

## **ESR Smartcard FAQs**

### **Who is responsible for the provision (including funding) of NHS CRS Smartcards and card readers?**

NHS Connecting for Health (CFH) funds both the cards and card readers centrally. NHS organisations order free of charge direct from NHS CFH.

### **When someone moves to another NHS organisation do they get a new NHS CRS Smartcard and a new SUD record?**

No. Both the existing Smartcard and the user's entry on the SUD remain as this is a national database and accessible across the service. Requirements for access may be altered in the new trust.

### **Can NHS CRS Smartcards be used with laptops?**

Yes. A card reader can be plugged in via a USB port.

### **Will NHS CRS Smartcards be required for remote access to National Learning Management Courses?**

Eventually yes but initially NHS CRS Smartcard access to ESR will be for all users other than remote.

### **Is there a limit to how many organisations data can be loaded each month for ESR Smartcard activation?**

There are resource constraints and therefore slots will be allocated on a first come first served basis.

### **Is the version of JRE to be used for NHS CRS Smartcard access to ESR compatible with that required by other applications?**

The current recommended version of JRE for ESR is 1.6.0\_06. The testing that has been undertaken during the Smartcard pilot phase has identified no significant compatibility issues with other applications following the transition to JRE. As a precautionary measure the ESR central team continue to work closely with the pilot organisations and will communicate any compatibility issues should they arise.

### **Is the move to ESR access via NHS CRS Smartcard mandatory?**

Yes for all organisations in England there is need to migrate to this method of access to ESR in order to secure employee data to the same level as patient data. Additionally access to ESR via an NHS CRS Smartcard is required to operate the interface between ESR and NHS CRS.

### **When does my organisation need to complete the move to NHS CRS Smartcard access to ESR?**

The [letter issued on 07/04/09 to all ESR executive sponsors](#) indicated that there would be a number of data load slots, the final one of these being at the end of August 2009. All ESR users should be migrated by this time.

### **My organisation uses staff at a shared service centre who are not employed by us, how will their access change relating to the move to NHS CRS Smartcard?**

All users accessing ESR must now do so using an NHS CRS Smartcard. The UUID load process may vary depending on the way users within the shared service group currently login to ESR. If Shared Service Staff have a separate username and password to access a particular ESR VPD, but do not have a person record within that VPD, they will need a person record to be created with a new person type of "External Shared Service Staff". This will allow the necessary NHS CRS UUID to be entered against the person record within ESR, which provides the authentication link to the NHS CRS system to allow NHS CRS Smartcard access. Reference should be made to the M-3970 ESR NHS CRS Smartcard Login Enablement Implementation Guide for further details regarding the Smartcard enablement of shared service staff.

**Is the data load for ESR Smartcard users mandatory?**

No the data load is not mandatory but it is highly recommended to avoid data entry errors. If an incorrect value is entered for the UUID then it may be possible for the employee to sign on as some else - a serious breach of security.

**What if we cannot meet the load schedules for ESR Smartcard enablement?**

Where NHS orgs feel that these timescales cannot be met they should respond to [esr.smartcard@nhs.net](mailto:esr.smartcard@nhs.net) outlining why this is the case and indicating the timescales that they would be able to achieve.

**Following smartcard enablement will a user's existing access to ESR via username and password need to be 'switched off'?**

A users existing username and password will be permanently disabled (per VPD that the user has access to) the first time they log into ESR using the NHS CRS Smartcard. Consequently if a user has logged into ESR using the Smartcard the manual login will no longer allow access to ESR.

**Will TPLY (ESR training environment) need NHS CRS Smartcard access?**

No. TPLY only has test data and does not need to connect to NHS CRS

**We had heard that there were conflicts with versions of JRE, is this still the case?**

There are no known conflict issues at this stage. JRE pilots are ongoing and [the JRE web page](#) will be updated if issues are encountered with other applications.

**Why were trusts not consulted about this move earlier?**

The Registration Authority (RA) community has been briefed on this over the last 12 months. This is Department of Health / CFH policy and as such there is no further consultation requirement.

**Whose responsibility is to drive this initiative through?**

The move is the responsibility of the organisation. The RA is pivotal to this locally in a trust with support provided by the Local ESR Administrators, SHA RA leads, and the NHS ESR data team via [esr.smartcard@nhs.net](mailto:esr.smartcard@nhs.net).

**Which ESR URPS are impacted by this move?**

All URPs are impacted except remote access to the elearning user URP due to the complexities of remote access. Further updates are expected on this.

**How does this impact Self Service deployments currently planned by NHS organisations?**

All Self Service users will need to move to Smartcard. If large deployments are planned they should either be brought forward to be managed as part of the move to ESR Smartcard prior to August or done after this date. In the latter case new users will need to be added to the NHS CRS SUD first and then linked to user records on ESR. Please that it is the local RA who will issue Smartcards but HR typically will manage the Self Service deployment.

**How is the timeout of an ESR session impacted by the move to NHS CRS Smartcard?**

The timeout for a Smartcard is after 10 hours of continuous use. The 20 minutes currently in force for ESR is an inactivity timeout (this is 5 minutes for Manager Self Service and 2 minutes for Employee Self Service). As a result when using a Smartcard to access ESR a prompt will still pop up after the session has timed out asking if the user wishes to continue with the session. If the Smartcard is removed from the reader the session is ended and the user will need to login back in again. It is correct practice for the card to be removed from the reader when ever the user leaves their PC for any period of time.

**Following Smartcard rollout to ESR users whole will maintain access?**

Management of Smartcards (lost / stolen / damaged / forgotten PIN etc) is within the remit of the local RA function. Maintenance of allocation of ESR URPs to users will remain with the ESR Systems Administrator.

**Have national audit been involved?**

No. There is no requirement for audit to review NHS CRS and CFH initiatives.

**Is the data load the end point of ESR Smartcard enablement?**

Yes. All other activities including user set up on NHS CRS, move to JRE, local PC set up, issue of the Smartcard must be completed before the load can take place.

**Can organisations allocate Smartcards to staff now - with the proviso that they can't use them until AFTER the data load slot?**

Yes. UUIDs must be loaded before staff can access with their Smartcards.

**Do we need information back from our Shared Services payroll before we can issue Smartcards?**

If Shared Service Staff have a user name and password at a particular ESR VPD then the UUID will need to be entered / loaded against the person record at that VPD. The document M-3970 ESR NHS CRS Smartcard Login Enablement Implementation Guide has recently been updated with additional information relating to Shared Services. This is available from [www.esrsolution.co.uk/iim](http://www.esrsolution.co.uk/iim)

**How many national systems are available using Smartcards?**

One access profile will let any member of staff see every system they need to carry out their jobs. This could include Choose and Book, ESR or any number of other national systems. You should talk to your local IT departments to find out which national systems are being deployed when.

**Are Occupational Health Smartcards the same as CRS Smartcards?**

No, these are two different cards.

**We have not yet booked a data load slot and are only going to load the core users – what should we do?**

Get in touch with the ESR team at [esr.smartcard@nhs.net](mailto:esr.smartcard@nhs.net) and you will be contacted to discuss what you need to do.

**Is there a lessons learned report for the Smartcard pilots?**

All feedback from the Smartcard pilot phase has been incorporated into the M-3970 ESR NHS CRS Smartcard Login Enablement Implementation Guide.

**What training processes are there to give out a Smartcard to first time user and who supports this?**

Training with regards to accessing ESR via NHS CRS Smartcard will need to be managed locally. During implementation the NHS Data Team will forward a template Smartcard familiarisation document containing an overview of NHS CRS Smartcard access to ESR. This document is not intended to replace training material that may already be provided by an organisations RA/ESR function and should be amended as necessary to be consistent with local training policy.

**ESR smartcard access – how does it handle multiple VPDs?**

When a user logs into ESR they are presented with the VPDs to which they have access. The user can then select the required ESR VPD.

**Will ESR self service require most staff to have smartcards?**

It will be necessary for all ESR users to access ESR via NHS CRS Smartcard.