**How to Unlock a User’s Smartcard in CIS**

Document Notes

This is a CIS instruction document for RA Agents, RA Sponsors and Smartcard Administrators unlocking a user’s smartcard when it is locked.

To complete these instructions you need to make sure that you have two Smartcard readers (including the one in your keyboard) attached to your PC. Please contact the service desk if this is not the case.

If you require assistance with any of the steps in this document please request help via the CSU Servicedesk **E: servicedesk@cmcsu.nhs.uk T: 0844 800 9982**

1. Insert you own card into one of the readers and login through GEM Authenticate.
2. Open NHS spine portal. The link to should be saved on your desktop or saved in your favourites in Internet Explorer.

*(Or open Internet Explorer and type* [*https://portal.national.ncrs.nhs.uk*](https://portal.national.ncrs.nhs.uk) *into the address bar)*

1. Click on the blue link in the centre of the page saying **‘Launch Care Identity Service’**, and CIS will open in a new browser window.
2. Select the ‘Manage Smartcard’ tab (SMARTCARD ADMINISTRATORS SEE GREEN BOX BELOW)



**Can’t see ‘Manage Smartcard’ tab?**

At the time of writing, Smartcard Administrators will not see the ‘Manage Smartcards’ tab. This will be added in due course. You will need to

* Type the 12 digit number on the front of the user’s smartcard into the search box, and click search
* Select the user’s profile by clicking on the UUID number
* Scroll to ‘Smartcard Details’ and select the latest ‘in date’ device
* Click ‘Service’
* Insert the users smartcard and move to step H

1. Place the user's card in the second card reader. ***(Do not remove your own card from the reader as this will log you out of CIS).***
2. Check that the correct user is displayed from their Personal Details.



1. Select the device, and then click the ‘Service’ button.



1. Select ‘Unlock Smartcard’, and click ‘continue’



1. Ask the user to set their new passcode, and click confirm.

**PASSCODE POLICY**

**Only the user of a card can choose and set their PASSCODE in person.**

**PASSCODE Security: This must remain secret to the USER and must NOT be known by RA STAFF, administrators or disclosed to anyone else!**

**The PASSCODE is a choice of between a minimum of four to eight ALPHA and / or NUMERIC characters - Obvious sequences (e.g. 1234; 9999; 111111; password) must be avoided.**



1. You should now see a message to say the smartcard is successfully unlocked.

