New Smartcard Management System – Care Identity Service (CIS)

The date for the changes to the system that is currently used to manage NHS smartcards has now been confirmed from the Health and Social Care Information Centre (HSCIC). Transition will commence on Thursday 19th February – Monday 23rd February, the new system will be live from Tuesday 24th February 2015.

Currently most Pharmacy Sponsors use the RA0 forms to register users and request access to EPS systems, the new system Care Identity Services (CIS), will be replacing the 3 current systems that are used to manage smartcards (UIM, Calendra and CMS) it is hoped that this will be more accessible within pharmacy sites for sponsors to be able to submit requests electronically and manage smartcard unlocking.

A communication was sent out to all pharmacies requesting details of the users who will be Sponsor and Unlockers at the pharmacy, although a great majority of pharmacies did complete this piece of work there are still a small number of sites still to do so, could we request that it is actioned a.s.a.p.

Access to Guidance and Training

Training for CIS is available via e-learning and includes a section on RA Policies. Dependent on your RA role, ie RA ID checker, Sponsor or Unlocker will determine what modules you complete within the eLearning.

The following web address will take you to the CIS training site: - http://hscic.premierittask.com/

In order to activate your e-learning account you will need to provide your surname and UUID which is the 12 digit number printed on the front of your Smartcard below your photograph.

As the e-learning is tailored to each role, you will need to confirm which role is most appropriate to the activities that you are expected to fulfil.

We would suggest completing this training a.s.a.p. so as to familiarise yourself with the new system. HSCIC have confirmed that there will also be ‘Quick Guides’ available which we will be available soon.

Go Live Timeline

The timeline of the transition will be as follows unless we are advised otherwise by HSCIC:-

- Thursday 19 February 18.00 the change freeze starts. All RA Spine applications will display a holding page.
- Thursday 19 February 18.00 – Monday 23 February 18.00 transition activity. No RA activity will be possible between these times (RA activity is anything to do with manipulating smartcards ie unlocking, cancelling certificates, changing user profiles or issuing smartcards).
- Monday 23 February 18.00 – the new CIS system will be available to use and RA activity will be possible again.
**Note:** Authentication will continue throughout transition apart from a minor interruption when the old service switches over to the new on **Saturday 21 February at 7:30pm**. We have been advised that users will lose their authentication to the spine which will last for no more than five minutes. In essence this will require all users to re-authenticate their smartcards should they lose connectivity.

**Effect on smartcard users?**

Smartcard users will see no change to their access immediately before, during or after the transition takes place; they will retain the same access as pre-transition and be able to authenticate into the systems they currently use.

**Smartcard Certificates – action required now!**

Currently sponsors and unlockers are able to cancel and reissue certificates for users whose certificates have expired. This process will no longer be available once the transition has taken place. The renewal of certificates will only be available to RA Managers, RA Agents, RA ID Checkers.

All users will still get a 30 day warning message advising that their certificates are due to expire and if they choose to update them, the link will take them through to self-service section of CIS where they will be able to renew their own certificates (without the need, as currently, to go to a Sponsors PC which has been configured to use CMS).

Should the user decided to ignore these warnings then after 30 days their certificates will expire and they will have to visit a RA Agent or RA ID Checker to have them renewed.

In order to eliminate the above we recommend that smartcards are updated a.s.a.p. while the current CMS system is still. Could we request that you ask all staff within your remit to check if they are getting the notification now.

**Note:** 19 February - 24 February, during the transition period, there will be no self-service available or CIS service available to renew certificates, hence users need to be checking now when their certificates are due to expire.