

## Self-renewal NHS smartcard service



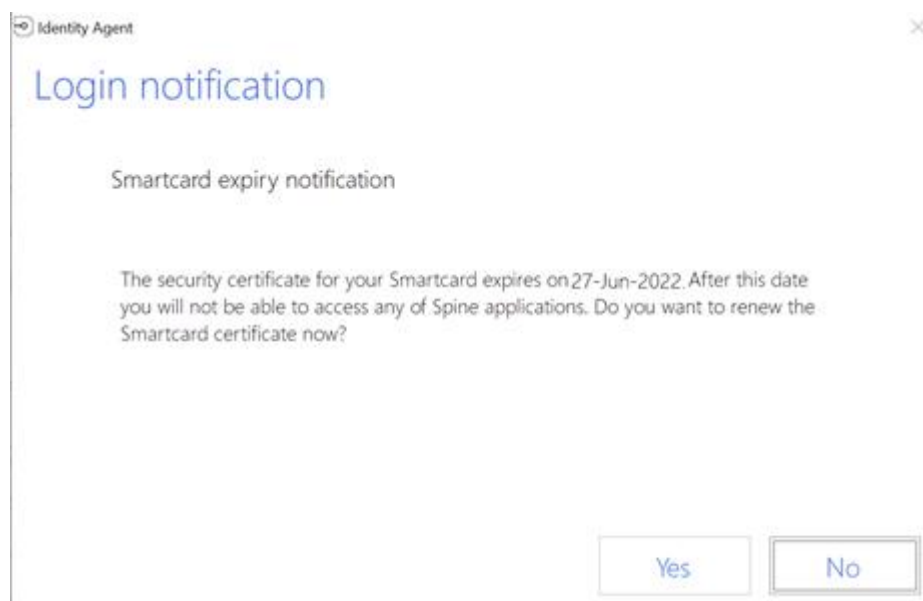
This service has been designed for NHS smartcard users to be able to self-renew their CERTIFICATES on own smartcards.

### 1. Authenticate your smartcard as usual

If you have multiple roles you can use any of these roles.

### 2. Smartcard expiry

If your smartcard is going to expire in the next 90 days you will get a smartcard expiry notification window.



Select **Yes**.

This will launch the following web link in your default web browser <https://uim.national.ncrs.nhs.uk/urswebapp/?operation=selfRenewSmartcard>

If you select **No** you will need to copy and paste the same web link shown above into the address bar of a supported web browser.

It is possible that the default browser launched may not be compatible with the service.

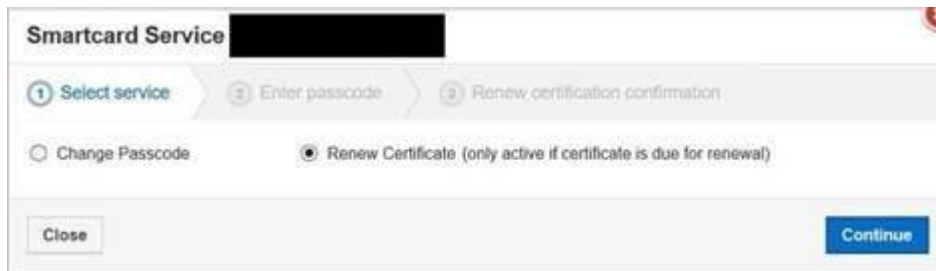
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Ensure the URL is being launched in a compatible browser (see compatibility table above).

You will be taken to the smartcard self-renewal applet.

If you see this window move to step 3.



If you see a blank page or the message 'You have been logged out'

This may be because

- you are using an unsupported web browser based on your machine configuration (see the compatibility table above) and/or
- your machine is missing the required software

Contact IT support within your organisation and verify if your machine is configured correctly Or visit your local registration authority and ask them to renew your certificate for you.

### 3. Smartcard renewal

Ensure the 'Renew certificate' option is selected and hit 'Continue'.

Confirm your passcode.

A window will then appear showing the smartcard renewal process – this takes around three minutes. When it completes you will receive the message 'Success: certificate renewed for smartcard'.

### 4. Log out

Once you have completed the self-renewal process, log out by removing your smartcard and then log back in to confirm you can access the Spine.

## Troubleshooting

If the smartcard has been locked or you have forgotten your PASSCODE you will need to have your smartcard unlocked first.

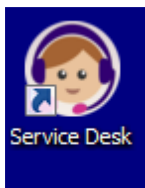
Follow [the self-service unlock process](#) before renewing the certificates.

The 'Renew certificate' button will only be available for 90 days before expiry of your NHS smartcard.

## Useful Contacts

### IT

Phone - ext 5499 or you can log a job via the **Service Desk Icon** on your desktop as pictured below.



### Recruitment

Phone - ext 4666

Email – [recruitment@rlbuht.nhs.uk](mailto:recruitment@rlbuht.nhs.uk)

### Workforce

Phone - ext 2462

Email – [workforce@rlbuht.nhs.uk](mailto:workforce@rlbuht.nhs.uk)

