

SevernSide

Integrated Urgent Care

Smartcard Management:

Authenticating in Adastra

Unlocking Smartcards

Prescription tracker

Summary Care Record access

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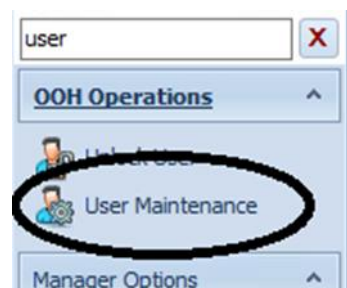
Introduction

This document describes Smartcard Unlocking Process.

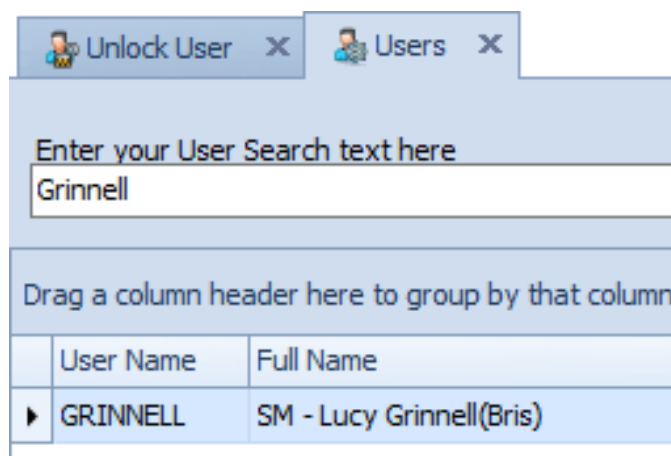
The Standard Operating Procedure

Link Smartcard to users in Adatastra

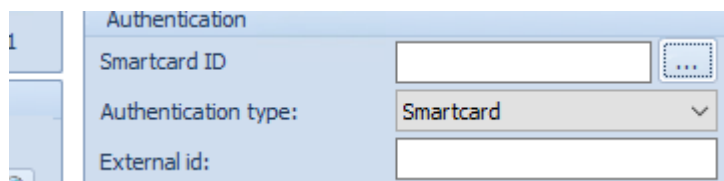
1. Go to User Maintenance in Adatastra



2. Enter Username and select.



3. Select 3 dots and follow instructions
- 4.



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5. Remove the current smartcard from the smartcard reader and insert the users smartcard

6. Ask the user to input their smartcard passcode



The screenshot shows a window titled "Read User Smartcard Details" with the NHS logo and the text "Connecting for Health". The main instruction is "Remove current smartcard". A "Cancel" button is located at the bottom right.

7. Select **Read card** button, once smartcard has been recognized press **Store card** button and follow instructions.



The screenshot shows the same window as before, but with the instruction "Insert users card and have them authenticate". Below this, it says "Once the user has inserted their card and entered their pin number, you can read the details from the card and store these". There are two buttons on the left: "Read card" and "Store Card". On the right, under "Card Details", there are input fields for "UID:" and "Name:". A "Cancel" button is at the bottom right.

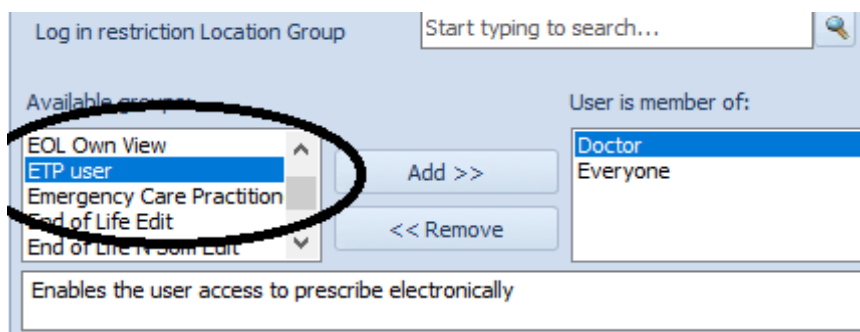
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8. Adastra will ask to remove new user card and re insert authorisers card and follow instructions
9. Select **Authenticate**, then press **update** bottom right corner. If you do not 'update' the details will not be save

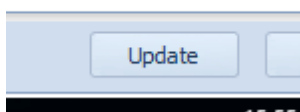


Enabling EPS for a clinician in Adastra

To enable clinician to EPS they must add ETP user group to member field.



Add ETP user for prescribing clinicians



Update the User record.

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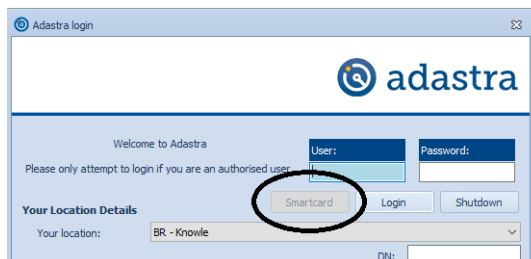
Users will need to have their card authenticated (see above process) against Adastra before they can use it to log in.

Logging into Adastra with a Smartcard

Once the Smartcard has been authenticated the user can log in using this card.

Put the Smartcard in the Smartcard reader

Log into Citrix and Adastra



When you reach the log in screen click Smartcard.

If the Smartcard button is Blue then you should just be able to click this button and will automatically log into adastra.

Note; If you do not login using Smartcard login you will be unable to EPS.

If you forget your smartcard you can still log into adastra using adastra username and password but will be unable to EPS.

Unlocking a User'S smartcard and renewing smartcard certificates

1. **You must only use Internet Explorer** to log onto <https://portal.national.ncrs.nhs.uk/portal/dt>

2. Click "Launch Care Identity Service"

- ▶ Launch EPS Prescription Tracker
- ▶ Launch Summary Care Record (SCR)
- ▶ Launch End Point Registration Service
- ▶ Launch Digital DS1500 Service
- ▶ Launch Spine Reporting Service
- ▶ Launch MESH User Interface
- ▶ **Launch Care Identity Service**
- ▶ Launch TES Alert Viewer
- ▶ Launch MESH Online Enquiry Service (MOLES)
- ▶ Launch Demographic Spine Application

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3. Select the 'Manage Smartcard' tab
4. Insert the user's smartcard in a **second** smartcard reader. **Do NOT remove your smartcard.**
5. Check the Smartcard and user are correct and if they are click on the Smartcard number

☐ Search within a specific organisation
☐ Include closed users in search

Filter:

UUID	Given Name	Family Name	Preferred Name
6124			---

10 ☐ Showing 1 of 1

First ◀ Previous 1 N

Check that the Smartcard is active

Smartcard Details

Serial Number	Format	Type	Issued on	Certs expire	Cancelled on
13230	Smartcard	Gemplus JCOP 41	17-Apr-2018	17-Apr-2020	Active

Service

If the card is not active contact the Digital Team.

6. The user must be present with their card to unlock their pin

Go to Smartcard details in their record and select Service

Smartcard Details

Serial Number	Format
132302	Smartcard

Service

7. Select the relevant option, i.e., 'unlock smartcard' or 'renew certificate' depending on your need, and follow instructions.

Smartcard Service 132302

1 Select service On service selection relevant next steps will be displayed.

☒ This user is also active at an organisation outside your hierarchy. Only proceed if you are certain this is the correct user.

☒ Unlock Smartcard ☐ Renew Certificate (only active if certificate is due for renewal)

☐ Change Passcode ☐ Repair Smartcard (renews certificates without formatting the card)

Close Continue

The screen will close and a green ribbon will show the Smartcard is unlocked/certificate renewed

Prescription Tracker

If you need to confirm where a prescription has been sent or the status you can do this by logging on to the prescription tracker.

Please use link below. **NOTE: YOU MUST BE IN INTERNET EXPLORER** for this program to work.

<https://portal2.national.ncrs.nhs.uk/prescriptionsadmin/prescriptionsearch>

Summary Care Record

On occasions you may need to confirm patient demographics, to do this you can use the Summary Care Record. The Summary Care Record can be accessed by Shift Managers, WaCCs, Call Handlers and the Rota Team for the following reasons:

- To check:
 - Checking correct spellings of names
 - Current addresses
 - Current GP practice
 - D.O.B.
 - NHS Number
-
- When carrying out the following tasks:
 - Case entry, to identify correct information for patient if validation fails
 - Amalgamations
 - Care Plans
 - Failed PEMS
 - Obsolete patients in Adastra
 - PLS (Practice Liaison Service)

The Summary Care Record should only be accessed for the above reasons for patients that have a record on Adastra. Under no circumstances should the Summary Care Record be used to look up yourself, family, friends, or for any other non-work-related reason.

How to Access the Summary Care Record

Please use link below. **NOTE: YOU MUST BE IN INTERNET EXPLORER** for this program to work.

<https://portal.national.ncrs.nhs.uk/portal/>

Click - Launch Summary Care Record

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- ▶ [Launch EPS Prescription Tracker](#)
- ▶ [Launch Summary Care Record \(SCR\)](#)
- ▶ [Launch End Point Registration Service](#)
- ▶ [Launch Digital DS1500 Service](#)
- ▶ [Launch Spine Reporting Service](#)
- ▶ [Launch MESH User Interface](#)
- ▶ [Launch Care Identity Service](#)
- ▶ [Launch TES Alert Viewer](#)
- ▶ [Launch MESH Online Enquiry Service \(MOLES\)](#)
- ▶ [Launch Demographic Spine Application](#)

Monitoring

Content of document

Related Documents

Tables

****	*****	*****	*****
04.06.2021	2	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