UN3448	Electronic Staff Record Programme	NHS
1 of 2	USER NOTICE	
29th May 2024		

Title	Potential Loss of Smartcard access following retirement of Google NHS Chrome extension on 31/5/2024
Purpose	To inform ESR users of potential access issues via Smartcard following retirement of the Google NHS Chrome Extension
Intended Audience	All ESR users

SUBJECT

The retirement of the NHS Chrome Extension for Google Chrome on 31st May 2024 may result in loss of access by Smartcard users if previous advice from NHS England has not yet been followed.

DETAIL

Since 15th December 2023 NHS England has been sharing the deprecation and retirement plan for the Google NHS Chrome extension, because Google are disabling the technology used to build the extension in June 2024.

However, it has been identified that around 600 smartcard users access ESR per week using the NHS Chrome extension. From the beginning of June, there is a risk that these users access to ESR will be affected.

To remove this risk, all users should ensure that NHS Credential Management is installed as this is the primary method that CIS2 Authentication uses to communicate with the Identity Agent, even if the Chrome extension is installed. This is also the supported configuration as detailed in the MM-0100 Organisation Site IT, Printer and Network Infrastructure Readiness document available on the ESR Hub.

ACTION REQUIRED

Organisations should ensure that where professional users are required to access ESR, their work device is configured as per MM-0100 – specifically that NHS Credential Management is installed and working. Organisations can use the setup checker tool provided by NHS Identity to establish whether NHS Credential Management is installed.

Any queries or requests for assistance should be raised as a service request in the usual way.

FURTHER INFORMATION

Link to the deprecation notice
https://digital.nhs.uk/services/care-identity-service/releases-and-planned-maintenance/service-deprecation-and-retirement/deprecation-notice-chrome-extension
Link for installation of the NHS Credential Management
https://digital.nhs.uk/services/care-identity-service/applications-and-services/technical-services/credential-management

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Link to use the setup checker tool
https://digital.nhs.uk/services/care-identity-service/setting-up-and-troubleshooting/check-whether-a-device-is-correctly-configured

NEXT UPDATE

No Further Updates will be sent