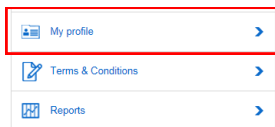


Self Service – Registration and Unlock Process

When a NHS Smartcard is locked or a PIN forgotten, the card can be unlocked and the PIN reset, without having to visit an RA or sponsor. The user must first be registered for self service unlock in the process outlined as below. Only the person to who the card has been issued can register for the unlock process.

Registration

- 1) Please follow the link here: <https://portal.national.ncrs.nhs.uk/portal/dt> (do not use Google Chrome)
- 2) Select "Launch Care Identity Service" from the list of available options.
- 3) Click "My Profile" from the menu options on the right-hand side.

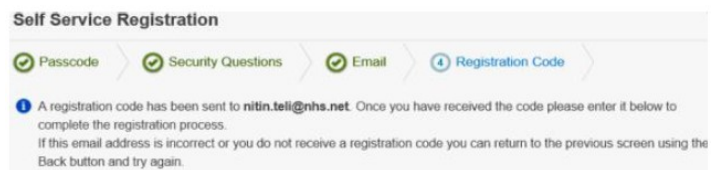


- 4) On your profile page in CIS, click the Register Button within the Self Service section
- 5) The Smartcard passcode must be entered to ensure that the card being registered belongs to you
- 6) Set 4 security questions, from a choice of 20 within the drop down list

You will be prompted to confirm your email address. Initially this will be populated with the email in your contact details; although you can overwrite this if you wish to use a different email.

A Registration Code will be emailed to you. Please check your Junk folder in case the email is flagged as Junk. This code is only valid for 15 minutes.

- 7) Once you have received the code enter it within the self-service section 4, this will complete the registration process.



Your profile will then be refreshed, within CIS you will see the following message if your registration is successful.



Smartcard Unlock

If your smartcard is locked out you will now be able to unlock your own card after registering by following the steps below:

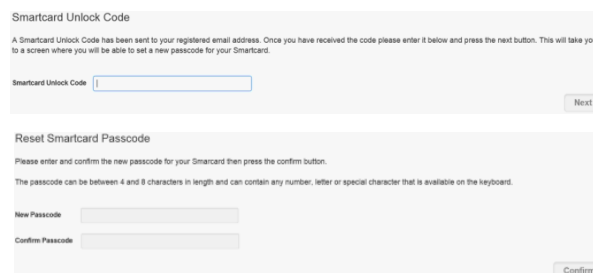
- 1) Place the locked card in/on to an approved card reader
- 2) Click on the Favourite/Shortcut link or enter URL <https://uim.national.ncrs.nhs.uk/selfservicewebapp/unlockCardStart> and the following screen should appear, click the start button as prompted (Do not use Google Chrome)

To confirm your identity, you will be asked to answer 2-4 security questions. **You should not attempt to unlock a card that is not yours this could result in disciplinary action.**

After 3 failed attempts here, you will not be able to proceed and you will have to contact your RA for help with unlocking your Smartcard

You will be notified of your smartcard **unlock code** via your registered email; this will only be valid for 15 minutes. NB: This is not your new PIN it is only temporary

- 3) Enter your code in the next prompt

A screenshot of two web forms. The first form is titled 'Smartcard Unlock Code' and contains a text input field for the code and a 'Next' button. The second form is titled 'Reset Smartcard Passcode' and contains two text input fields for 'New Passcode' and 'Confirm Passcode', along with a 'Confirm' button.

- 4) You will now be able to set your chosen passcode

