Registration Process

This process should take no longer than a few minutes by following the 4 simple steps to successfully complete the registration process.

You must have an email address from a provider that is approved for use with the Spine e.g. nhs.net, nhs.uk, gov.uk or mod.uk.

It is highly advisable to add the link provided to your Favourite or Shortcut so that you are able to access the unlock service at any time after registration:

1. Log in to your profile page on CIS via: https://portal.national.ncrs.nhs.uk/portal/dt (Do not use Google Chrome) and then select "Launch Care Identity Service" from the list of available options.
2. Within the Care Identity application select "My Profile" from the menu options on the right-hand side.
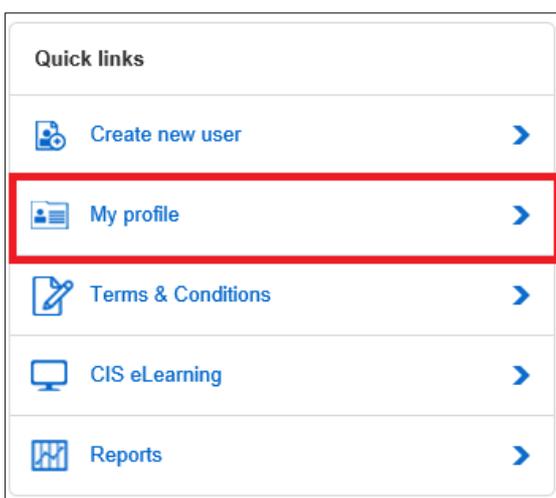
3. Scroll down to the Self Service section and click Register
4. Click continue after reading the Instructions
5. Enter your current Smartcard passcode when prompted to ensure that the card being registered belongs to you
6. You will be prompted to set 4 security questions, from a choice of 20 within the drop down list
7. You will then be prompted to confirm your email address.
8. A Registration Code will be emailed to you, which is only valid for 15 minutes. (Please check your Junk folder in case the email is flagged as Junk).
9. Once you have received the code enter it within the self-service section 4, which will complete the registration process

If your registration is successful, your profile will be refreshed, and you will see the following message
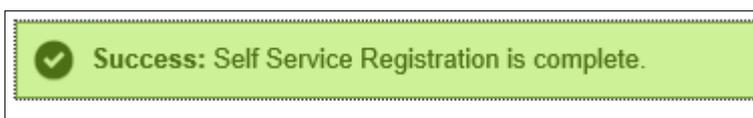
Smartcard Unlock Process

Once registered you will now be able to unlock your own card.

1. Place the locked card in/on to an approved card reader
2. Click on https://uim.national.ncrs.nhs.uk/selfservicewebapp/unlockCardStart and the below screen will load

3. Click the start button (Do not use Google Chrome)
4. To confirm your identity, you will be asked to answer 2-4 security questions.

You should not attempt to unlock another staff member's card; this could result in disciplinary action.

** Please note that after 3 failed attempts at answering your security questions, you will not be able to proceed and you will have to visit the IT Booth to reset your Smartcard passcode

5. If successful you will be notified of your smartcard unlock code via your registered email; this will only be valid for 15 minutes. NB: This is not your new PIN, it is only temporary.

6. Enter this code in the next prompt:

Smartcard Service Centre

Smartcard Unlock Code

We have sent a Smartcard Unlock Code to your registered email address. Once you receive the code, enter it below and press the Next button. This will take you to a screen where you will be able to set a new passcode for your Smartcard.

Smartcard Unlock Code [ ]

Next

7. You will then be able to reset your Smartcard Passcode

Smartcard Service Centre

Reset Smartcard Passcode

Please enter the new passcode for your Smartcard in the two spaces below and then press the Confirm button.

The passcode must be between 4 and 8 characters long. You can use any standard keyboard characters.

New Passcode [ ]

Confirm Passcode [ ]

Confirm

8. If successful you will you will see the following screen as confirmation;

Smartcard Service Centre

Smartcard Unlocked

Your Smartcard has been successfully unlocked.

Please remove and then reinsert your Smartcard to log in as normal using your new passcode.