

To be able to unlock Smartcards and renew Smartcard Certificates you will need:

1. Your PC will need to have the Windows 7 operating system
2. Have Internet Explorer 8 or later.
3. Access to <https://portal.national.ncrs.nhs.uk/dt> . It is best to create a shortcut on your PC for this. If your company limits your Internet access you will need to ensure they allow access to this site.
4. At least one PC in the Pharmacy with 2 smartcard readers attached. 1 would normally be integrated to your keyboard and the other connected via a USB.
5. If you require a USB reader please email smartcard.support@dorsetccg.nhs.uk and we will send one free of charge.
6. You will need to have the HSCIC smartcard software installed on your PC. Your IT department should be able to provide this for you. However if you do not have an IT department you can download the software from this link - <http://www.hscic.gov.uk/dir/downloads/>. You need to download the HSCIC identity Agent V1.nnnnnn version. When you download this item check the option to save it to your desktop first. When downloaded there is a folder with instructions advising how to complete the software install.
7. You will also need a Java version loaded onto your PC. Again your IT department should be able to help or you may already have it on your PC because many software products need Java to be loaded on your PC. The Java version should be 6 update 35 or later.
8. It is often a good idea to completely remove Java and reload it prior to loading the HSCIC Identity Agent software.

All Users Can Access the CIS - Care Identity Service

The smartcard software is called **CIS** and can be accessed via the Spine Portal <https://portal.national.ncrs.nhs.uk/dt> . CIS will be an option on the menu "**Launch CIS care identity Service**".

All PCs should have the Spine Portal link <https://portal.national.ncrs.nhs.uk/dt> as a shortcut. They should also have this intranet site (Dorset CCG Intranet) as a link so that they can quickly access smartcard guidance.

All staff when using their smartcard will be able to access CIS. They will have access to update the demographic information on their own profile, check the certificate expiry date, reset their own password and also access the Terms and Conditions of smartcard use.

Pharmacists will be able to access CIS to unlock a smartcard and also to renew smartcard certificates. They will need access to a machine with all the items (1-8) listed above.

RA Agents will have full access to all the functions such as creating and amending user access. All smartcard functions can now be done in this one place. The forms below are not required unless you do not have access to CIS or you do not have an RA Agent at your site.

The DorsetCC intranet sections on **CIS training**, CIS How To and the **CIS Video/Trifold** above show you how to undertake these tasks using CIS. I would suggest that the relevant leaflets from the quick reference section should be printed out at each site to act as an aide memoir.