

Registration Authority

Standard Operating Procedure

Care Identity Service (CIS)

Unlocking a Smartcard Passcode/PIN

For Sponsors (B1300) or

Local Smartcard Administrators (B0263)



Purpose of this Document

This document defines the process to be followed by an approved Sponsor or Local Smartcard Administrator in order to unlock/reset a Smartcard passcode/PIN.

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	02/11/2014	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 for LSA
1.2	20/08/2015	Nicky Murray	Pam Robertson	Amendment with regard to Manage Smartcard tab now fixed in system for LSA
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 login screenshots.
1.6	26/01/2020	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



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1 About this Document

1.1 Purpose

This document defines the process to be followed by an approved Sponsor or Local Smartcard Administrator in order to unlock/reset a Smartcard passcode/PIN.

1.2 Target Audience

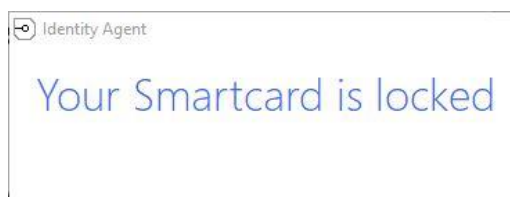
Approved Sponsors and/or Local Smartcard Administrators who provide support to end users.

1.3 Responsibility

The Sponsor and/or Local Smartcard Administrator must remain fully aware, understand and be conversant with the content of this document as a pre-requisite to unlock/reset the smartcard passcode/PIN of an End User's smartcard in the Care Identity Service (CIS) application.

1.4 Key Requirements

The End User has an active smartcard but have forgotten their smartcard passcode/PIN **or** the End User has entered the incorrect passcode/PIN three times and the smartcard is blocked as in the image below when authentication is attempted.



Smartcard is blocked/locked

2 Sponsor/Local Smartcard Administrator Unlocking Smartcard in CIS

2.1 Scope

This process applies when using the Care Identity Service application to unlock or reset a blocked smartcard.

2.2 General Description

This process document defines the procedure which should be followed by the approved Sponsor or Local Smartcard Administrator in order to unlock or reset a blocked smartcard or forgotten smartcard passcode/PIN.

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> **This process will only work in Internet Explorer. An additional smartcard reader is required in order to manipulate the End User's smartcard.**

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 – Unlock Smartcard

⚠ DO NOT insert the End User's/blocked smartcard until required later in the process.

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

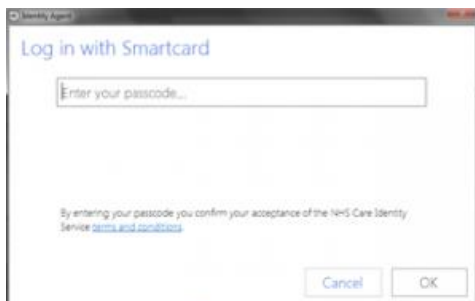


Fig 1 – Log on to NHS Spine Portal – enter passcode

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

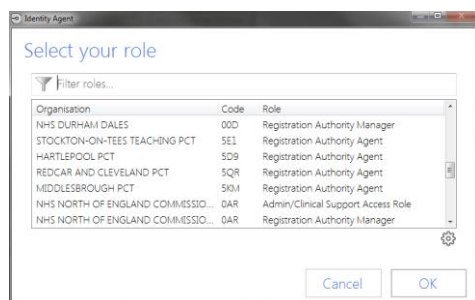


Fig 2 – Log on to NHS Spine Portal – select session role

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

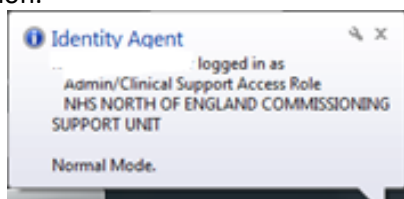


Fig 3 – “You are logged on as...”

Go to the **NHS Spine Portal** by 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.

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](#)”

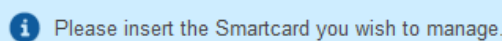
If prompted with any security warnings, they must be accepted. The **Care Identity Service Dashboard** will load.
If the Care Identity Service application fails to load, contact the organisation IT Service Desk/System Supplier.



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 photo.

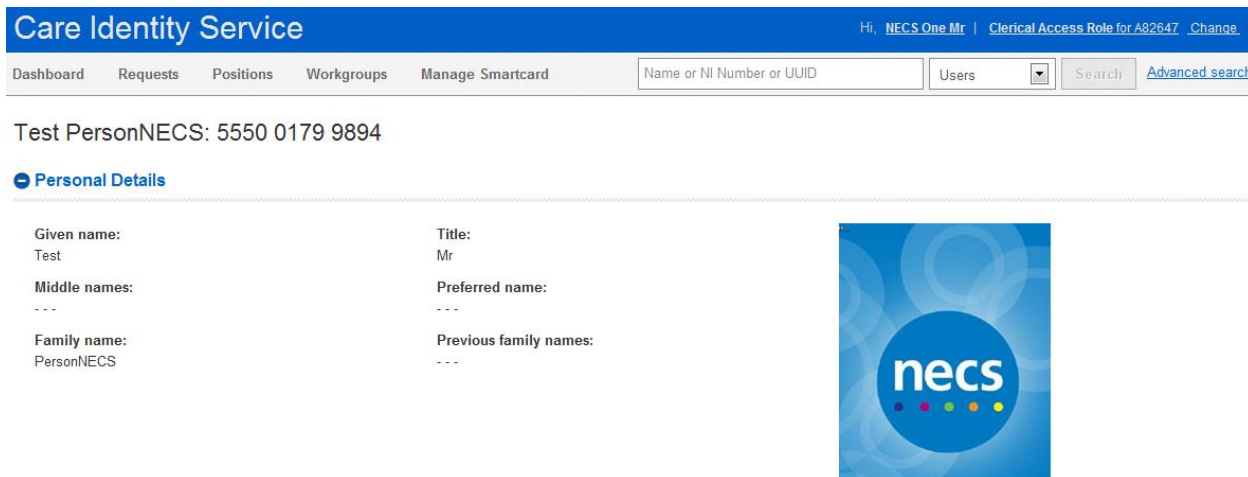


Fig 6 – Care Identity Service – User Details Page inc photograph

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.



Smartcard Details

Serial Number	Type	Issuance date	Certificate expiry	Cancellation date
4082A001132F2817	Gemplus	1-Nov-2014	1-Nov-2016	Active

Service

Fig 7 – Care Identity Service – Smartcard Details

Select the **Active** smartcard.

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

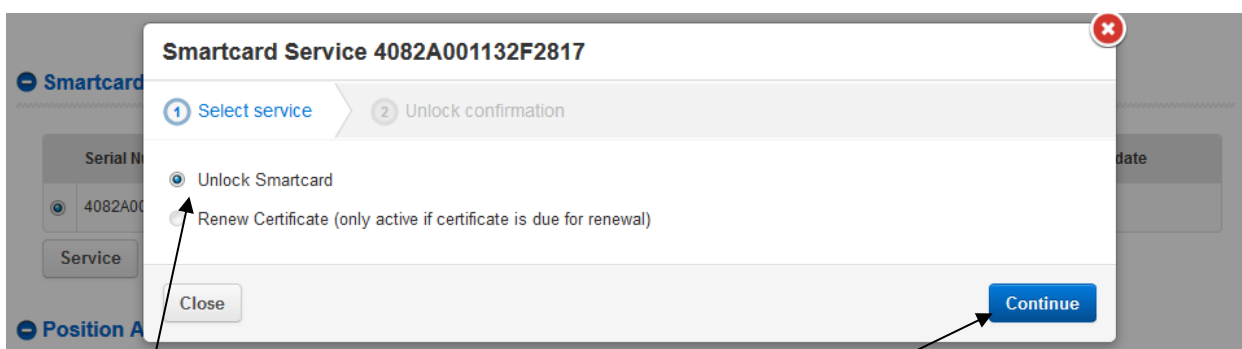


Fig 8 – Care Identity Service – Smartcard Service Options

Select **Unlock Smartcard**..... then click **Continue**.

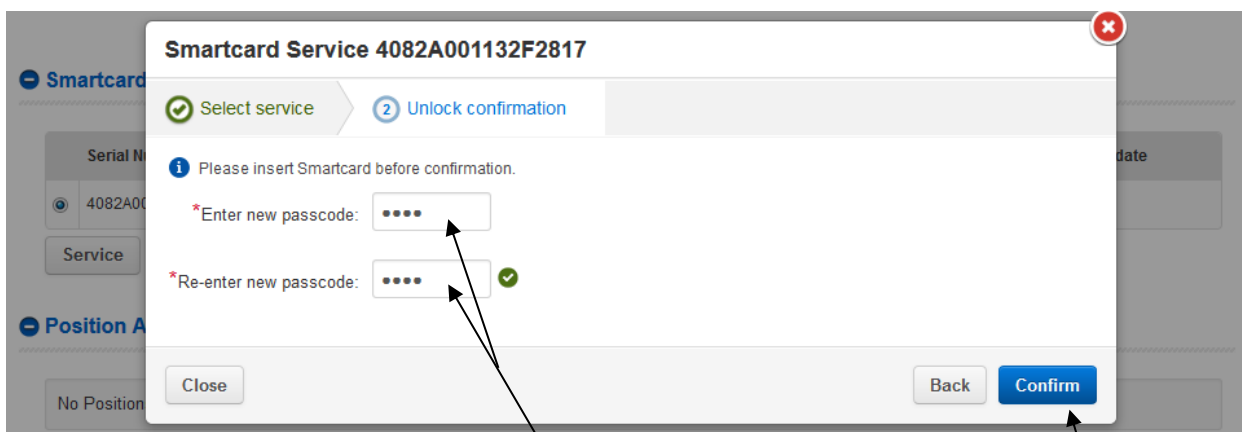


Fig 9 – Care Identity Service – Enter passcode/PIN

The **End User** must now enter their desired passcode/PIN twice 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; 11111) must be avoided.



The screenshot shows the CareID web application interface. At the top, there is a blue header with the CareID logo on the left and user information on the right: "Hi, NECS One Mr | Clerical Access Role for A82647 Change | Logout". Below the header is a navigation bar with "Dashboard", "Requests", and "Positions" tabs. A search bar contains the text "Name or NI Number or UUID" and a dropdown menu is set to "Users". There are "Search" and "Advanced search" buttons. The main content area displays "Test Person: 5550 0179 9894". A green success message banner reads: "Success: Smartcard 4082A001132F2817 unlocked." with a close button (X) on the right.

Fig 10 – Care Identity Service – Smartcard unlocked success

If successful, a message will be displayed as in Fig 10 above. It is recommended the End User tests smartcard authentication as soon as possible.

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

4.2 Local Smartcard Administrator

- Unlock smartcard when required
- Perform assisted renewal of End User smartcard certificates if required

