

Health & Social Care Information Centre

# **Guidance Leaflet**

CIS MSD 3.1 Unlocking a Smartcard

- > RA Manager
- > RA Agents
- > Sponsors
- Local Card Administrators

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### UNLOCKING A SMARTCARD

#### RA Manager / RA Agents / Sponsors & Local Card Administrators

Once successfully logged in, the CIS Dashboard 'landing page' will be displayed:



Select 'Manage Smartcard' and place the card to be managed in the second card reader; this will then display the user's details.

CarelD	)				
Dashboard	Requests	Manage 🔻	Batch	Manage Smartcard	

#### Manage Smartcard

Please insert the Smartcard you wish to manage.

# Check that the correct user is displayed from their Personal Details.

Manage Smartcard

3 Please satisfy yourself this is the correct user, and then click the 'Service' button to manage their Smartcard.

Personal Details

# >> Scroll Down >>

## **G** Smartcard Details

### The Smartcard details will be displayed.

Serial Number	Ђре	Issuance date	Certificate expiry	Cancellation date
820202009C891DCA	Gemplus	16-Jan-2015	16-Jan-2017	Active

### UNLOCKING A SMARTCARD

# >> Select card from list >>



# >> Select Service >>

Service

From this a menu will be displayed for the available selection.

### >> Select Menu Option >> Unlock Smartcard >>

Smartcard Service 820202009C89	1DCA	8
Select service     Select service     Onlock confirmation		
	Specialist services	
Unlock Smartcard	Repair Smartcard	
C Change Facacoda	Print Smartcard	
<ul> <li>Destroy Smartcard (renders Smartcard unusable)</li> </ul>	<ul> <li>Cancel Smartcard (allows Smartcard to be reissued)</li> </ul>	
<ul> <li>Renew Certificate (only active if certificate is due for renewal)</li> </ul>		
Close		Continue

>> Click Continue >>



### PASSCODE boxes will be displayed:

Smartcard Service 820202009C891DCA	8
Select service (2) Unlock confirmation	
Prese inset Smartard before confirmation.     Enter new passcode:     Re-enter new passcode:	
Close	Back Confirm

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#### PASSCODE POLICY

#### Only the user of a card can choose and set their PASSCODE in person.

PASSCODE Security: This must remain secret to the USER and <u>must not</u> be known by RA STAFF, administrators or disclosed to anyone else!

The PASSCODE is a choice of between a minimum of four to eight ALPHA and / or NUMERIC characters.

Obvious sequences (e.g. 1234; 9999; 111111; password) must be avoided.

# >> PASSCODE is entered twice >>

(
Back Confirm

>> Select >> 'Back', 'Close' or 'Confirm' as appropriate:

Success: Smartcard 7052031463911306 unlocked.

Confirm

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Successful response should be received:

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