

How to register onto the smartcard self-service portal to unlock your own smartcard

- **We strongly recommend for every smartcard user to spend 5 minutes to register onto the self-service portal. This is due to requiring your smartcard to be unlocked to proceed with the registration.**
- **If your smartcard is locked and you haven't registered on the self-service portal prior, you will need to visit your local IT walk-in centre to get your smartcard unlocked.**
- **If you have previously registered onto the smartcard self-service portal and your smartcard is currently locked, please navigate to Page 6 for instructions on how to unlock your smartcard.**

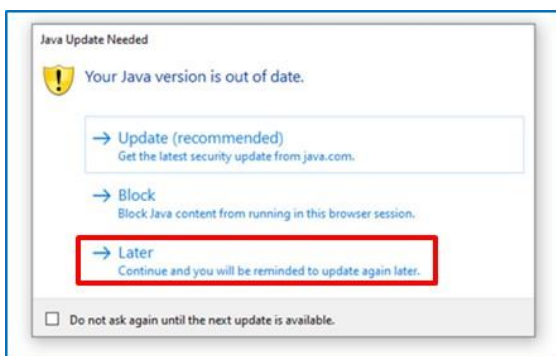
-To proceed ahead, you must insert your smartcard into a functioning smartcard reader (*this process is NOT functional with Imprivata Tap & Go readers*). In the images below you will see three examples of where to slot a smartcard to start the process:

(Left: Smartcard Reader | Middle: Keyboard Reader Slot | Right: Laptop Reader Slot)

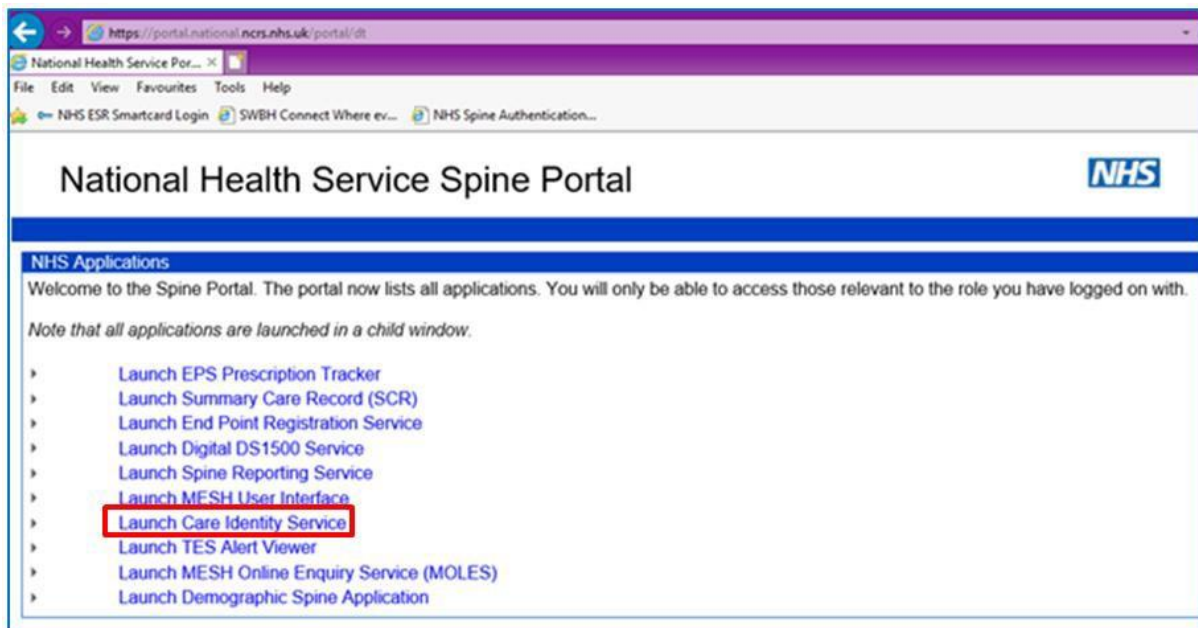


-Right click on the following link below, and then select Open Hyperlink
<https://portal.national.ncrs.nhs.uk/portal/dt>

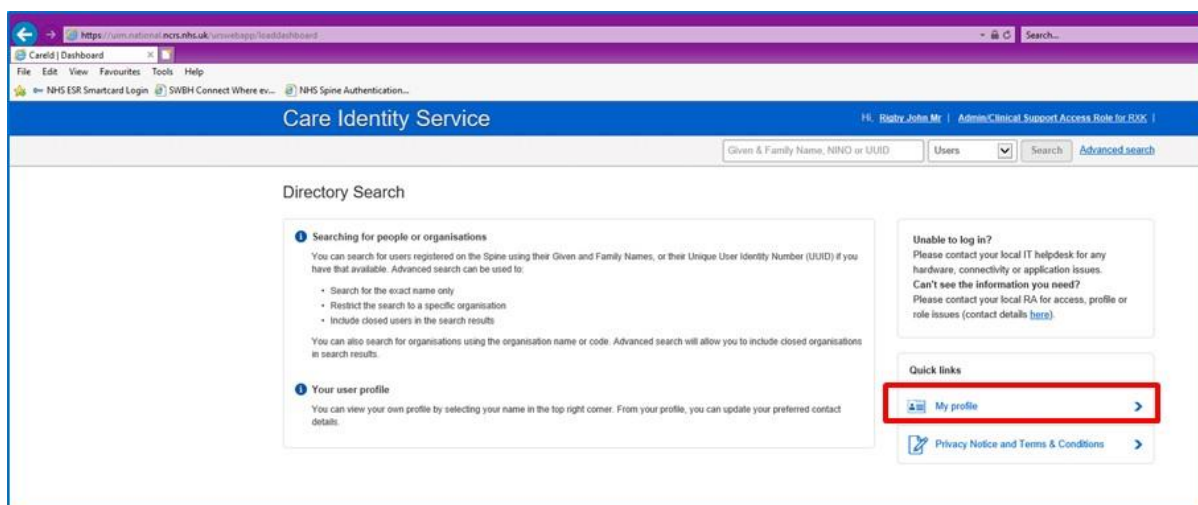
-A java pop up may appear. Click Later to ignore the pop up.



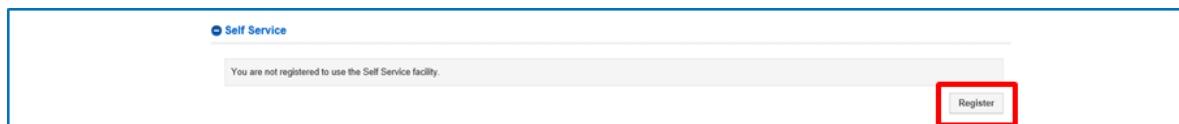
-The web link will navigate you to the webpage below. Once the webpage loads up, click on Launch Care Identity Service



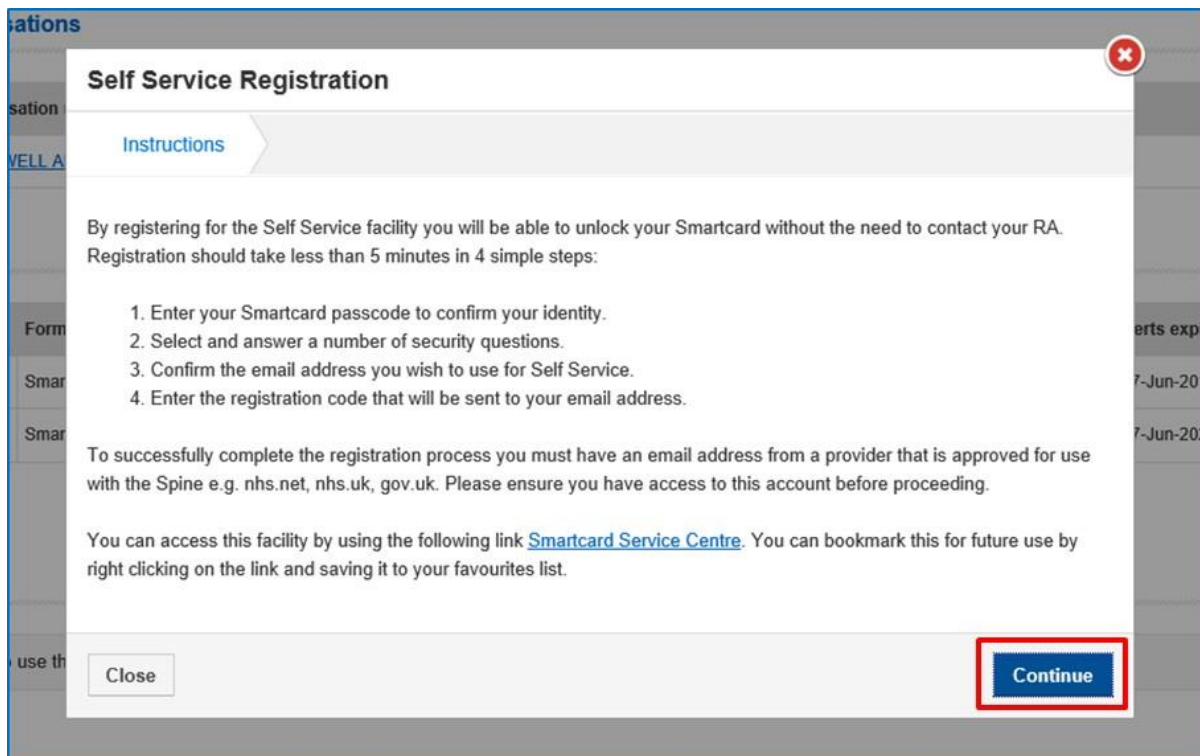
-The care identity service page will pop up, as shown below. Next, you will need to click My Profile



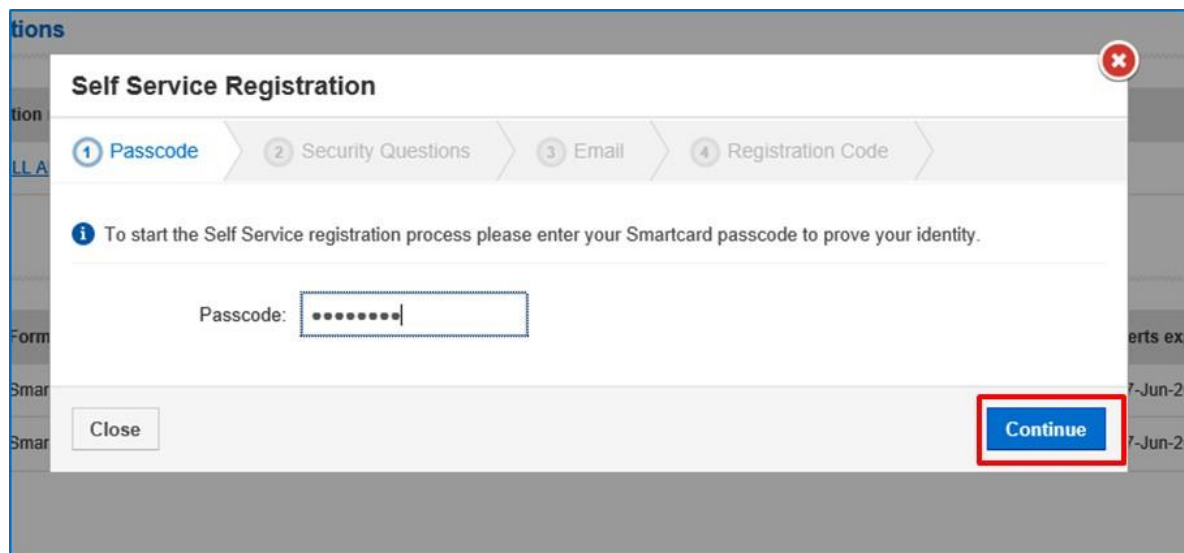
-The navigation will take you to your profile. From there, you will need to scroll down, until you find the Self-Service tab. Once you find the tab, click Register



-The register tab will prompt you onto the self-service registration set of instructions. Once you have read the information and you're ready to proceed, click Continue



-You will now be prompted to enter your existing smartcard passcode. Once you entered your correct passcode, click Continue



-You will then navigate to the security questions page, where you will need to use the dropdown menu to select four security questions from each of the four drop down options by clicking the Down Arrow icon. You will then need to manually input your security answers in the Answers box. Once all four of your security questions and answers have been set, click Continue

Self Service Registration

Passcode **2 Security Questions** 3 Email 4 Registration Code

Please select and answer all security questions below. These will be used to prove your identity if you lock your Smartcard and wish to use the Self Service facility to unlock it. When selecting questions please choose those that you are most likely to remember in the future. Your answers will be stored securely and will not be visible to anyone else.

Question 1: Please select a question...
Answer:

Question 2: Please select a question...
Answer:

Question 3: Please select a question...
Answer:

Question 4: Please select a question...
Answer:

Close

-You will then be required to register your NHS Mail address onto the system, where a registration code will be sent to your NHS Mail for the next stage. Once you entered your NHS Mail address, click Continue

Self Service Registration

Passcode Security Questions **3 Email** 4 Registration Code

Please confirm the email address that you wish to use for the Self Service facility. We will send your registration code to this address, so please ensure you have access to this account before proceeding.

Below email has been copied from your contact details. You can overwrite this if you wish to use a different value.

Email:

Close

-The final step is to access your NHS Mail to retrieve your registration code. An email should be sent to yourself promptly with a registration code. Once you see the email with the verification code, enter the code onto the registration system then click Confirm

Self Service Registration

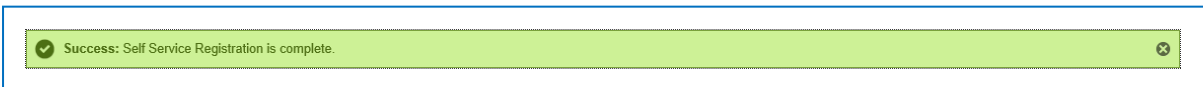
Passcode Security Questions Email 4 Registration Code

i A registration code has been sent to john.rigby2@nhs.net. Once you have received the code please enter it below to complete the registration process. If this email address is incorrect or you do not receive a registration code you can return to the previous screen using the Back button and try again.

Registration Code:

Close Back Confirm

Once all the above steps have been completed, your self-service registration has been completed and a green tab, as shown below should appear on the top of the page to state that the registration has been successful.



Now that you have registered, you can unlock your own smartcard if your card gets locked.