

# How To Unlock Smartcards

## A Guide for Sponsors CRS Millennium Training Team

**NB: Because you have permission to unlock Smartcards and reset PIN Codes you are responsible for ensuring that the person presenting a Smartcard is indeed the legitimate owner. You must ensure that the photograph and name on the card matches the card holder and their organisation identity badge too.**

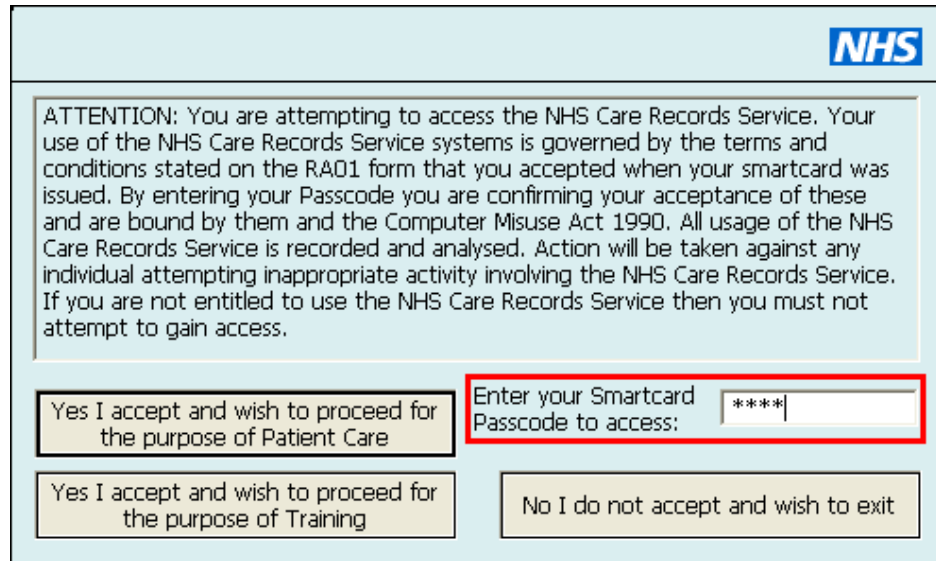
# Process

## 1. Unlocking Smartcards

Is the photo on the presented Smartcard a true likeness of the user? Yes – then carry onto Step 1.1 below.

**If not, do not continue, instead retain the card and contact the Registration Authority at Royal United Hospital**

- 1.1. Place your Smartcard into your keyboard's reader slot
- 1.2. Log on with your Smartcard PIN Code and **Click “Yes I accept and wish to proceed for the purpose of Patient Care”**



NHS

ATTENTION: You are attempting to access the NHS Care Records Service. Your use of the NHS Care Records Service systems is governed by the terms and conditions stated on the RAD1 form that you accepted when your smartcard was issued. By entering your Passcode you are confirming your acceptance of these and are bound by them and the Computer Misuse Act 1990. All usage of the NHS Care Records Service is recorded and analysed. Action will be taken against any individual attempting inappropriate activity involving the NHS Care Records Service. If you are not entitled to use the NHS Care Records Service then you must not attempt to gain access.

Yes I accept and wish to proceed for the purpose of Patient Care

Enter your Smartcard Passcode to access:

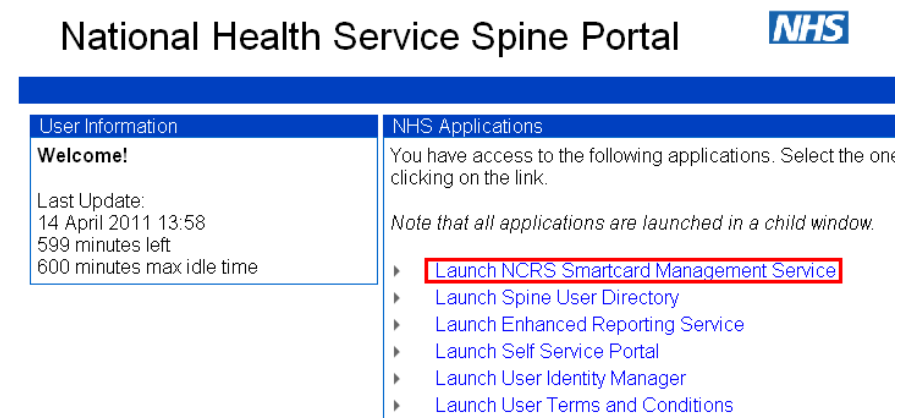
Yes I accept and wish to proceed for the purpose of Training

No I do not accept and wish to exit

- 1.3. **Double Click the NHS Spine Portal icon** on your PC's desktop screen



- 1.4. On your NHS Spine Portal page **Click “Launch NCRS Smartcard Management Service”**



National Health Service Spine Portal

NHS

User Information

Welcome!

Last Update:  
14 April 2011 13:58  
599 minutes left  
600 minutes max idle time

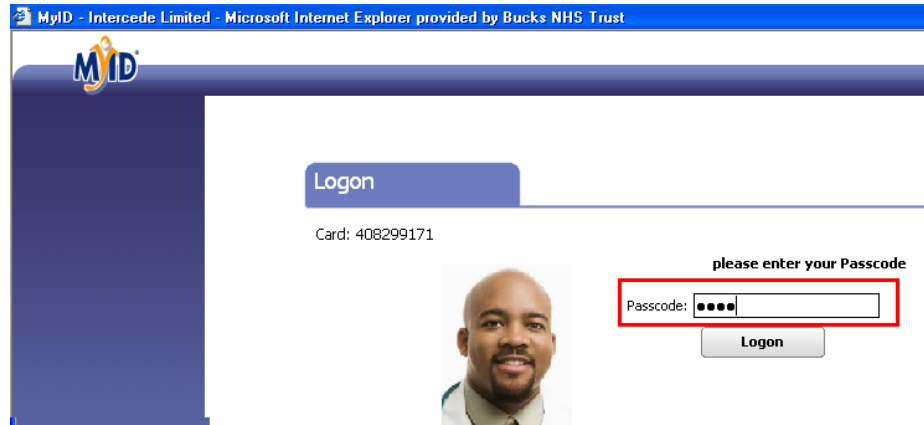
NHS Applications

You have access to the following applications. Select the one clicking on the link.

Note that all applications are launched in a child window.

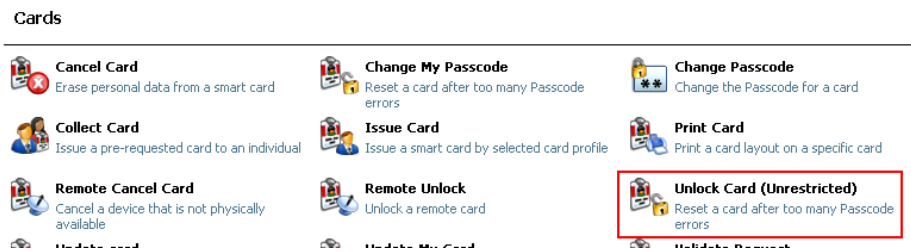
- ▶ **Launch NCRS Smartcard Management Service**
- ▶ Launch Spine User Directory
- ▶ Launch Enhanced Reporting Service
- ▶ Launch Self Service Portal
- ▶ Launch User Identity Manager
- ▶ Launch User Terms and Conditions

1.5. Enter your Smartcard's PIN code in the box next to your photograph



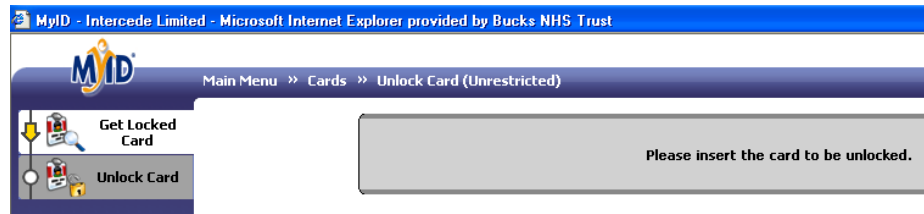
1.6. Click Logon

1.7. A list of options will appear,



1.8. Click "Unlock Card (Unrestricted)"

1.9. You will be asked to insert the card to be unlocked

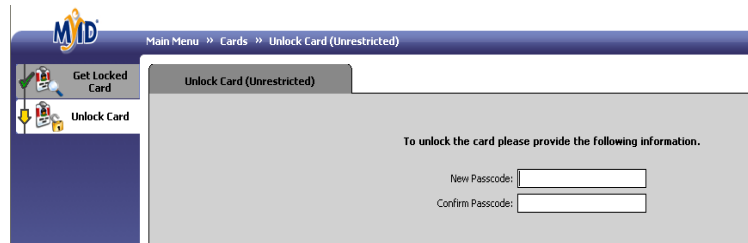


1.10. Firmly insert the smartcard to be unlocked into the 2nd (Omnikey) Smartcard reader.



1.11. The card is identified and a message box displays the holder's name – **do ensure these details match the user** –

1.12. If satisfied, **Click OK**, the following screen will appear:

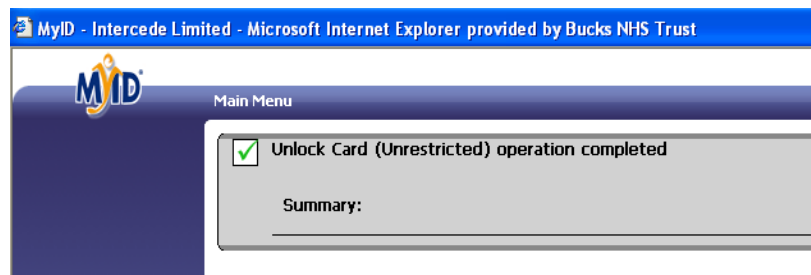


1.13. Instruct user to type a new PIN Code in the **New Passcode** box and then repeat in **Confirm Passcode** box –

**Click Unlock**

**Important: PIN codes must be at least 4 and no greater than 8 characters in length. PIN codes may be all letters, or all numbers, or a mix.**

1.14. A successful action is confirmed by this screen



1.15. Remove both Smartcards from reader slots.

1.16. Finally, user confirms their Smartcard has been successfully unlocked / reset by logging on with the new PIN code.

For further advice and guidance on managing Smartcards please contact the Trust's Registration Authority at Bath Royal United Hospital

