Registration Authority Newsletter - June 2024

Care Identity Management (CIM) will replace the Care Identity Service (CIS) application on 12 June 2024. (All users will need to start using Care Identity Management before that date)

[Care Identity Management](#) is replacing the Care Identity Service application. From 12 June 2024, you will no longer be able to access the old service.
CIM URL- https://manage-care-identities.care-identity-service2.nhs.uk

This means that all users of the Care Identity Service application must migrate to Care Identity Management before that date. The legacy service was previously planned to close on 28 March 2024. In response to user feedback, availability of the legacy service was extended to give people more time to switch to Care Identity Management.

Switch now

All users should switch to using Care Identity Management now. All user types are able to access the service, including:

- Registration Authority managers, agents and advanced agents
- Sponsors, unlockers and ID checkers
- clinical users with no admin role

These will be available in Care Identity Management before the old application is switched off. You can keep up to date with the latest functionality via our [release hub.](#)

Support and guidance
NHSE have created [support and guidance](#) for all users adopting Care Identity Management. This will be expanded as new features are added to the service.

FOR ACTION: Final preparations for transition to the new Cervical Screening Management System (CSMS)

It is crucial that any organisations which have not yet done so take the below actions to ensure a seamless transition. **By 17 June 2024, all staff delivering cervical screening services**, including GP practices, administration staff in primary care, sample takers in primary care and sexual health services, laboratory and colposcopy staff, need to:

1. Carry out a check to confirm they can access CSMS – this [guidance](#) will support completing an access check and what to do if any problems are encountered.

2. Complete CSMS training – [Part 1 Introducing the new CSMS](#) and [Part 2 Using the](#) [new CSMS](#) which are now live on the Learning Hub (to access, use your e-Learning for Health login). Training must be completed before using the new CSMS. In addition, GP practices have been asked to review and update email details held on Open Exeter to continue to receive prior notification list (PNL) reminders and support effective call/recall of patients.

Further information, support and full details about the steps colleagues need to take can be found on the website.

Please ensure the above actions have been taken or will be taken by 17 June 2024.

Sponsors/Practice managers: Please follow the guide in the link below to add your staff to the cervical screening workgroup.
CIM URL - https://manage-care-identities.care-identity-service2.nhs.uk/

https://digital.nhs.uk/services/care-identity-service/applications-and-services/care-identity-management/user-guides/managing-workgroups/directly-assign-a-workgroup-to-a-user

Please log any IT/Smartcard access issues via the **IT Service desk** with details and screenshots of any error messages for further assistance.

Sponsors will no longer be able to use the CIS application from 12 June 2024

From 12 June 2024, sponsors will no longer to be able to create new user profiles or assigns and manages positions in the old Care Identity Service application.

What this means

This 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 to create new user profiles. Care ID URL- 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 above date, to confirm you can access the service.

REMINDER: Smartcard Self-unlock Service.

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

To unblock staff smartcard (Sponsors/Practice Managers) visit- https://manage-care-identities.care-identity-service2.nhs.uk/#/service-smartcard .

If your smartcard certificates have expired
You cannot use self-service smartcard unlock. You will need to contact your Local RA ID Checker or Registration Authority to have the card renewed. For full details of the new application, read our guidance on the new self-service smartcard unlock.
Further guidance available @ https://digital.nhs.uk/services/care-identity-service/applications-and-services/care-identity-management/user-guides/managing-smartcards/unlock-a-smartcard

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