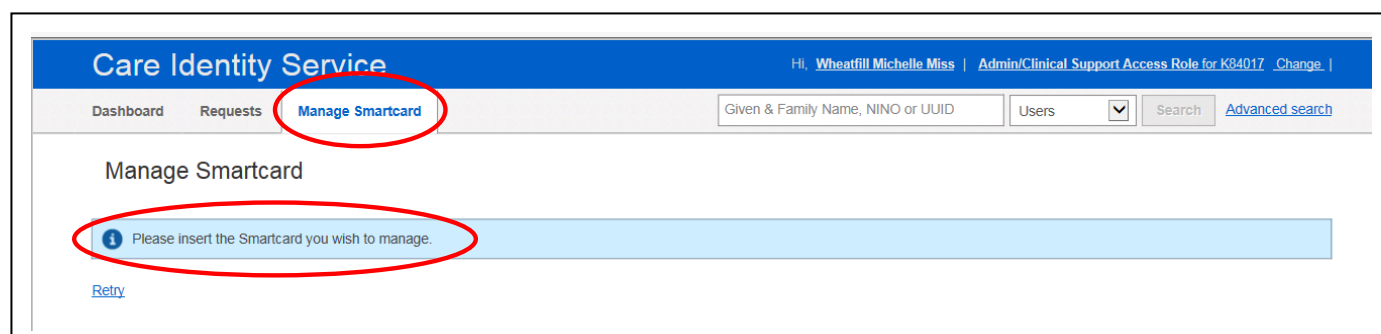


## Registration Authority – CIS Guide

### Unlocking a Smartcard

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.



Care Identity Service

Hi, Wheatfill Michelle Miss | Admin/Clinical Support Access Role for K84017 | Change |

Dashboard Requests **Manage Smartcard**

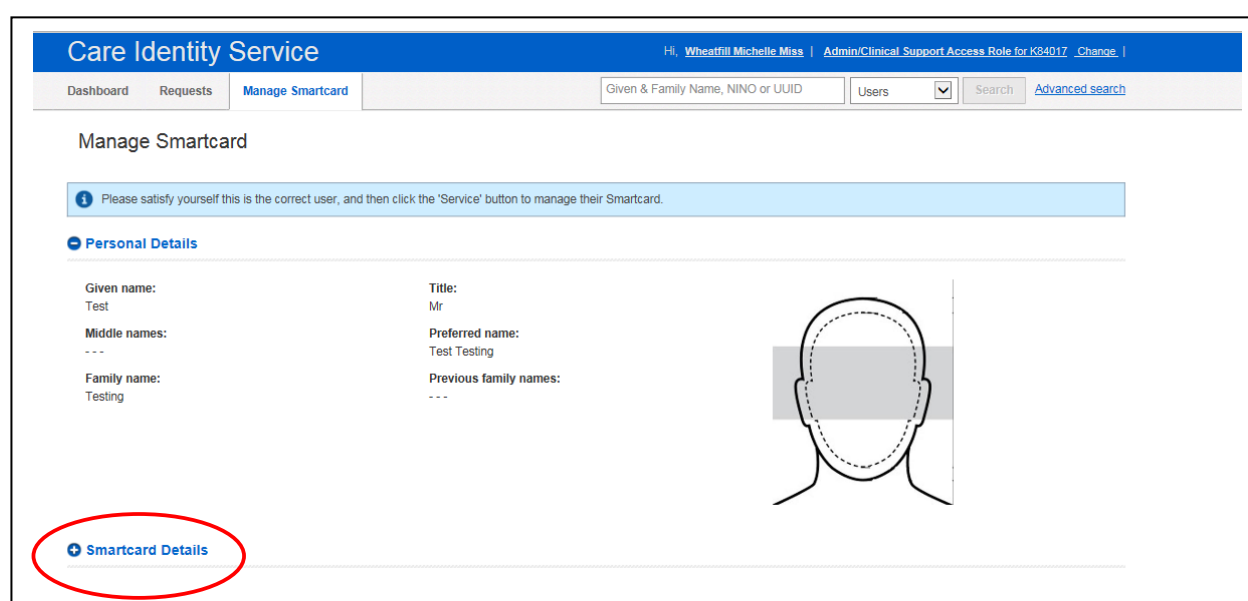
Given & Family Name, NINO or UUID Users  Search [Advanced search](#)

Manage Smartcard

**i** Please insert the Smartcard you wish to manage.

[Retry](#)

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.



Care Identity Service

Hi, Wheatfill Michelle Miss | Admin/Clinical Support Access Role for K84017 | Change |

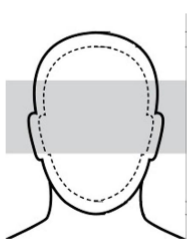
Dashboard Requests **Manage Smartcard**

Given & Family Name, NINO or UUID Users  Search [Advanced search](#)

Manage Smartcard

**i** Please satisfy yourself this is the correct user, and then click the 'Service' button to manage their Smartcard.

**Personal Details**

Given name: Test	Title: Mr	
Middle names: ---	Preferred name: Test Testing	
Family name: Testing	Previous family names: ---	

**+ Smartcard Details**

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

The screenshot shows a table titled "Smartcard Details" with the following columns: Serial Number, Format, Type, Issued on, Certs expire, and Cancelled on. The first row contains the following data: Serial Number: 5157000279679700, Format: Smartcard, Type: Oberthur, Issued on: 10-Feb-2016, Certs expire: 10-Feb-2018, and Cancelled on: Active. Below the table, there are two buttons: "Deselect" and "Service". Both the radio button next to the first row and the "Service" button are circled in red.

Serial Number	Format	Type	Issued on	Certs expire	Cancelled on
5157000279679700	Smartcard	Oberthur	10-Feb-2016	10-Feb-2018	Active

Deselect  
Service

7. Select **Unlock Smartcard** and click **Continue**.

The screenshot shows a dialog box titled "Smartcard Service 5157000279679700". It has two steps: "1 Select service" and "2 Unlock confirmation". Under "1 Select service", there are three radio button options: "Unlock Smartcard" (which is selected and circled in red), "Renew Certificate (only active if certificate is due for renewal)", and "Change Passcode". At the bottom right, there is a blue "Continue" button circled in red. A "Close" button is located at the bottom left.

8. Ask the user to enter a new passcode and then re-enter to confirm it. The passcode must be between 4-8 characters. Click **Confirm**.

The screenshot shows the "Smartcard Service 5157000279679700" dialog box at the "2 Unlock confirmation" step. A message says "Please insert Smartcard before confirmation". Below this, there are two input fields: "\*Enter new passcode:" and "\*Re-enter new passcode:". Both fields are circled in red. The "Re-enter new passcode" field has a green checkmark icon to its right. At the bottom right, there is a blue "Confirm" button circled in red. "Close" and "Back" buttons are also visible at the bottom.

9. The final message below will appear. The card is now unlocked.

The screenshot shows a green success message bar with a checkmark icon on the left and a close icon on the right. The text inside the bar reads: "Success: Smartcard 5157000279679700 unlocked."

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<b>Author</b>	Michelle Wheatfill
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