

Identity and Access Management

Series 10 Smartcards

The NHS logo, consisting of the letters 'NHS' in white, bold, sans-serif font, set against a blue rectangular background.

England



Agenda

- Series 10 Smartcard Supply
- Smartcard Connect v4.1
- Smartcard Connect v4.1 installation support

Series 10 Smartcards

03.06.26

Series 10 Smartcards

- Series 9 smartcards are no longer being manufactured.
- Series 10 Smartcards will be issued from July 2026 (exact date TBC subject to series 9 stock finishing).
- No series 9 smartcards will be held in stock.
- Series 10 Smartcards can be physically identified by:

IDEMIA
Series 10





Series 10 Smartcard - Requirements

NHS Smartcard Connect v4.1 is required for all series 10 smartcard management operations, including:

- Issue and print
- Unlock (self-service and Registration Authority / legacy local smartcard administrators)
- Registration Authority repair

Legacy Identity Agent (v2.4.10.0) and Credential Management (v1.4.2.0) will only support authentication with series 10 smartcards until 28 February 2027 (CIS1 retirement), but no other smartcard operations for series 10.

The only supported printer version for series 10 smartcard is the Magicard DoH 300 (v2).

More information on printers available here:

<https://digital.nhs.uk/services/care-identity-service/setting-up-and-troubleshooting/smartcard-printer-setup-and-care>



Smartcard Connect v4.1

Smartcard Connect is a software package that includes Credential Management, Smartcard Connect and the NHS Smartcard diagnostic tool.

Smartcard Connect v4.1 installation will overwrite previous versions of Smartcard Connect.

Legacy Identity Agent v2.4.10.0 must be removed before installing Smartcard Connect.

NHS England IAM team are developing a single installer that will install the required software, middleware, and smartcard readers drivers – this will be made available to IT teams once complete.

Further information available here:

<https://digital.nhs.uk/services/care-identity-service/applications-and-services/technical-services/nhs-smartcard-connect>

Guidance for installation available here:

<https://digital.nhs.uk/services/care-identity-service/setting-up-and-troubleshooting/how-to-set-up-a-cis2-smartcard-workstation>

Smartcard Connect v4.1 - Compatibility

Software	Smartcard Type	Authentication	RA Issue	RA Repair	RA Renew	Self Service Smartcard unlock	Self Service Smartcard passcode change	Self Service Renew
Smartcard Connect v4.1	Series 10	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Legacy Identity Agent and NHS Credential Management	Series 10	Yes	No	No	No	No	No	No

Notes:

Series 8 and 9 Smartcards compatible with all legacy Identity Agent and Smartcard Connect (all versions)

Legacy Identity Agent (v2.4.10.0) & Credential Management (v1.4.2.0) will not work after 28th February 2027 in line with the CIS1 retirement



Smartcard Connect – User behaviour changes

Authentication changes with Smartcard Connect

Smartcard Connect authentication is different to what you and your users may be used to with legacy Identity Agent.

Inputting your smartcard into the reader does not generate a pop-up box – you will instead need to enter your passcode when you access an application.

Removing your smartcard from the reader **does not** log you out – you will need to manually log out of an application when you are finished.

You will need to enter your passcode each time you open a new application.

Smartcard Connect supports authentication over the internet and HSCN.

Self-service applications

Smartcard Connect is required to use self-service smartcard unlock and self-service smartcard certificate renewal on series 10 smartcards. These applications will not work for series 10 smartcards using legacy Identity Agent.

Other authenticators

Other authenticators are available that mean you do not need smartcards in your organisation, or any extra software.

[Find out more about all our authenticators](#)



Smartcard Connect – 3rd party suppliers

Known issues with Smartcard Connect and 3rd party suppliers

The Access Group - Rio application

Does not support Smartcard Connect when using the DropZone functionality.

Does support series 10 smartcards (for authentication only) using legacy Identity Agent.

Virtual Smartcard Providers

Due to virtual smartcards' hard dependency on CIS1 authentication and the underlying infrastructure, virtual smartcards are unlikely to work with Smartcard Connect.

We continue to have dialogue with known impacted providers to facilitate CIS2 authentication aligned solution(s).

If you are aware of other suppliers who have an issue with series 10 smartcards, please contact us here:

<https://digital.nhs.uk/services/care-identity-service/applications-and-services/cis2-authentication/issues-with-or-feedback-on-series-10-smartcards>



Key Takeaways

Series 10 smartcards will be issued from July 2026.

Smartcard Connect is required for all series 10 card management operations.

Legacy Identity Agent (v2.4.10.0) and Credential Management (v1.4.2.0) will only support authentication, until 28th February 2027 (CIS1 retirement date).

Smartcard Connect may require user behaviour change:

- Removing smartcard no longer logs out of an application
- Inserting a smartcard no longer presents the passcode popup box
- Passcode input required each time you open a new application

Contact us via this form to highlight any supplier issues with series 10 smartcards:

<https://digital.nhs.uk/services/care-identity-service/applications-and-services/cis2-authentication/issues-with-or-feedback-on-series-10-smartcards>



Helpful links:

Smartcard Connect:

<https://digital.nhs.uk/services/care-identity-service/applications-and-services/technical-services/nhs-smartcard-connect>

Series 10 Smartcards:

<https://digital.nhs.uk/services/care-identity-service/applications-and-services/cis2-authentication/series-10-smartcards>

Non-Smartcard Authenticators:

<https://digital.nhs.uk/services/care-identity-service/applications-and-services/cis2-authentication/authenticators>

NHS England IAM news headlines:

<https://digital.nhs.uk/services/care-identity-service/latest-news>

System Supplier feedback:

<https://digital.nhs.uk/services/care-identity-service/applications-and-services/cis2-authentication/issues-with-or-feedback-on-series-10-smartcards>

Thank You



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