**CIS - Information for Technical Support – Quick Guide**

The requirements below should be satisfied for Care Identity Service to work on an RA Agent, Sponsor or Smartcard Administrator workstation.

Ensure IA13 (latest version of Gem Authenticate) is installed (may need to check in add/remove programmes)-

http://nww.hscic.gov.uk/dir/downloads/index\_html#nhs\_identity\_agent

Install Java v1.6.0\_17 (or update 26 - after installation configure to not keep temporary

internet files and to not check for updates automatically)

* Ensure Internet Explorer is 7 or 8

Run JavaJigger.exe located in “C:\Program Files\BT\Identity Agent 13”

Reboot computer if necessary