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 <u>Page 6</u> for instructions on how to unlock your smartcard.

-To proceed ahead, you must insert your smartcard into a functioning smartcard reader (*this process is <u>NOT</u> 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 <u>Open Hyperlink</u> <u>https://portal.national.ncrs.nhs.uk/portal/dt</u>

-A java pop up may appear. Click <u>Later</u> to ignore the pop up.



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



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

Edit View Favourites Tools Help	WHK Seine Authentication			
er ning tak anancara togan 🐑 antan connett minde tak	Care Identity Service	Hi. Rister John Mr. Admin.Clinical Support Access Bole for ROX		
		Given & Family Name, NINO or UUID	Users 💌	Search Advanced search
	Directory Search			
	Searching for people or organisations You can search for users registered on the Spine using their Given and Family Names, or their Unique have that matched. Advanced search can be used to: - = Search for the exact name only - Restrict the search as appectic organisation - Include closed users in the search results - You can all search for expirisation using the organisation name or code. Advanced search will all	e User identity Number (UUID) if you w you to include closed organisations	Unable to log in? Please contact your local IT helpdesk for any hardware, connectivity or application issues. Can't see the information you need? Please contact your local RA for access, profile or role issues (contact details <u>hare</u>).	
	in search results.		Quick links	
	Your user profile You can view your own profile by selecting your name in the top right corner. From your profile, you o details.	an update your preferred contact	My profile	>
			2 Privacy Notice and	Terms & Conditions

-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 <u>Register</u>

9	9 Self Service	
	You are not registered to use the Self Service facility.	
		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 <u>Continue</u>

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	Self Service Registration	8
sation	Instructions	
	By registering for the Self Service facility you will be able to unlock your Smartcard without the need to contact your RA. Registration should take less than 5 minutes in 4 simple steps:	
Form	 Enter your Smartcard passcode to confirm your identity. Select and answer a number of security questions. Confirm the email address you wish to use for Self Service. 	erts expi 7-Jun-201
Smar	4. Enter the registration code that will be sent to your email address. To successfully complete the registration process you must have an email address from a provider that is approved for use with the Spine e.g. nhs.net, nhs.uk, gov.uk. Please ensure you have access to this account before proceeding.	7-Jun-202
	You can access this facility by using the following link <u>Smartcard Service Centre</u> . You can bookmark this for future use by right clicking on the link and saving it to your favourites list.	
use th	Close	

-You will now be prompt to enter your existing smartcard passcode. Once you entered your correct passcode, click <u>Continue</u>

tions	s	
	Self Service Registration	
	Passcode Security Questions 3 Email A Registration Code	
	1 To start the Self Service registration process please enter your Smartcard passcode to prove your identity.	
Form	Passcode:	erts exp
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Smar	Close	7-Jun-20

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

-		
Passcode	Security Questions Security Question	
 Please select ar Smartcard and v you are most like else. 	d answer all security questions below. These will be used to prove your identity if you lock your ish to use the Self Service facility to unlock it. When selecting questions please choose those that ly to remember in the future. Your answers will be stored securely and will not be visible to anyone	^
Question	Please select a question	7
Answe		7
Question	Please select a question	
Answe	1	
Question	Please select a question	
Answe		1
Question	Please select a question	~

-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 <u>Continue</u>

Passcode	Security Questions	3 Email	Registration Code	
 Please confirm this address, s Below email h 	the email address that you wish o please ensure you have access as been copied from your contact	to use for the Self s to this account be details. You can o	Service facility. We will send fore proceeding. verwrite this if you wish to use	your registration code to e a different value.
				

-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 <u>Confirm</u>

Passcode	Security Questions	C Email	A Registration Cod	e
A conjectation	ada baa baan aant ta labu cisbu	2@abs ast Oss	a yey have reactived the end	o planna antos it balaw ta
complete the r	egistration process. If this email a	address is incorre	e you have received the cod ct or you do not receive a rec	istration code you can
return to the pi	revious screen using the Back bu	tton and try again		
return to the pi	revious screen using the Back bu	tton and try again		
return to the pr Registration	revious screen using the Back bu	itton and try again		
return to the pr Registration	revious screen using the Back bu	Itton and try again		

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.

C	Success: Self Service Registration is complete.	⊗

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