

# **Registration Authority**

**Standard Operating Procedure** 

Care Identity Service (CIS)

**Re-Issue of an <u>Expired</u> Smartcard Certificate** (Repair Smartcard)

For RAA ID Checkers (B0267) (Repair Smartcard Position)

## ATTENTION

This document should only be used for a smartcard which has **fully EXPIRED** i.e. message displayed is

"Your smartcard/certificate has expired..."

Ensure the correct role profile is selected when logging on.





### **Purpose of this Document**

This document defines the process to be followed by an "RAA ID Checker" or other approved user with activity B0267 in order to re-issue certificates to an **expired smartcard** or a smartcard which has reached full capacity and cannot be self-renewed or "assist renewed" any further.

#### Information

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	https://servicedesk.necsu.nhs.uk/category/smartcards/
Document Reference	

#### **Version Control**

Version	Release	Author	Approved By	Comments
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1.0	23/02/2015	Nicky Murray	Pam Robertson	Final
1.1	25/02/2015	Nicky Murray	Pam Robertson	Amendment with regard to Manage
				Smartcard tab
1.2	20/08/2015	Nicky Murray	Pam Robertson	Amendment with regard to Manage
				Smartcard tab now fixes in system
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1.5	30/01/2018	Nicky Murray	Pam Drayton	Amended system requirements and added
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1.6	26/01/2019	Nicky Murray	Pam Drayton	Minor rewording
1.7	21/04/2020	Nicky Murray	Pam Drayton	Removal of BTIA images, minor rewording
1.8	07/08/2021	Nicky Murray	Adam Morris	Minor Rewording

#### **Review**

Review DateOn an annual basis where possible and to incorporate system supplier upgradesReview 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 "RAA ID Checker" or other user with activity B0267 in order to re-issue certificates to an **expired smartcard** or a smartcard which has reached full capacity.

#### **1.2 Target Audience**

Approved RAA ID Checkers or other users with activity B0267 e.g. Sponsors who provide support to end users.

#### **1.3 Responsibility**

The RAA ID Checker must remain fully aware, understand and be conversant with the content of this document as a pre-requisite to re-issue expired certificates to an End User's smartcard in the Care Identity Service (CIS) application.

#### **1.4 Key Requirements**

The End User has an active smartcard but it's digital certificates have **fully expired**. A message "Your smartcard has expired....." or similar will appear.

## 2 RAA ID Checker Re-Issue of an Expired Smartcard Certificate

#### **2.1 Scope**

This process applies when using the Care Identity Service application re-issue certificates to an End User's smartcard which has expired.

#### **2.2 General Description**

This process document defines the procedure which should be followed by an approved "RAA ID Checker" or other user with activity B0267 in order to re-issue certificates to an expired smartcard or a smartcard which has reached full capacity.

#### **2.3 Key Requirements**

**Care Identity Service (CIS) requirements:** Machines must conform to the Spine Warranted Environment. Please see specification information here <u>https://digital.nhs.uk/spine</u> **An additional smartcard reader is required in order to manipulate the End User's smartcard.** 

If using an Omnikey USB smartcard reader (recommended) with the expired card the drivers must be correctly installed and the device must be listed as an Omnikey 3x21 in Device Manager. Supported drivers are available from <a href="https://nww.digital.nhs.uk/dir/downloads/">https://nww.digital.nhs.uk/dir/downloads/</a>

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





## **3 PROCESS STEPS – Re-Issue of an Expired Smartcard Certificate**

5 FROCE55 5 FEF 5 - Re-issue of all Expired Siliar tear of Certificate						
$\Delta$ DO NOT insert the End User's smartcard until required later in the process.						
Insert the RAA ID Checker smartcard into the usual smartcard reader. A prompt will appear requesting the passcode/PIN to be entered.						
Log in with Smartcard						
By entering your pessoode you confirm your acceptance of the Nex5 Care Identity Service <u>dama and possibless</u>						
Cancel OK						
Fig 1 – Log on to NHS Spine Portal – enter passcode						
Enter passcode/PIN and press Enter. If the RAA ID Checker has more than one role, click the session role required. A RAA ID Checker will be the "Systems Support Access Role" or the usual role if set up and informed by the Registration Authority.						
Select your role						
The roles						
Organisation     Code     Role       NNS DURHAM DALES     00D     Registration Authority Manager       STOC/CTON-ON-TEST SECURING PCT     SEI     Registration Authority Agent       HARTLEPOOL PCT     SDB     Registration Authority Agent       MEDCAR AND CEVELAND PCT     SQR     Registration Authority Agent       MIDDESBROUGH PCT     SQR     Registration Authority Agent       NNS NORTH OF ENGLAND COMMISSIO_     QAR     Admin/Clinical Support Access Role       NHS NORTH OF ENGLAND COMMISSIO_     QAR     Registration Authority Manager						
Cancel OK						
Fig 2 – Log on to NHS Spine Portal – select session role						
Note: Fig 2 will not appear if the RAA ID Checker has only one role or the activity code B0267 is incorporated into their usual role profile. The following message will display upon successful authentication.						
Identity Agent     Jogged in as     Admin/Clinical Support Access Role     NHS NORTH OF ENGLAND COMMISSIONING     SUPPORT UNIT     Normal Mode.						
Fig. 3 – "You are logged on as "						
Go to the <b>NHS Spine Portal</b> by 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.						
necs						



If the NHS Spine Portal f	ails to load, co	ntact the organisat	ion IT Service Desk/	System Supp	olier.
National	Health Se	ervice Spine	Portal M	HS	
NHS Applications					
You have access to	the following applic	ations. Select the one yo	u would like to launch by cli	cking on the link.	
Note that all applica	ations are launched	l in a child window.			
9402-v.	Fig 4 –N	HS Spine Portal – A	vailable application	s menu	
	Click "	Launch Car	<u>e Identity Se</u>	<u>rvice</u> "	
If prompted with any see	curity warning	s, they must be acc	epted. The Care Ide	ntity Service	e Dashboard will load.
If the Care identity Servi	ce application		ct the organisation i	I Service De	sk/system supplier.
Care Identity Se	ervice		H	ti, <u>NECS One Mr</u>   <u>Cle</u>	rical Access Role for A82647 Change
Dashboard Requests Pos	sitions Workgroups	Manage Smartcard	555001799894	Users	Search Advanced search
	Fig 5 – Care	e Identity Service ((	LIS) Dashboard "land	ling page"	
				01-0-	
Click Manage Smartca	ard.				
A prompt will appear	to insert the ca	ard into the	_		
second smartcard rea	ider - INSERT I	NOW	<ol> <li>Please insert the</li> </ol>	Smartcard you	wish to manage.
After a short delay the	e End User Det	alls Page will load a	automatically includ	ing their pho	otograph.
Care Identity Se	rvice		)+	li, <u>NECS One Mr</u>   <u>Cle</u>	rical Access Role for A82647 Change
Dashboard Requests Pos	itions Workgroups	Manage Smartcard	Name or NI Number or UUID	Users	Search Advanced search
Test PersonNECS: 55	550 0179 9894				
Personal Details					
Given name:		Title:			
Test		Mr			
Middle names:		Preterred name:	2		
Family name: PersonNECS		Previous family names:	2	noce	
			0	TIECS	
	Fig 6 - Care I	dentity Service – Ll	ser Details Page inc	nhotogranh	
		dentity service – o	sel Details l'age life	photograph	
Scroll down the page to	the Smartcard	Details section. C	lick the "+" symbol if	f required. T	his will show if an active
smartcard has been issu	ed along with t	the Issuance Date a	and Certificate Expire	y Date.	



ne



Type       32F2817     Gemplus       martcard.     ice Button. The       martcard Service	Fig 7 – Care Id e available sma	Issuance date 1-Nov-2014 entity Service – Sman	Certificate expiry 1-Nov-2016 rtcard Details	Cancellation date
martcard. ice Button. The martcard Service	Fig 7 – Care Id e available sma	1-Nov-2014 entity Service – Sman	1-Nov-2016	Active
martcard. ice Button. The martcard Servie Select service	Fig 7 – Care Id e available sma	entity Service – Sma nrtcard service optior	rtcard Details	
martcard. ice Button. The martcard Service	Fig 7 – Care Id e available sma	entity Service – Sma nrtcard service optior	rtcard Details	
martcard. ice Button. The martcard Service	e available sma	rtcard service optior		
ice Button. The martcard Servie Select service	e available sma	rtcard service optior		
martcard Servie Select service	ce 40824006253		ns will be displayed	
Select service		302817		×
	2 Set passcode	3 Repair confirmatio	n	
Change Passcode	Repair	r Smartcard (renews certificates	without formatting the card)	
Close				Continue
Fig	8 – Care Identit	zy Service – Smartcar	d Service Options	<b>X</b>
rtcard		then click <b>Cor</b>	ntinue	
Select service	Set passcode     Set passcode     ard before confirmation.	e 3 Repair confirmat	ion	
*Enter new passcod	e:			
Re-enter new passcod	e: •••••  ••••	1		
	🔲 Issue Smartcar	rd locked		
Close			Ba	ck Confirm
	Fig 9 – Care Id	entity Service – Set p	basscode/PIN	
t now set their	desired passco	\ ode/PIN in the appro	priate fields. Click <b>(</b>	/ Confirm.
Policy - Only t	he End User of osed to anvone	a card can choose ar	nd set their Passcoo	le/PIN in person. Th
	Fig 3 rtcard martcard option peration or have Select service Please insert Smarton *Enter new passcool Re-enter new passcool Close	Fig 8 – Care Identit rtcard martcard option is not availa peration or has logged on wi Select service ② Set passcode Please insert Smartcard before confirmation. *Enter new passcode: Re-enter new passcode: Fig 9 – Care Id t now set their desired passco	Fig 8 – Care Identity Service – Smartcar tcard ption is not available/visible then the peration or has logged on with the incorrect role Select service  Select service  Select service  Select service  Fig 9 – Care Identity Service – Set p t now set their desired passcode/PIN in the appro	Iose       Fig 8 – Care Identity Service – Smartcard Service Options         tcard       then click Continue.         martcard option is not available/visible then the logged on user douperation or has logged on with the incorrect role profile.         Select service       ② Set passcode         Select service       ③ Set passcode         Please insert Smartcard before confirmation.         *Enter new passcode:       •••••         ••••       ••••         •••       ••••         Fig 9 – Care Identity Service – Set passcode/PIN         t now set their desired passcode/PIN in the appropriate fields. Click (



•	Select service	Set passcode	3 Repair confirmation		
	1. Initialising	Initialising Smart	card		
	2. Creating keys				
	3. Creating certific	ates			
	4. Storing certification	tes			
l I	5. Finalising				
		Test PersonNECS:	5550 0179 9894		
		Success: Smartcard 4082	2A001132F2817 repaired.		
	Fig 10 –	Care Identity Service – Ce	ertificate creation/storing,	/success	
The new cert confirmation as possible.	tificates will be gene n message will be dis	erated and stored on the splayed. It is recommend	smartcard in stages as sho ed the End User tests sma	own in Fig 10. Once cor rtcard authentication a	nplete, a as soon
END					

## **4 Roles and Responsibilities**

## 4.1 RAA ID Checker

- This is a new role and in certain circumstances may be given in addition to other RA roles such as Sponsor or Local Smartcard Administrator in order to fulfil certain RA functions
- Re-Issue certificates to an expired smartcard or smartcard at full capacity
- Registration of new users/carry out ID checks/changes in core identity (name changes etc) **if approved and** trained to do so by the Registration Authority
- Ensure End Users are aware and adhere to the RA Terms and Conditions
- Be familiar with this and other relevant RA processes

