Self Service – Registration and Unlock Process

When a NHS Smartcard is locked or a PIN forgotten, the card can be unlocked and the PIN reset, without having to visit an RA or sponsor.

The User must first be registered for Self Service unlock in the process outlined as below.

Only the person to who the card has been issued can register for the unlock process.
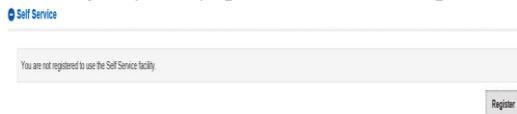
Registration

Authenticate with your Smartcard and navigate to CIS via: https://portal.national.ncrs.nhs.uk/portal and then selecting "Launch Care Identity Service" from the list of available options. Within the Care Identity application select "My Profile" from the menu options on the right-hand side.

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.

- On your profile page in CIS, click the Register Button within the Self Service section
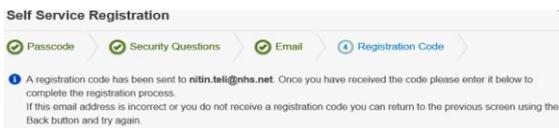

- The Smartcard passcode must entered to ensure that the card being registered belongs to you
- You will be prompted to set 4 security questions, from a choice of 20 within the drop down list

- You will be prompted to confirm your email address. This will be initially populated with the email in your contact details; although you can overwrite this if you wish to use a different email.

- A Registration Code will be emailed to you. Please check your Junk folders for this email. This code is only valid for 15 minutes.

- Once you have received the code enter it within the self-service section 4, this will complete the registration process

- Your profile will then be refreshed, within CIS you will see the following message if your registration is successful

Smartcard Unlock

If your smartcard is locked out you will now be able to unlock your own card after registering by following the steps below:

- Place the locked card in/on to an approved card reader
- Navigate to https://uim.national.ncrs.nhs.uk/selfservicewebapp/unlockCardStart
- Follow the instructions on screen