

Registration Authority Newsletter - March 2025

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 (IT) or by email - itservicedesk.nelicb@nhs.net

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

Key dates:

- All Series 4,5 and 6 smartcards will no longer be able to sign electronic prescriptions from 31 March 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.
- Certificate renewal on series 4, 5 and 6 smartcards (Gemplus, JCOP41 & JCOP 41) will no longer be available from 31 January 2025.

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.

See further guidance about **Identifying older cards** @ <https://digital.nhs.uk/services/care-identity-service/latest-news/revise-dates-for-the-phasing-out-of-smartcard-series-4-5-and-6>

Replacing older smartcards

Registration Authority teams have been sending reports showing the impacted users within your organisation, please respond promptly. 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.

Guidance for Registration Authority users on creating a profile for a staff member with an eVisa [Changes to creating new user profiles with the start of the rollout of eVisas]

The option to select an eVisa when creating a new user profile will be added in a future Care Identity Management release. For now, Registration Authority users should continue choosing Biometric Residence Permit at the document selection stage, but enter additional details in the notes field

See further guidance @ <https://digital.nhs.uk/services/care-identity-service/latest-news/guidance-for-registration-authority-users-on-creating-a-profile-for-a-staff-member-with-an-evisa>

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](https://digital.nhs.uk/unlock) . URL= <https://digital.nhs.uk/unlock>

To unblock staff smartcard: Sponsors/Practice Managers to visit- <https://manage-careidentities.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. Further guidance available @ <https://digital.nhs.uk/services/care-identity-service/applications-and-services/care-identitymanagement/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-identitymanagement/user-guides/managing-smartcards/repair-a-smartcard>

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