcard |
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| Author | Michelle Wheatfill |
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| 2.0 | Final | Michelle Wheatfill | 03/01/2017 | SCW CSU Branding used |