

Registration Authority

Standard Operating Procedure

Care Identity Service (CIS)

**Submit Request to Assign Position to Smartcard
(including adding Summary Care Record Access)**

View Status of Submitted Request

Submit Request to Unassign Position

For Sponsors (B1300) – Pharmacy Use Only

IMPORTANT NOTICE

Pre-requisites when requesting SCR access via this process:

- Pharmacist/Technician/Governance Person MUST already have access at another pharmacy otherwise please see <https://digital.nhs.uk/services/summary-care-records-scr/summary-care-record-scr-in-community-pharmacy> for more information on requesting access
- Pharmacy must be live with SCR with Acceptable User Agreement in place
- Trained SCR Governance Person (Privacy Officer) in place
- Pharmacist or Technician to hold valid CPPE certificate
- Sponsor must complete declaration – see page 9 of this guide.

Requests will be rejected without all of the above.



Purpose of this Document

This document defines the process to be followed by an approved Sponsor in order to submit a request to the RA Service to assign or unassign a smartcard access control position (smartcard access rights) to/from and End User's smartcard. It also describes the process to view the status of a submitted request.

Information

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1.1	13/04/2017	Nicky Murray	Pam Drayton	Amendment re privacy officers
1.2	30/01/2018	Nicky Murray	Pam Drayton	Amended system requirements and added NHS Digital IA screen login screenshots.
1.3	24/04/2018	Nicky Murray	Pam Drayton	Amended NHS Digital SCR site URL
1.4	26/01/2019	Nicky Murray	Pam Drayton	Minor rewording
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Review

Review Date
On an annual basis where possible and to incorporate system supplier upgrades
Review Date 07/08/2022



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1 About this Document

1.1 Purpose

This document defines the process to be followed by an approved Sponsor to submit a request to the RA Service to assign or unassign a smartcard access control position (smartcard access rights) to/from an End User's smartcard. It also describes the process to view the status of a submitted request.

1.2 Target Audience

Approved Sponsors who provide support to end users.

1.3 Responsibility

The Sponsor must remain fully aware, understand and be conversant with the content of this document as a pre-requisite to assign or unassign a smartcard access control position to/from an End User's smartcard in the Care Identity Service (CIS) application.

1.4 Key Requirements

The Sponsor must have activity "B1300 – Approve RA Requests" as part of their smartcard profile. An End User has an active smartcard and the Sponsor requires the End User to have smartcard access to their system

2 Sponsor Submit Request to Assign/Unassign a Position in CIS

2.1 Scope

This process applies when using the Care Identity Service application to submit a request to the RA Service to assign or unassign a smartcard access control position.

2.2 General Description

This process document defines the procedure which should be followed by the approved Sponsor to submit a request to the RA Service to assign or unassign a smartcard access control position for access to their smartcard enabled system. It also defines the procedure to check the status of a submitted request.

2.3 Key Requirements

Care Identity Service (CIS) requirements: Machines must conform to the Spine Warranted Environment. Please see specification information here <https://digital.nhs.uk/spine>

PLEASE NOTE: Pharmacy IT Service/System Suppliers are responsible for ensuring the above requirements are met. The Registration Authority is NOT responsible for this.



3 PROCESS STEPS

3.1 Submit Request to Assign Position to End User's Smartcard

Insert the Sponsor smartcard into the usual smartcard reader. A prompt will appear requesting the passcode/PIN to be entered.

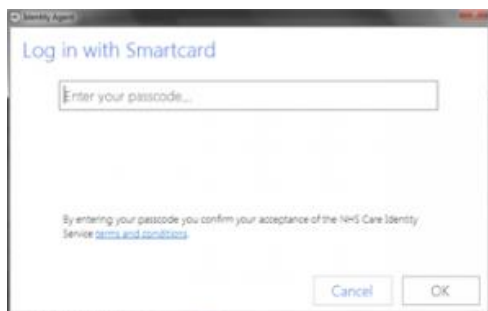


Fig 1 – Log on to NHS Spine Portal – enter passcode

Enter passcode/PIN and press Enter. If the Sponsor has more than one role, click the session role required.

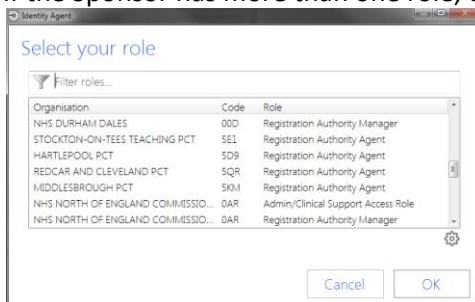


Fig 2 – Log on to NHS Spine Portal – select session role

Note: Fig 2 will not appear if the Sponsor has only one role. The following message will display upon successful authentication.

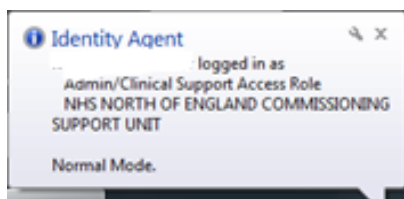


Fig 3 – “You are logged on as...”

Go to the **NHS Spine Portal** by either double clicking on the appropriate desktop icon or start the Web Browser (Internet Explorer etc) and enter the following exact address into the Address Bar (NOT a search box) and press Enter.

<https://portal.national.ncrs.nhs.uk/>

The **NHS Spine Portal** will load. If prompted with any security warnings, they must be accepted.

⚠ If the NHS Spine Portal fails to load, contact the [Pharmacy System Supplier IT Service](#). ALL smartcard users, if successfully “logged on” as above, can access the NHS Spine Portal.

National Health Service Spine Portal



NHS Applications

You have access to the following applications. Select the one you would like to launch by clicking on the link.

Note that all applications are launched in a child window.

Fig 4 – NHS Spine Portal – Available applications menu

Click “[Launch Care Identity Service](#)”

If prompted with any security warnings, they must be accepted. The **Care Identity Service Dashboard** will load.

⚠ If the Care Identity Service application fails to load, contact the [Pharmacy System Supplier IT Service](#). ALL smartcard users, if successfully “logged on” as above, can access the Care Identity Service application.



Fig 5 – Care Identity Service (CIS) Dashboard “landing page”

Find the End User. From the Dashboard, type the End User’s 12 digit **UUID** from the front of the card into the Search field and click **Search**. The results page will load.

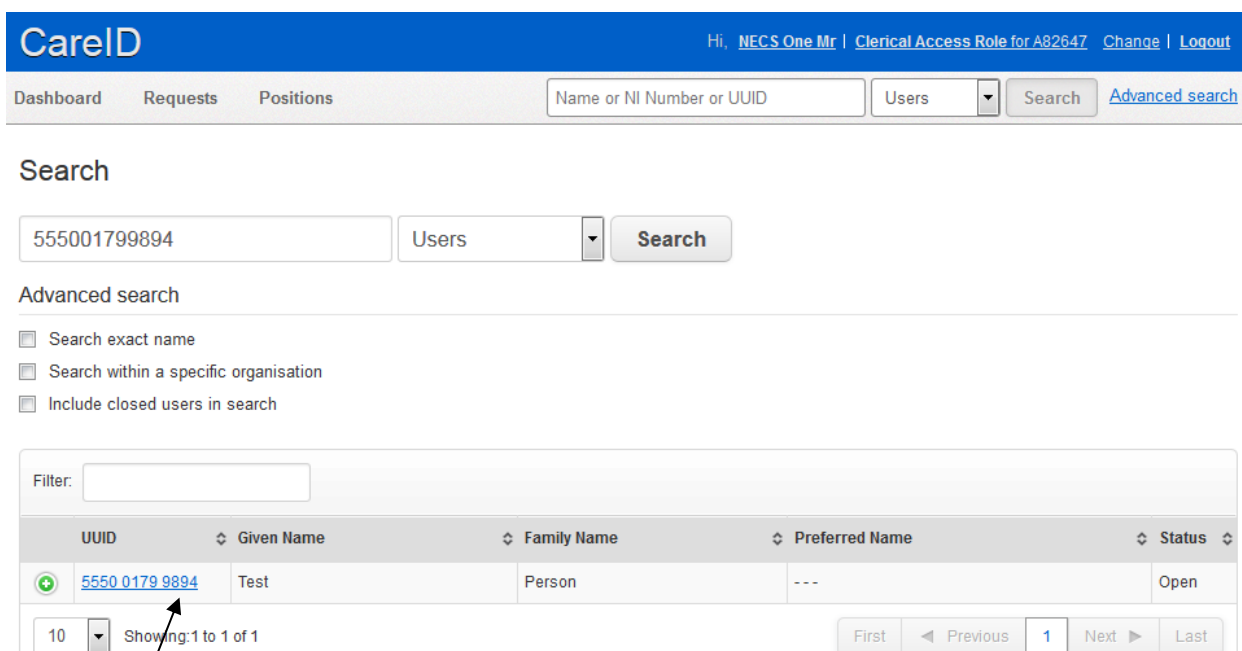
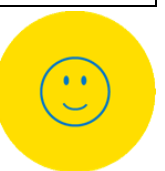


Fig 6 – Care Identity Service – Search results page

Click on the **[UUID](#)** hyperlink. The selected End User’s details will be displayed, along with their photograph for verification purposes.



CareID Hi, NECS One Mr | Clerical Access Role for A82647 Change | Logout

Dashboard Requests Positions Name or NI Number or UUID Users Search Advanced search

Test Person: 5550 0179 9894

Personal Details

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

Fig 7 – Care Identity Service – User Details Page inc photograph

Scroll down the page to the **Position Assignment Details** section. This will show any other smartcard positions currently assigned for other organisations for information including whether the user has access to **SCR** or is a **SCR Governance Person (Privacy Officer)**.

Position Assignment Details

No Positions added.

Modify Position assignment

Fig 8 – Care Identity Service – Position Assignment Details

Click the **Modify Position Assignment Button**.
Create - Modify Position Assignment Request

Applicant Details

Name:	UUID:
Test Person	5550 0179 9894

Modify Position Assignment

Valid date format is DD-MMM-YYYY, for example 12-Jun-2015.

- Directly assignable Position, no request will be submitted to RA
- Raise request to assign Position

No Positions added.

Add Position

Fig 9 – Care Identity Service – “Create – Modify Position Assingment Request”

Select **Raise request to assign Position**..... then click **Add Position**.



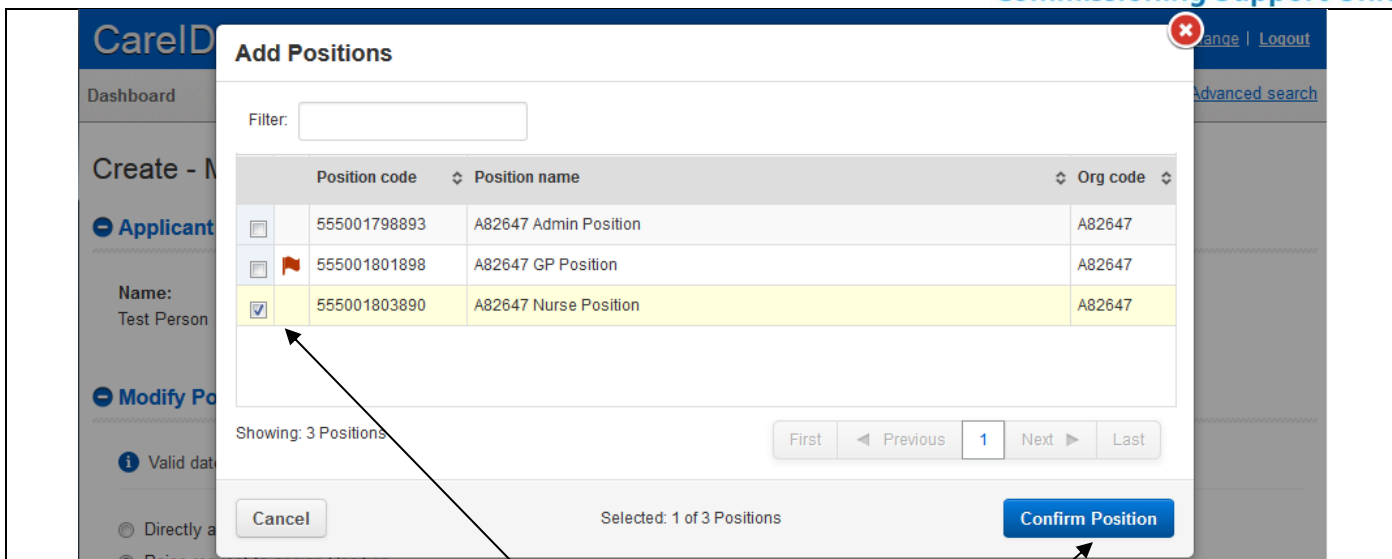


Fig 10 – Care Identity Service – Add Available Positions

Select the most appropriate position via the **tick box** then click **Confirm Position**.

⚠ Take great care when selecting an appropriate position. Usually an End User should only have one position in an organisation. ONLY appropriately qualified users should have certain positions e.g. only a qualified pharmacist should be given a Pharmacist position. If in doubt, contact the Registration Authority. *THERE MAY BE MORE THAN ONE PAGE OF POSITIONS*****

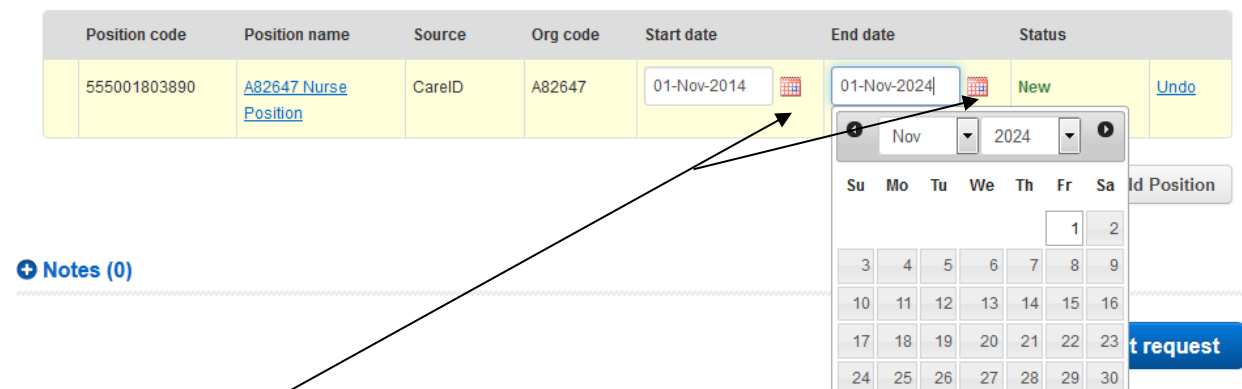


Fig 11 – Care Identity Service – Edit Start and End Dates

The **start date** and **end date** can be edited if desired via the calendar icons so that the access automatically begins and ends on the selected dates. **The end date should be set to ONE DAY AHEAD of the desired end date.** For example, if the access position should end on a Friday, the end date should be set to the Saturday. The position will then terminate at midnight on Friday night/Saturday morning.

⚠ If the calendar icons are not visible, click the “pencil” icon to edit the dates.

If the start date and end date are left alone, the position will start today and remain active for ten years or until a subsequent request is submitted to remove it.

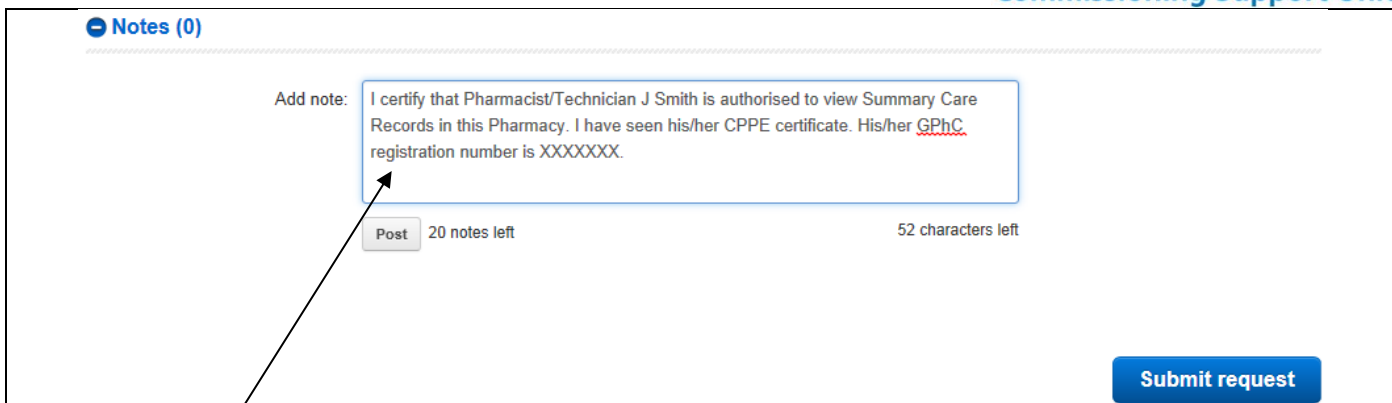


Fig 12 – Care Identity Service – Notes field, Submit Request

Enter any **Notes** which may be relevant (**see below**). These will be visible to the RA Service. Click **Submit Request**, once complete.

PLEASE NOTE – If requesting “Pharmacist (with SCR access)” or “Pharmacy Technician (with SCR access)” the Sponsor MUST declare in the **Notes field that they have seen the pharmacist or technician’s CPPE certificate and they are authorised to view Summary Care Records. The Sponsor must also enter the pharmacist or technician’s GPhC registration number. THE REQUEST WILL BE REJECTED WITHOUT THIS INFORMATION.**

If requesting SCR Governance Person, also known as “Privacy Officer” for a user the Sponsor MUST declare in the **Notes field that the user is Privacy Officer trained and fully understands the responsibilities of the role. THE REQUEST WILL BE REJECTED WITHOUT THIS INFORMATION.**

The Sponsor is responsible for ensuring ALL STAFF are given appropriate access in addition to removing that access when it is no longer required.

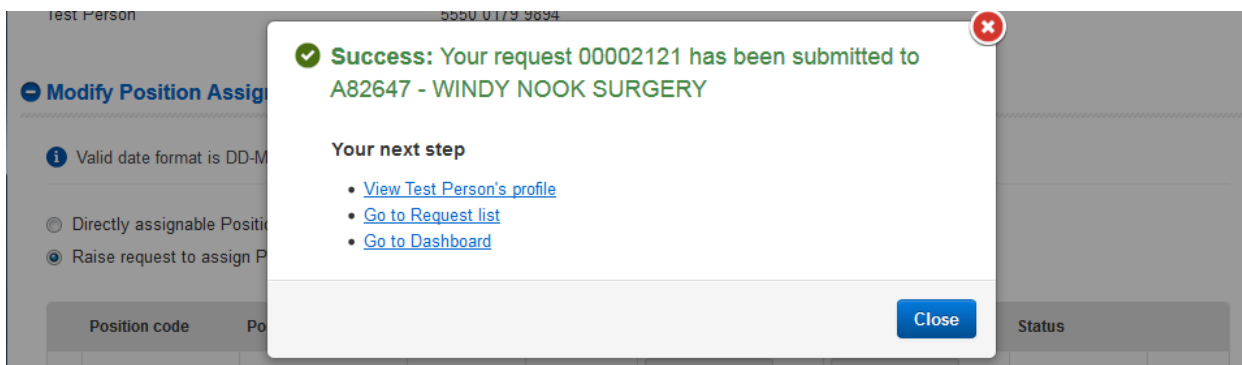


Fig 13 – Care Identity Service – Request Submitted

The request will be submitted to the Registration Authority Request List for review and action. Click **Close** or the desired option.

3.2 View Status of Submitted Request

To view the status of a submitted request click **Requests** from the main Dashboard then click **My Requests**.

ID	Subject	Request list	Originator	Request type	Submitted on	Status
00003945	Test Person NECS	SYS_DEFAULTREQUESTLIST	NECS One Mr	New Position assignment	02-Jan-2015 15:48	RJ
00003944	Test Person NECS	SYS_DEFAULTREQUESTLIST	NECS One Mr	New Position assignment	02-Jan-2015 15:40	PG

Fig 14 – Care Identity Service – Sponsor Request List

The Status column at the right hand side will show the request status.

PG – Pending Grant or PA – Pending Approval. The request is awaiting review by the Registration Authority.
RJ – Rejected. The request has been rejected by the Registration Authority – see below
 A request which has been successfully granted will disappear from the **My Requests** list.

If a request has been **rejected** click on the **Request ID** to open the request details for more information.

Approval Details/Notes (1)

[NECS Nicky Mr](#) | 02-Jan-2015 at 15:48 Rejected

We believe the request 00003945 is about the wrong person. Please can you verify the following: xxxxxx

Fig 15 – Care Identity Service – Approval Details/Notes

From here the **Registration Authority** may have entered a reason as to why the request was rejected and may request more information. The request should be re-submitted with the relevant information or the **Registration Authority** should be contacted.

3.3 Submit Request to Unassign Position from End User's Smartcard

To request that an access control position be removed from an End User, the Sponsor should follow the process as described above in **3.1 Submit Request to Assign Position to End User's Smartcard** to retrieve the user's details. Scroll down to **Position Assignment Details** which will detail any currently assigned positions. Click on **Modify Position Assignment**.

Position Assignment Details

Position code	Position name	Source	Org code	Start date	End date	Last modified
555001476894	0AR NECS Basic Position	CareID	X09	02-Jan-2015	02-Jan-2015	16-Jan-2015

[Modify Position assignment](#)

Fig 16 – Care Identity Service – Modify Position Assignment



The **Create – Modify Position Assignment Request** page will load.

Modify Position Assignment

Valid date format is DD-MMM-YYYY, for example 12-Jun-2015.

- Directly assignable Position, no request will be submitted to RA
- Raise request to assign Position**

Position code	Position name	Source	Org code	Start date	End date	Status	
555001476894	0AR NECS Basic Position	CareID	X09	02-Jan-2015	02-Jan-2025	Unchanged	

[Add Position](#)

Fig 17 – Care Identity Service - Create – Modify Position Assignment Request

Ensure the **Raise request to assign Position** option is selected. To request immediate removal click the **“dust bin” icon**. To request a future date for removal, click the **“pencil” icon** then edit the desired End Date and **press Tab**.

Remember the end date should be set to ONE DAY AHEAD of the desired end date.

The **Status** will now change to **Pending Removal** or **Pending Update**.

Modify Position Assignment

Valid date format is DD-MMM-YYYY, for example 12-Jun-2015.

- Directly assignable Position, no request will be submitted to RA
- Raise request to assign Position**

Position code	Position name	Source	Org code	Start date	End date	Status	
555001476894	0AR NECS Basic Position	CareID	X09	02-Jan-2015	02-Jan-2025	Pending removal	Undo

[Add Position](#)

Notes (0)

Add note:

Pos: 20notes left 176 characters left

Submit request

Fig 18 – Care Identity Service – Submit Removal Request

Enter any **Notes** to assist the Registration Authority with the request. With the desired changes confirmed, click on **Submit Request**.



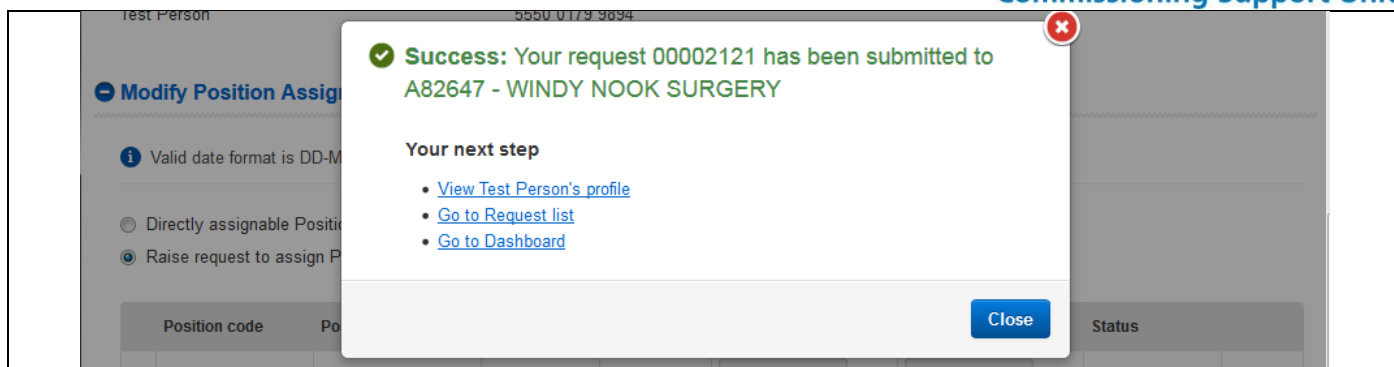


Fig 19 – Care Identity Service – Removal Request Submitted

The request will be submitted to the Registration Authority Request List for review and action. Click **Close** or the desired option.

To view the status of the request, refer to section **3.2 View Status of Submitted Request** above on Page 10.

END

4 Roles and Responsibilities

4.1 Sponsor

- Unlock smartcard when required
- Perform assisted renewal of End User smartcard certificates if required
- Raise requests for new user smartcard registration/changes in core identity (name change etc)
- Approve End User access control position assignment including ending position assignment
- Ensure End Users are aware and adhere to the RA Terms and Conditions
- Be familiar with this and other relevant RA processes

