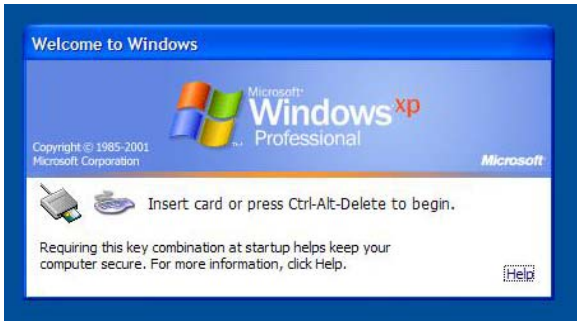
Royal United Hospital Bath NHS
NHS Trust

RUH Information Services

SMARTiD & Smartcard User Guide

Version 1

Logging in automatically with a Smartcard



Step One:

After turning on your PC or logging off, you will be presented with the logon screen. At this point you do not need to press Ctrl+Alt+Del as instructed, although doing so will not disturb the smartcards operation. **Insert you card into the card reader.**

Step Two:

After inserting your card, the SMARTiD window should pop up asking you to enter your **PIN number**. This will have been provided to you when you were first given your smartcard. You should enter the code you were given and click **OK** when ready.

Step Three:

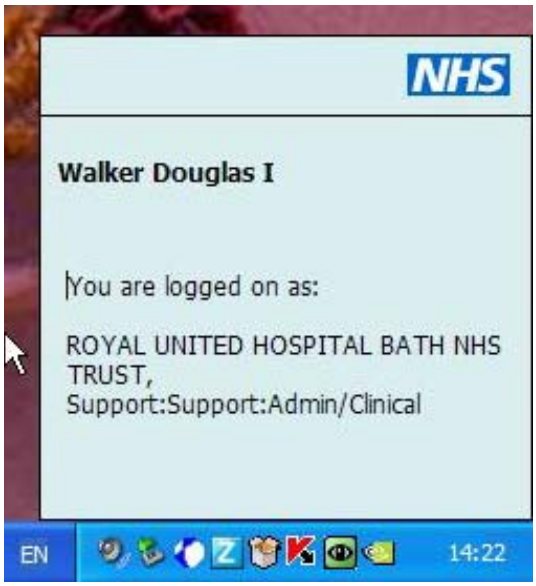
Provided you enter your PIN number correctly, you will then be presented with this screen asking you if you would like to enrol your card after successfully authenticating to windows. Click **Yes** on this screen.

Step Four:

At this point, you will be presented with the normal log in screen. You should enter your normal **network login** and password and click **OK** when ready. This will then log you onto the network.

Step Five:

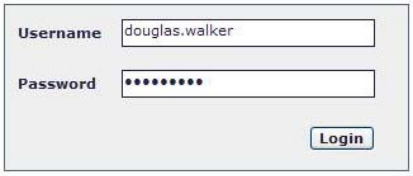
Your smartcard will then validate with the servers automatically. This will appear in the bottom right hand side of your screen automatically.



Step Six:

Once this process of validation is complete, a message will appear saying your name, your trust name and the job role you have been logged in with. The standard role that everyone has been given is the **Support: Admin/Clerical** role.

Saving A Password in an Application



Using Anglia ICE as an example, having loaded the program you will reach the login screen and log in as normal. Having entered your username and password, you will be prompted to **enroll** the application for single sign-on.

If you click **Yes,** the program will be stored with the default settings and when you reload the login page the software will attempt to log you in automatically.

You can alternatively click on **Options >>>** which will take you to this screen. This allows you to tick and untick various settings, enabling and disabling **single sign-on**, or overriding the application name. In this instance, I named the application 'Anglia ICE' and clicked **Yes** to save the single sign on credientials under that name.

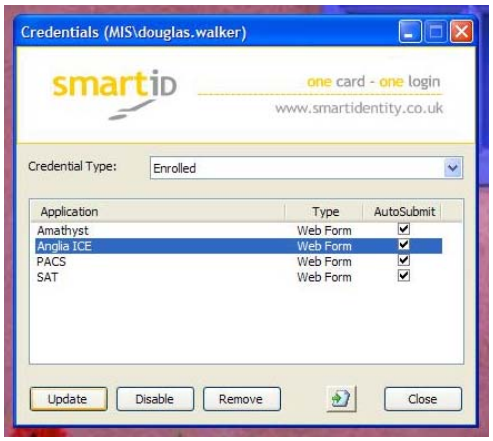
Altering a previously saved credential

If you have entered details for a program to remember and input automatically for you in various programs, you may find that the details you have entered are no longer working.

This can happen if a password expires, has been reset by a system administrator, or was entered incorrectly in the first place. If this happens, you will need to use the SMARTiD Single-Sign On Service application. When you are using your smart card, this will run in the bottom right hand corner of your screen.

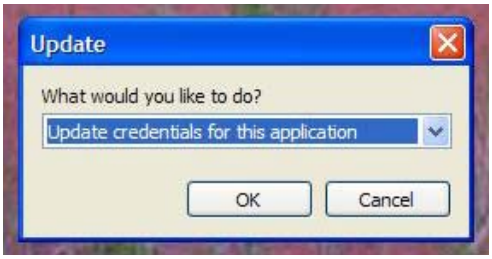
The icon you need to access is the box icon, seen below. To access this, double click it.

Once you have done this, the following window will pop up...

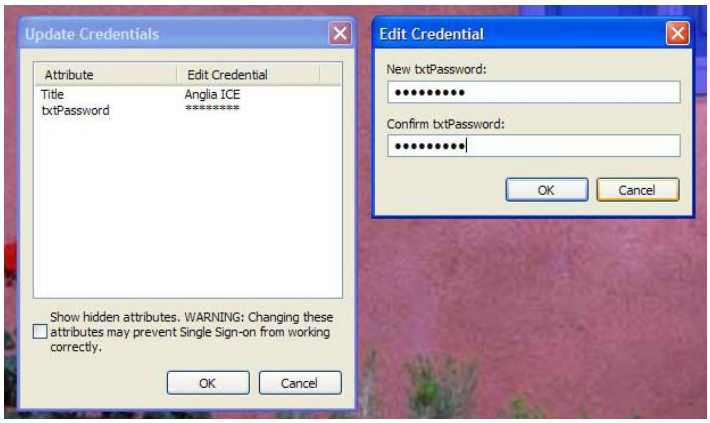


In this window, we can see a list of all the passwords that are currently being held and remembered for us.

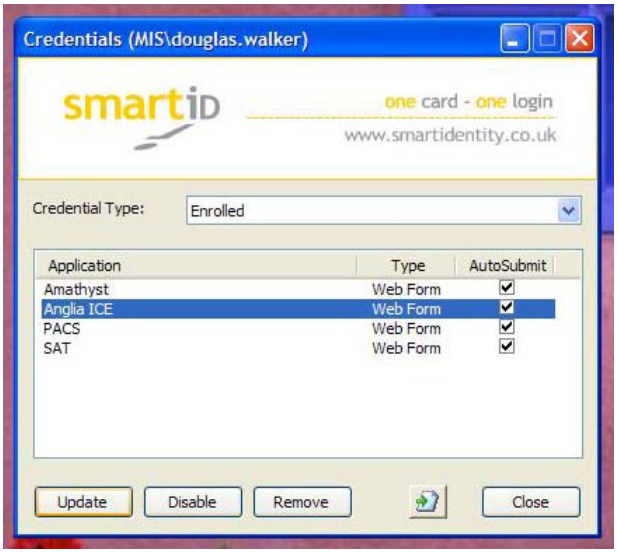
If we were to try and reset the credential we previously made, we would click on Anglia ICE in the list, and then click on **Update**. This will then give you the following option.



On this screen you will need to select the default, **'Update credentials for this application'** and then click **OK** to progress to the next screen.



This screen should then appear allowing you to update your credentials. If you wanted to change your password, you would select the attribute '**txtPassword**' and double click it. This would open the **Edit Credential** window, which allows you to enter, and confirm, a new password for the application. Once you have entered a new password, you can simply click **OK** to close the open screens and return to the desktop.



If you wish to remove your single sign on credential completely, you can alternatively click on the relevant credential, and click either **Disable** or **Remove.**

Disable will place it in the Disabled credentials area (accessible by navigating the drop down box in the middle of this screen) and stop it from functioning before it is re-enabled.

Remove will delete the credential altogether, and you will be prompted to save your username and password the next time you try and log in.

Frequently Asked Questions

Can I change my Smartcard's PIN code?

Currently, users are not able to reset or change their smartcards PIN codes by themselves, but in the future Sponsors will be given the power to unlock cards and reset smartcard passwords.

If resetting your PIN code is a pressing concern (in the case of a security incident or you have forgotten it) the Registration Authority will be able to reset your smartcards PIN code.

I have lost my Smartcard, what should I do?

If you have lost your smartcard, you should notify your registration authority who will lodge a security incident and ask you to fill out an RA03 Form. They will then be able to issue you with a new replacement smartcard.

I do not have a card reader at my PC, when will I be getting one?

If you do not have a card reader at your PC, you will eventually be receiving one. If you are working at a standard desktop with the normal keyboards and mice, you should contact the IT service desk via email with your name, PC ID, PC location and a brief description saying that you need a keyboard with a card reader.

Computers in areas with the blue wipeable infection control keyboards and mice will be getting proximity card readers installed.

The above shows a Series 4 card on the left, and a Series 6 card on the right. If you use the infection control card readers, you will need an NHS Card Records Service series 6 card. The older Series 4 cards will not work.

If you use the infection control keyboards regularly, you will need to have a Series 6 card. Please contact your Registration Authority if you need a different card, and they will be able to reissue you with an updated card type.