




London Ambulance Service 
NHS Trust

Registration Authority Policy and Procedure

DOCUMENT PROFILE and CONTROL.

Purpose of the document: Policy and Procedure for managing the Trust Registration Authority and smartcard management for access to Connecting for Health applications and services.

Sponsor Department: IM&T Information Security

Author/Reviewer: Information Security Manager / Registration Authority Manager. To be reviewed by August 2011. To be reviewed by August 2011.

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01/04/2008	0.2	Information Security Officer	Draft Changes.
17/06/2008	0.3	Information Security Officer	Rollup changes, addition of Service Desk and security requirements.
11/07/2008	0.4	Information Security Manager	Cosmetic changes, Lost smartcard procedure updated.
15/08/2008	0.5	Information Security Manager	Merging of repeated information.
29/08/2008	1.1	Head of Records Management	Minor changes following IGG mtg
24/10/2008	1.2	Information Security Manager	Addition of responsibilities, order changed and RA05 added into leavers/changes procedure .
10/12/2008	1.3	Head of Records Management	Minor amendments to text & appendix
19/02/09	1.4	Records Manager	Minor Reformatted

***Version Control Note:** All documents in development are indicated by minor versions i.e. 0.1; 0.2 etc. The first version of a document to be approved for release is given major version 1.0. Upon review the first version of a revised document is given the designation 1.1, the second 1.2 etc. until the revised version is approved, whereupon it becomes version 2.0. The system continues in numerical order each time a document is reviewed and approved.

For Approval By:	Date Approved	Version
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The Pulse	20/02/09	Records Manager	GDU
LAS Website	10/03/10	Records Manager	GDU

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Links to Related documents or references providing additional information		
Ref. No.	Title	Version
	Freedom of Information Act, 2000	
	Computer Misuse Act, 1990	
	Data Protection Act, 1998	
	Registration Authorities Setup and Operation	
	Registration Policy and Practices for Level 3 Authentications	
	The NHS Confidentiality Code of Practice	
	NCRS Acceptable Use Policy, Terms and Conditions	
	Registration Authority Operational Process and Guidance	
	RA01 Short Form Conditions	
	RA01 Short Form Parts 1&2	
	RA02	
	RA03	
	RA05	

Document Status: This is a controlled record as are the document(s) to which it relates. Whilst all or any part of it may be printed, the electronic version maintained in P&P-File remains the controlled master copy. Any printed copies are not controlled nor substantive.

1. Introduction

The London Ambulance Service NHS Trust (LAS) is required by Connecting for Health (CfH) to manage the secure creation and use of smartcards needed to access CfH systems applications.

Healthcare professionals/workers required to access CfH applications must be registered. The registration process for the National Programme has to meet the current Government requirements and will be applied nationally. All CfH applications use a common security and confidentiality approach. This is based upon the following criteria:

- The member of staff's organisation
- The member of staff's role
- The member of staff's business function

The primary method by which users will be allowed to access a CfH application is via smartcard issued during the registration process. Once an applicant has been successfully registered they will have a UserID, PIN/password and smartcard – which will permit access to the appropriate applications and information. The process of gaining access to the National Programme application is called National Programme Registration.

There is a requirement for an organisation to ensure that the identity of a smartcard holder is established to a given standard. The smartcard is an authentication device which allows an audit trail to be created of who has used or accessed Patient Information. The registration process is operated at a local level by a Registration Authority that is required to conform to the National Registration Policies and Procedures.

This document describes the policy and procedure required for the set-up and operation of an NHS CRS Registration Authority (RA) within The London Ambulance Service NHS Trust (The Trust).

2. Scope

Covers the registration process requirements for access to CfH applications and systems containing Patient Information. It applies to all Trust staff with a requirement to access this information.

3. Objectives

1. To mandate requirements that ensure only authorised personnel have access to CfH applications.
2. To ensure appropriate staff are aware of their responsibilities and follow the correct procedures

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4. Policy/ Procedure

4.1 Responsibilities

4.1.1 Trust Board

The RA Manager is appointed under delegated authority by the Trust Board.

4.1.2 Information Governance Group (IGG)

The IGG which reports through to the Trust Board through the RCAG has the responsibility to ensure that this policy is monitored and adhered to.

4.1.3 Information Security Manager / Registration Authority (RA) Manager

The Information Security Manager acts as the RA Manager who is responsible for ensuring that only appropriate staff have access to CfH patient information and is responsible for reviewing this policy and procedure. The Information Security Manager leads the Information Security team which manages the RA process.

4.1.4 Registration Authority Sponsor

The RA Sponsor has the responsibility to approve staff requiring access to CfH Patient Information; Identification of the types of access to Patient Information via CfH systems and applications – the organisation they belong to and their role profile; Signing the relevant RA forms. Sponsors are responsible to The Trust's RA Manager for the accuracy of information contained on the forms.

4.1.4 Staff and contractors/3rd parties

All Trust staff requiring registration to CfH patient information systems have the responsibility to follow this policy and related procedures.

4.2 Registration Authority

4.2.1 Registration Authority Arrangements for the LAS

The Registration Authority (RA) is responsible for ensuring that all aspects of the registration services and operations are performed in accordance with National Policies and Procedures; for providing arrangements that will ensure control over the issue and maintenance of electronic smartcards, whilst providing an efficient and responsive service that meets the needs of the users.

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4.2.2 Registration Authority Sponsor

Registration Authority Sponsors will be nominated by the appropriate departmental heads to the RA manager who will seek approval from the IGG. Suitable Sponsors will be identified from within areas of The Trust where smartcards are likely to be used and will only be able to perform the Sponsor role within their own areas.

Departmental Managers will be responsible for ensuring that Sponsors are trusted individuals who will, where there is an operational need, assign appropriate access to CfH Patient Information. They are responsible for determining who should have access and to what level and maintaining the appropriateness of that access.

4.2.3 Registration Authority Procedure

Users will be registered using the RA01 form and their role profile will be assigned using the RA02 form (see Appendix).

The procedure is as follows:

- RA01 part 1 form completed by applicant.
- RA Sponsor meets with applicant and checks the relevant identity documents. Once satisfied, RA Sponsor signs RA01 form to verify applicant. If no photographic identity is available additional identity is required and the sponsor must sign in the presence of the RA Manager.
- RA Manager registers applicant, assigns role and prints smartcard.
- eGIF level set to 0 in order to allow user to register.
- Temporary password and pin are prepared.
- Smartcard is sent to applicant Sponsor.
- Sponsor re-checks identity and gives card to staff member.
- Sponsor requests RA Manager to set eGIF level to 3 in order to allow user access to the CfH patient information.
- Sponsor ensures applicant immediately resets pin and password.

4.2.4 Registration Authority Leavers/Changes Procedure

The following procedure must be followed:

- Trust managers must identify changes to staff role where this has an implication for access. Trust Managers will request the appropriate Sponsor to complete an RA02 form and forward to the RA Manager for processing.
- Changes to employee details shall be provided by the applicant in a RA05 form (see Appendix) and forwarded to the RA Manager for processing. In the event of a name change, a valid certificate will be required.
- It is the responsibility of Trust managers to inform the relevant Sponsors of any leavers. The Sponsor will complete an RA03 form (see Appendix) and forward it to the RA Manager for processing. This must be done at least 7 days prior to the date of leaving, unless exceptional circumstances apply.
- The Sponsor must retain the employee's smartcard on their last day of employment. All retained smartcards must be forwarded to the RA Manager.

4.2.5 Registration Authority Governance

The Information Security Manager will make quarterly reports to the IGG to include any security incidents, a list of Sponsors and users and whether there have been any changes. Sponsors and staff will report any breaches of security using the LA 52 as defined by the Incident Reporting procedure through to the Information Security Manager via Safety & Risk, who will inform the Director of IM&T and the Medical Director (Caldicott Guardian) of any potentially significant incidents to decide if they are treated as a Serious Untoward Incident. Such incidents include but are not limited to:

- Forged identity
- Loss or theft of a smartcard
- Misuse of a smartcard
- Smartcard configuration issues resulting in inappropriate access to Patient Information
- Failure of Sponsors and staff to comply with this policy or procedures
- Other circumstances, as considered appropriate by the RA Manager/RA Sponsor

4.2.6 Smartcard Misuse

All members of staff must report suspected smartcard misuse in line with the Trust's incident reporting policy and procedure. Depending on the severity of the allegation, an investigation may be required. If it is suspected that a smartcard is being misused then it should be reported immediately to the relevant sponsor who may request that the certificate associated with the smartcard be suspended or revoked as appropriate.

If smartcard misuse by a user is discovered, the IM&T Director, Caldicott Guardian and RA Manager must be informed and appropriate disciplinary measures will be taken.

Examples of smartcard misuse include:

- Smartcard theft
- Non-compliance of local or national RA policy
- Unauthorised access of CfH applications
- Unauthorised use or alteration of patient data

4.3 Smartcard Management

4.3.1 Lost/Stolen/Broken Smartcards

Where a smartcard is suspected to be lost/ stolen/ broken this must be reported to the RA Manager as soon as the user becomes aware of the situation. The RA Manager will subsequently revoke the rights of the smartcard, which renders the smartcard useless. Once the card has been revoked the RA Manager will organise for the re-issue of the smartcard as soon as possible. In the case of loss or theft the RA Manager will ensure the appropriate checks are made to ensure that the smartcard has not been misused.

4.3.2 Smartcard Re-issue

Where a smartcard has been revoked the RA Manager will re-issue a smartcard to the user where the user's identity can be verified by their Sponsor.

4.3.3 Pin/Pass-code Unlocking/Changing

Users who experience any of the situations below must contact their Sponsor to arrange for a PIN re-set:

- Forgotten their PIN/Pass-code
- Suspect that it may be known by another
- Have been locked out of CfH applications because of 3 failed login attempts

The smartcard holder must be present for PIN re-set.

4.3.4 Smartcard Storage

Smartcards must be stored securely in lockable storage.

4.4. Audit

4.4.1 The management and use of smartcards will be subject to internal and external audit to ensure that national and local policies are being followed. Specifically, audits will confirm that:

- Smartcards are handled securely by users
- RA documents are used and stored appropriately
- Access to CfH applications and records is appropriately controlled
- Unused smartcards are stored safely and appropriate records are kept
- Role allocation and de-allocation is performed appropriately
- Random checking of assigned roles with those requested by the sponsor

4.4.2 To aid audit the following records will be maintained by the Information Security Manager:

- The number of smartcards held
- Details of smartcards issued
- Names of Sponsors and sample signatures

IMPLEMENTATION PLAN	
Intended Audience	For all staff
Dissemination	Available to all staff on the Pulse
Communications	Revised Policy to be announced in the RIB and a link provided to the document
Training	<p>RA training – internal and BT/CfH</p> <p>CfH ‘Train the Trainers’</p> <p>Appropriate training will be provided to all Sponsors and CfH users in order to support the operation of The Trust’s RA and use of smartcards.</p>
Monitoring	<p>IGG monitoring and audits/spot checks</p> <p>Targeted audits as per section 7 of this Policy.</p>

RA01 Short Form Conditions – Registration for NHS Care Records Service application's Smartcard



Please note:

This document should be read by everyone prior to completing an RA01 Short Form and is going to be issued a Smartcard. If there are any queries regarding this document please contact your Registration Authority (RA) Manager.

Guidance

- This document has a Glossary and you should reference it to ensure you fully understand the terms used.
- All applicants need to be aware that by signing the RA01 Short Form they are committing to the obligations identified in this document and those referenced by this document.
- Once you accept these conditions, you need to have the RA01 Short Form approved by a Sponsor. If you do not know who your Sponsor is please contact your local RA Manager.
- If your application is successful, you will become an authorised user of the NHS Care Records Service applications and will be issued with a Smartcard. This will contain a digital certificate and has your photograph printed on it along with your Unique User Identification (UUID). Your Smartcard will provide you with access to certain patient data in accordance with the access profiles approved by your **Sponsor(s)** on a RA02 form.
- These RA01 conditions contains a number of obligations relating to your use of the Smartcard and the NHS Care Records Service applications and you should review these sections carefully.
- The personal data which you and your sponsor provide on the RA01 Short Form is required by your local RA Manager to verify your identity and to confirm that you are eligible for registration. All personal data held about you and your sponsor will be processed in accordance with the Data Protection Act.
- You are not authorised to use NHS Care Records Service applications unless a Smartcard has been issued to you.
- If your job role changes and/or any of your access profiles require amendment, you should contact your **Sponsor** who will need to complete an RA02 Profile Additions and Modifications form. This is available from your RA Manager.
- If your name changes you will need to complete and submit an RA05 Change of Details form and notify your local RA Manager.

Notice to applicants on the collection of personal data

In accordance with the requirements of Department of Health, the personal data (as defined in the Data Protection Act 1998) that the applicant provides on the RA01 Short Form (together with any personal data processed in relation to the applicant in support of their application) is collected for the purpose of identifying the applicant and processing this application and evaluating the applicant for suitability as an authorised user; if accepted, to generate a personalised certificate and Smartcard for the authorised user and for the purpose of managing the applicant's use of any NHS Care Records Service applications .

Notice to applicants on the collection of personal data (cont),

In particular, this personal data will be used to validate and verify the applicant's identity to ensure that the applicant is correctly identified and appropriately authorised for access. The personal data in relation to the applicant will be processed by local Registration Authority/Authorities and may be shared with other Registration Authorities for the purpose of processing this application, in accordance with the requirements of the Data Protection Act 1998 as amended and supplemented from time to time. This personal data may also be used to ensure that accurate information can be recorded regarding the applicant's use of systems.

In accordance with the Data Protection Act 1998, this personal data will neither be used nor disclosed for any other purpose other than where required by law, and will be retained in accordance with the Registration Authority's data retention policy.

It is the applicant's responsibility to ensure that their registered name is accurate and kept up-to-date. The applicant may contact their local RA Manager or Sponsor in relation to any queries they may have in connection with this application.

By signing the declaration set out in the RA01 Short Form, I, the applicant:

1. consent to the collection and use of my personal data in the manner described in the "Notice to applicants on the collection of personal data" above. I also agree to provide any additional information and documentation required by the Registration Authority in order to verify my identity;
2. confirm that the information which I provide in this application is accurate. I agree to notify my local RA Manager immediately of any changes to this information;
3. agree that the Smartcard issued to me is the property of the NHS and I agree to use it only in the normal course of my employment or contract arrangement;
4. agree that I will check the operation of my Smartcard promptly after I receive it. This will ensure that I have been granted the correct access profiles. I also agree to notify my local RA Manager promptly if I become aware of any problem with my Smartcard or my access profiles;
5. acknowledge that I will keep my Smartcard private and secure and that I will not permit anybody else to use it or any session established with the NHS Care Records Service applications. I will not share my Passcodes with any other user. I will not make any electronic or written copies of my Passcodes (this includes function keys). I will take all reasonable steps to ensure that I always leave my workstation secure when I am not using it by removing my Smartcard.. If I lose my Smartcard or if I suspect that it has been stolen or used by a third party I will report this to my local RA Manager as soon as possible;
6. agree that I will only use my Smartcard, the NHS Care Records Service applications and all patient data in accordance with The NHS Confidentiality Code of Practice (as available on the www.dh.gov.uk site) and (where applicable) in accordance with my contract of employment or contract of provision for service (which ever is appropriate) and with any instructions relating to the NHS Care Records Service applications which are notified to me;
7. agree not to maliciously alter, neutralise, circumvent, tamper with or manipulate my Smartcard, NHS Care Records Service applications components or any access profiles given to me;
8. agree not to deliberately corrupt, invalidate, deface, damage or otherwise misuse any NHS Care Records Service applications or information stored by them. This includes but is not limited to the introduction of computer viruses or other malicious software that may cause disruption to the services or breaches in confidentiality.
9. acknowledge that my Smartcard may be revoked or my access profiles changed at any time without notice if I breach this Agreement; if I breach any guidance or instructions notified to me for the use of the NHS Care Records Service applications or if such revocation or change is necessary as a security precaution. I acknowledge that if I breach this Agreement this may be brought to the attention of my employer (or governing

- body in relation to independent contractors) who may then take appropriate action (including disciplinary proceedings and/or criminal prosecution);
10. agree that the RA Manager's sole responsibility is for the administration of access profiles and the issue of Smartcards for the NHS Care Records Service applications. The RA Manager is not responsible for the availability of the NHS Care Records Service applications or the accuracy of any patient data.
 11. acknowledge that I, or my employer, shall notify my local RA Manager at any time should either wish to terminate this Agreement and to have my Smartcard revoked e.g. on cessation of my employment or contractual arrangement with health care organisations or other relevant change in my job role; and
 12. acknowledge that these terms and conditions form a binding Agreement between myself and those organisations who have sponsored my role(s). I agree that this Agreement is governed by English law and that the English courts shall settle any dispute under this Agreement.

RA01 - Glossary of terms

- **Access Profile** means the specific areas of NHS Care Records Service applications which the user is authorised to access.
- **Applicant** means an individual who is in the process of registering to become an authorised user.
- **Application for registration** means the RA01 Form, completed by an applicant and a sponsor.
- **Authorised user** means a person who is authorised to use the NHS Care Records Service applications and has been issued a Smartcard.
- **Certificate** means An X.509 public key certificate binds an identity and a public key. The public key together with the identity and related information are digitally signed with the private signing key of the Certification Authority that issues the certificate. The format of the certificate is in accordance with ITU-T Recommendation X.509.
- **Data Protection Act** means the Data Protection Act 1998 as amended and supplemented from time to time.
- **NHS Care Records Service applications** are those applications provided by CfH as part of the National Programme for Information Technology
- **Passcode means a alpha numeric set of characters used to permit access to NHS CRS functionality.**
- **Personal Data** means data from which an applicant can be identified, as defined in more detail in the Data Protection Act.
- **Registration Authority (RA)** means any entity that is appointed by the Department of Health as being responsible for the identification and authentication of applicants.
- **Smartcard** means the card issued to an authorised user which enables access to NHS Care Records Service applications.
- **User's Unique ID Number** means the number to the left of the photograph on the Smartcard, underneath the chip, also referred to as the UUID.
- **Smartcard Serial Number** means the number on the back of the Smartcard which is the manufacturer's card identifier.
- **Sponsor** means the individual identified by the organisation who has been assigned to approve access to information and functionality of NHS Care Records Service applications

Applicant's Name:

RA01 Short Form Part 1



Registration for NHS Care Records

Service applications

Please note:

All applicants **must have read and agreed** to the conditions detailed in the **RA01 Short Form Conditions Version 1.2**. If you do not have a copy please request one from your RA Manager **before** completing this document. All your personal data is processed in accordance with the Data Protection Act 1998 but it is important that you read the full "Notices to applicants on the collection of personal data" set out in the RA01 Short Form Conditions.

Guidance

This form is made up of the following two parts:

- **Part 1** to be completed by you, the **applicant**, who requires access to NHS Care Records Service applications; Applicant must provide one form of photographic identity document (passport or driving licence) and two confirmation of address documents (e.g. utility bill or bank statement). See **NOTE** in Part 2 if photographic identity is not available.
- **Part 2** to be completed by your **Sponsor & RA**.

Please complete the following details:

Title (eg Dr, Mr, Mrs etc.):	
First Name:	
Middle Name(s):	
Family Name (Surname):	
Preferred Full Name:	
National Insurance Number:	
Date of Birth ¹ :	
Post title:	
Occupation:	
Site Name ² :	
Work Telephone number ³ :	
Mobile Telephone number ³ :	
NHS Email address ³ :	
Previous Registration Details:	

- Key**
1. Only captured for the purposes of e-GIF level 3 compliance.
 2. The name of the site where the applicant usually works at the time of registration.
 3. Either NHS email address or mobile number required to utilise Self service Centre functionality e.g. Self Unlock. Additionally required for all RA Managers and Sponsors

Applicant's details and declaration

I have read and agree to be bound by the terms and conditions stated in the RA01 Short Form Conditions version 1.2 or later:

Applicant's signature: _____

Date (dd/mm/yyyy):

Applicant's Name:

RA01 Short Form - Part 2

Sponsor use only

NOTE: If applicant has provided one form of photographic identity document (passport or driving licence) and two confirmation of address documents sponsor must sign (a). If applicant does not have any acceptable photographic identity documents they must provide 2 forms of acceptable non-photographic proof of personal identification and 2 confirmation of address documents. Sponsor signs (b).

(a) Sponsor's declaration

I confirm that the **Applicant** specified in Part 1 should be issued a Smartcard.

Sponsor's signature: _____

(b) Sponsor confirmation of identity declaration

NOTE: this section should only be signed in the presence of the RA Manager.

I confirm that the **Applicant** does not have any acceptable Photographic Identity Documents; I have known the individual for more than three years and I confirm the identity of this applicant.

Sponsor's signature: _____

RA use only

Registering Organisation Name			
	Sponsor	RA Manager	
Name			
Smartcard UUID			
Date completed			
Sponsor present	Yes/* No*	Passport, Photocard Driving Licence, or Birth cert. no.	
Sponsor confirms identity?⁴	Yes/* No*	Confirmation of address seen?	Yes/* No*
Signed statement and signed passport photo seen?	Yes/* No*		
Issued Smartcard UUID number:			

4. Where sponsor confirms identity then 2 forms of acceptable non-photographic proof of personal identification and two confirmation of address documents must be seen by the RA

*Delete where applicable

Applicant's / User's Name:

RA02 Form – User Profile Additions and Modifications Form for NHS CRS applications



London Ambulance Service NHS Trust

LA245

Please note:

- o This form can be completed online by the sponsor but must not be submitted online as it requires the sponsor's signature.
- o When completed, **print** the RA02, sign and send to the RA Manager.
- o Indicate Position Name or, if this is not known, which Job Role(s), Area(s) of Work, Activity(ies), and Workgroups(s) are required to be added or removed for the user. Please complete an additional RA02 if there is not space on this form
- o Enter Add/Remove/Modify to indicate action intended and strike through all blank fields.

User Name:	User Smartcard UUID number:

Occupation	Action

Position Name (If this is completed skip to start date)	Action

Job Role	Code	Action

Area of Work	Code	Action

Activity	Code	Action

Work Group Name	Action

Start Date*	dd/mm/yy	hh:mm	End Date*	dd/mm/yy	hh:mm
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* If the dates are blank the profile starts now and ends never. If the Start or End Date is set the RA Manager must ensure the appropriate action is taken e.g. if the End date is set, the profile on this form must be removed when the End date/time has passed.

	Sponsor (Sponsor to complete below)	RA Manager (RA to complete below)
Name		
Smartcard UUID		
Date completed		

Sponsor's declaration:

I confirm that the **Position(s) OR Job Role(s), Area(s) of Work, Activity(ies), and Workgroups(s)** detailed in this RA02 form are correct and should be applied by the Registration Authority to the user detailed above.

Sponsor's signature: _____

User's Name:



RA03 Form - Request to Cancel Smartcard or Re-issue Smartcard for NHS CRS applications

LA246

Please note:

- This form can be completed online by the sponsor but must not be submitted online as it requires the sponsor's signature.
- When completed, **print** the RA03 form, sign and send to the RA Manager.
- Please indicate the name and UUID of the user whose Smartcard is being cancelled or revoked.
- Enter Yes/No to indicate the action intended - **strike through all blank fields.**

User Name	
User Smartcard UUID number	

Cancel Smartcard?	
--------------------------	--

Reason for cancellation	
Compromised - Lost, Stolen or Compromised	
Other reason – Leaving NHS, Broken or name change, photo update, Not Specified	

If not specified above, reason for cancellation	
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Smartcard needs to be re-issued?	
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Sponsor's declaration:

I confirm that the **cancellation** details in this form are correct and should be applied by the RA Manager to the user detailed above.

Sponsor's Signature: _____

	RA Manager (to complete below)
Name	
Smartcard UUID	
Date of cancellation	
Smartcard re-issued to user	
Date of re-issue (dd/mm/yy)	

User's Name:

RA05 Change of Details Form for NHS Care Records Service applications



London Ambulance Service **NHS**
NHS Trust

Part 1

LA247

Please note:

All personal data is processed in accordance with the Data Protection Act 1998, but it is important that the full "Notice to applicants on the collection of personal data" set out in the RA01 Short Form Conditions is read.

Guidance

This document is made up of two parts as follows:

- **Part 1** is to be completed by the **applicant** who requires access to NHS Care Records Service applications; where applicable please supply proof of name change in the form of an appropriate certificate.
- **Part 2** is to be completed by the **RA Manager**.
- **Please enter your Smartcard UUID and the details you require modifying:**

Smartcard UUID	
Details to be amended	
Title (eg Dr, Mr, Mrs etc.):	
First Name:	
Middle Name(s):	
Family Name:	
Preferred Full Name:	
Work phone number:	
NHS Email address:	

By signing this document, I, the user confirm that the above changes should be made to my personal details held on the National Spine database by the RA Manager:

User's signature: _____

Date (dd/mm/yyyy): User's name (printed):

Part 2 RA use only

	RA Manager		
Name			
Smartcard UUID			
Date completed			
In cases of name change type of certificate presented		Certificate number	