

# Guidance Leaflet

---

**CIS MSD 3.1**

**Unlocking a Smartcard**

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

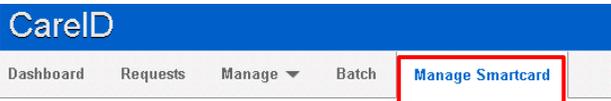
**UNLOCKING A SMARTCARD**

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

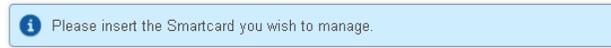
Once successfully logged in, the CIS Dashboard 'landing page' will be displayed:



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

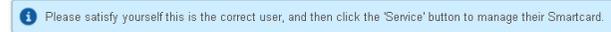


Manage Smartcard



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

Manage Smartcard



Personal Details

**>> Scroll Down >>**

**Smartcard Details**

The Smartcard details will be displayed.



**UNLOCKING A SMARTCARD**

**>> Select card from list >>**

Smartcard Details



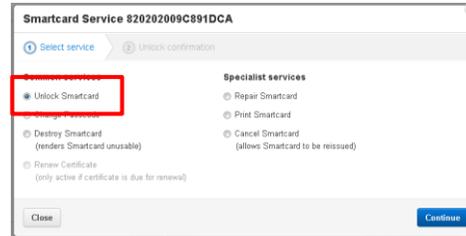
(Use 'Deselect' to 'undo' the selection if necessary)

**>> Select Service >>**



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

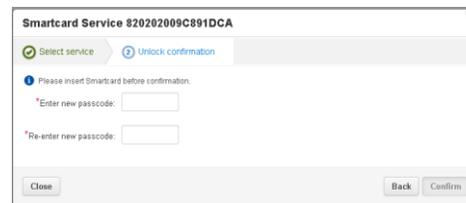
**>> Select Menu Option >>  
Unlock Smartcard >>**



**>> Click Continue >>**



PASSCODE boxes will be displayed:



**PASSCODE POLICY**

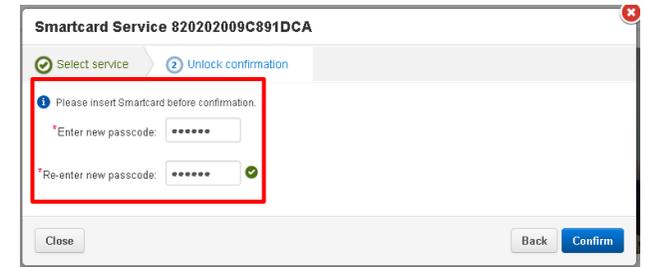
**Only the user of a card can choose and set their PASSCODE in person.**

**PASSCODE Security:** This must remain secret to the **USER** and **must not** 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; 11111; password) must be avoided.

**>> PASSCODE is entered twice >>**



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



Successful response should be received:

