

# Registration Authority

## Standard Operating Procedure

### *Care Identity Service (CIS)*

### How to Create New User + Complete ID Checks (Brand New Smartcard Registration)

For RAA ID Checker (B0267)

#### **ATTENTION**

This process should only be followed by an authorised “RAA ID Checker” – a new RA Role to allow the creation of a new smartcard user.

The RAA ID Checker **MUST** contact the Registration Authority to request a physical card be printed – see final page. The Registration Authority is not automatically notified when a new user is registered.

Please ensure this process is referred to with every new registration.



## Purpose of this Document

This document defines the process to be followed by an RAA ID Checker (approved and authorised by the RA Manager) to create a brand new smartcard registration. Details entered into the Care Identity Service (CIS) application are then submitted to the RA Service who then check and issue a physical smartcard. The RAA ID Checker will carry out ID checks to NHS Employment Check Standards and upload digital image of the new user.

## Information

Distribution	NECS Registration Authority
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Document Reference	

## Version Control

Version	Release	Author	Approved By	Comments
0.1	14/02/2015	Nicky Murray		First draft
1.0	24/02/2015	Nicky Murray	Pam Robertson	Final
1.1	30/09/2015	Nicky Murray	Pam Robertson	Update with regard to Chrome v45
1.2	26/02/2016	Nicky Murray	Pam Robertson	Review – no change.
1.3	01/06/2016	Nicky Murray	Pam Robertson	Various amendments re system requirements, photograph standards, ID checking
1.4	16/11/2016	Nicky Murray	Pam Drayton	Amendment re NI number requirement plus other minor amendments
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	New process to request card

## 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 RAA ID Checker (**approved and authorised by the RA Manager**) to create a brand new smartcard registration.

### 1.2 Target Audience

Approved RAA ID Checkers and 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 requesting a new smartcard registration/creating a new user.

### 1.4 Key Requirements

The RAA ID Checker must have Activity “B0267 – Approve RA Requests (Registration Only)” on their smartcard profile. The End User requires a smartcard to access Spine applications. They do not currently possess or do not believe they have ever had one in the past.

## 2 RAA ID Checker Create New Smartcard User in CIS

### 2.1 Scope

This process applies when using the Care Identity Service application to create a new user to be ID checked, registered and issued with a smartcard.

### 2.2 General Description

This document defines the process to be followed by an RAA ID Checker to create a brand new smartcard registration. Details entered into the Care Identity Service (CIS) application are then submitted to the RA Service who then check, verify, issue and print a physical smartcard. The RAA ID Checker will carry out ID checks to NHS Employment Check Standards and record this information accurately in the CIS application. The RAA ID Checker will also upload a digital image of the new user.

### 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: The organisation IT Service/System Supplier is responsible for ensuring the above requirements are met and should be contacted if CIS fails to load. The Registration Authority is not responsible for this.**

Ability to capture a digital image and transfer to computer ready for upload in to Care Identity



### 3 PROCESS STEPS – Create New User + ID Checks

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

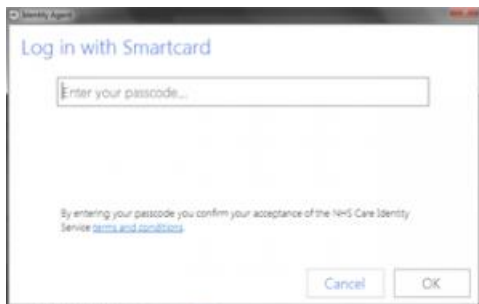


Fig 1 – Log on to NHS Spine Portal – enter passcode

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

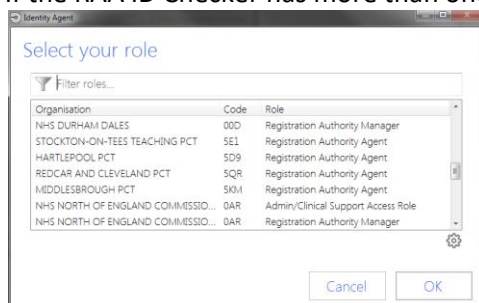


Fig 2 – Log on to NHS Spine Portal – select session role

Note: Fig 2 will not appear if the RAA ID Checker has only one role. The following message will display upon successful authentication. (image for illustrative purposes only)

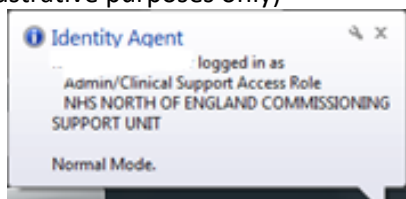


Fig 3 – “You are logged on as...”

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 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.

The screenshot shows the Care Identity Service dashboard. At the top, there's a header with 'Care Identity Service' and user information. Below that, there's a navigation bar with 'Dashboard' and 'Requests' tabs. A search bar is present. The main content area has a 'Dashboard' section with a card showing '4 My requests' and a 'View all' link. To the right, there's a 'Need Help?' section with contact information. Below that, there's a 'Quick links' section with a link for 'Create new user' which is circled in red.

Fig 5 – Care Identity Service – Dashboard

From the Dashboard, click on **Create New User**

### Create New User

#### Personal Details

Title:

\* Given name:

Middle names:

\* Family name:

Preferred name:

Previous family names:

\* Date of birth:

Complete the relevant fields. Mandatory fields marked with a \*

If the Preferred Name field is used, please ensure the Family Name is also entered e.g. “John Smith”

Fig 6 – Care Identity Service –Create New User



Scroll down to the **Identifiers** section.

**⚠ The required identifier is the National Insurance Number even though the form requires any of the three identifiers listed. Ensure the National Insurance Number is entered into the NI Number field and press TAB. (This will assist in determining if the user may already be registered.)**

Identifiers

**i** Please provide at least one of the following identifiers.

#NI number:

#Passport number:

#Driving licence number:

**DO NOT ENTER PASSPORT OR DRIVING LICENCE NUMBERS HERE**

**Duplicate Check**

Fig 7 – Care Identity Service – Create New User Identifiers

Once the **National Insurance Number** has been entered, click on the **Duplicate Check** button. Passport and Driving Licence details can be entered in the **Identity Verification** section.

**⚠ If the Duplicate Check button is not visible the RAA ID Checker does not have permission to create the new user and carry out the ID Checks or the wrong role profile has been selected when logging on.**

A check will be carried out to see if a user already exists with the details entered in the **Identifiers** section.

**⚠ If a match is found the new user may already be registered and have a smartcard. If they are registered but no longer have the smartcard, contact the Registration Authority for assistance if in any doubt.**

If no duplicate is found continue to scroll down to the **Applicant Contact Details** section. Enter the user’s contact details (not mandatory but these will assist the user in future self service functions.)

**⚠ DO NOT use generic/shared email addresses. Use only work related contact details where possible rather than personal contact details. Only nhs.net, nhs.uk or gov.uk email addresses are permitted. Leave blank if necessary.**

**Applicant Contact Details**

**i** Account recovery passcode will be sent to the mobile number and email id given below.

Telephone number:

Mobile number:

Email:

Fig 8 – Care Identity Service – Applicant Contact Details



Scroll down to the **Identity Photo** section.

**Identity Photo**

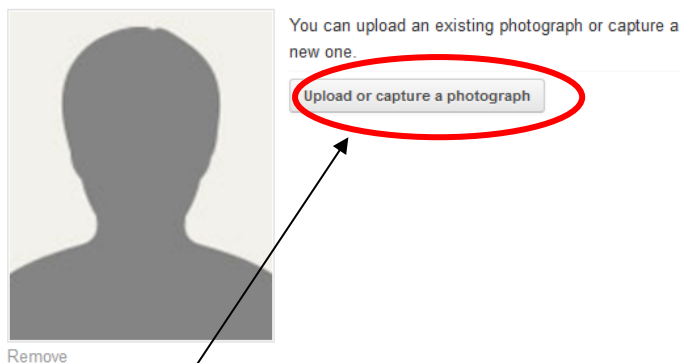


Fig 9 – Care Identity Service – Identity Photo

Click the **Upload or capture a photograph** button.....

The photo capture upload tool window will load. It may take a short time to load and **may require a security warning to be accepted**.

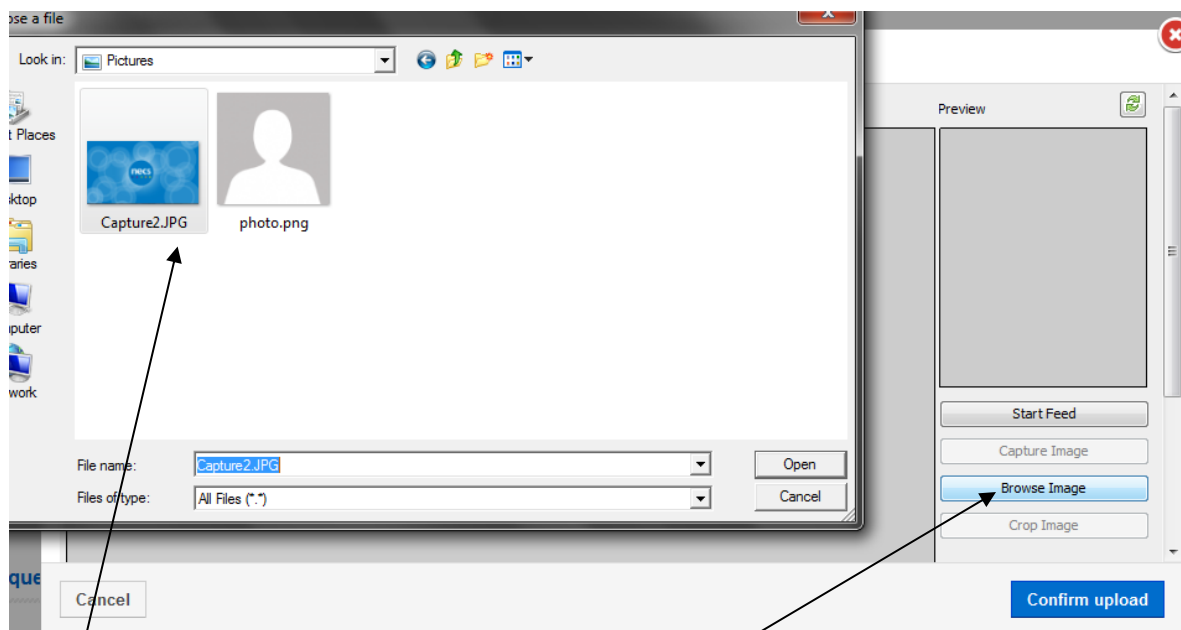


Fig 10 – Care Identity Service – Photo Upload Tool

From the photo capture upload tool, click on the **Browse Image** button. Locate the digital photograph to be used and **double click** on it (or single click select it and click the Open button).



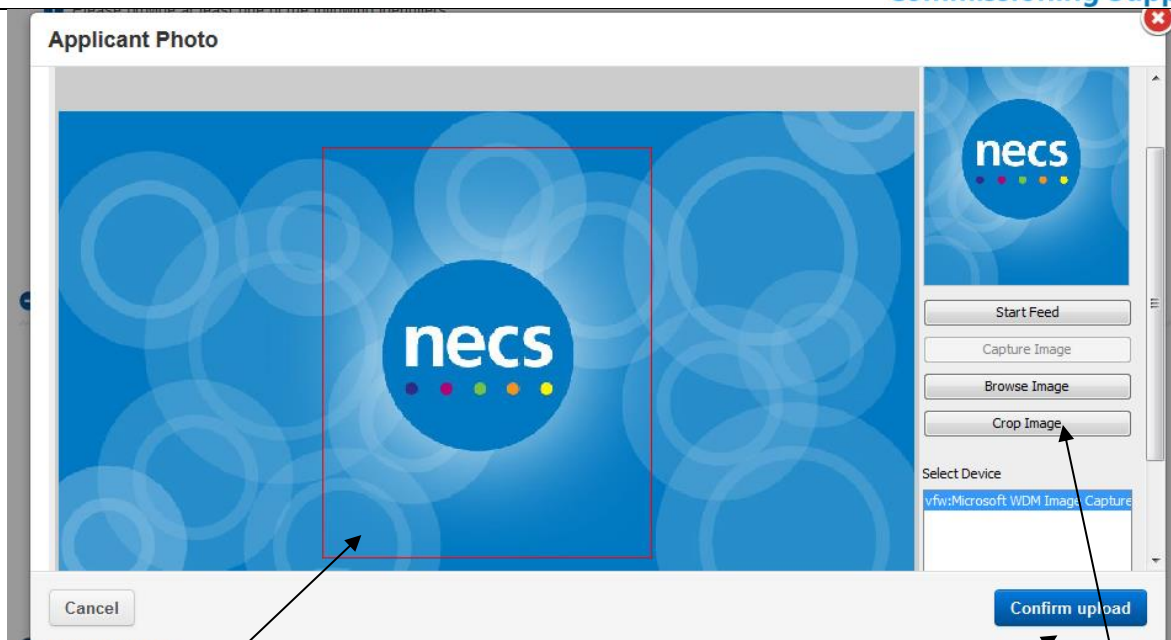


Fig 11 – Care Identity Service – Photo Upload Tool 2

Click inside the **red rectangle** and move it to “frame” an image of the new user’s **head and shoulders**. **The corners of the rectangle can also be selected and dragged if required to make the rectangle larger**. Click **Crop Image**. The new cropped image will appear in the top right. The cropped image should look like a “passport style” photograph.

If satisfied with the resulting image, click on the **Confirm Upload** button.

**⚠ The uploaded digital image must be a true likeness of the new user/applicant.**

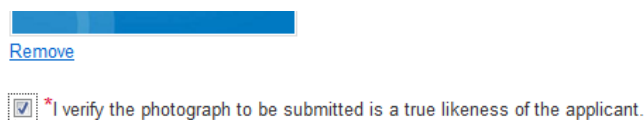


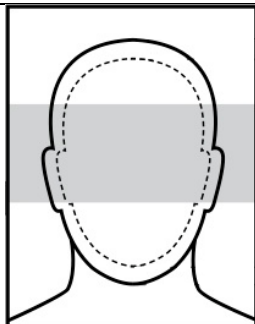
Fig 12 – Care Identity Service – Confirm Likeness of Photo

Ensure the **box is ticked** to verify the uploaded photograph is a true likeness of the new user.

**⚠ Uploaded digital photographs in Care Identity Service should conform to passport style standards**

- Photograph must meet passport standards and be taken against a plain background with adequate lighting and be cropped to match the diagram below.
- For further info please see the Home Office Passport Photo Requirements <https://www.gov.uk/photos-for-passports>





**⚠ If the uploaded photograph does not resemble the image to the left PLEASE STOP and contact the Registration Authority.**

Scroll down to the **Identity Verification** section.

**Identity Verification**

**i** Please enter the details of two photographic identification documents and one document showing the applicant's address, or alternatively one photographic identification document and two documents showing the applicant's address.

\*Photo identification:

\*Address verification:

\*I verify the original documents were seen and confirmed to be genuine in a face to face meeting with the applicant.

Fig 13 – Care Identity Service – Identity Verification

Here, the **RAA ID Checker** must enter details of **at least three forms of original identification** belonging to the new user. Usually this will be details of a valid passport, valid photo driving licence and details of items verifying the new user's address.

**⚠ It is imperative that the ID Verification details entered are correct and true. Entering false information can result in disciplinary proceedings and/or criminal prosecution. The Registration Authority may request to see evidence of any details which are entered for audit purposes at any time. Full instructions on carrying out identity checks is out of scope for this process document. Current practice and documentation is available on the NHS Employers website [www.nhsemployers.org](http://www.nhsemployers.org) The most recent NHS Employers "ID Checks" document may accompany this process document or can be requested from the Registration Authority. If in any doubt, please contact the Registration Authority.**

**⚠ DO NOT ENTER DETAILS OF ITEMS WHICH ARE NOT ON THE LIST.**

\*Photo identification:

Fig 14 – Care Identity Service – Add Photo Identification

From the **Photo Identification** field, click the drop down arrow and select one of the options. In the above example in Fig 14, passport has been selected. Click the **Add** button.



Fig 15 – Care Identity Service – Add Passport Details

Select the country of issue from the **Country** drop down menu. Enter the passport number in the **Passport Number** field. Enter the expiry date of the passport in the **Expiry Date** field.

The same process should be followed for an additional form of photo identification, if available.

Fig 16 – Care Identity Service – Add Address Verification

From the **Address Verification** field, click the drop down arrow and select one of the options. In the above example in Fig 16, a utility bill has been selected (notice a mobile phone bill is not acceptable). Click the **Add** button.

Fig 17 – Care Identity Service – Add Utility Bill 1 Details

Enter the name of the company in the **Document Issuer** field. Enter the date the bill was issued in the **Date of Issue** field.

The same process should be followed for an additional address verification item, if required.

Fig 18 – Care Identity Service – Confirm ID Verification

**Tick the box** once a valid and correct combination of identity documents have been entered. This confirms agreement with the statement “**I verify the original documents were seen and confirmed to be genuine in a face to face meeting with the applicant**”.

Scroll down to the **Notes** section.



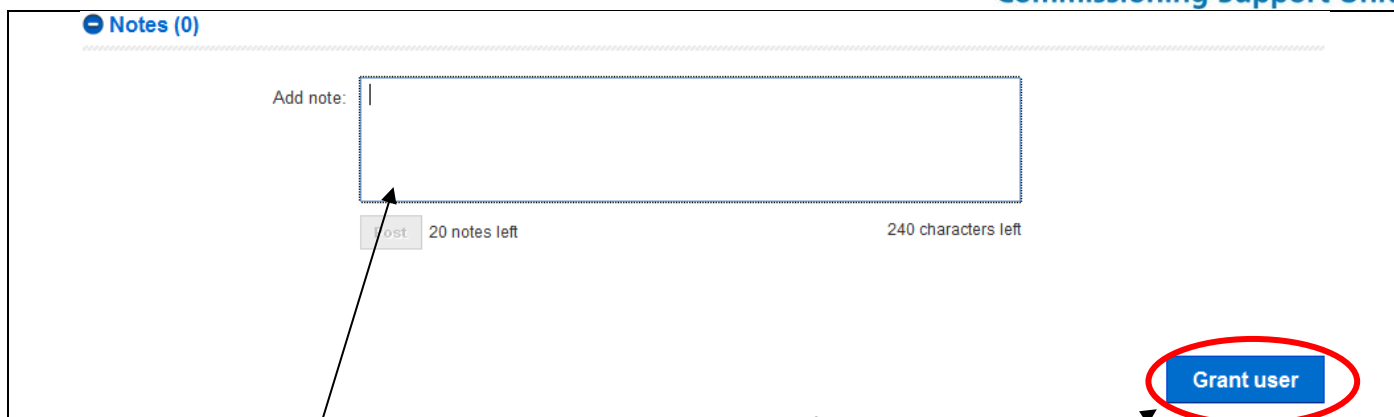


Fig 19 – Care Identity Service – Notes field and Grant User

Enter any supporting **notes** in the field. Check the details entered and click the **Grant User** button.

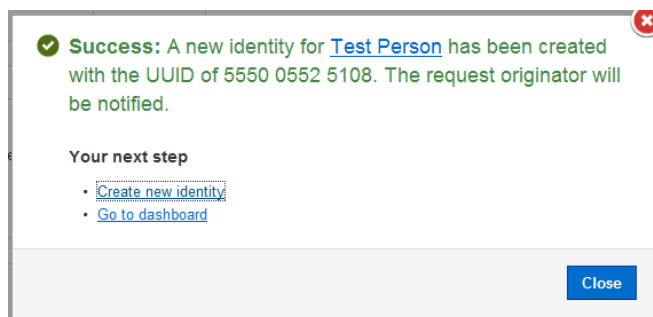


Fig 20 – Care Identity Service – Grant User Success

**⚠ Make a note of the UUID which is generated.**

Click **Close** or click the new user’s name (blue hyperlink e.g. “[Test Person](#)” in Fig 20 above) to display the new user’s profile page.

## **IMPORTANT – How to Request the Physical Card**

**⚠ The Registration Authority is (currently) NOT automatically notified when a new user is created by an RAA ID Checker. Therefore, please follow the below process to request the card be printed and posted.**

Requests for smartcards can be made via the **NECS Digital Workplace** which is an online self service portal.

**RAA ID Checkers** who already have a **Digital Workplace** account using their NHS.NET email address should log in via <https://digitalworkplace.necsu.nhs.uk/>

**RAA ID Checkers** who already have a **Digital Workplace** account with an alternative email address should log in via the method given to them by NECS I.T. Dept.

**RAA ID Checkers** who do not have a **Digital Workplace** account should request one from NECS I.T. Dept on tel 0300 555 0340 (please keep your login information and login method safe for future use) Please also contact this number if unable to log in.



- From the **Digital Workplace** main dashboard click **Request Something > Smartcard > Smartcard New Card**. An online form will appear.
- From the "**What kind of smartcard request do you need to raise**" question, please select "**New Registration Completed (Request Smartcard)**"
- Enter the name of the newly registered user
- Enter the 12 digit UUID of the newly registered user
- Enter a brief summary of the ID documents which have been checked and entered eg. Valid UK Passport, Valid UK Photo Driving Licence, Gas bill dated xx/xx/xxxx etc.
- Enter address to post the smartcard (GP Surgeries/Pharmacies – please include your ODS Code)
- Click **Submit Request**

If all details submitted are valid/correct and this registration process has been followed, a smartcard will be printed/posted. If more information is required the Registration Authority will make contact.

**It is highly recommended that the Sponsor submits a request now to add an access control position to the new user's profile in advance of the smartcard arriving. See document "CIS PROCESS Sponsor Submit Request to Assign or Unassign Position".**

END

## 4 Roles and Responsibilities

### 4.1 RA Agent 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

