**How to Renew a User’s Smartcard Certificates**

Document Notes

This is a CIS instruction document for RA Agents, Sponsors and Smartcard Administrators renewing a user’s smartcard when the certificates have expired. This may be performed for 90 days prior to certificate expiry (not for expired smartcards).

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 in the secondary reader 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 ‘Renew Certificates’, and click ‘continue’.



**NOTE**  - The ‘Renew Certificates’ button will only be available for the 90 days prior to certificate expiry.

1. Ask the applicant to input their passcode and click ‘Continue’



1. The system will generate the required certificate pair which will be shown by the rotating icon.







Once completed, select the desired menu option.