

Guidance Leaflet

CIS MSD 3.2

Assist Renewal of Certificates

- **Sponsors**
- **Local Card Administrators**

ASSIST RENEWAL OF CERTIFICATES

Assist Renewal of Certificates

Sponsors & Local Card Administrator

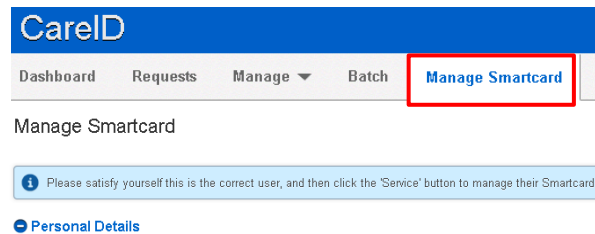
NHS Smartcards contain two digital Certificates stored on the chip; these are valid for two years.

If the user's Smartcard Certificates are near to their expiry date (within 90 days), **but have not expired**, then these can be 'assisted' in their renewal by the RA team, including Sponsors and Local Card Administrators.

If the Smartcard has been 'locked' or the PASSCODE has been forgotten then the card must be unlocked first; please follow that process before renewing the Certificates.

Once successfully logged in, the CIS Dashboard 'landing page' will be displayed.

Select '**Manage Smartcard**' and place the card to be managed in the **second card reader**; this will then display the user's details.

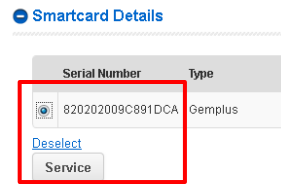


>> Scroll Down >> **Smartcard Details**

The Smartcard details will be displayed:



>> Select card from list >>



(Use 'Deselect' to 'undo' the selection if necessary)

>> Select Service >>



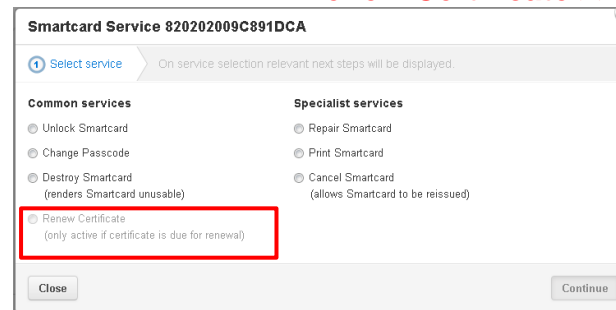
From this a menu will be displayed for the available selection.

Note: if there are no certificates due to be renewed this option will be 'greyed' out!

The **Renew Certificate** button will only be available within 90 days of expiry.



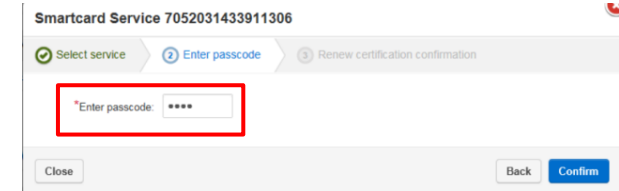
>> Select Menu Option >>
Renew Certificate >>



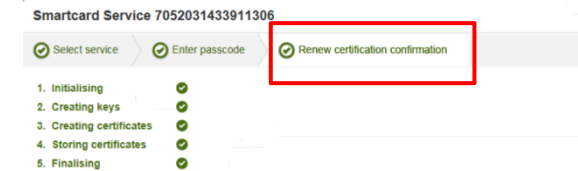
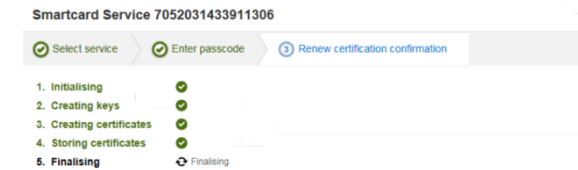
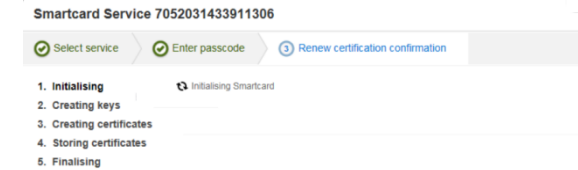
>> Click Continue >>



>> User enters their PASSCODE >>



The system will generate the required certificate pair which will be shown by the rotating icon.



Once finished – select the desired menu option.

>> Choose Option from menu >>