

# Guidance Leaflet

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## CIS MSD 3.4 Destroy / Cancel Smartcard

- **RA Manager**
- **RA Agent**

**DESTROY / CANCEL SMARTCARD**

**Destroy /Cancel Smartcard**

**RAM / RA Agents**

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

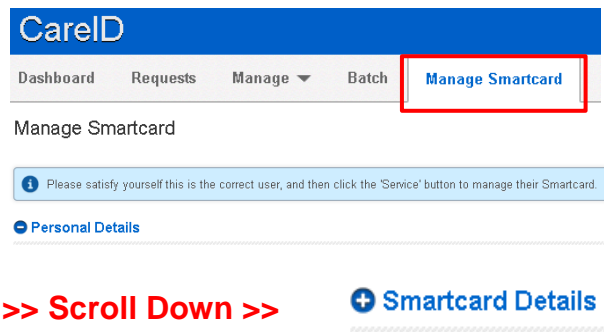
A user's Smartcard **must be destroyed** if:

- Reported as Lost / Stolen.
- Damaged.
- User Leaving Healthcare.
- Remote issuance (Bureau Process).

A card may be **cancelled** and re-issued by the RAM / RAA team at any time during the serviceable life of the card.

Different to a 'Repair Smartcard', the 'Cancel Smartcard' process will **erase all data** from the chip, and is available for re-issuing as required.

From the CIS menu select '**Manage Smartcard**' and place the card in the **second card reader**; this will then display the user's details.

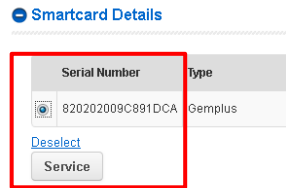


**>> Scroll Down >>**

**+ Smartcard Details**

**>> Select relevant card from list >>**

**A user must only have one active card!**



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

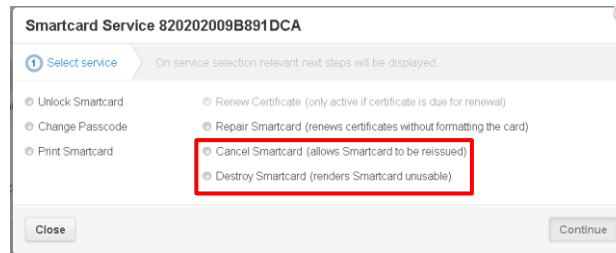
**>> Select Service >>**



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

**>> Select Menu Option >>**

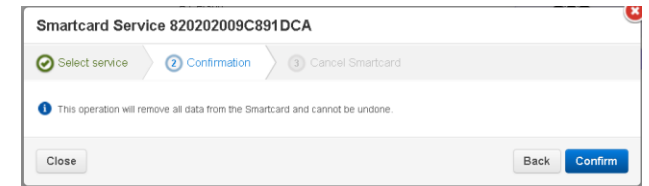
- Cancel Smartcard (card is required)
- Destroy Smartcard (card not required – permanent system deactivation – reason selection and notes required)



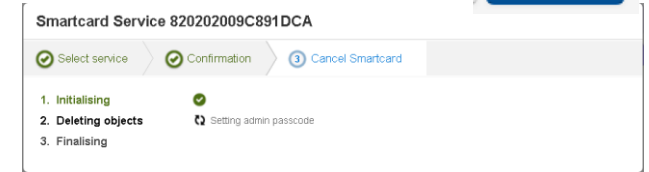
**>> Click Continue >>**



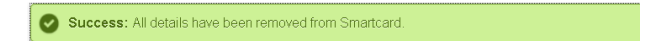
**Cancel Smartcard: A warning will be displayed that all data will be removed from the Smartcard!**



**>> Click Confirm >>**



**A success message should be received.**



The card 'chip' is now initialised and certificates can be re-issued.

- If the card has not been printed then it can be returned to stock.
- If printed, and the image is a 'true' likeness then the card must only be re-issued to the identified holder.

To re-issue the card then search for the User in the directory, Scroll down to the Smartcard Details.

**>> Select >>**

