Registration Authority Newsletter - September 2024

RA Service Desk Contact; make use of the new RA service desk phone numbers to speak to an Agent directly on 0300 303 6779 / 0300 303 6778 or by email - itservicedesk.nelicb@nhs.net

Changes to how you accept terms and conditions

Terms and conditions are now implicitly accepted when you use a smartcard.
By using a smartcard or other authenticator you now implicitly accept the Care Identity Service terms and conditions.

Reported keyboard issues with Series 9 Version smartcard software

There has been reported issues with some keyboards not working with the new series 9 Version smartcard. The resolution adopted is to update /replace non-compliant keyboards and/or issue external smartcard readers (omnikeys) to GP practices and Pharmacy sites. Please try authentication using the external omnikey readers; You may arrange collection of free omnikey smartcard readers from any of our offices (these readers work with the V9 smartcard).

Series 4, 5 and 6 smartcards are due to be deprecated.

Key dates:

- Certificate renewal on series 4, 5 and 6 smartcards (Gemplus, JCOP41 & JCOP 41) will no longer be available from 31 January 2025.
- It's planned that authentication with these smartcards will no longer be available after 30 April 2025 at the latest.
- Some national services may stop supporting series 4, 5 and 6 smartcards before this date to support SHA256 prescription signing. This is only available on series 8 and above smartcards.

What this means for you

Certificate renewal will no longer be available for these older smartcards from 31 January 2025. After this date, if the smartcard expires you will need to replace it with a newer series smartcard. For series 4, 5 and 6 smartcards that are not due for renewal soon, users will no longer be able to use them to authenticate from 30 April 2025 at the latest.

How to check if your smartcard needs to be replaced

All smartcard users are required to check their smartcard serial number (first two digits- at the back of the smartcard); any card that does not start with serial number 08 or 09 would need to be replaced.

Replacing older smartcards

Registration Authority teams will produce reports showing the impacted users within your organisation. Please log a call to replace these smartcards as soon as possible. Contact the NEL ICB Registration Authority by email - itservicedesk.nelicb@nhs.net (stating the smartcard information, your email and a return address) to order a replacement smartcard.

New Cervical Screening Management System (CSMS)

Work now complete and PM/Manager can add/revoke the access or log it with the RA Team with staff information.

Sponsors/Practice managers: Please follow the guide in the link below to add your staff to the cervical screening workgroup.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.

REMINDER: Care Identity Management (CIM) replaced the Care Identity Service (CIS) application since 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

The process for creating new user profiles, assigning, and managing positions for Sponsor has changed. You must use Apply for Care ID to create new user profiles. Apply for 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.

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.

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 to visit- https://manage-care-identities.care-identity-service2.nhs.uk/#/service-smartcard .

If your smartcard certificates have expired
Smartcard certificates are valid for 3 years. If your certificates are going to expire in the next 90 days you will get a smartcard expiry alert each time you log in, until you renew them. You cannot use self-service smartcard unlock once expired. You will need to contact your Local RA ID Checker or Registration Authority to have the card certificates 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

Repair a smartcard in Care Identity Management
If a card is faulty, please try the repair option before ordering a replacement smartcard.
Please note sponsors cannot repair smartcard certificates - only RA ID Checker roles can perform this task (the role can be assigned upon completion of a 30-minute online training).

Step-by-step guidance on how to repair a smartcard in Care Identity Management is available @ https://digital.nhs.uk/services/care-identity-service/applications-and-services/care-identity-management/user-guides/managing-smartcards/repair-a-smartcard

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