# Smartcard Update

From **July 2025**, all machines using **Series 8 smartcards** to sign **Electronic Prescriptions** must have **Oberthur middleware** installed to the latest version.

**Action Required:**

Ensure **Oberthur middleware** is deployed on all relevant devices as soon as possible.

**Deployment Guidance:**

* [Oberthur Middleware Technical Services Overview](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fdigital.nhs.uk%2Fservices%2Fcare-identity-service%2Fapplications-and-services%2Ftechnical-services%2Fmiddleware%23oberthur&data=05%7C02%7CAndrew.nott%40nhs.net%7Cd8ffa459756d4b0ac24308dd9dce0843%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638840230430070949%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=Z7eokErbOGu%2Feffe%2FH%2BEv%2BK2w%2BxqDcsmm2ek75cBxcA%3D&reserved=0)
* [Setting Up Smartcard Workstations](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fdigital.nhs.uk%2Fservices%2Fcare-identity-service%2Fsetting-up-and-troubleshooting%2Fhow-to-set-up-a-smartcard-user-workstation&data=05%7C02%7CAndrew.nott%40nhs.net%7Cd8ffa459756d4b0ac24308dd9dce0843%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638840230430100487%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=A3YevDekumvdUNCg6MD3JlmkPp7MENtPBCZj%2Bw2iyvk%3D&reserved=0)

**Important Notes:**

* **Series 4, 5, and 6 smartcards are retired** and must be replaced with supported versions (S8 and S9 smartcards). Guidance on how to identify old version smartcards can be found [here](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fdigital.nhs.uk%2Fservices%2Fcare-identity-service%2Fapplications-and-services%2Fcare-identity-management%2Fuser-guides%2Fviewing-reports%2Ffrequently-used-reports%23series-4-5-and-6-smartcards&data=05%7C02%7CAndrew.nott%40nhs.net%7Cd8ffa459756d4b0ac24308dd9dce0843%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638840230430121004%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=jzyzRvsk7aAd%2FbloUXahgk%2BGQbkMiIQigJLRBbQNsiE%3D&reserved=0)
* Technical issues related to this update should be logged with the **National Service Desk**, including:
* Subject: *OT Middleware Deployment – Prescription Signing*
* A brief description of the issue
* Output from the diagnostic tool

**Find my smartcard series**:

On the back of your smartcard, you will find a number starting with either 04-09 this is your series number.

Reminder: The CIS1 authentication service will reduce in Service Level Agreement (SLA) from platinum to silver on the 1*st* October 2025. Further details on CIS1 SLA drop and retirement ([CIS1 Authentication Deprecation notice](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fdigital.nhs.uk%2Fservices%2Fcare-identity-service%2Freleases-and-planned-maintenance%2Fservice-deprecation-and-retirement%2Fdeprecation-notice-cis1-authentication&data=05%7C02%7CAndrew.nott%40nhs.net%7Cd8ffa459756d4b0ac24308dd9dce0843%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638840230430141360%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMiIsIkFOIjoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=tFUDYW2MfiDPHOjyXq%2BAxVeYwSRF1yWtzXB%2Btlp2O%2BI%3D&reserved=0))

**Need Help?**

Contact your PMR provider to update your software.

Contact the IAM Platforms team at: **IAMplatforms@nhs.net**

Middleware - NHS England Digital

Details of middleware you'll need to use Care Identity Service.