

Smartcard Self Service Process

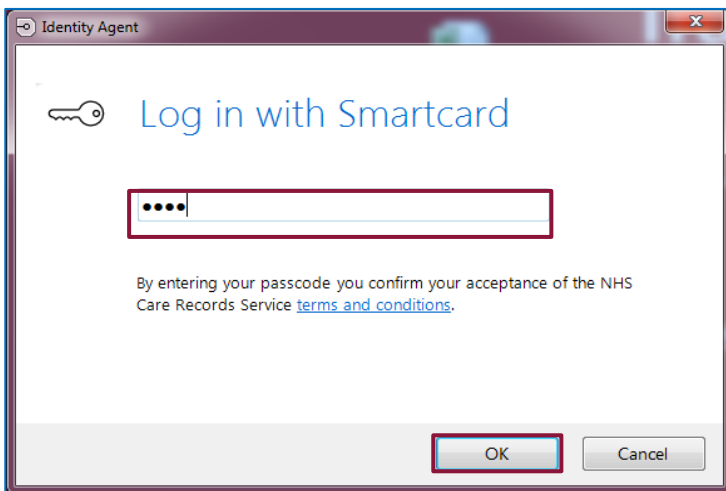


You must have an NHS Email address to complete this request.

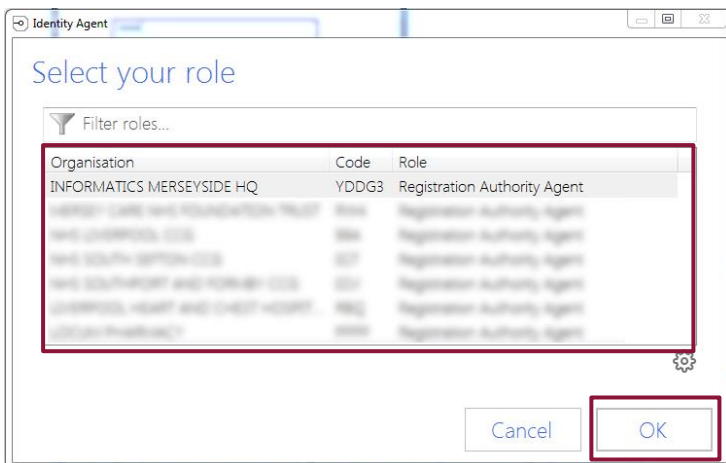
By registering for the Self Service facility you will be able to unlock your Smartcard without the need for a Sponsor, LSA or RA Agent.

Log in

- Insert Smartcard into the card reader → enter **Smartcard Passcode/Password** → select **OK**.



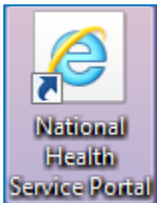
- Highlight the required trust → select **OK**.



The Identity Agent box will display in the bottom right of the screen with the details of the Smartcard Authentication.



Launch Care Identity Service



From the desktop, **double click** on the logo to select the **National Health Service Portal** or enter the following address into the web browser: <https://portal.ncrs.nhs.uk/portal/>

The Spine Portal will open.

- Select **Launch Care Identity Service**.



- From the Dashboard page go to **My profile** in the **Quick Links**

Care Identity Service

Registration Authority Agent for RWH - Change

Dashboard | Requests | Manage | Batch | Manage Smartcard

Given & Family Name, NINO or UUID | Users | Search | Advanced search

Dashboard

- 590 Awaiting actions [View all]
- 8 My requests [View all]
- 315 Completed requests [View all]
- 654 All open requests [View all]

Unable to log in?
Please contact your local IT helpdesk for any hardware, connectivity or application issues.
Can't see the information you need?
Please contact your local RA for access, profile or role issues (contact details [here](#)).

Quick links

- Create new user
- Create Position
- My profile**
- Terms & Conditions
- Reports

From within your profile page.

- Scroll down to the [self service](#) option and click [Register](#).

4082	12661	Smartcard	Gemplus	14-Mar-2012	14-Mar-2014	16-Oct-2018
807	77900	Smartcard	Oberthur	11-Oct-2018	11-Oct-2020	16-Oct-2018

Service

Self Service

You are not registered to use the Self Service facility.

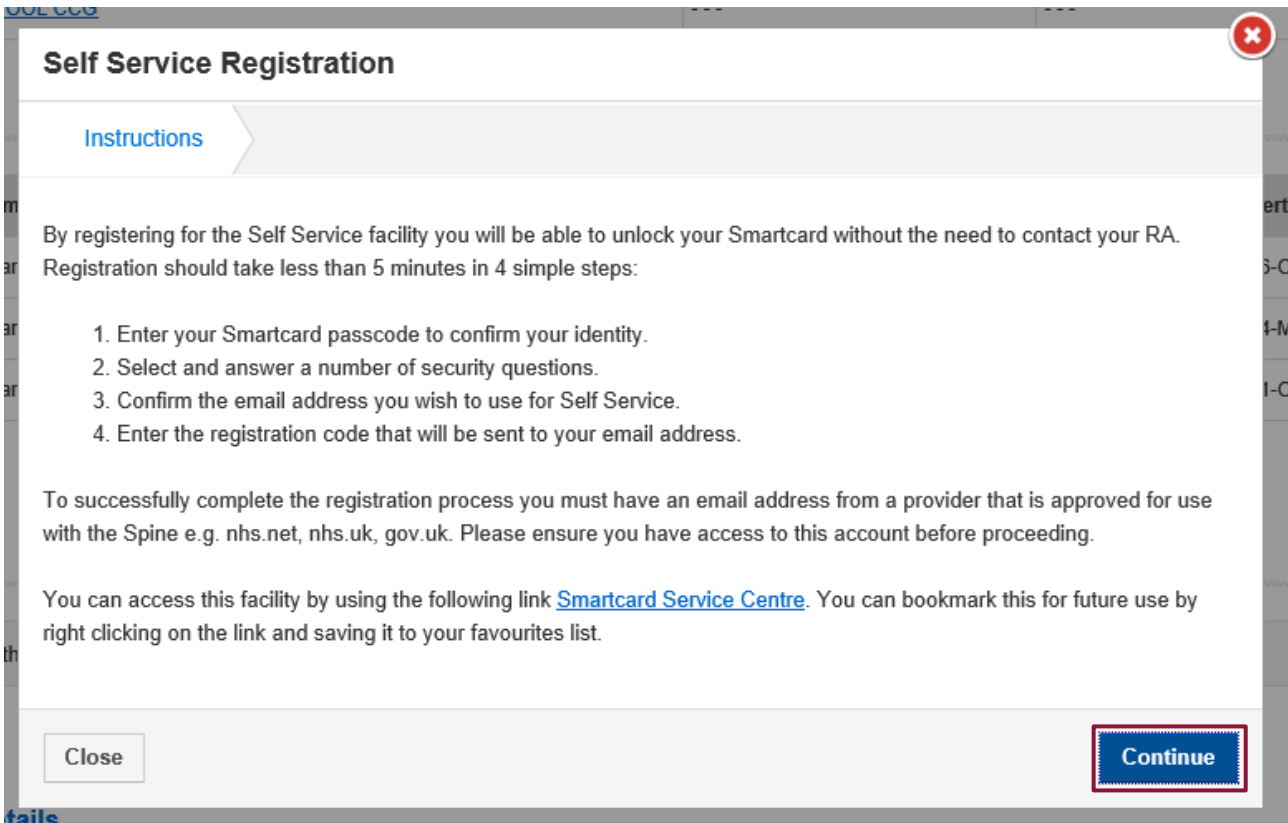
[Register](#)

Position Assignment Details

Position code	Position name	Source	Org code	Start date	End date	Last modified
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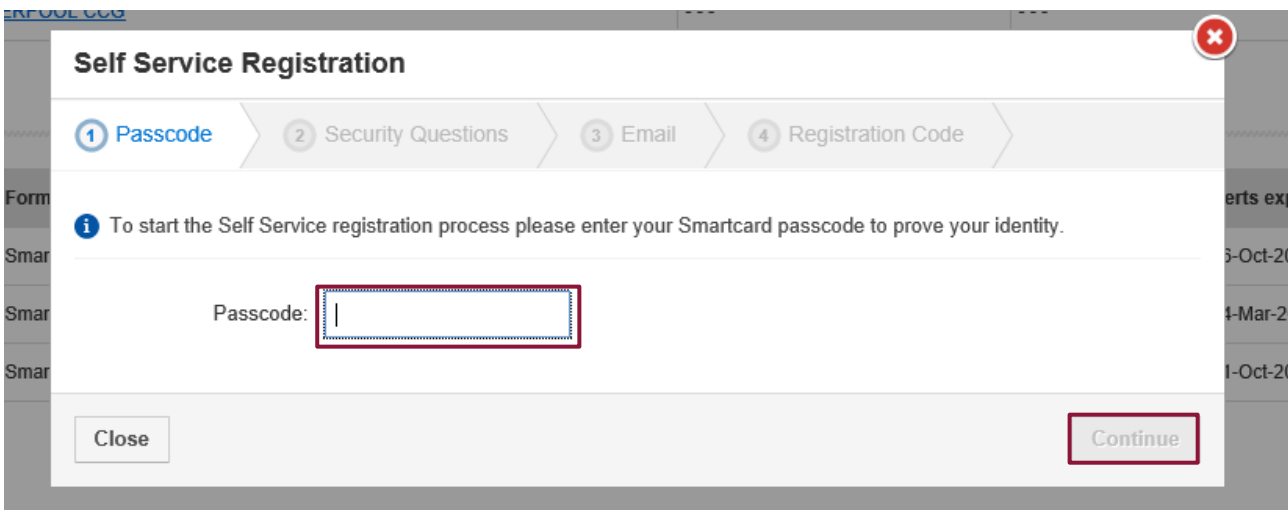
The self service Registration Instructions box will display.

- Once instructions have been read, please click [Continue](#).



To start the Self Service Registration process, enter your Smartcard passcode to prove your identity.

- Step1: Enter Smartcard Passcode, then press [Continue](#).



- Step 2: Next you must setup your security questions. Choose and answer 4 questions. Next click on [Continue](#).

Self Service Registration

1 Passcode 2 **Security Questions** 3 Email 4 Registration Code

i Please select and answer all security questions below. These will be used to prove your identity if you lock your Smartcard and wish to use the Self Service facility to unlock it. When selecting questions please choose those that you are most likely to remember in the future. Your answers will be stored securely and will not be visible to anyone else.

Question 1: Please select a question...

Answer:

Question 2: Please select a question...

Answer:

Question 3: Please select a question...

Answer:

Question 4: Please select a question...

- Step 3: Enter your [email address](#) into the box, then click [Continue](#). This will result in a registration code being sent to your nhs.net email address.

Self Service Registration

1 Passcode 2 Security Questions 3 **Email** 4 Registration Code

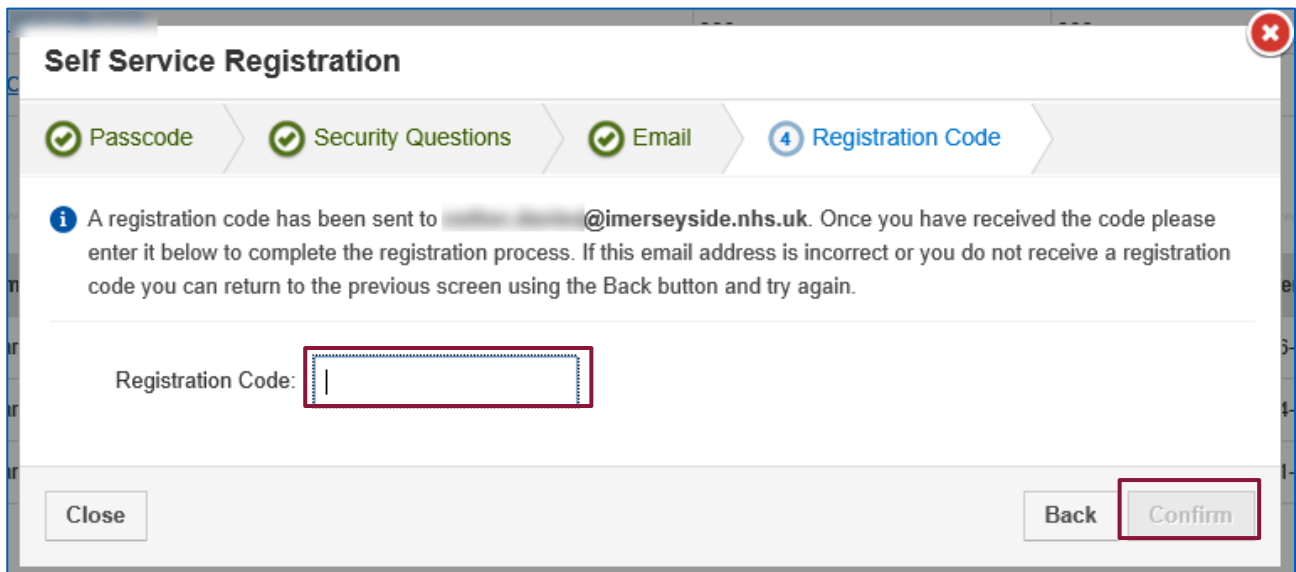
i Please confirm the email address that you wish to use for the Self Service facility. We will send your registration code to this address, so please ensure you have access to this account before proceeding. Below email has been copied from your contact details. You can overwrite this if you wish to use a different value.

Email:

- Step 4: Check your emails for the Registration Code, and [Enter](#) into the Registration Code box. Now click [Confirm](#).



Registration Code must be entered within 15 minutes of the email being received. If not, you must start the process again to generate a new Registration Code.



The screenshot shows a web application window titled "Self Service Registration". At the top, there is a progress bar with four steps: "Passcode" (checked), "Security Questions" (checked), "Email" (checked), and "4 Registration Code" (active). Below the progress bar, an information icon (i) is followed by the text: "A registration code has been sent to [redacted]@imerseyside.nhs.uk. Once you have received the code please enter it below to complete the registration process. If this email address is incorrect or you do not receive a registration code you can return to the previous screen using the Back button and try again." Below this text is a label "Registration Code:" followed by a text input field with a red border. At the bottom of the window, there are three buttons: "Close", "Back", and "Confirm". The "Confirm" button is highlighted with a red border.

Once completed you will see



Self Service Smart Card Unlock Link

To reset your passcode

- please insert smartcard into the Omni Key/Keyboard/Laptop Card reader.
- Go to the Self Service site:
- <https://uim.national.ncrs.nhs.uk/selfservicewebapp/unlockCardStart>



Please save this link into your favourites.