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Information and technology

for better health and care



Care Identity Service (CIS)

Self Service –
Registration and Unlock
Process Guide

NHS Digital



Self Service – Registration and Unlock Process

Important – Java 1.6.17 is not compatible for Self Service in conjunction with IE 9, 10 & 11. Please do not attempt to use Self-Service if you have this combination installed

When a NHS Smartcard is locked or a PIN forgotten, the card can be unlocked and the PIN reset, without having to visit an RA or sponsor.

The User must first be registered for Self Service unlock in the process outlined as below.

Only the person to who the card has been issued can register for the unlock process.

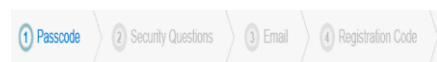
Registration

Log in to your profile page on CIS via: <https://portal.national.ncrs.nhs.uk/portal/dt> (Do not use Google Chrome) and then selecting “Launch Care Identity Service” from the list of available options. Within the Care Identity application select “My Profile” from the menu options on the right-hand side.

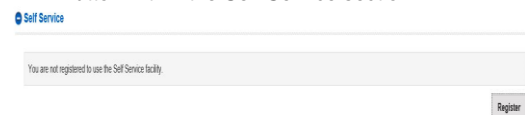
This process should take no longer than a few minutes by following the 4 simple steps to successfully complete the registration process.

You must have an email address from a provider that is approved for use with the Spine e.g. nhs.net, nhs.uk, gov.uk or mod.uk.

It is highly advisable to add the link provided to your Favourite or Shortcut so that you are able to access the unlock service at any time after registration:



- On your profile page in CIS, click the Register Button within the Self Service section

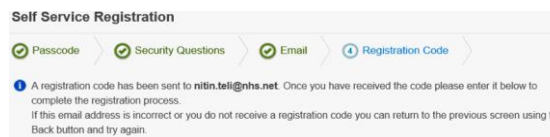


- The Smartcard passcode must be entered to ensure that the card being registered belongs to you
- You will be prompted to set 4 security questions, from a choice of 20 within the drop down list

Question 1:

Answer:

- You will be prompted to confirm your email address. Initially this will be populated with the email in your contact details; although you can overwrite this if you wish to use a different email.
- A Registration Code will be emailed to you. Please check your Junk folder in case the email is flagged as Junk. This code is only valid for 15 minutes.
- Once you have received the code enter it within the self-service section 4, this will complete the registration process



- Your profile will then be refreshed, within CIS you will see the following message if your registration is successful

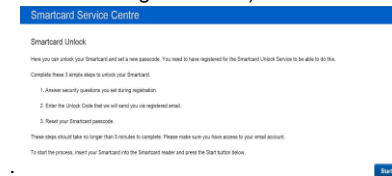


Link to Smartcard Service Centre
<https://uim.national.ncrs.nhs.uk/selfservicewebapp/unlockCardStart>

Smartcard Unlock

If your smartcard is locked out you will now be able to unlock your own card after registering by following the steps below:

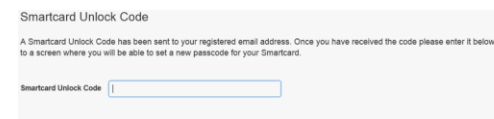
- Place the locked card in/on to an approved card reader
- Click on the Favourite/Shortcut link or enter URL <https://uim.national.ncrs.nhs.uk/selfservicewebapp/unlockCardStart> and the following screen should appear, click the start button as prompted (Do not use Google Chrome)



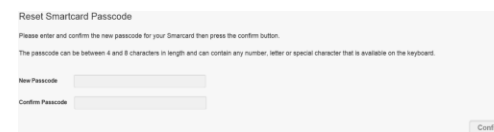
- To confirm your identity, you will be asked to answer 2-4 security questions. **You should not attempt to unlock a card that is not yours this could result in disciplinary action.**

*After 3 failed attempts here, you will not be able to proceed and you will have to contact you RA for help with unlocking your Smartcard

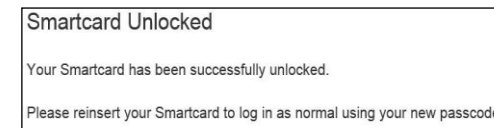
- You will be notified of your smartcard **unlock code** via your registered email; this will only be valid for 15 minutes. NB: This is not your new PIN it is only temporary.
- Enter this code in the next prompt:



- On using your Unlock code within the Smartcard Service Centre, you will then be able to reset your Smartcard Passcode



- Your Smartcard will now be unlocked and ready for use, you will see the following screen as confirmation;



- You will now be able to log in using your unlocked Smartcard

