



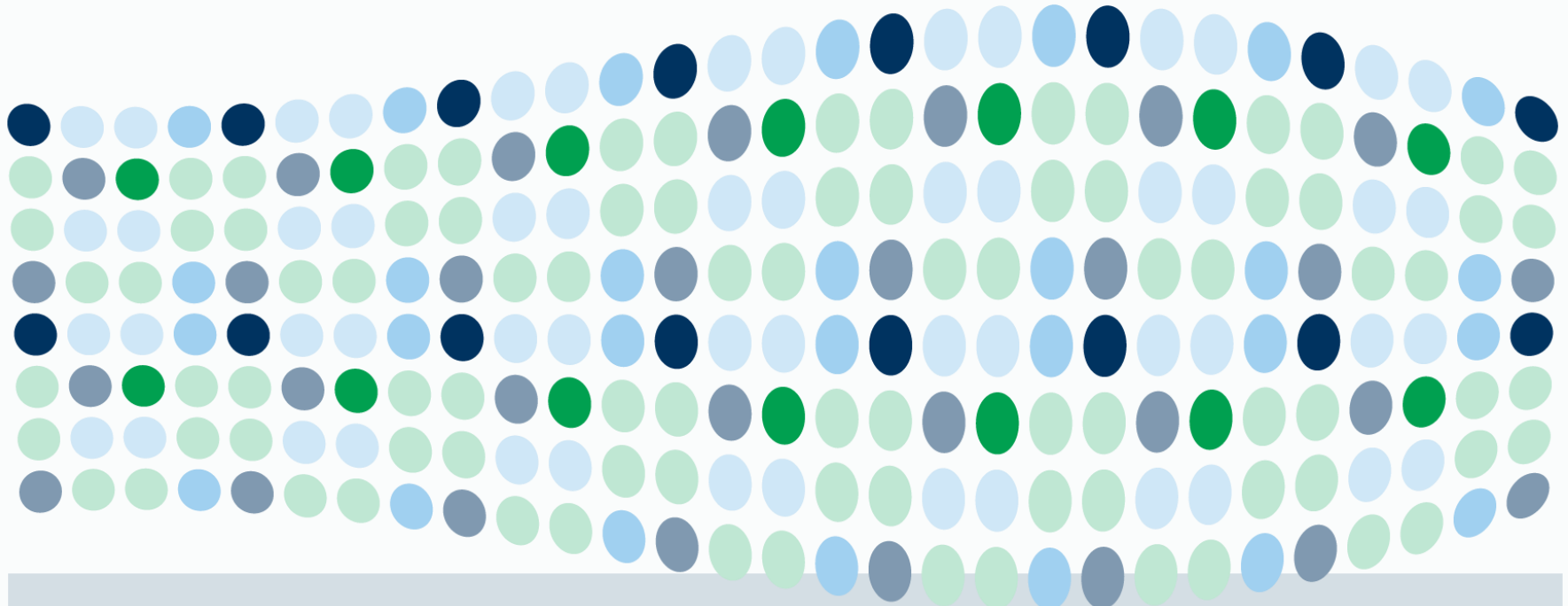
Health & Social Care  
Information Centre



# UIM (User Identity Manager) - Training Programme

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## Community Pharmacy RA Sponsor UIM Briefing



Presented by: LHIS (Leicestershire Health Informatics Service) CIS / UIM Project Team

# Welcome

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- Introductions
- History of Pharmacy Smartcard use
- Purpose of training
- LHM UIM & EPSR2 deployment updates



# Welcome – Speakers Notes

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## Introductions:

Afroz Kidy – RA Manager

Abu Lorgat – CIS / UIM Project Officer (Speaker)

Zahirah Rahemtulla – CIS / UIM Administrator

## History of Pharmacy Smartcard use:

- Pharmacies using NCRS Smartcards for around ten years
- EPSR1 allowed all Users at a Pharmacy to have shared access through a generic Premises Smartcard
- EPSR2 requires individual to have their own personal Smartcards with access based upon occupation and qualification

## Purpose of training:

- Provide information about the functionality of national RA Smartcard systems and It's associated processes

## LHIS UIM & EPSR2 deployment update:

- LHIS look after 226 Pharmacies for their RA requirements
- 27 Pharmacies are currently using UIM
- We also look after 145 GP practices for their IT needs
- LHIS Project Management Team have rolled out ETP to 77 GP Practices
- The remaining GP Practices should be ETP'd by July 2015

# Pharmacy RA Sponsor

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- Responsible for Smartcard use within their organisation
- Must have RA Sponsor access on their Smartcard
- Access to UIM - Allows submission of online RA requests
- Access to CMS - Allows Smartcard PIN resets & renewals
- RA Sponsors cannot request changes to their own Smartcard profile
- Recommendation - Two Sponsors per Pharmacy

# Pharmacy RA Sponsor – Speakers Notes

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- Responsible for Smartcard use within their organisation:
  - Manage Smartcards and User profiles
  - Request new cards
  - Add, modify and remove access
  - Request replacement Smartcards
  - Cancel, renew and unlock Smartcards



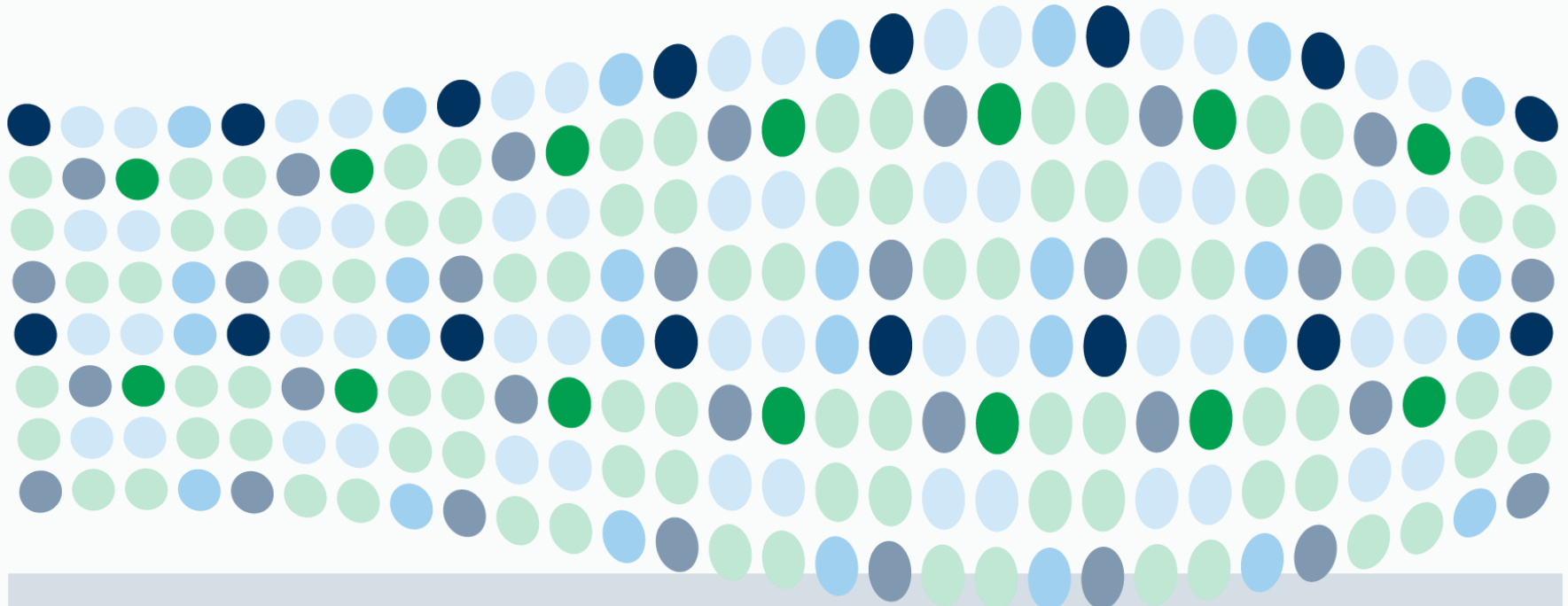
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# UIM (User Identity Manager) - Training Programme

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## UIM Resource Folder



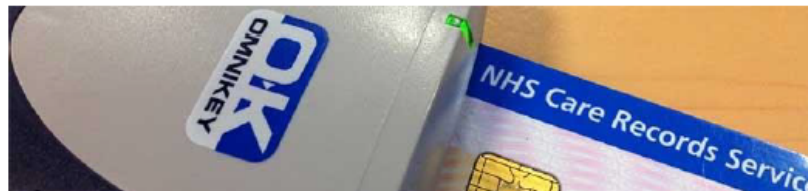
Presented by: LHIS (Leicestershire Health Informatics Service) CIS / UIM Project Team

# 00 – Pharmacy UIM Resource folder contents



## Pharmacy UIM Resource Folder Contents

- 01 - RA UIM – Pharmacy System Implementation Booklet
- 02 - RA - Care Identity Service – formerly referred to as UIM
- 03 - Care Identity Service (CIS) e-Learning
- 04 - LHIS 'eGIF Level 3' ID Document Guidance
- 05 - LHIS UIM / CIS NHS CRS Smartcard Photograph Guidance
- 06 - LHIS Pharmacy & Locum CIS PBAC Matrix Templates - Generic
- 07 - LHIS UIM User Guide for Pharmacy Sponsors
- 08 - How to Accept Organisational NHS CRS Smartcard T and C's
- 09 - How to Change Passcode-PIN Using Gemalto
- 10 - How to Change Passcode-PIN Using NHS Portal
- 11 - Information for LHIS NHS Care Records Service Smartcard Users
- 12 - Understanding NHS Smartcard and Portal Messages
- 13 - LHIS RA Sponsors Guide to Unlocking a NHS Smartcard
- 14 - How to Check Smartcard Validation Dates Using Gemalto
- 15 - LHIS RA Sponsors Guide to Renewing Certificates on an Expired NHS Smartcard
- 16 - LHIS RA Service Agreement for Healthcare Providers for the Provisioning of UIM / CIS
- 17 - CIS / UIM Hardware and Software Requirements



# 00 – Pharmacy UIM Resource folder contents – Speaker Notes

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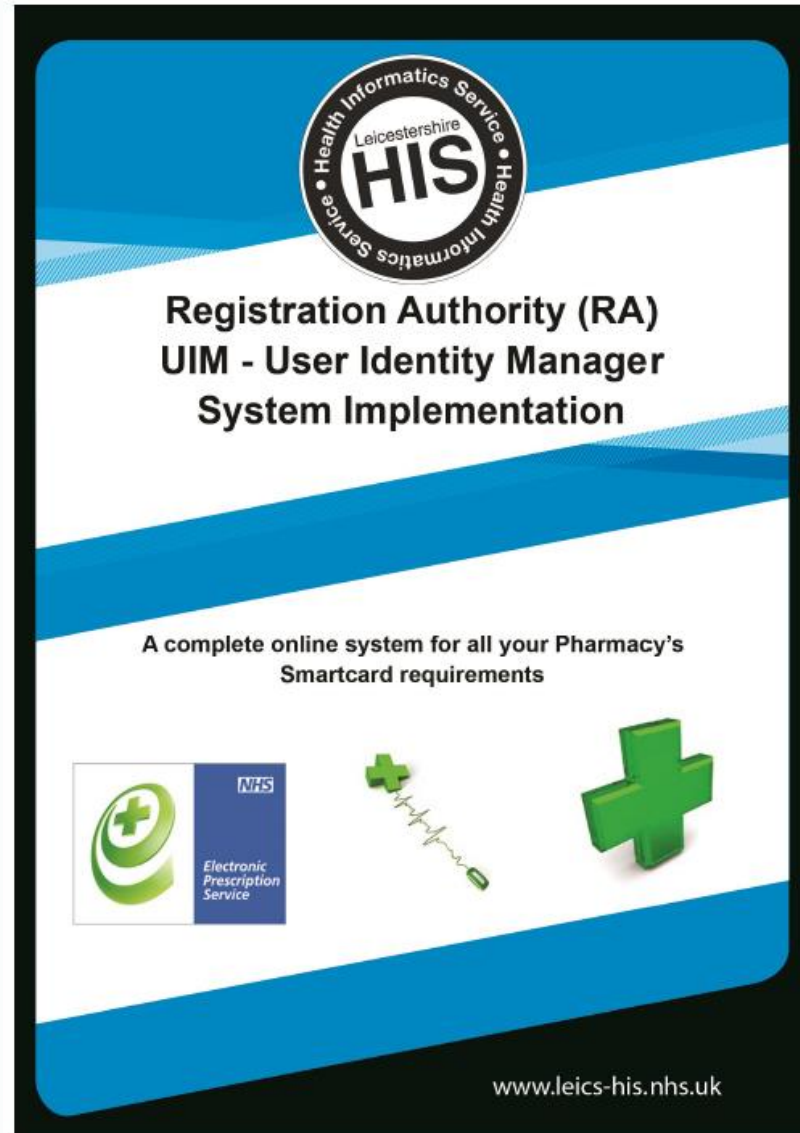
Resource folder put together to help transition over to the new system

It contains useful information and guidance on Registration Authority systems and Smartcards in general

I will take you through these documents and explain their purpose



# 01 - RA UIM – Pharmacy System Implementation Booklet



# 01 - RA UIM – Pharmacy System Implementation Booklet – Speakers Notes

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- The first item in the folder is our deployment booklet, you should have already received this in communications that we have been sending out since July last year.

Basically the booklet informs you that:

- For the last ten years Registration Authorities nationally have been using a Legacy system called Calendra
- British Telecom had a ten year contract to manage Calendra which is due to expire
- HSCIC have decided not to renew the contract as they have another registration system running in parallel to Calendra called UIM

The main difference between the two systems is that :

- Calendra relies on manual input of information taken from RA forms RA01's, EPSRA02's, RA03's and RA05's.
- Where as UIM is a paperless system - RA requests are submitted online electronically - making RA forms obsolete

The new system will improve response times and deliver RA services more rapidly, examples are:

- An application for a new Smartcard which took up to 5 days to process can now be processed within 48 hours
- Change to access (add / modify / remove) previously took up to 10 days to process, this type of request can now be processed within 24 hours

# 02 - RA - Care Identity Service – formerly referred to as UIM

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02 – RA Care Identity Service – formerly referred to as UIM  
(Pharmacy)



## RA - Care Identity Service – formerly referred to as UIM

The User Identity Management system will be updated in 2015 to the Care Identity Service (CIS).

This system update is being introduced nationally by HSCIC; LHis RA Service will continue to support you for any RA System or Smartcard issues or queries.

There is no action required for RA Sponsors with the exception of registering for e-learning material on the new system prior to the launch. It is highly recommended that RA Sponsors complete the e-learning modules using this web link to access the e-learning home page:  
<https://hscic.premieritask.com>.

## 02 - RA - Care Identity Service – formerly referred to as UIM Speakers Notes

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The second document introduces the Care Identity Service which is the update to UIM:

UIM has been around for a few years and was introduced to link RA with the Trusts HR system

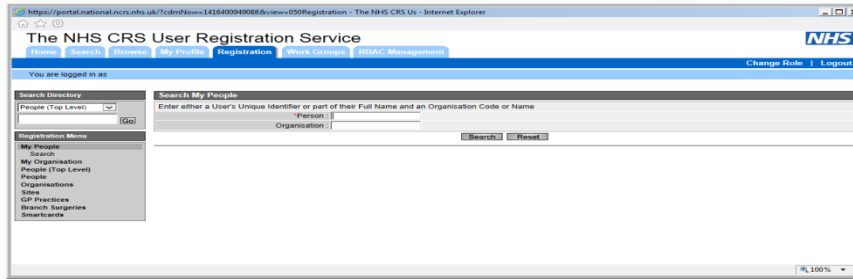
During this time very few updates and changes have been made to UIM

With a view to modernise the interface in order to improve the end user experience...

...HSCIC have decided to update the current fragmented RA systems into the Care Identity Service

All RA providers were notified of the update from UIM to CIS last month

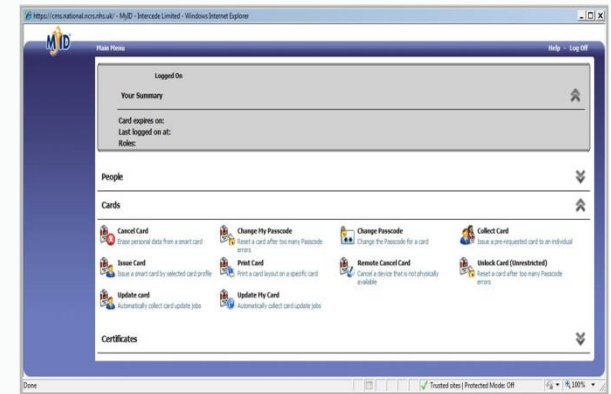
# Transformation of RA Services



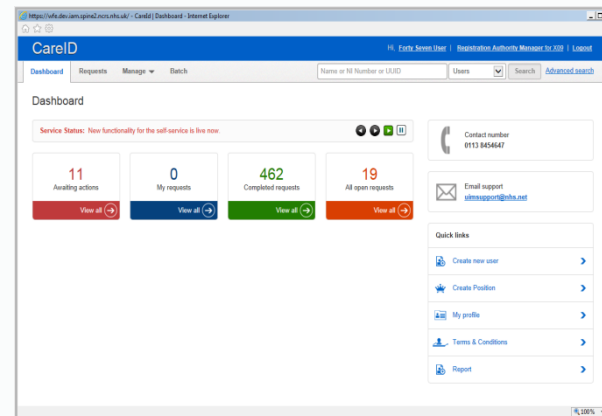
## Calendra



UIM      CMS



## CIS



# Transformation of RA Services – Speakers Notes

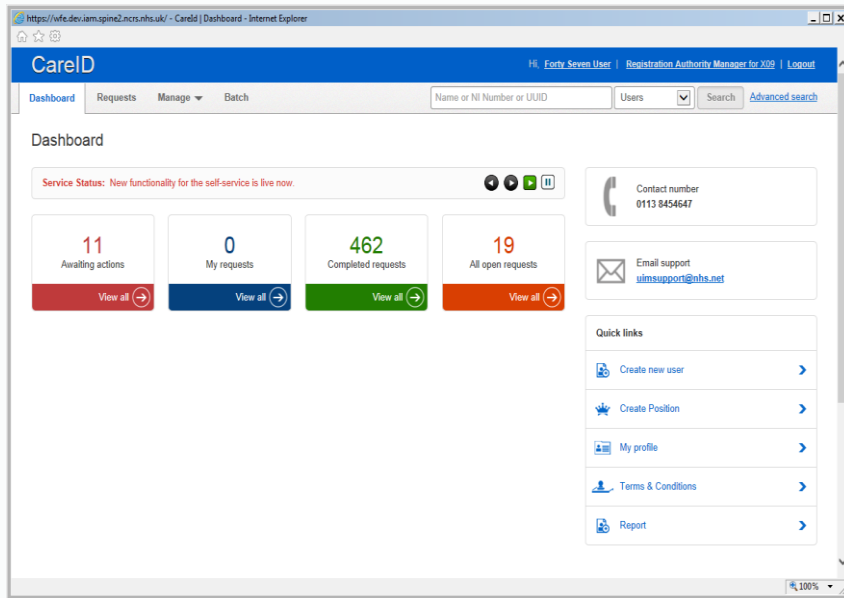
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- Transformation means that the old system Calendra will be shut down
- The other system CMS will transfer into UIM as a unified application
- At this point, UIM will then be updated and rebranded into the CIS
- CIS will be available on Thursday 26 February

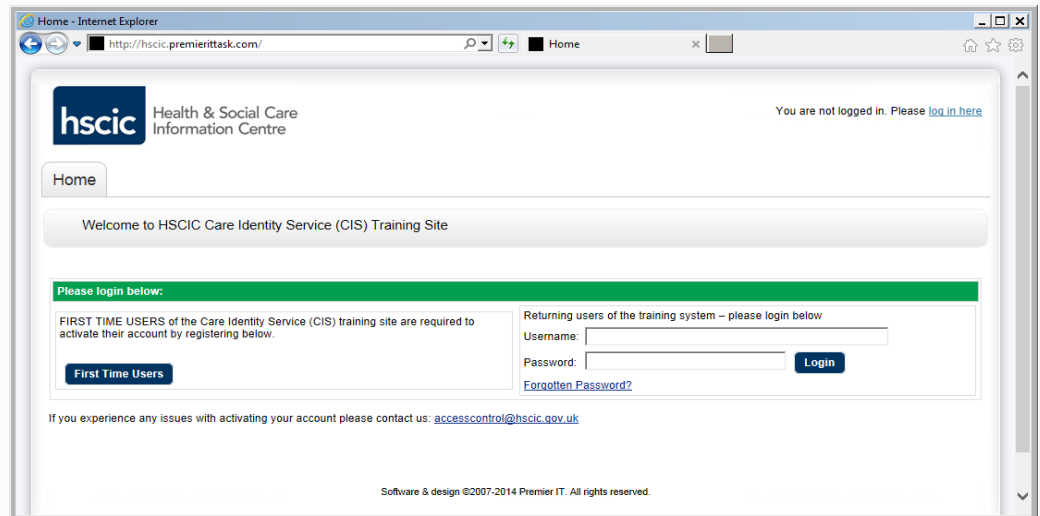
CIS will bring the following benefits:

- Improved User experience
- Compared to UIM – CIS will have a better design and layout
- All key aspects of a process will be clearer and more obvious, reducing the number of screens that you have to navigate through
- Paperless processes will make RA forms obsolete, ultimately reducing paper usage, it's printing and storage
- CIS will retain Position Based Access Control or PBAC - PBAC allows Sponsors to select access by job role for new starters and existing staff
- PBAC also assists Sponsors in the efficient removal of access for leavers
- Ultimately, there will be a reduction of data entry errors and duplicate requests
- Due to the accuracy of information supplied, there will be fewer rejections of electronic forms
- Organisational T & C's being approved online by the Smartcard User
- Improved Information Governance due to 'Role Separation'
- As UIM / CIS will accelerate RA services, response times to RA requests will reduce

# 03 - Care Identity Service (CIS) e-Learning



<https://hscic.premierittask.com>



# 03 - Care Identity Service (CIS) e-Learning – Speakers Notes

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The third document provides information on CIS e-Learning:

Those of you Sponsors that are present who received the classroom style UIM training will already have noticed that the delivery of this training has changed.

This is because Registration Authorities provided comprehensive training on all aspects of UIM processes

For CIS, HSCIC have recruited a company called Premier IT Task to facilitate e-Learning. Therefore, CIS training will be carried out by individual RA Sponsors

If your Smartcard profile on the SPINE User Directory holds your email address, you may have already received a notification

We encourage Sponsors to register, access and complete the training before CIS goes live

All key aspects of RA and CIS are covered and will provide sufficient training to empower and enable you to use the new system

This document provides instructions on how to register and initiate self-learning

There is an 80% pass rate, you can have as many attempts as you wish and you will be able to download a certificate on completion



# 04 - LHis 'eGIF Level 3' ID Document Guidance

04 - LHis 'eGIF Level 3' ID Document Guidance for Sponsors and Users  
(Pharmacy)



## LHis 'eGIF Level 3' ID Document Guidance for Sponsors and Users

### ID options:

1. Two forms of photographic personal identification and one document confirming their address
2. One form of photographic personal identification and two documents confirming their address
3. Two forms of non-photographic personal identification with two documents confirming their address



# 04 - LHMIS 'eGIF Level 3' ID Document Guidance – Speakers Notes

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Before we issue a new Smartcard, ID has to be provided and checked to a government e-Commerce standard called e-GIF Level Three

As a Smartcard profile is created on the National Spine User Directory for a User's working career, we need to ensure that we register an assured identity

As the UK has the highest rate of identity theft in Europe at a staggering two million reports a year, Smartcard applicants will need to prove that they are who they say they are

This document provides a list of ID that is acceptable when a User applies for a Smartcard

With the old paper system, RA Agents on delivery of a new Smartcard, carried out a face to face meeting with the applicant to assure their identity

With the new system, the new Smartcard User will not be completing a paper request form as RA Sponsors will submit their application through CIS / UIM

When requesting a digital ID through CIS / UIM, mandatory fields will need to be completed by the Sponsor

Therefore, Sponsors will be responsible in performing a preliminary ID check and noting the ID checked on the request

On delivery of the Smartcard an RA Agent will perform a secondary but final ID check at the face to face meeting

If a new user is having difficulty providing ID from the list, please ask the User to call us for assistance

Note on Utility bills - We can accept bills from gas & electricity providers but they need to be within three months of issue

Unfortunately, we cannot accept mobile phone statements but we can accept land line phone bills - dates have to be within three months

# Identity Checking – RA Agents

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- An RA Agent is the individual who is responsible for checking the identity of an individual who requires a Smartcard ‘beyond reasonable doubt’ (this is the e-Gif Level 3 requirement – an intergovernmental standard of identity assurance)
- Part of ensuring that the check is beyond reasonable doubt is that this check is done in a face to face meeting – **this is a requirement** and cannot be avoided
- It is a national requirement that RA Agents have sight of the original documents – not photocopies (It is NOT an RA requirement to keep copies)

# 05 - LHis UIM / CIS NHS CRS Smartcard Photograph Guidance

05 – LHis NHS CRS Smartcard Photograph Guidance  
(Pharmacy)



## LHis UIM NHS CRS Smartcard Photograph Guidance

As part of the UIM process of applying for a Smartcard, Sponsors are tasked with taking an applicants digital photograph..

To this end, the document 'A Sponsors Guide to Taking Photographs for Uploading onto CIS/UIM' has been published to aid Sponsors.

The picture must be a true likeness of the applicant and follow the national standards and guidance as set out by HSCIC & HMPO.

This document provides assistance to RA Sponsors to bring the quality of their Smartcard images closer to ISO (International Organization of Standardization) compliance standards before they are uploaded to the users profile in UIM.

# 05 - LHM UIM / CIS NHS CRS Smartcard Photograph Guidance

## Speakers Notes

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As RA Agents will not be making an initial visit under the new system

RA Sponsors will be submitting the new Smartcard application, you will be required to upload the Users digital image / photograph

Current Sponsors use various methods in capturing a photograph for use on a Smartcard: Digital Camera, Webcam, Smartphone, iPad/Tablet, User provides a digital image to Sponsor

The digital image is transferred to the PC either by email attachment or uploaded through a USB connection

The picture must be a true likeness of the applicant and follow the national standards and guidance as set out by HSCIC & HMPO.

To this end, the document 'A Sponsors Guide to Taking Photographs for Uploading onto CIS/UIM' has been published to aid Sponsors.

# 05 - Smartcard Photograph Examples - Speakers Notes

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Examples:

Acceptable photos are are like your passport and DL

Examples of photographs that will be deemed as unacceptable and will be rejected:

- Picture where the face is obscured
- Picture must have a clear background
- User must face the camera straight on
- Eyes towards the front
- No laughing or smiling
- Picture must be cropped not to far out or too far in

We will be as flexible as we can in accepting photographs

# 05 - LHM UIM / CIS NHS CRS Smartcard Photograph Guidance

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*“A Smartcard must bear a photograph of the user.  
It is essential that a digital photograph which  
represents a good likeness of the user is applied”.*

- HSCIC & HMPO



Examples of Good and Acceptable photographs:



# 05 - LHM UIM / CIS NHS CRS Smartcard Photograph Guidance

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Examples of Photographs that are **not** acceptable:





# 05 - LHM UIM / CIS NHS CRS Smartcard Photograph Guidance

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Examples of Photographs that are **not** acceptable:



# 05 - LHM / CIS NHS CRS Smartcard Photograph Guidance

## CIS / UIM Capture Image

- First time users will be prompted to download and install the 'CIS / UIM Capture Image Applet':

**Create User**

Personal Information

Title: -- Please Select --

First Name:

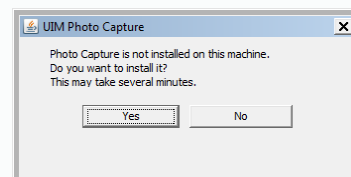
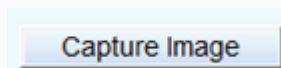
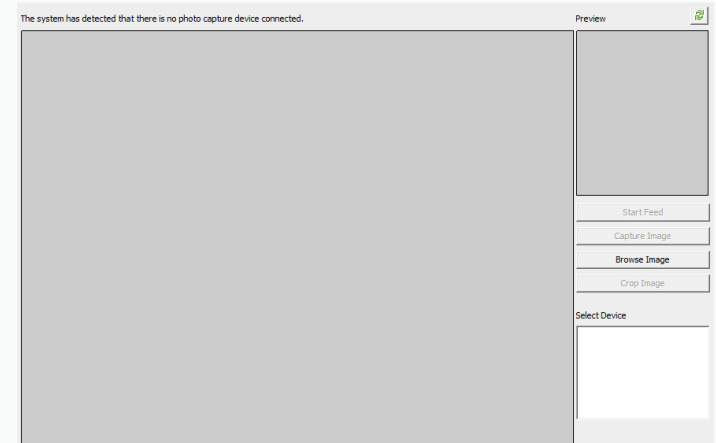
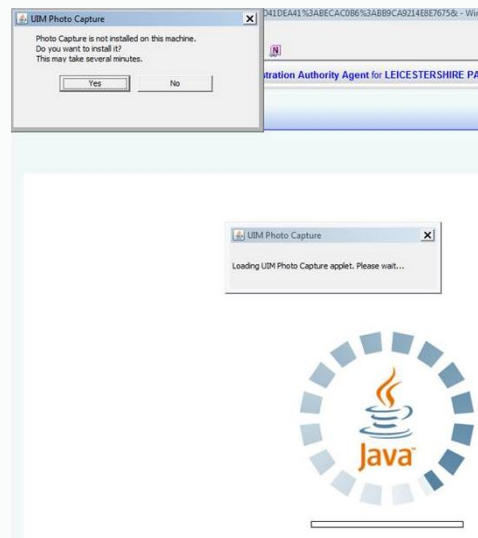
Middle Names:

Family Name:

Preferred Name:

Capture User's Image:

Photo:



# 05 - LHM UIM / CIS NHS CRS Smartcard Photograph Guidance

## Speakers Notes

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The Sponsor guide includes these instructions on how to setup the 'Capture Image' applet

Allows uploading and cropping of the picture

One time install on a particular PC

# 06 - LHMIS Pharmacy & Locum CIS PBAC Matrix Templates

06 – UIM / CIS EPSR2 PBAC Cover Sheet V\_1.0  
(Pharmacy)



## UIM / CIS EPSR2 PBAC's (Position Based Access Control's)

Select	Position Name	Position Description
<input type="checkbox"/>	Community Pharmacist	Health Professional Access Role
<input type="checkbox"/>	Dispensing Technician	Admin & Clinical Support Access Role
<input type="checkbox"/>	Medicines Counter Assistant	Admin & Clinical Support Access Role
<input type="checkbox"/>	Pre Registration Trainee	Healthcare Student Access Role
<input type="checkbox"/>	RA Sponsor	Admin & Clinical Support Access Role

PBAC Name: Community Pharmacist                      Comparable PBAC Role: Locum Pharmacist                      PBAC Job Role Code: R8003                      PBAC Job Role Name: Healthcare Professional Access Role			PBAC 1
Activity Code	EPSR2 Access Right Description	Further Information	Access Type
B0068	Verify Prescription	Verify prescription prior to supply.	Dispensing
B0572	Manage Pharmacy Activities	Send prescription reimbursement claims to payment authority or update spine if linked to ETP, order drug stock, check accuracy of orders on arrival and manage drug stock levels. Includes: B0570 Perform Pharmacy Activities.	Dispensing
B0825	Amend Patient Demographics	Allow user to amend local instance of patient demographics and synchronise with PDS (where the application is able to synchronise with the record on PDS, differences detected can be accepted or rejected).	Patient Access

# 06 - LHM Pharmacy & Locum CIS PBAC Matrix Templates

## Speakers Notes

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On the old Calendra system, access was built using a number of codes, this functionality is being removed

UIM / CIS has introduced the PBAC functionality where Sponsors choose the position or positions Users will need

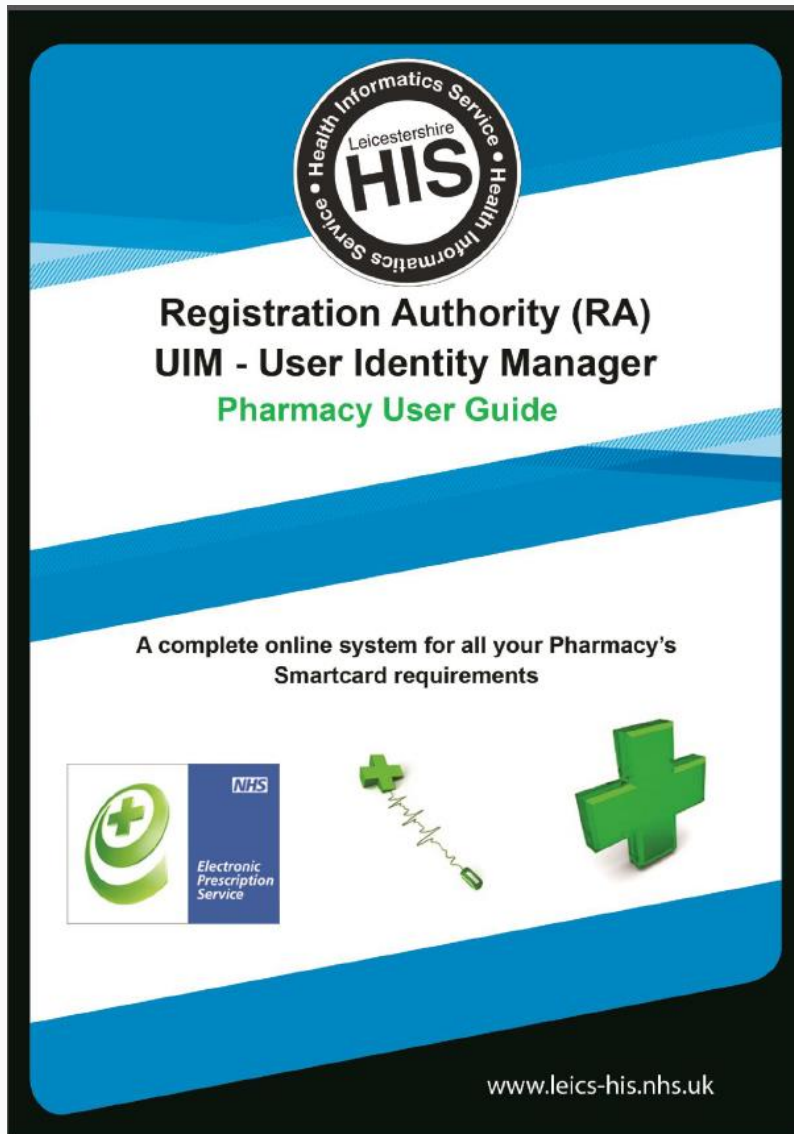
PBAC's are essentially positions with access rights like set templates

We have setup five PBAC's for every Pharmacy and all PBAC's include the activity B0825 Amend Patient Demographics – to carry out Nominations (no need to ask for this separately)


If a Smartcard User is a relief or locum pharmacist / Dispenser who works at more than three sites, you can request generic Locum access – one PBAC to access any Community Pharmacy

The pages that follow in the guide display the matrix's of the five PBAC's in detail

# 07 - LHMIS UIM User Guide for Pharmacy Sponsors



07 - LHMIS UIM User Guide for Pharmacy Sponsors V\_1.0



UIM User Guide Modules:	Page:
1.0: How to Access UIM	2
2.0: Features of the UIM Main Menu/Home Page	3
3.0: How to Log out of UIM	4
4.0: Changing Sponsors Smartcard Session Organisational Role	5
5.0: Checking Assignments/Smartcard Users Attached to a PBAC	6
6.0: Searching for a User in UIM	9
7.0: Process of Managing New Smartcard Users in UIM	12
8.0: Creating a New User Request for a Smartcard with Access (RA01 & EPSRA02)	13
9.0: Sponsor and User Responsibilities on Receipt of Smartcard	24
10.0: Assigning PBAC Access to a Smartcard User (EPSRA02)	25
11.0: Collective Sponsor Assigning PBAC's for More Than One Organisation (EPSRA02)	30
12.0: Requesting 'Locum Pharmacist' & 'Locum Dispenser / Dispensing Technician' PBAC Access to a Smartcard User (EPSRA02)	38
13.0: Removing PBAC Access Assigned to a Smartcard User (EPSRA02)	45
14.0: Collective Sponsor Removing Multiple PBAC Access Assigned to a Smartcard User (EPSRA02)	48
15.0: Modifying a User's Personal Details (RA05)	54
16.0: Closing a User's Smartcard Profile (RA03)	59
17.0: Re-Opening a User's Smartcard Profile (RA01 & EPSRA02)	61
18.0: Cancelling a Smartcard for a User Suspended Due to a Security Breach (RA03)	65
19.0: Requesting a Replacement Smartcard (RA03 – Damaged, Lost or Stolen)	68
20.0: Requesting a Replacement Smartcard (RA03 – Photo Update)	71
21.0: Managing Requests in UIM	77
22.0: Renewing Smartcard Certificates for a Smartcard About to Expire	79

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## 07 - LHM UIM User Guide for Pharmacy Sponsors – Speakers Notes

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As CIS will be launched in a couple of weeks and you will only be able to use UIM in its current state till next Tuesday we have decided not to go through the UIM training modules

Feel free to use the guide to submit requests electronically up until Tuesday

CIS module processes will follow similar formats as UIM but with fewer steps

These module processes will change under CIS and we ask that you do the e-Learning

To provide support, we will in the near future create User guides for you

We will be in touch with you when the guides are available but in exchange, we will ask you to send in a copy of your CIS training certificate

## 08 - How to Accept Organisational NHS CRS Smartcard T and C's

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### Review Current Terms and Conditions

[Guidance](#)

Current T&C Version Name Terms and Conditions V1.0b 1st January 2010

**NHS Care Records Service Smartcard Terms and Conditions V1.0b 1<sup>st</sup> January 2010**

**By signing this declaration I, the applicant:**

[Accept](#)

[Reject](#)

[Defer](#)



# 08 - How to Accept Organisational NHS CRS Smartcard T and C's

## Speakers Notes

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The first document in this section is to do with organisational Terms and Conditions

T's & C's for every organisation that use Smartcards are the same and you only have to accept them once

T's & C's is compliance and assurance of IG Governance, Data Protection, Security, Confidentiality etc – copy of content on pg.4 and 5

As the new User will not be completing a paper application and physically signing to say that they accept T's & C's, HSCIC have introduced electronic acceptance

Depending on the Identity Agent software that your PC's are using, new and existing Users may or may not get a prompt to accept T's & C's

This document guides you through the acceptance process

Currently there are three options accept, defer and reject

Under CIS User who have not accepted there T's & C's will not be able to use there Smartcards

# 09 - How to Change Passcode-PIN Using Gemalto

# 10 - How to Change Passcode-PIN Using NHS Portal

09 – How to Change Passcode – Pin using Gemalto  
(Pharmacy)



[How to change your Passcode/PIN on your NHS Smartcard using the Gemalto Application](#)

10 – How to Change Passcode – PIN Using NHS Portal  
(Pharmacy)



[How to change your Passcode/PIN on your NHS Smartcard Using the NHS Portal NCRS Smartcard Management Service](#)

## Look after your Smartcard

- Keep it safe and secure
- Never tell anyone your Passcode
- Never allow anyone else to use it
- Never leave it unattended
- Immediately report its loss, theft or damage to the Registration Agent who issued your card, your Sponsor or call:

Leicestershire HIS - 0116 295 3500 options five or six

## 09 - How to Change Passcode-PIN Using Gemalto

## 10 - How to Change Passcode-PIN Using NHS Portal

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### Speakers Notes

Guides 09 & 10 provide instructions on how to change the default Smartcard PIN numbers using Gemalto and CMS

(09) As Gemalto is a Windows based application, this process will not change with the CIS update

(10) The CMS process will now take place in CIS


All access leaves an electronic footprint, records everything you do and is subject to audit – you are entirely responsible for system access on your Smartcard

The Smartcard needs to be treated as a confidential document and therefore the Smartcard User is responsible for:


- Keeping it safe and secure
- Do not disclose your passcode / PIN
- Do not share
- Do not leave it unattended
- Report loss, theft or damage immediately to RAS and RATeam

# 11 - Information for LHis NHS Care Records Service Smartcard Users

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**Information for NHS  
Care Records Service  
Smartcard Users**



[Leicestershire Health Informatics Service](#)

*Is hosted by:*

Leicestershire Partnership   
NHS Trust

- Terms and conditions of Smartcard use
- Security and confidentiality
- Information stored on your Smartcard
- Using your Smartcard
- Frequently asked questions
- Useful contact details

# 12 - Understanding NHS Smartcard and Portal Messages

12 – Understanding NHS Smartcard and Portal Messages  
(Pharmacy)



## Understanding NHS Smartcard and Portal Messages

Listed below are the potential Smartcard and Spine Portal problem messages that may be displayed:

### Your Smartcard is blocked



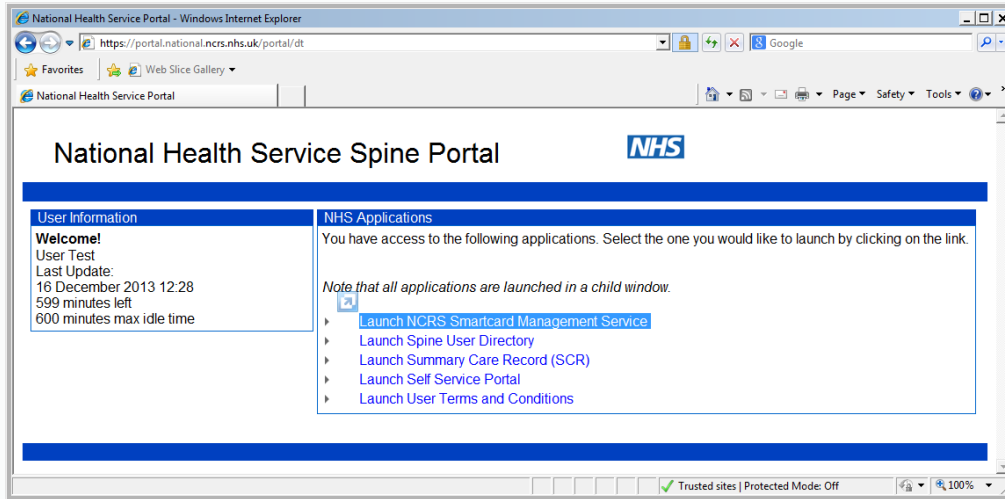
If you attempt to access the system with a locked (blocked) Smartcard you will be shown an error message.

This screen is also displayed when you have exceeded the invalid login attempts.

To have your Smartcard unlocked, please contact your Sponsor or call Leicestershire HIS Service Desk for assistance on 0116 295 3500 option five

**(Troubleshooting Guide)**

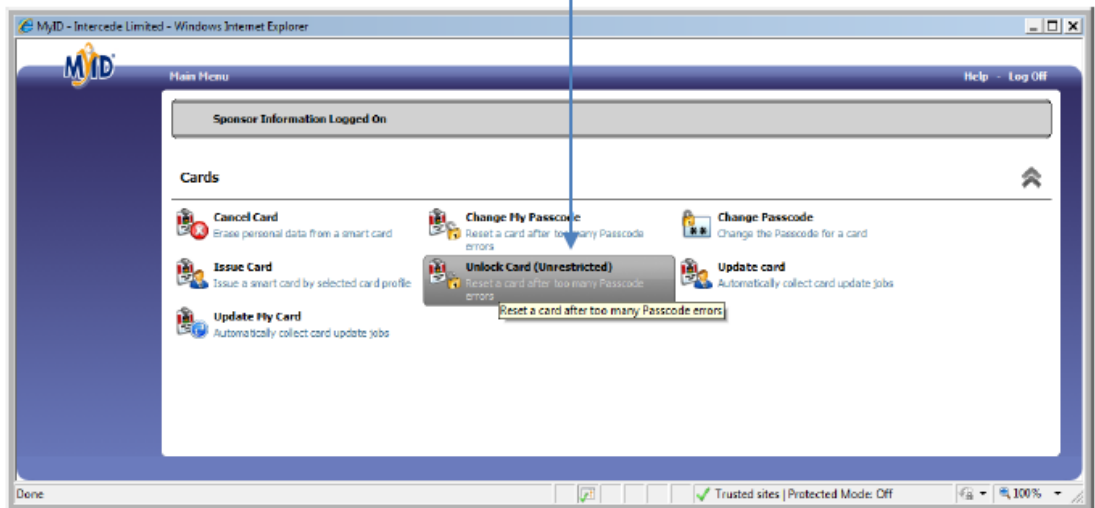
# 13 - LHS RA Sponsors Guide to Unlocking a NHS Smartcard



This guide will be valid till Tuesday 17 February

After Tuesday the CIS e-Learning that you will undertake will provide the necessary training

Click [Unlock Card (Unrestricted)]:

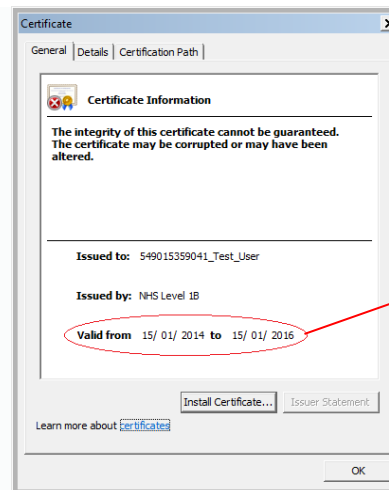
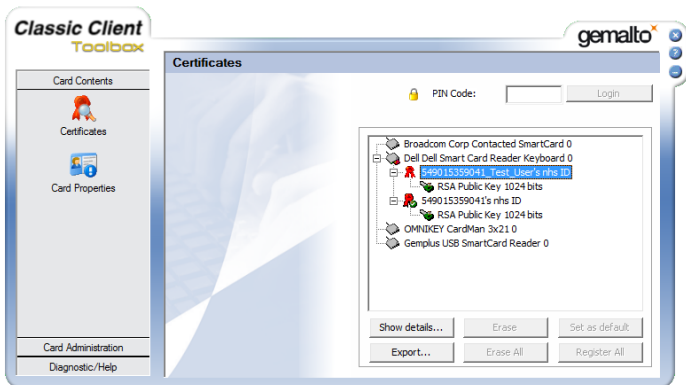
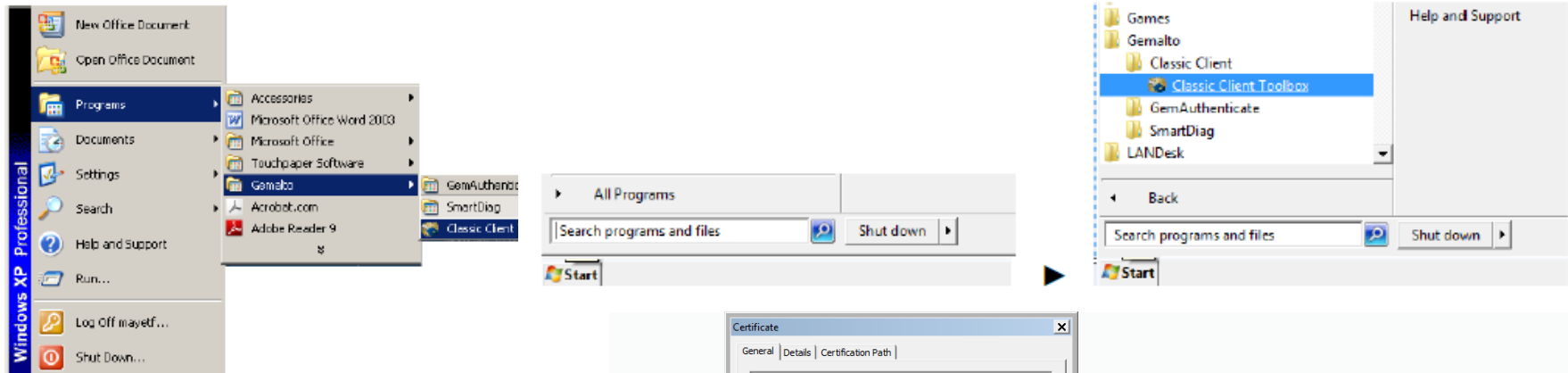


# 14 - How to Check Smartcard Validation Dates Using Gemalto

## 14 – How to Check Smartcard Validation Dates Using Gemalto (Pharmacy)

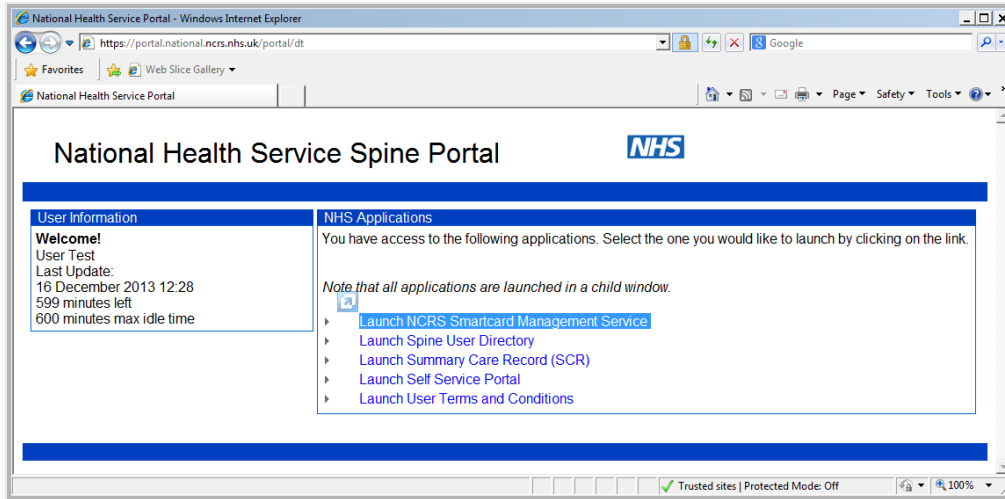


### How to Check Smartcard Validation Dates Using Gemalto



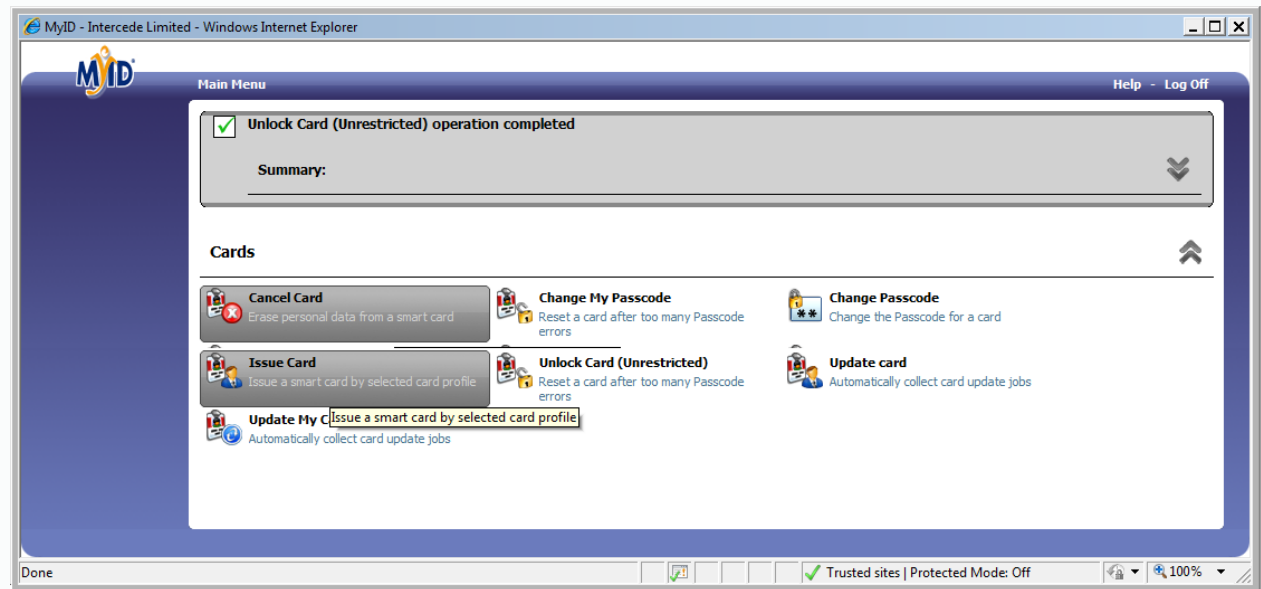
Valid from 15/ 01/ 2014 to 15/ 01/ 2016

# 15 - LHS RA Sponsors Guide to Renewing Certificates on an Expired NHS Smartcard



This guide will be valid till Tuesday 17 February

After Tuesday the CIS e-Learning that you will undertake will provide the necessary training





# 16 - LHis RA Service Agreement for Healthcare Providers for the Provisioning of UIM / CIS

16- LHis RA Service Agreement for Healthcare Providers for the Provisioning of UIM / CIS  
(Pharmacy)



## LHis (Leicestershire Health Informatics Service) RA (Registration Authority) Service Agreement for Healthcare Providers for the Provisioning of UIM / CIS

Inter Organisational Governance Agreement

This document explains the appropriate roles and responsibilities, and the division of these between service provider and end user organisation:

- Leicestershire Health Informatics Service responsibilities to Pharmacy Smartcard Users
- Responsibilities of Pharmacy RA Sponsor
- Responsibilities of Pharmacy Smartcard Users

This contract assures effective governance and compliance and will be emailed to all Pharmacies after CIS has gone live.

Pharmacy Sponsors will need to agree and accept this agreement by replying to this email which will acknowledge that the IG Governance and Care Record Guarantee will be met.

# 17 - CIS / UIM Hardware and Software Requirements

17 – HSCIC CIS / UIM Hardware and Software requirements



## HSCIC CIS / UIM Hardware and Software Requirements

<b>PC Operating System:</b>	<b>[CIS &amp; UIM] Windows 7 Service Pack 1 32 bit and 64 bit</b>
<b>Internet Browser:</b>	[UIM] - Internet Explorer 8. [CIS] - Internet Explorer 8, 9 or 10, Chrome (minimum version 26.0) and Firefox (minimum version 21.0).
<b>NHS Identity Agent:</b>	[CIS & UIM] BT IAv13 recommended (Win7 32 bit). BT IAv11 can be temperamental with Smartcard authentication. HSCIC IAv1.0 (In testing phase - More information on deployment will be published shortly) will be available for Win7 64 bit and also works with Win7 32 bit.
<b>Java Version:</b>	[CIS & UIM] Java v1.6 or v1.7 (v1.8 is currently not compatible)
<b>Keyboard Reader:</b>	[CIS & UIM] Approved readers are GEM and Omnikey. Integrated keyboard readers must have the keyboard Smartcard driver 'USBCCID/WUDF'. Failure to do so will lead to: <ul style="list-style-type: none"> <li>• Smartcard certificate loss</li> <li>• Internet browser will not automatically launch a user's acceptance of Smartcard Terms &amp; Conditions</li> <li>• Sponsors will not be able to digitally sign RA requests through CIS/UIM</li> </ul>
<b>M:</b>	[CIS & UIM] 1GB or greater



**\*Please contact your Service Provider with these specifications \***

## 17 - CIS / UIM Hardware and Software Requirements – Speakers Notes

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- CIS / UIM hardware and software requirements - Although variations of software and PC settings may allow Sponsors to access and submit RA requests through CIS / UIM, adhering to the recommendations in this document will provide greater system stability
- However, to get round the keyboard issue, we can provide external card readers



# NHS Portal Screenshot

## National Health Service Spine Portal



### NHS Applications

You have access to the following applications. Select the one you would like to launch by clicking on the link.

*Note that all applications are launched in a child window.*

- ▶ [ETP Administration](#)
- ▶ [Launch Care Identity Service \(Replaces UIM, Calendra and CMS\)](#)
- ▶ [Launch End Point Registration Service](#)
- ▶ [Spine Reporting Service](#)
- ▶ [Demographic Spine Application](#)
- ▶ [Launch Data Access Service](#)
- ▶ [Launch NDS Administration Portal](#)
- ▶ [TES Alert Viewer](#)
- ▶ [Launch SUS : Business Intelligence Service](#)
- ▶ [Summary Care Record \(SCR\)](#)

- Same URL link to the portal
- Should not be any firewall changes
- Follows same authentication strategy as Core Spine

# LHIS Service Catalogue

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LHIS for all your IM&T needs.



## Leicestershire Health Informatics Service

Services and solutions include:

- IM&T Support
- IM&T Training
- IT Security
- Web Development
- Data Warehousing
- Business Intelligence

For further information, please contact our Customer Relationship Managers on 0116 295 3500 option 7



# 18 – Deployment Evaluation Survey

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18 – UIM Rollout Post Evaluation Survey



## UIM Rollout Post Evaluation Survey

Thank you for migrating on to the new online smartcard registration system UIM (User Identity Manager). Following the training and subsequent go live, we would like to hear your impression of the deployment so that we can continually improve the experience of future system changes.

- At the end of the presentation, please rate the aspects of our system deployment / migration and training

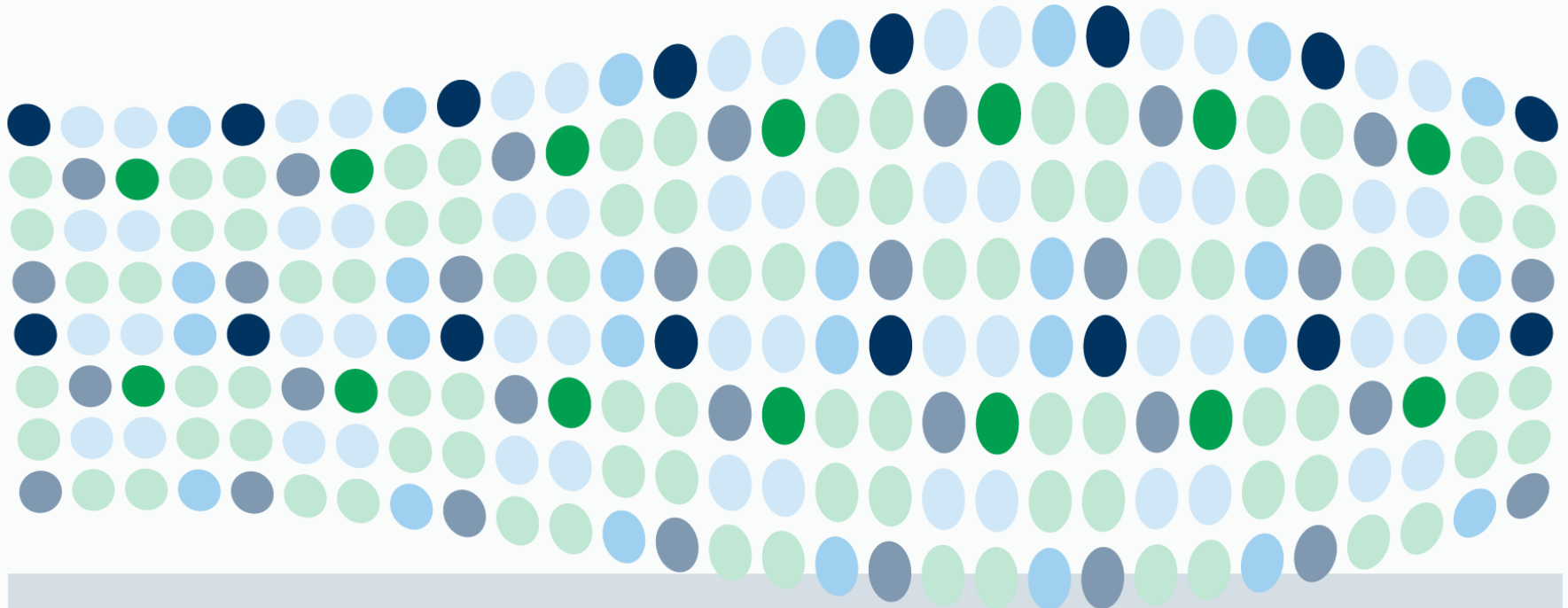


Health & Social Care  
Information Centre

# UIM (User Identity Manager) - Training Programme

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**New Smartcard Functionalities Coming Soon...**



Presented by: LHIS (Leicestershire Health Informatics Service) CIS / UIM Project Team

# NHS Temporary Access Cards – TAC's

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- TAC's can be used in an emergency for the following situations:
  - Smartcard Lost
  - Smartcard Stolen
  - Smartcard Damaged
  - Smartcard left at home
- You must already have a Smartcard to use this service
- Your Smartcard profile will be cloned on to the TAC
- Access will be revoked automatically after 12 hours



# NCRS Smart Card Service Centre

Welcome

## Smart Card Service Centre



Please note that as part of the planned changes to the Spine services, the Smartcard Service Centre (SCSC) that you are attempting to access has now been retired from service. A replacement solution will be launched later this year as part of the new Care Identity Service (formally referred to as IAM).

Please contact your local Registration Authority function for assistance.

For further information on the planned changes and timescales please check for latest updates at <http://www.hscic.gov.uk/rasmartcards/iam>.

Alternatively you can contact us at [accesscontrol@hscic.gov.uk](mailto:accesscontrol@hscic.gov.uk)

Apologies for any inconvenience caused.



Smartcard Self Service Portal – currently off-line

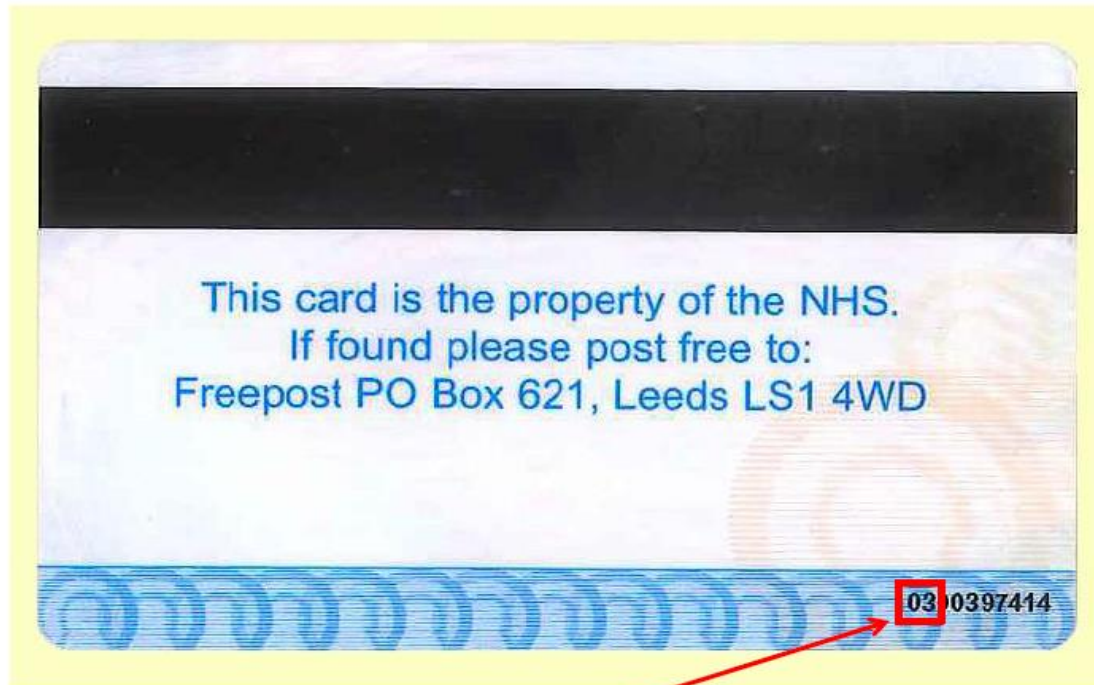
Replacement system will include and allow Smartcard Users to :

- Add or amend your email address and mobile phone number on your SPINE2 profile – Smartcard holder can also do this on CIS
- Access Fall Back Smartcard
- Self Unlock Smartcard
- Renew their Smartcard when it's about to expire

# Version 01, 02, 03 Smartcards

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Please look at the back of your Smartcard:



If the first two numbers are 01, 02 or 03 you will need to request a new card.  
If the numbers are 04, 05 or 06 YOU DO NOT HAVE TO TAKE ANY ACTION

Should you need to get your card replaced, please complete form RA03 and email it to: [HISRARRequests@leics-his.nhs.uk](mailto:HISRARRequests@leics-his.nhs.uk)

# Version 01, 02, 03 Smartcards –

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## Speakers notes:

HSCIC have sent out a communication regarding the old V01, 02 & 03 Smartcards

These card can be identified by looking at the back of the Smartcard

If you have a V01, 02 or 03 Smartcard, please be aware that these cards can no longer be unlocked or renewed once they expire

Should you need to get your card replaced, please complete form RA03 and email it to:

[HISRARRequests@leics-his.nhs.uk](mailto:HISRARRequests@leics-his.nhs.uk)

# Premises Smartcards

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- Premises Smartcards provided to access EPSR1
- Due to EPSR2, Premises Smartcards have become obsolete
- Premises card profiles on the Spine have been closed down
- Premises Smartcards need to be safely disposed of
- **Please return your Premises Smartcards to :**
  - Abu Lorgat
  - NHS Leicestershire Health Informatics Service
  - Gwendolen House, Gwendolen Road, Leicester LE5 4QF
  - Office Direct Dial: 0116 295 1305
  - Email: [CIS@leics-his.nhs.uk](mailto:CIS@leics-his.nhs.uk) or [UIM@leics-his.nhs.uk](mailto:UIM@leics-his.nhs.uk)

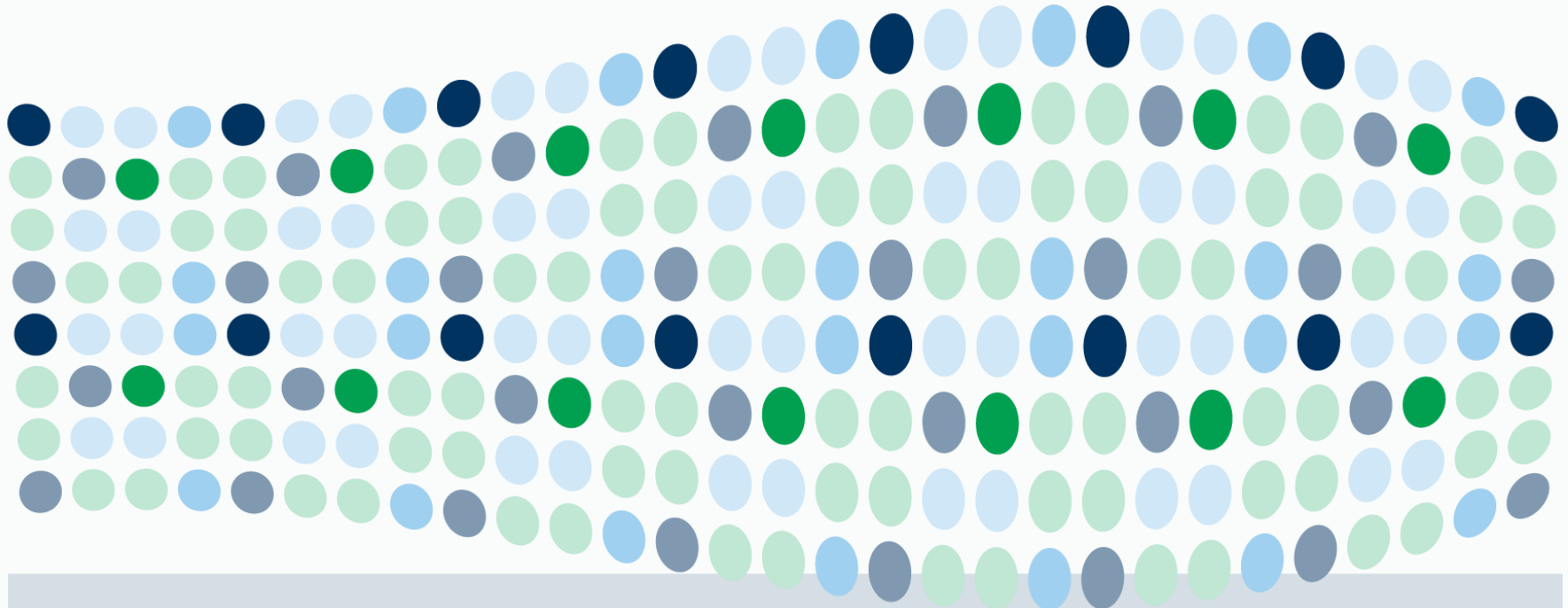


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# UIM (User Identity Manager) - Training Programme

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## Important RA Dates



Presented by: LHIS (Leicestershire Health Informatics Service) CIS / UIM Project Team

# Important RA Dates

Date:	Event / Notes:
Tuesday 17 February 2015 17:00	Last day for Sponsors to submit requests through UIM and also cut-off for RA Forms
Wednesday 18 February 2015 17:00	Last day for LHMIS RA to process requests RA Agents & Sponsors will not be able to unlock or renew Smartcards until CIS Go Live
Thursday 19 February 2015 Friday 20 February 2015 Monday 23 February 2015	<b>NO RA ACTIVITIES</b> (Smartcard authentication will not be affected)
Tuesday 24 February 2015 Wednesday 25 February 2015	CIS Go Live! – LHMIS RA Agent Training
Thursday 26 February 2015 08:00	CIS Go Live! – RA Services Resume (PAPERLESS PROCESS – NO RA FORMS)

# Questions & Answers

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Email: [CIS@leics-his.nhs.uk](mailto:CIS@leics-his.nhs.uk) or [UIM@leics-his.nhs.uk](mailto:UIM@leics-his.nhs.uk)

# Please Complete the Survey...

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18 – UIM Rollout Post Evaluation Survey



## UIM Rollout Post Evaluation Survey

Thank you for migrating on to the new online smartcard registration system UIM (User Identity Manager). Following the training and subsequent go live, we would like to hear your impression of the deployment so that we can continually improve the experience of future system changes.

**We would like to thank LC CCG, ELR CCG, WL CCG & LPC for their collaboration with LHis in bringing this presentation to you.**

*Your feedback is appreciated*

*Thank You!*



# LHIS RA Team Contact Details

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RA Manager  
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**Abu Lorgat**  
CIS / UIM Project Officer  
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**Registration Authority Team**  
Leicestershire Health Informatics Service  
Tel: 0116 295 3500 option 6

**Service Desk**  
Leicestershire Health Informatics Service  
Tel: 0116 295 3500 option 5

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LE5 4QF

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or  
[UIM@leics-his.nhs.uk](mailto:UIM@leics-his.nhs.uk)

