

## **Coordinate My Care application and Smartcard Access**

### **Overview**

The CMC application currently uses a Java applet for communicating with smartcards. Installation and use of the Java applet has led to a high volume of support calls and impacted the ability of some users to access the CMC application using smartcards. In order to address this CMC have decided to switch to an ActiveX Control for communicating with smartcards.

The Smartcard ActiveX Control installation process is relatively straightforward. This document describes the installation and test process, outlines what the user will experience when they have successfully installed and tested the Smartcard ActiveX Control and some of the potential error messages they might experience when the installation or testing fails.

### **Timing of switch over to ActiveX Control**

The CMC application will switch to using the new ActiveX Control for smartcard access from the beginning of August. However, we highly recommend that existing Java applet smartcard users prepare for this switch well in advance by installing and testing the ActiveX Control as soon as possible.

The Java applet will continue to work until the switch to the ActiveX Control takes place in August. After the switch smartcard users who have not yet installed the ActiveX Control will be prompted to do so when they click the SmartCard Login button in the CMC application.

### **Installing the ActiveX Control**

Please note that you will need to be a System Administrator in order to complete the download process and therefore CMC suggest that you contact your IT support to assist you.

Please note that ActiveX Control is only supported by Internet Explorer so ensure you are in the correct browser.

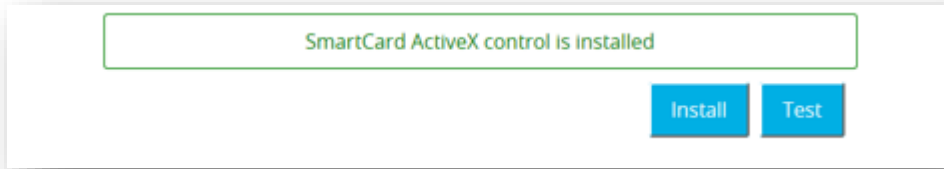
In addition to this please remember that we need your smartcard details in order for you to successfully link your login id to your smartcard.

Please navigate to the following url to install the ActiveX Control which will enable smartcard access and follow the instructions provided.

<https://nww.coordinatemycare.net/csp/healthshare/hsec/compat/smartcardinstall.html>

### **Successful installation**

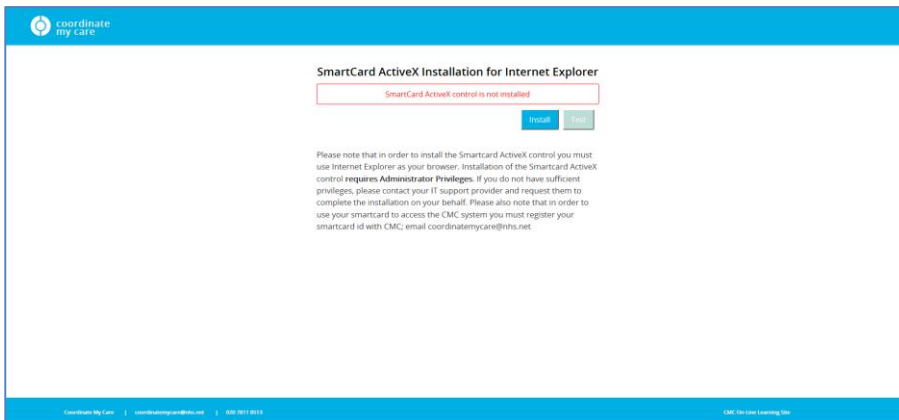
Once the Smartcard Active X Control is installed successfully you will see the following screen message.



Click on the Test option to check if it is configured properly.

## Failed Installation

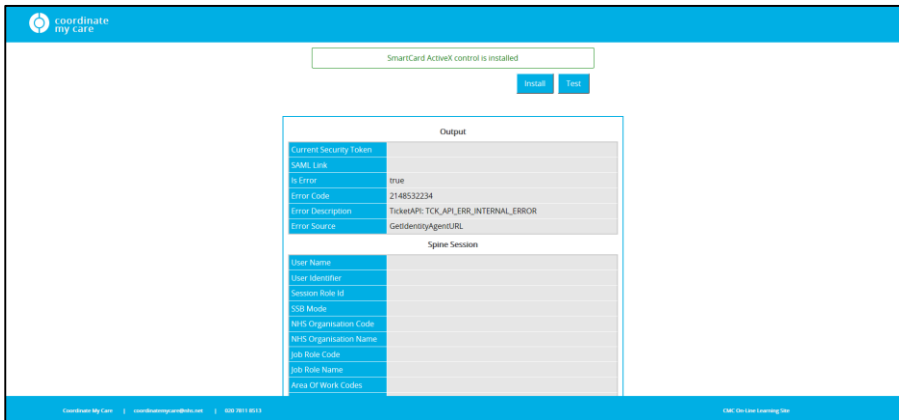
If the Active X Control installation fails one of the following screens will be displayed:



If this occurs, please ensure you are using the correct browser (i.e. Internet Explorer) and try again. If you continue to experience problems, please contact the CMC helpdesk on 02078118513 and provide as much information as possible so that we can try and help you resolve the issue.

## Testing the ActiveX Control

The following screen will be displayed after the test. If Is Error = true and you are unable to resolve this using the following troubleshooting guide, please contact the CMC helpdesk on 02078118513.



Some of the errors have been defined below and can be used for troubleshooting.

Error Title	Error Number	Error Message	Description	Likely Reason
Smartcard ActiveX control test has failed.	SCAX-0160	An error occurred in UpdateStatus: <details of error>  Please contact the CMC Help Desk.	An error occurred in the UpdateStatus function, further details would be displayed.	It would fail if it couldn't talk to the ActiveX control correctly. Suggest reinstalling the control and possible reboot of client machine. Further action would be to try different card reader.
Smartcard ActiveX control test has failed.	SCAX-0180	An error occurred in GetTicket: <details of error>  Please contact the CMC Help Desk.	An error occurred in the GetTicket function, further details would be displayed.	It would fail if it couldn't talk to the ActiveX control correctly. Suggest reinstalling the control and possible reboot of client machine. Further action would be to try different card reader.
Smartcard ActiveX control test has failed.	SCAX-0200	Problem in Resolve session: <details of error>	An error occurred in the ResolveToken function while resolving the	It would fail if it couldn't talk to the ActiveX control correctly. Suggest

		Please contact the CMC Help Desk.	session, further details would be displayed.	reinstalling the control and possible reboot of client machine. Further action would be to try different card reader.
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Remember you will only be able to use your smartcard with this new control once we switch over from Java. Any existing smartcard users will be able to continue using Java now, but will be required to download the new installation files in order to use smartcards beyond August.

Please contact the CMC helpdesk at [coordinatemycare@nhs.net](mailto:coordinatemycare@nhs.net) if you experience any problems that your IT department cannot resolve.