



England

Identity and Access Management

Roadshow – 24 March 2026



Before we start

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Captioning



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Ask a question



You can ask a question using the chat icon.

During today's session we will be publishing questions so they will be visible to colleagues.

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Sound



This is a one-way broadcast. You can't communicate using your microphone or turn your camera on.

Agenda

- IAM User research panel
- NHS CIS supplier updates
- Non-Smartcard Authenticators
- AAL2 Self service
- Identity Agent and Smartcard Connect
- NHS Smartcards
- Series 10 Smartcards
- National RA updates
- Comms channels updates
- Best practice updates
- Q&A



Welcome and introductions

- Owain Williams, Lead Product Manager
- Phil Gill, Senior Product Manager
- Richard McDermott, Enablement Lead

IAM User Research Panel

Owain Williams

The user research panel

A group of NHS staff, including RAs, HR, IT and others, who help us improve the various products and services we have.

By joining, you'll:

- Be invited to take part in short, flexible sessions every few months
- Choose which sessions to join (you can always say no)
- Contribute to national services and help shape real NHS digital improvements

What to expect

- Clear info before every session
- Your time and workload respected
- Supportive, safe conversations
- Your privacy protected: feedback is anonymized and your data stored securely

Read more and sign up

<https://digital.nhs.uk/services/care-identity-service/identity-and-access-management-user-research-panel>

Or a short link:

<https://bit.ly/ur-panel>



NHS CIS Supplier updates

Owain Williams

CIS2 Auth suppliers

- Optum
- ESR
- Rio
- Third party authentication solutions
- If you have any others with concerns, please raise them on the Q&A

Non-Smartcard Authenticators








Richard McDermott

Non-Smartcard Authenticators

NHS CIS2 Authentication supports a range of non smartcard authenticators.

These are split into AAL2 and AAL3 authenticators

- Systems can choose to add support for AAL2 authenticators
- AAL3 passkey for Android (private beta live) and iOS (May 2026)

Authenticator	 Passkeys	 NHS.net Connect	 Microsoft Authenticator	 Windows Hello	 Security keys / FIDO tokens	 CIS2 iPad App	 Smartcards
Authentication method	Face, fingerprint or PIN (back up)	Email, password and push notification	Email, password and one-time passcode	Face, fingerprint or PIN (back up)	PIN or Touch ID	Face or fingerprint	Passcode
Authenticator level	AAL2			AAL3			
Services available	NCRS eRS Directory of Services (DoS) FDP Service Finder + more			EPR GP systems Pharmacy systems NHS BSA ESR			

[Sign up here for Android and iOS AAL3 Passkey private beta](#)

Self-Service binding AAL2

Richard McDermott

Self-Service binding - AAL2 authenticators

AAL2 authenticators currently include:

- MS Authenticator
- Passkeys
- NHS.net Connect

All verified users can now Self-Claim their first (or additional) AAL2 authenticator without needing to have a AAL3 authenticator (Smartcard/Security Key/Windows Hello)

If a user completes the Apply for Care ID process, they would then have the relevant information on their CIS profile to self claim an AAL2 Authenticator

Requirements for self claim AAL2 on CIS profile:

- NI Number
- Email address

Link to service:

[Self-Claim AAL2 Registration](#)

Link to user guide:

[User guide for Self-Claim AAL2](#)

NHS Identity Agent and Smartcard Connect

Owain Williams



IAM Software deprecation

- Oberthur middleware required **all** machines, machines without OT middleware deployed are unsupported
- All non-v2.4.10.0 of the NHS Identity Agents are retired
 - Over 98% of the estate updated since an issue was discovered in September 2025
- All retired versions of the NHS Identity Agent will be blocked from 31 March 2026
 - Including v2.4.5.0 and v2.4.6.0
- Impacted users have been made aware directly through the Identity Agent's smartcard expiry notification
- Web content to support this:
- <https://digital.nhs.uk/services/care-identity-service/releases-and-planned-maintenance/service-deprecation-and-retirement/software-and-hardware-retirement>
- Smartcard Connect is **not** impacted
- As a reminder: CIS2 Auth (and Smartcard Connect) have differences in user behaviour to the legacy NHS Identity Agent
 - Smartcard insert does not trigger a pop up
 - Smartcard removal does not trigger logout

NHS Smartcards

Owain Williams



Series 4, 5 and 6

- We are finishing up the work on retiring these legacy smartcards
- They will be blocked from authentication from 31 March 2026
- End users would benefit from having contact details so that we can engage with them directly (or they risk being unknowingly impacted by changes that have been communicated out widely)

Series 10 Smartcards

Phil Gill





New Smartcards

- We will introduce series 10 smartcards in the summer of 2026
 - New middleware will be needed – it will be a combined series 9 & 10 PIV minidriver
 - You should also have installed Oberthur Middleware to support the 1m+ series 8 smartcards in circulation
 - As this introduction is past the date for an SLA for CIS1 **these series 10 cards will only work if Smartcard Connect is installed on a machine**
 - Note: Smartcard connect is the key software requirement, alongside middleware for using CIS2 applications with Smartcards, as opposed to the Identity Agent for CIS1 authentication
 - Please also note that **series 10 smartcards will not work with the legacy DoH V2** (green or blue) printers. Additionally, the manufacturer of this legacy printer set them to end of life on 1 December 2025. End of life means manufacturer support, parts and firmware updates will be extremely limited and the supplier is no longer able to guarantee a full repair to working order if needed.
 - We will look at adding further capabilities to series 10 smartcards in the latter half of the 2026/27 fiscal year

National RA update

Owain Williams



Registration Authority Policy

1. Draft available [online](#) and open for public comment
 - Write us at nationalra@nhs.net to feedback
2. Requires legal confirmation before publication
3. Key changes to document:
 - Temporary Access
 - RPA Guidance
4. The current policy covers the upcoming CSU closure and ICB restructures

*CIS2 authentication remains at platinum service level.

Comms and Engagement

Richard McDermott

Comms Updates

- National RA teams group
 - For access please use this link [National RA Team | General | Microsoft Teams](#)
 - Supports central tenant users only
- Identity Agent Slack Channel
 - For access please use this link [Join IA slack channel](#)
- RA Manager newsletter/direct email
 - All RA and Agent roles with email associated
 - Dynamic list out of CIM – we do not hold a separate non-RAM distribution list
- RA drop in sessions
 - <https://digital.nhs.uk/services/care-identity-service/latest-news/feature-focus-schedule>
- IAM news section
 - <https://digital.nhs.uk/services/care-identity-service/latest-news/content>
 - RA led knowledge sharing
 - <https://digital.nhs.uk/services/care-identity-service/latest-news/feature-focus-schedule>

Best practice reminders/AOB

Owain Williams



Best practice reminders/AOB

- Leavers should take their smartcards with them
- Self service binding is to be available for all roles (currently admin roles do not see the option)
- *'This profile has been restricted until the user's identity is verified'* These profiles require reverification before smartcards and positions are assigned
- 'Unverified' profiles are specifically for Service Finder self-claim identity and authenticator and will not allow access to other services
 - Should not be linked with / to / by eSR
 - CIM and AfCID teams are working on 'uplift' journey for self created profiles that require elevated assurance
 - Positions *can* be assigned to these profiles. RAs need to consider if assigning this access is appropriate

Q&A

Thank You



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