

Guide for End Users and Partners on How to use NHS Smartcard to access the CMC System

Scope

This document covers the Login, Logout and Timeout scenarios using a NHS smartcard to access the CMC system via an Internet Explorer (IE) browser running on a PC or VM with a smartcard reader.

Objective

This document is intended to provide a very brief, quick guide for CMC end users and partners on how to access the CMC system using their existing NHS smartcards.

Audience

This document is intended for:

1. End users of the CMC system, for example clinicians in various care settings.
2. Partners of CMC services, for example service, system or application partners of the CMC solution.

Solution Context

1. **End user** uses the IE browser running on a PC or VM with a smartcard reader.
2. **NHS Spine2** owns the full service of the NHS smartcard, which is always linked to a specific Spine user.
3. **CMC Solution** owns the full service for the CMC system including management of CMC users.

Environment Configurations

1. **End user** has a PC or VM which has direct or VPN access to N3 or HSCIC network
**Note: the CMC test environment can be accessed via the internet if required for testing purposes. This requires having the tester's IP address whitelisted by CMC.*
2. **Live Service:** CMC system Live environment is connected to Spine2 Live environment.
3. **Test Environment:** CMC system Dev-B environment is connected to Spine2 DEV environment.

In Live, the end user uses the Spine2 Live smartcard. In Test, they use the Spine2 DEV smartcard.

Prerequisite

The end user or partner organisation must inform CMC of the UID (User ID) of the specific smartcard(s) that will be used by individual users to access the CMC system.

To register your smartcard UID with CMC please contact the CMC Help desk via email coordinatemycare@nhs.net or call 020 7811 8513.

Partners requiring access to the CMC Dev-B test environment via the internet will need to provide the tester IP addresses. This will not be required when connecting via N3 or HSCIC.

Note: *The end user must already have a NHS smartcard issued by the Spine2 service. The user is able to insert the smartcard into the reader, type in his/her Pin number in a pop-up dialog, and should then able to select any role that is returned from Spine SSB service*

If this is not the case, please contact Spine Live (<https://digital.nhs.uk/services/spine#support>) or DEV Helpdesk (email: platforms.supportdesk@nhs.net) for support. Unfortunately, the CMC helpdesk will be unable to provide assistance, as it does not own the Spine smartcard service.

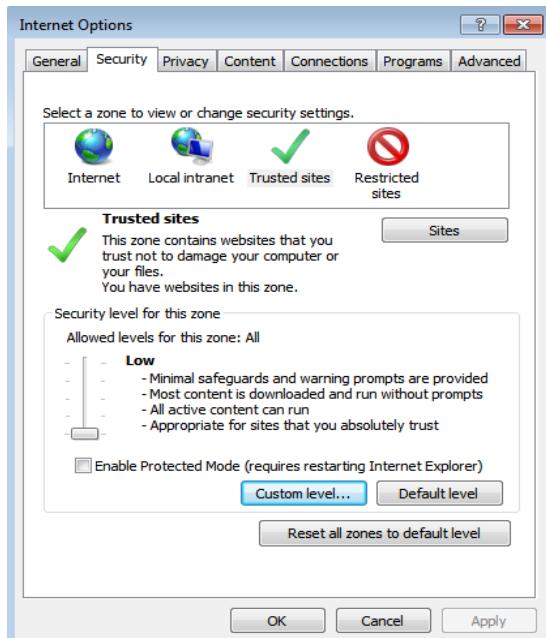
End User Guide

1. Configure Internet Explorer

Note: The user needs to have local administrator privilege to his/her PC or VM. Please contact your local IT support contact to acquire this right.

1. Open Internet Explorer
2. Go to Settings → Internet Options → Security

3. Click on Trusted Sites



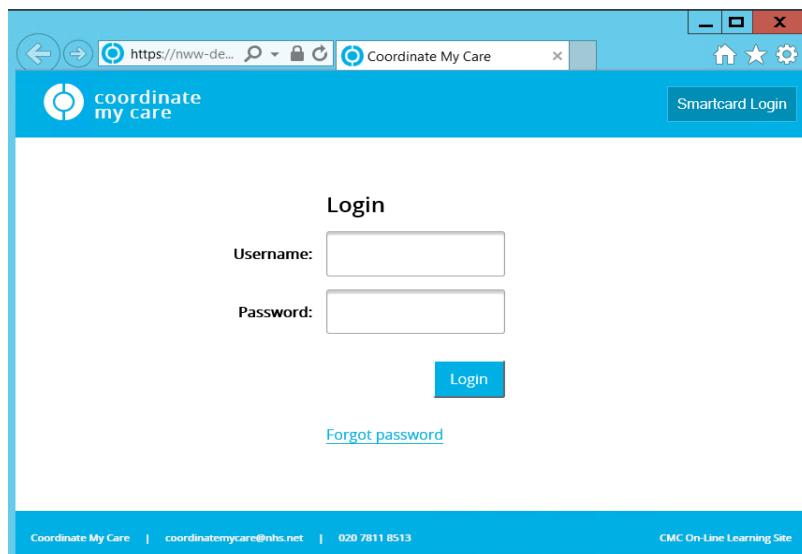
4. Click on Sites

5. Add the following sites:

| Service URL for CMC Portal | CMC Environment | Connected Environment | Spine |
|---|-----------------|-----------------------|-------|
| https://www.coordinatemypcare.net | CMC Live | Spine2 Live | |
| https://www-devb.coordinatemypcare.net | CMC Test | Spine2 DEV | |

2. Login to the CMC Portal via an NHS Smartcard

Enter the appropriate URL above in IE to access the CMC system as shown below, then click the "Smartcard Login" button on the top-right corner. Follow the on-screen instructions until you login to the CMC system.



3. Logout and Timeout Scenarios

Anytime an end user simply pulls out the smartcard, the CMC system tab will be automatically shut down within a few seconds, and the backend user session will be destroyed. The end user can also logout using the logout link on the CMC system page.

The timeout scenario of the smartcard login is the same as that of the normal user login.

4. Support and Troubleshooting

For any issues, please contact the CMC Helpdesk through our online form (<http://coordinatemycare.co.uk/contact/>), via email coordinatemycare@nhs.net or call 020 7811 8513. Please provide a screen capture and a full description of the issue.

Current Caveats

1. Browsers supported: currently only Internet Explorer is supported. Ideally IE11 or above is preferred.
2. Browser performance: the first time you access the CMC system with a smartcard, an Active X control will be downloaded from the CMC server. This process can take up to 1 minute.
3. UID: No specific roles or business functions of the smartcard user are required. The CMC system will only check whether the smartcard's UID (User ID) is linked to a specific CMC user with a specific CMC system role.