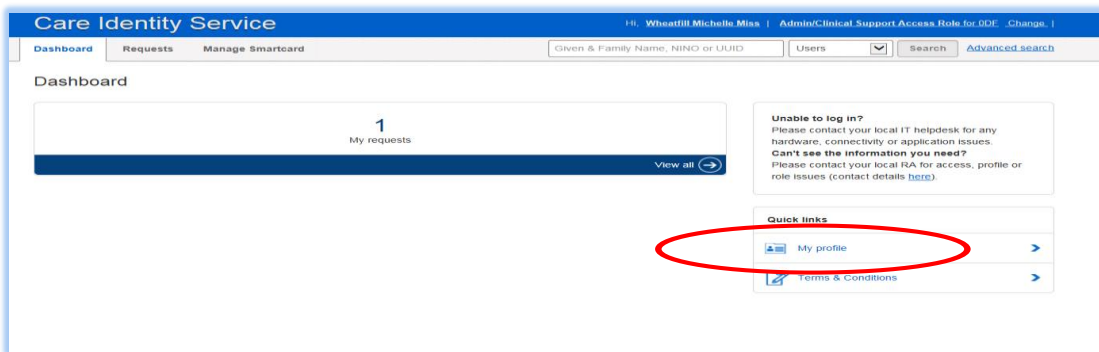# Do you want the ability to unlock your own Smartcard?

While you are logged in to the Care Identity Service Portal you can also register for the Self-Service Unlock Process.

To register
You will need to have an email address from a provider that is approved for use with the Spine (nhs.net, gov.uk or mod.uk)
Follow these steps:
1. Log in with your Smartcard and clicking the link https://portal.national.ncrs.nhs.uk/portal/dt.
2. Click on 'Launch Care Identity Service (Replaces UIM, Calendra and CMS)'
3. Select 'My Profile' on the right hand side of the page as per below.

4. Scroll down the page. In the Self Service section, click 'Register'.
5. Follow the instructions. You will be asked for your Smartcard Passcode and then prompted to set 4 security questions from a choice of 20.
6. You will be prompted to confirm your email address (which you can overwrite if it is incorrect or you wish to use a different one).
7. A registration code will be emailed to you which is valid for 15 minutes (you may need to check your junk mail folder).
8. Once you have received this code enter it into the self-service section 4, this will complete your registration.

To unlock your Smartcard

1. Insert locked card into a card reader.
2. Click on link https://uim.national.ncrs.nhs.uk/selfservicewebapp/unlockCardStart. Do not use Google Chrome.
3. Confirm identity by answering security questions (3 failed attempts will mean you will need to contact your RA Team).
4. You will be notified by email of your Smartcard unlock code which will be valid for 15 minutes only. This is a temporary Passcode.
5. Enter this code when prompted.
6. You will then be able to reset your Smartcard Passcode.
7. Your Smartcard will now be unlocked and ready to use. A confirmation screen will appear.

Important – Java 1.6.17 is not compatible for Self Service in conjunction with IE 9, 10 & 11. **Please do not attempt to use self-service if you have this combination installed**
Please pass this information on to other Smartcard holders