

• **NEW - Self-Service Unlock for Smartcard Holders**

If a smartcard holder has a locked smartcard, has forgotten their passcode, or wants to change it, they can now use the new self-service unlock.

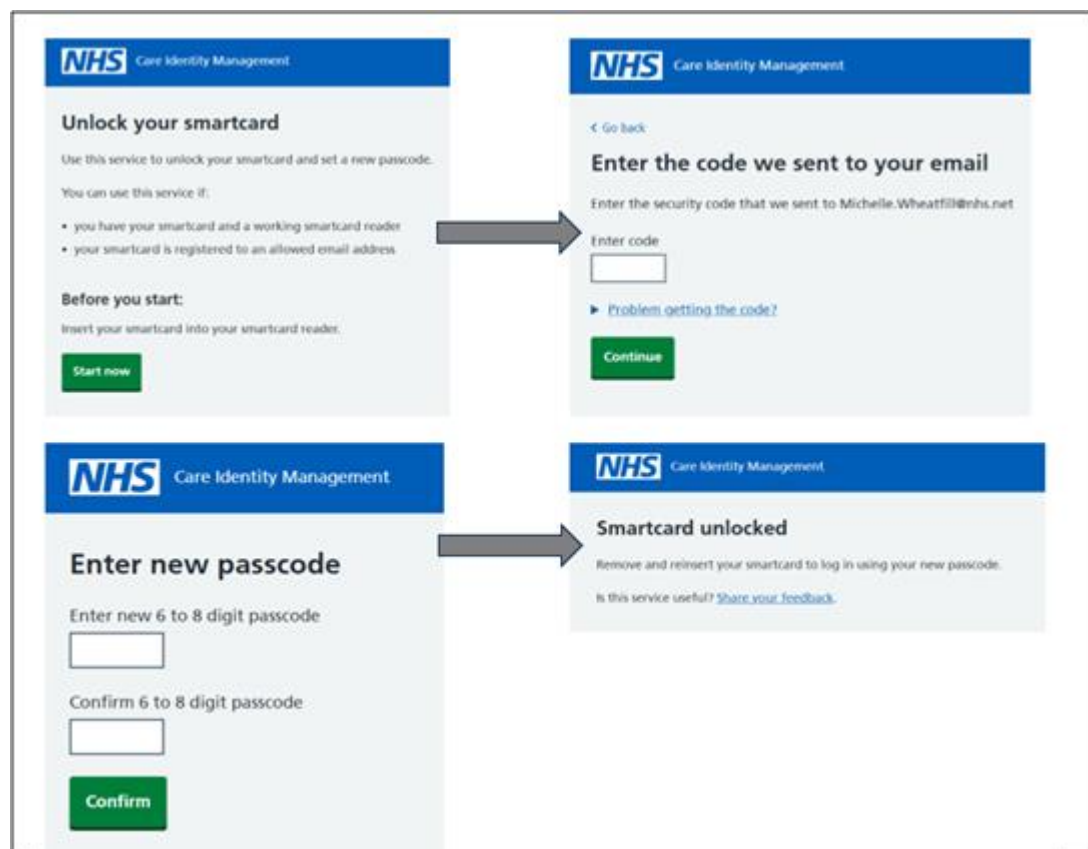
They will be able to use this **providing they have an email address associated with their Care Identity Service (CIS) profile**.

If a smartcard holder does not have a valid email address on their profile, or they cannot access their email, they will need to contact either a Sponsor at their work location or their Registration Authority (smartcard team) to unlock their smartcard.

Sponsors and Registration Authorities can add an email address to a user with a locked smartcard, allowing an already locked smartcard to be unlocked remotely.

If a user's smartcard is locked, they should follow these steps:

1. Remove their smartcard from the smartcard reader.
2. Click on this link: <https://manage-care-identities.care-identity-service2.nhs.uk/#/self-service/unlock-authenticator> and follow the instructions. They will also be directed here when their locked card is inserted:



For more information and troubleshooting on the self-service unlock, click this link: [Self-service smartcard unlock - NHS Digital](#)

- **Smartcard passcodes**

Smartcard passcodes must be between 6-8 digits (numbers) going forward (previously they had to be between 4-8 characters). Existing passcodes will still work until they need to be changed/updated.

- **NEW - Cervical Screening Management System (CSMS)**

The new NHS Cervical Screening Management System (CSMS) will replace the National Cervical Screening call/recall system NHAIS which is accessed via Open Exeter. NHS England are stepping up preparations for switchover to the new NHS CSMS in Q4 2023/24.

To access the new NHS Cervical Screening Management System all staff will require an NHS Smartcard, with the appropriate RBAC roles and be assigned to a specific workgroup. SCW RA Team have already built the access positions in the Care Identity Service (CIS) for GP practices. The positions include the necessary cervical screening workgroup and have been made directly assignable for smartcard sponsors who should be able to see the positions below in addition to the normal positions.

Position Name	R Code (job role code)	Workgroup
Cervical Screening GP	R8000	cervicalscreening
Cervical Screening Nurse	R8001	cervicalscreening
Cervical Screening Admin	R8010	cervicalscreening

Many practices will have assigned these positions to staff around the end of 2021, when CSMS was originally going to go-live.

Next Steps for Practice Sponsors

1. Smartcard sponsors should assign one of the above positions **only to staff who will need access to CSMS.**
2. Check that any staff who may previously have been assigned this access still require it. If they no longer need access to CSMS, then remove the position.
3. Staff who need access to CSMS should ensure they have an email address associated with their CIS profile. Instructions on how to do this are above. **This is an important step for them to gain access.**

- **All Smartcard Holders should update their email addresses in CIS**

This is essential to use the self-service smartcard unlock and CSMS.

To update your email address, follow the steps below (**this cannot be done by the user when their card is already locked**).

1. Log in with your smartcard.
2. Follow the link to the National Health Service Spine Portal: <https://portal.national.ncrs.nhs.uk/portal/dt>
3. Click launch Care Identity Service.

4. Under the quick links menu on the right, click on my profile.
5. Under the contact details section click modify contact details.
6. Enter your email address (and phone number if possible) and click update contact.

Please do contact the SCW RA Team should you need any further information. (Tel: 0300 5610429, scwcsu.smartcards@nhs.net).

Kind regards

Chris

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