North of England
Commissioning Support Unit

Registration Authority

Standard Operating Procedure

Care Identity Service (CIS)

Re-Issue of an Expired 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

Distribution	NECS Registration Authority
Further Copies From	Registration Authority Appleton House Lanchester Road Durham DH1 5XZ Tel 0300 555 0340 https://servicedesk.necsu.nhs.uk/category/smartcards/
Document Reference	

Version Control

Version	Release	Author	Approved By	Comments
0.1	31/12/2014	Nicky Murray		First draft
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
1.3	26/02/2016	Nicky Murray	Pam Robertson	Reviewed – no change
1.4	20/01/2017	Nicky Murray	Pam Drayton	Reviewed – no change
1.5	30/01/2018	Nicky Murray	Pam Drayton	Amended system requirements and added NHS Digital IA screen login screenshots.
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 Date
On an annual basis where possible and to incorporate system supplier upgrades
Review Date 07/08/2022

Contents

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 https://digital.nhs.uk/spine **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 https://nww.digital.nhs.uk/dir/downloads/

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

⚠ 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.

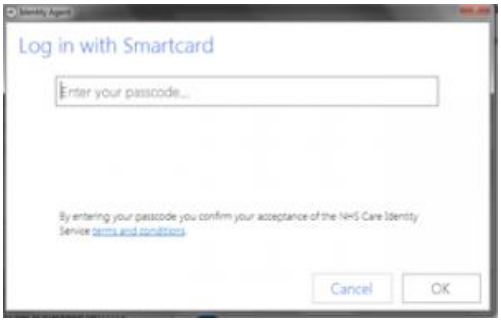


Fig 1 – Log on to NHS Spine Portal – enter passcode

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

⚠ **RAA ID Checker will be the "Systems Support Access Role" or the usual role if set up and informed by the Registration Authority.**

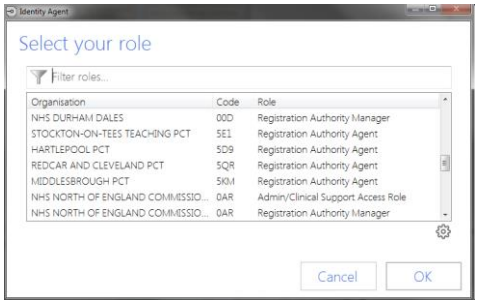


Fig 2 – Log on to NHS Spine Portal – select session role

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.

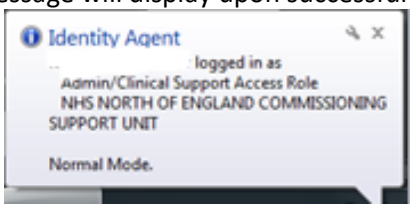


Fig 3 – "You are logged on as..."

Go to the **NHS Spine Portal** 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.

If the NHS Spine Portal fails to load, contact the organisation IT Service Desk/System Supplier.

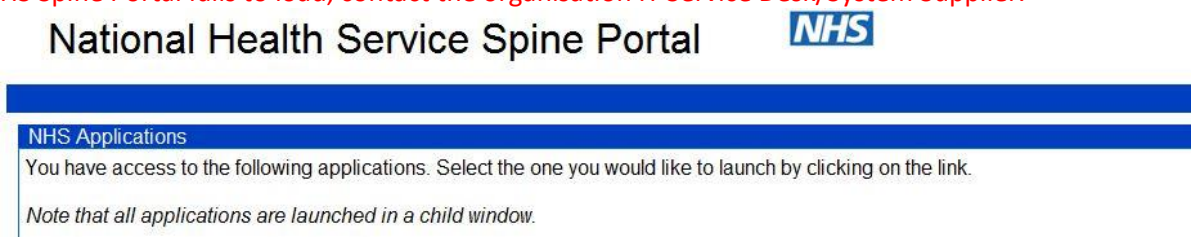


Fig 4 –NHS Spine Portal – Available applications menu

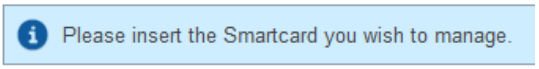
Click "Launch Care Identity Service"

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 organisation IT Service Desk/System Supplier.

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

Click **Manage Smartcard.**

A prompt will appear to insert the card into the **second smartcard reader** - **INSERT NOW**



After a short delay the End User Details Page will load automatically including their photograph.

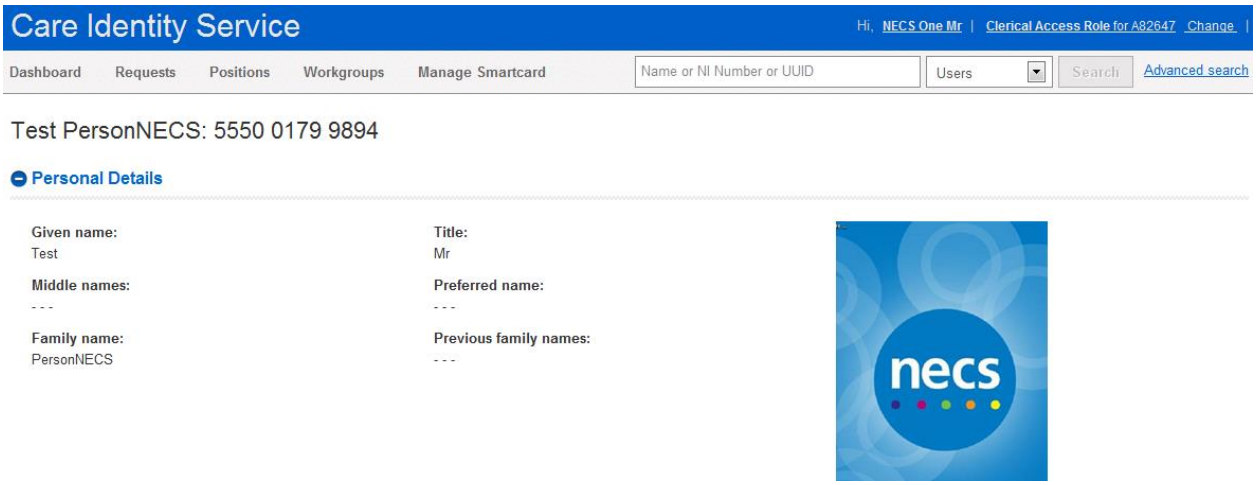


Fig 6 – Care Identity Service – User Details Page inc photograph

Scroll down the page to the **Smartcard Details** section. Click the "**+**" symbol if required. This will show if an active smartcard has been issued along with the Issuance Date and Certificate Expiry Date.

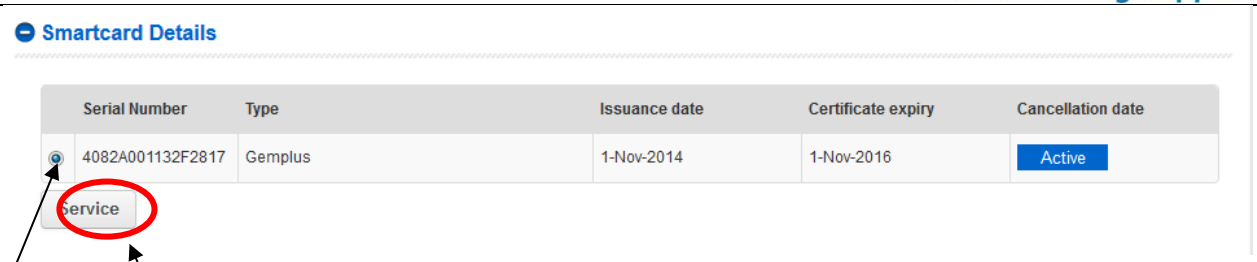


Fig 7 – Care Identity Service – Smartcard Details

Select the **Active** smartcard.

Now click the **Service Button**. The available smartcard service options will be displayed.

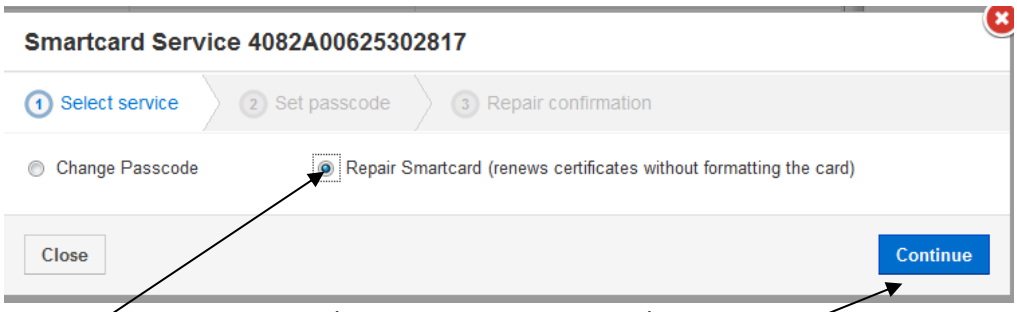


Fig 8 – Care Identity Service – Smartcard Service Options

Select **Repair Smartcard**..... then click **Continue**.

⚠ **If the Repair Smartcard option is not available/visible then the logged on user does not have permission to perform this operation or has logged on with the incorrect role profile.**

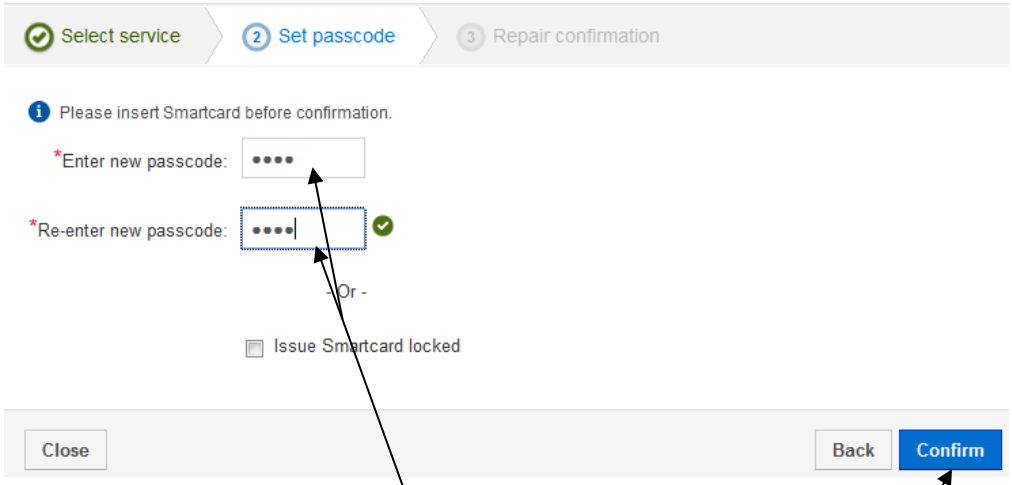


Fig 9 – Care Identity Service – Set passcode/PIN

The **End User** must now set their desired passcode/PIN in the appropriate fields. Click **Confirm**.

⚠ **Passcode/PIN Policy** - Only the End User of a card can choose and set their Passcode/PIN in person. This cannot be known by, or disclosed to anyone else. The Passcode/PIN to be set can be a choice of between four to eight NUMERIC characters. Obvious sequences (e.g. 1234; 9999; 111111) must be avoided.

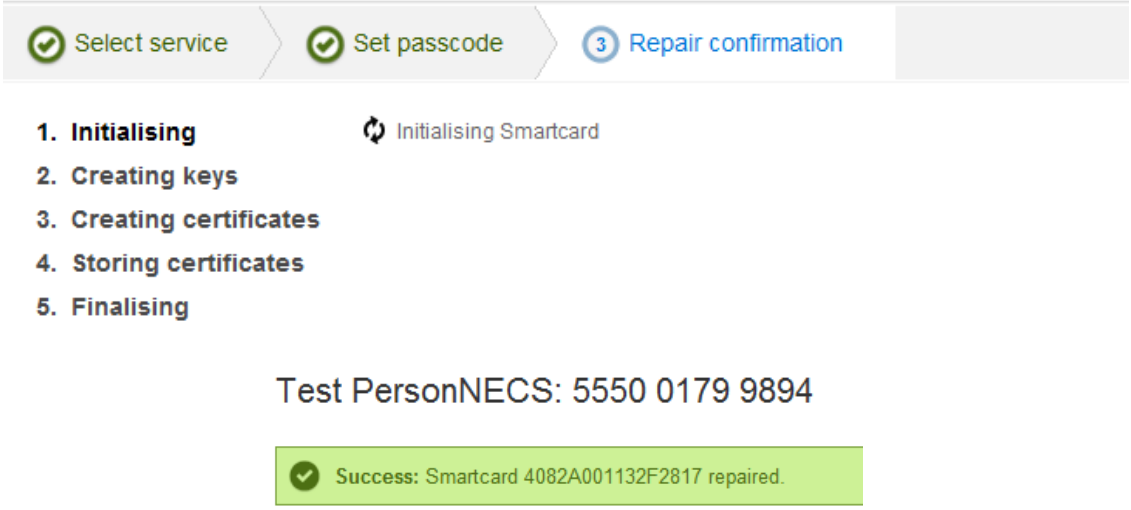


Fig 10 – Care Identity Service – Certificate creation/storing/success

The new certificates will be generated and stored on the smartcard in stages as shown in Fig 10. Once complete, a confirmation message will be displayed. It is recommended the End User tests smartcard authentication as soon as possible.

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