

SevernSide

Integrated Urgent Care

IUC Smartcard Management

Version:	Owner:	Created:
2.4	Daniel Cotton	17/07/2019
Published:	Approving Director:	Next Review
04/08/2025	Deb Lowndes	04/08/2027

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Introduction

This document describes the different processes for the management of patient records using a Smartcard.

Objectives

The object of this procedure is to inform operational teams how to manage smartcards. This will enable operational teams to 'validate' patients against the spine, and clinicians to EPS (electronically prescribe) and access spine related information.

Creating Profiles on Care Identity Management System

To create a new user on Care Identity Manager please follow the instructions on the Care Management System.

<https://digital.nhs.uk/services/care-identity-service/applications-and-services/care-identity-management/user-guides/managing-users/add-a-new-user>

Ordering Smartcards

To order a smartcard, email the individuals UUID number to scwcsu.smartcards@nhs.net and they will post the smartcard to us locked. We will need to unlock and then add the correct position. To add a position, follow the linked instructions:

<https://digital.nhs.uk/services/care-identity-service/applications-and-services/care-identity-management/user-guides/managing-position-assignments/assign-a-position-to-a-user-profile#:~:text=From%20the%20Care%20Identity%20Management,choose%20'Add%20access%20positions'>.

Unlocking Smartcards

Users are encouraged to use the Self-Service feature on the Care Identity Management website using the following link to unlock their smartcards.

[Self-service smartcard unlock - NHS England Digital](#)

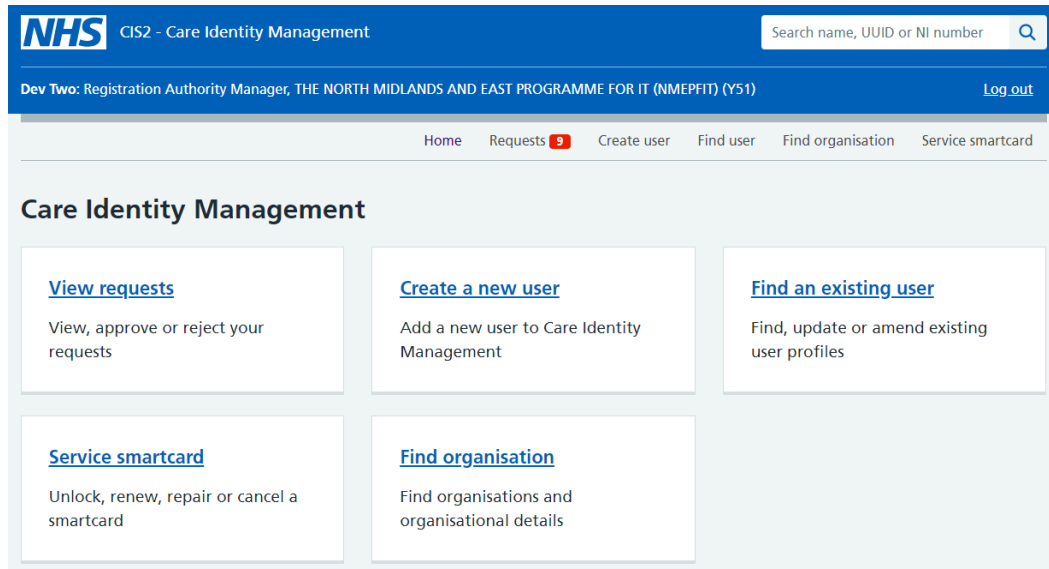
If the user is unable to do this the shift manager on shift, an IUC Team Manager or a member of the Rota or Digital Team will be able to assist in the unlocking of Smartcards.

To manage Smartcards, this needs to be completed on Microsoft Edge via the NHS Spine Portal. [NHS Spine Portal - NHS England Digital](#)

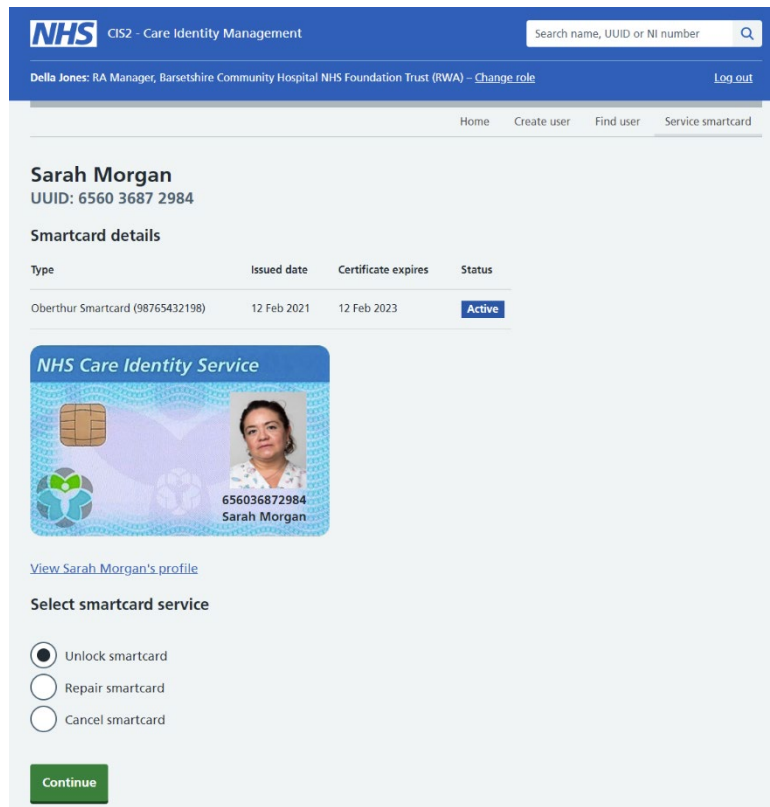
- Launch Care Identity Management

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- Insert the smartcard you want to unlock into a second card reader.
- From the Care Identity Management home page, choose 'Service smartcard'.

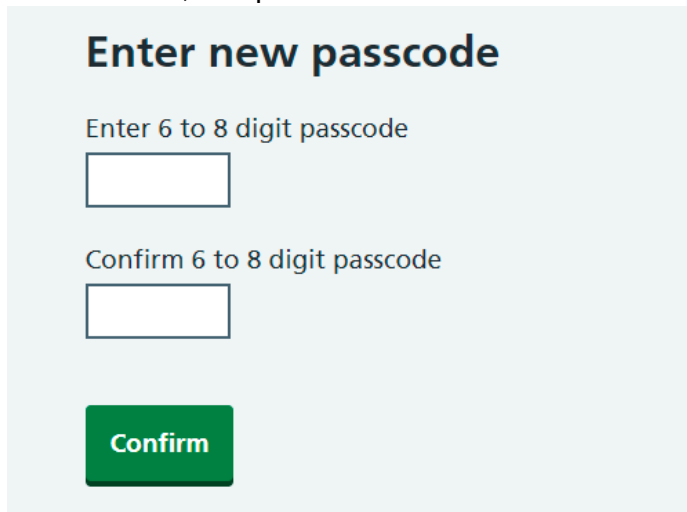


- You will now see the details of the user's smartcard. From the service options at the bottom, choose 'Unlock smartcard'.



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- The user is to enter the new passcode in both boxes, and press 'Continue'.



Enter new passcode

Enter 6 to 8 digit passcode

Confirm 6 to 8 digit passcode

Confirm

Finally, you'll be taken to the user's profile page and you'll see a 'Smartcard unlocked successfully' message.

Renew a smartcard

Users can renew a user's smartcard certificates from up to 90 days before they are due to expire and are encouraged to use the Self-Service feature on the Care Identity Management website using the following link.

[Care Identity Management \(CIM\)](#)

Instructions on how to use this function can be found [here](#).

[Self-renewal NHS smartcard certificate service - NHS England Digital](#)

If the certificate has expired, the user is working remotely overseas or the user is having issues renewing their certificate the IUC Team Manager, Rota Team or Digital Team will be able to assist in the Renewing of Smartcards. Please note only specific PC's are set up to renew a smartcard.

To manage Smartcards, this needs to be completed on Microsoft Edge via the NHS Spine Portal. [National Health Service Portal \(ncrs.nhs.uk\)](#)

- Launch Care Identity Management
- First you must insert the smartcard you want to renew into a second card reader. From the Care Identity Management home page, choose 'Service smartcard'.

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The screenshot shows the NHS Care Identity Management (CIS2) web application. The header includes the NHS logo, the title 'CIS2 - Care Identity Management', a search bar for 'Search name, UUID or NI number', and a 'Log out' link. Below the header is a navigation bar with links: 'Home', 'Requests' (with a red badge showing '9'), 'Create user', 'Find user', 'Find organisation', and 'Service smartcard'. The main content area is titled 'Care Identity Management' and contains five service tiles: 'View requests' (View, approve or reject your requests), 'Create a new user' (Add a new user to Care Identity Management), 'Find an existing user' (Find, update or amend existing user profiles), 'Service smartcard' (Unlock, renew, repair or cancel a smartcard), and 'Find organisation' (Find organisations and organisational details).

- If the smartcard is eligible for renewal, on the next screen you will see the option to 'Renew smartcard certificates'. Select this, and press 'Continue'.

The screenshot shows the 'Select smartcard service' screen. It features three radio button options: 'Unlock smartcard', 'Renew smartcard certificates' (which is selected, indicated by a yellow circle), and 'Cancel smartcard'. Below these options is a green 'Continue' button.

- Next the user should enter their passcode, and press 'Continue'.
- The service will now go through the steps needed to renew the smartcard. You will then see a message that the process has been successful.

✓ Smartcard renewed successfully

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Change Log

Date	Version	Author	Change Log
04.06.2021	2.0	Nickey Walshaw	Amalgamated this SOP with 'Smartcard instructions for Ops staff' SOP. Updated content. Added Prescription tracker information.
06.08.2021	2.1	Nickey Walshaw	Additional of Summary Care Record process
09/05/2023	2.2	Aimee Henley	Sop review
25/01/2024	2.3	Daniel Cotton	Changes from Summary Care record to National Care Records Service. Updates to Unlock and Updating Smartcard process.
08/07/2025	2.4	Daniel Cotton	Full review. Removal of Adastra specific guides. Updates to Unlocking and Renewing Smartcard process. Removal of appropriate use NCRS to go into Rota Team handbook