

Registration Authority Newsletter - April 2024

Guidance for smartcard users

Smartcard Self-unlock Service.

Make sure you have an email address associated with your Care Identity profile. Locked smartcards cost the NHS around 10,000 hours of time per month. By adding your email address to your Care Identity profile, you can unlock your smartcard remotely and contribute to time saved.

To check or add your address:

- [Go to the Spine portal](https://portal.national.ncrs.nhs.uk/portal/dt) needs HSCN connection (<https://portal.national.ncrs.nhs.uk/portal/dt>) and select the **Care Identity Service application**.
- Under the 'Quick links' menu select 'My profile'.
- Under the 'Contact details' section select 'Modify contact details'.
- **Enter your email address** followed and select 'Update contact'.

NB-The email address you add must be on the [approved email domains list](#).

You can only check or add an email address if your smartcard is currently unlocked. **If your smartcard is locked and you have an email address on your profile** [Use self-service smartcard unlock now](#) . URL= <https://manage-care-identities.care-identity-service2.nhs.uk/#/self-service/unlock-authenticator>

If your smartcard is locked but you do not have an email address on your profile

You will not be able to use the application. This is because we need to send a security code to a valid email address so you can unlock your card. You will need to ask your Registration Authority (smartcard team) to unlock the smartcard for you. Read more on how to [find your Registration Authority](#).

If your smartcard certificates have expired

You cannot use self-service smartcard unlock. You will need to contact your Registration Authority to have the card renewed. For full details of the new application, [read our guidance on the new self-service smartcard unlock](#).

REMINDER: Deprecation notice - unlocking smartcards in the old CIS application **NO** longer allowed

Since 31 January 2024, NHS England NO longer allow smartcards to be unlocked in the Care Identity Service (CIS) application. Users must switch to [Care Identity Management](#) .CIM URL- <https://manage-care-identities.care-identity-service2.nhs.uk>

To unblock your staff smartcard (Sponsors/PMs) visit- <https://manage-care-identities.care-identity-service2.nhs.uk/#/service-smartcard> .

Further guidance available @ <https://digital.nhs.uk/services/care-identity-service/applications-and-services/care-identity-management/user-guides/managing-smartcards/unlock-a-smartcard>

Sponsors will no longer be able to use the CIS application from 1 May 2024

From 1 May 2024 sponsors will no longer be able to create new user profiles or assign and manage positions in the old Care Identity Service application.

What this means

This change will affect all users who create user profiles and manage smartcards in the old Care Identity Service application, including Registration Authority Agents and Advanced Registration Authority Agents, ID Checkers, Sponsors and Local Smartcard Administrators. The process for creating new user profiles and assigning and managing positions for Sponsors is changing. From that date, you must use [Apply for Care ID](https://apply-for-care-identity.care-identity-service2.nhs.uk) to create new user profiles. [Care ID URL- https://apply-for-care-identity.care-identity-service2.nhs.uk](https://apply-for-care-identity.care-identity-service2.nhs.uk).

If you are a Sponsor who assigns and manages positions in your organisation, you will need to start using [Care Identity Management](#) to assign and manage positions. We encourage all colleagues to use the Care Identity Management service before 1 May 2024, to confirm you can access the service.

Reporting, Workgroup Assignment and Position Management will no longer be available in the CIS application from 1 May 2024

What this means

This change will affect all Care Identity Service application users who:

- generate reports.
- assign and manage workgroups for users.
- create, edit or remove positions.

If you are a user who assigns workgroups, creates or manages positions, or runs reports, from 1 May 2024 you must use [Care Identity Management](#) to do so. You will still be able to create, edit and delete workgroups in the old Care Identity Service application until 30 May 2024.

Why we're doing this.

The old Care Identity Service application is being switched off, and users are being moved to the new CIM service. We have been dual running both services for more than a year, and will be switching off features gradually until we can retire the old service completely.

Drop-in sessions for Apply for Care ID

NHSE will be running sessions to show how Apply for Care ID can be used as an alternative to face-to-face verification for all inviters. The informal online sessions are for sponsors, RAs and anyone else

who wants to know more about Apply for Care ID. You are welcome to attend any or all sessions and share with your colleagues.

Session schedule

Sessions will run between 10-11am, on these dates:

- 18 April
- 23 April
- 30 April

Agenda

- Overview of how Apply for Care ID works.
- Answer any questions on current features or improvements to the service.

Joining details

Microsoft Teams meeting

[Join the meeting now](#)

Meeting ID: 382 083 122 414

Passcode: fq28Mz.

Dial-in by phone

[+44 20 3321 5208,,530666087#](#) United Kingdom, London

[Find a local number](#)

Phone conference ID: 530 666 087#

Web guidance

If you're unable to join any of these drop-in sessions or you prefer online guidance, you can read more on [how to use Apply for Care ID](#).

RA Manager – NHS North East London