



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Primary Care Reimbursement Service

Security Certificate Installation Guide

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1 Readme First

This security certificate installation guide assists GPs, Opticians, Pharmacists and Dentists registered for electronic access to PCRS systems to install security certificates on their computer systems.

This guide (updated January 2011) incorporates guides used over many years by GPs and Opticians and has been updated to support the transition to Direct Certificate renewal for Pharmacies. During 2011 the certificate renewal process for all Primary Care Contractors will be standardised and modernised. This will include the transition to secure pin-mailer documents for the issue of the codes required to install certificates.

To use this installation guide you are requested to

- a) Go to the section appropriate for your Internet Browser
- b) Follow the step by step installation instructions. In many cases screenshots are presented in this document with instructions on which button to press next.
- c) Perform the test in Section 4 to confirm successful installation.
- d) Read the Frequently Asked Questions in Section 5 for additional assistance if you run into difficulty.

Please note that we have made this guide as complete as possible. Sections are included which deal with the standard configuration of the most popular Operating Systems and Internet Browsers, e.g. Section 3.1, Section 3.2, Section 3.3, however technical configurations can vary and you may need to refer to the User Guide material for your operating system and internet browser or contact your local technical support specialists for assistance tailored to your own environment.

1.1 What Do I Need For the Installation?

- a) An internet connection
- b) This detailed PCRS step by step guide.
- c) You need to know which version of Microsoft Windows and Internet Explorer are running on the system where the certificate will be installed. This will ensure you find the correct section in this installation guide.
- d) Pharmacy System User Guide / Procedure Guides. Your software vendor has been renewing certificates on your behalf for some years. This would require that detailed step by step procedure guides exist showing how to access the certificate renewal system. This documentation is essential because it is specific to your environment and contains information known only to pharmacies and the relevant software vendor.

1.2 Finding the Correct Section of the Guide

Go to Section Two (Installations on Older Systems) if you are running MS Windows prior to Vista/XP or you are using a version of Internet Explorer prior to Internet Explorer 7.

Go to Section Three (Installations on Newer Systems) if you are running MS Windows Vista/XP or greater or you are using Internet Explorer 7 or greater.

2 Installations on Older Systems

2.1 Go To the Security Certificate Download Page

To download your certificate details please connect to the Internet and open Internet Explorer. Type the following URL into the address bar and click 'Go'.

<https://www.sspcrs.ie/certdownload>

2.2 Type in your Reference Number and Authorization Codes

You will have received these values from PCRS by post.

Entrust Authority™ Enrollment Server for Web - Microsoft Internet Explorer

Address <https://www.sspcrs.ie/cda-cg/clientcgi.exe?action=browserCert>

National Shared Services Primary Care Reimbursement Service
Client Certificate Download

Please enter the reference number and authorization code that you received from the Entrust Administrator.

Reference Number here : 69364578

Authorization Code : GICT-B9JZ-DMZW

The appropriate Cryptographic Service Provider (CSP) should be selected automatically in the selection box below. In order to use a smart card reader, or other cryptographic add-on, select the appropriate CSP. When you switch to another CSP type, the CSP list will be updated with the providers of the specified type.

CSP type : RSA full

CSP : Microsoft Strong Cryptographic Provider

Submit Request Start Over

Download certificates page

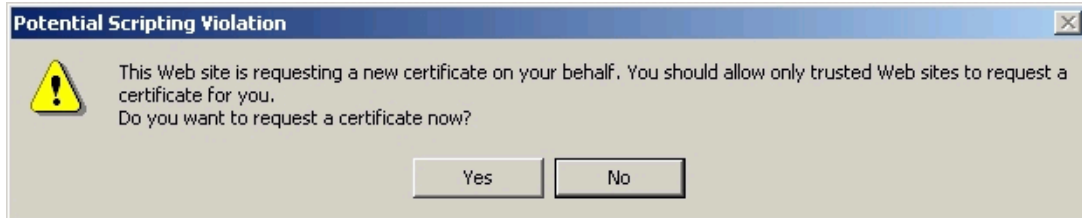
Enter your unique reference number and authorization code. (*All uppercase*). These can be found at the bottom of the secure letter that you received recently from the PCRS.

Next select MICROSOFT STRONG CRYPTOGRAPHIC PROVIDER from the dropdown on the screen. (**** If this option is not available in your dropdown list please go to section below to find how to make it available.**)

Next, The CSP type should be already set to "RSA Full". It should be left this way.

Next press 'Submit Request'.

2.3 Confirm the Certificate Request



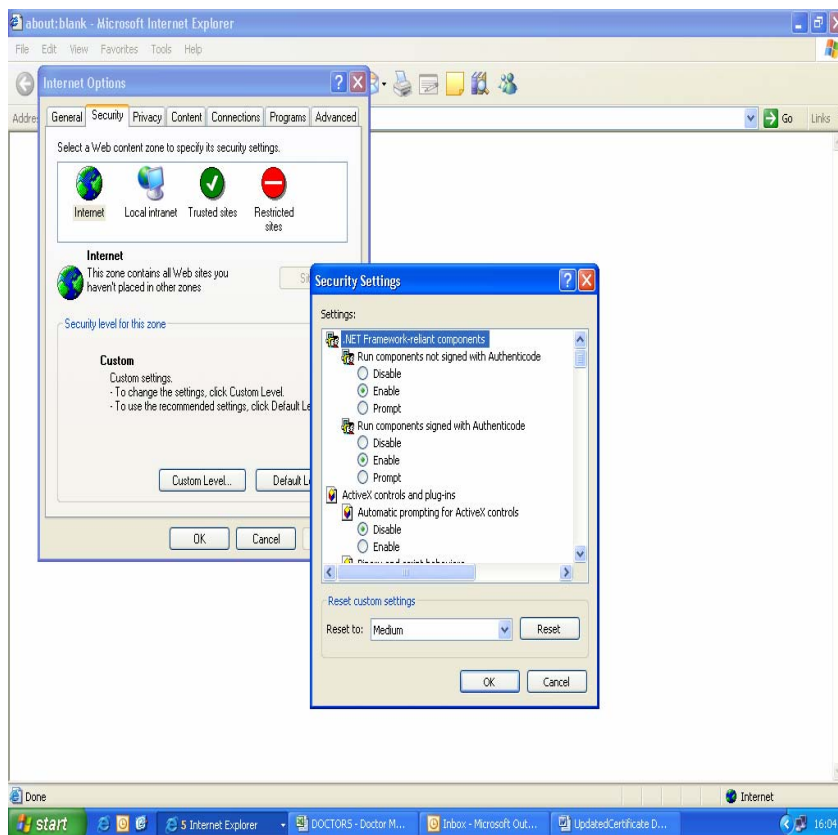
Confirm Request Certificate Page

Press 'Yes'.

2.4 Install Strong Cryptographic Provider Option (Only If Required)

Note. Follow these steps only if MICROSOFT STRONG CRYPTOGRAPHIC PROVIDER is not available in the drop down option. Skip to the next section otherwise.

1. Go to tools
2. Internet Options
3. Security
4. Internet
5. Custom Level
6. Re-set to medium
7. Reset and ok and yes
8. Close out of Internet Explorer
9. Open Internet Explorer and re-start the install process.



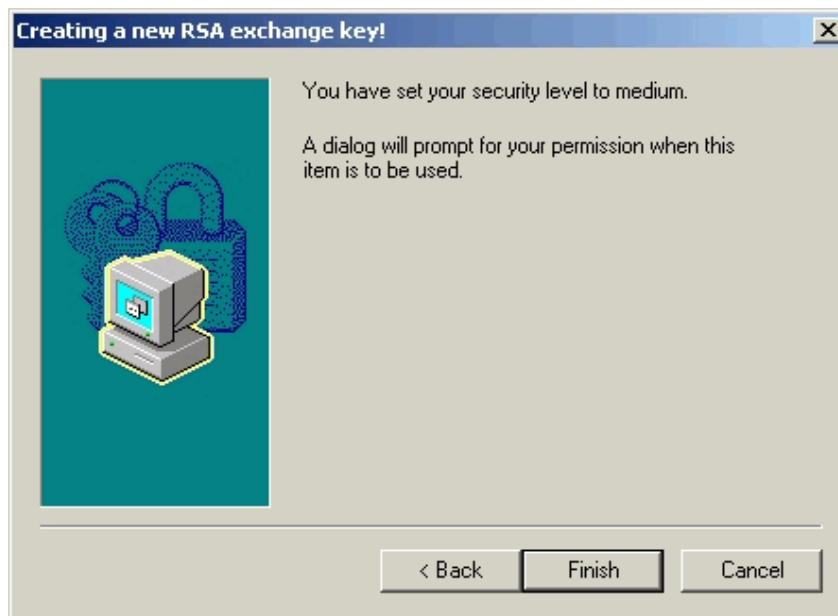
2.5 Confirm Key Creation



Set security level for imported client certificate

Press 'OK' to continue.

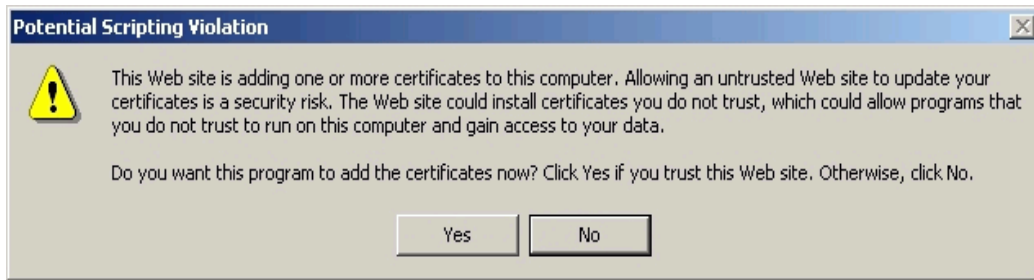
2.6 Press Finish to Create the Key



Finish download of client certificate

Press 'Finish' to create the security certificate.

2.7 Confirm Security Certificate Installation



Confirm client certificate download

Press 'Yes' to complete the installation of the security certificate.

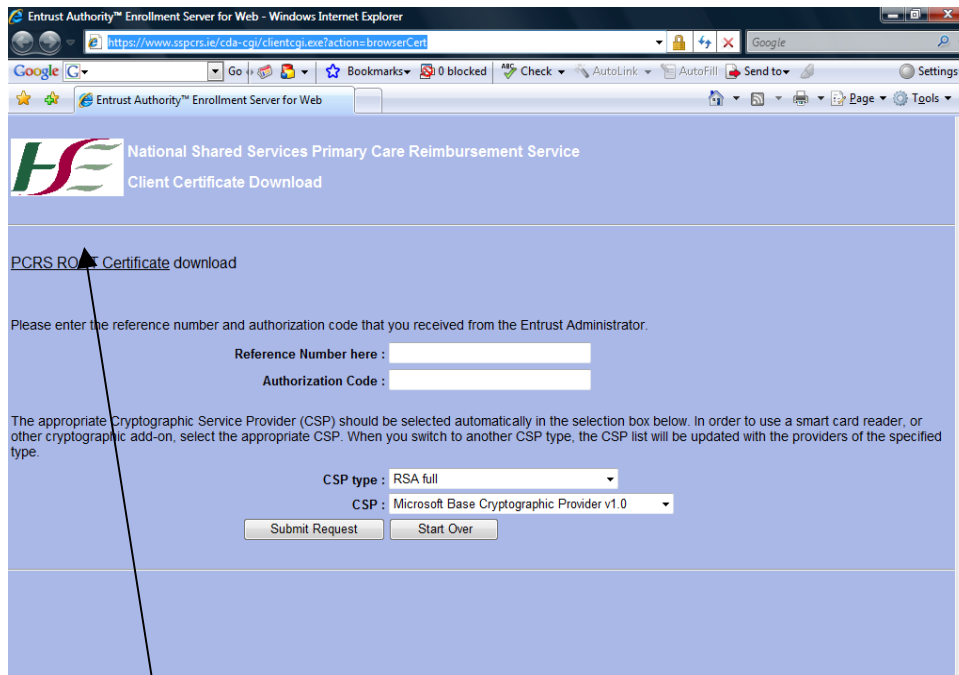
Next Go To the Test Section of This Guide.

3 Installations on Newer Systems

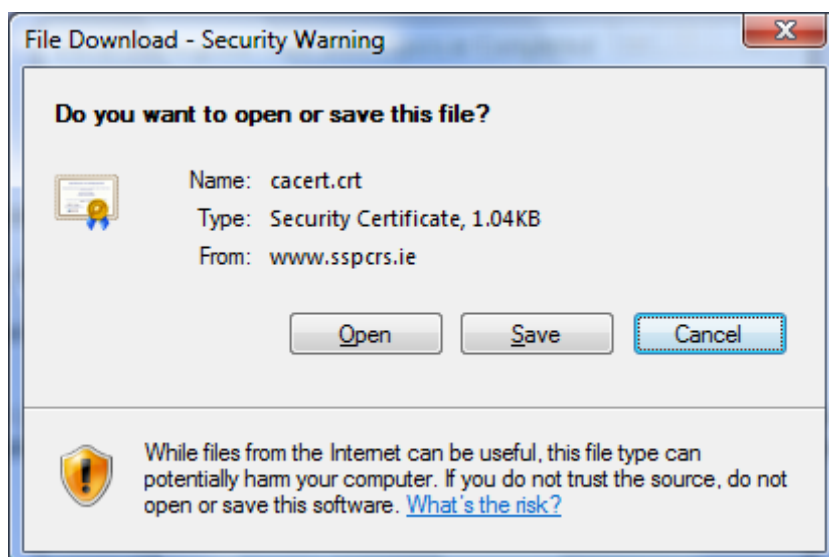
3.1 Installing the PCRS Root Certificate

Start Internet Explorer and go to the following address.

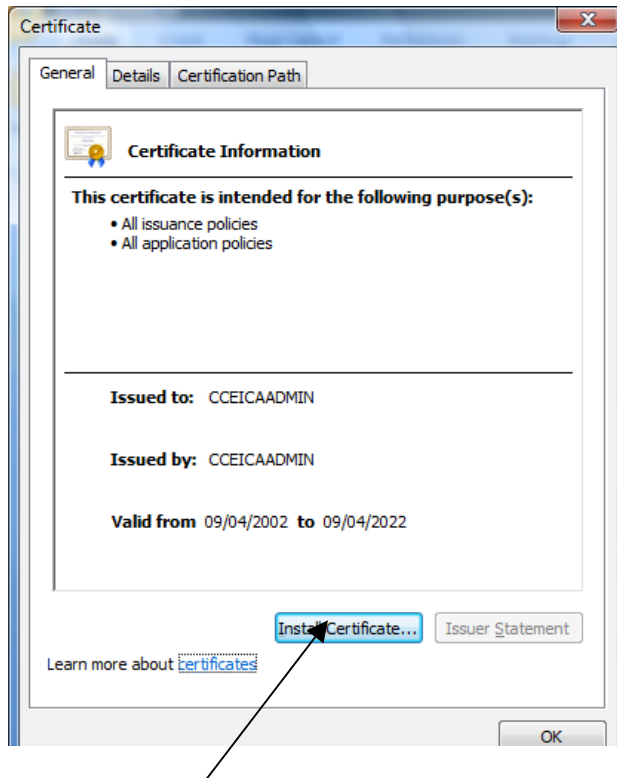
<https://www.sspcrs.ie/certdownload>



Click here to start the download.



Click on Open

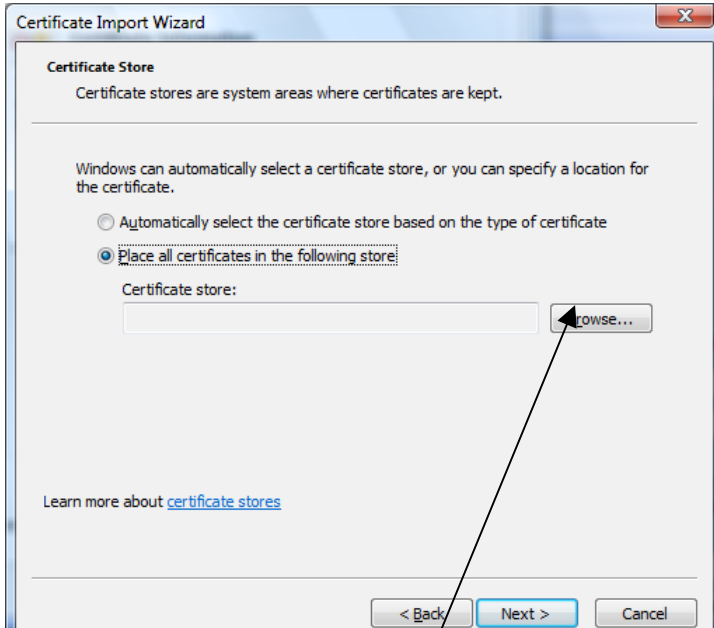


Click on Install Certificate.

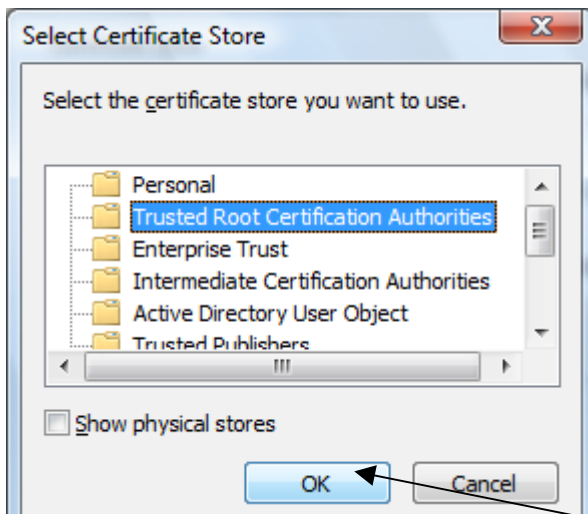
Please Note: Depending on your technical configuration, you may need to refer to your operating system documentation as well for the remainder of this step.



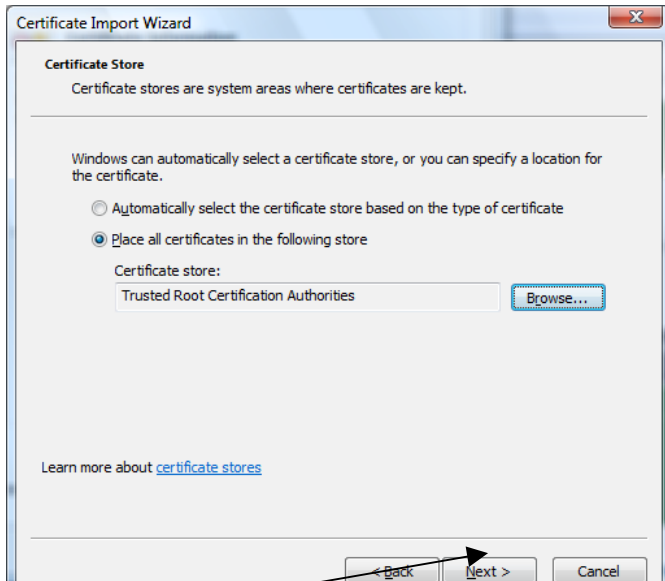
Click on Next



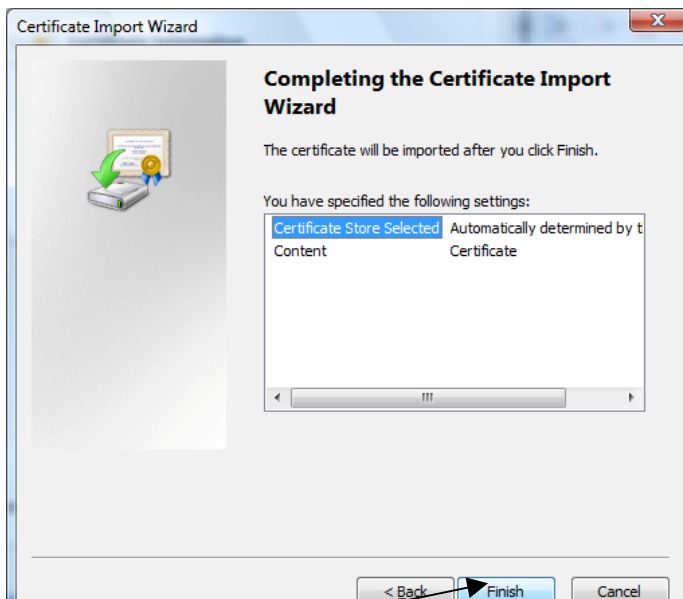
Highlight option above and Click on Browse



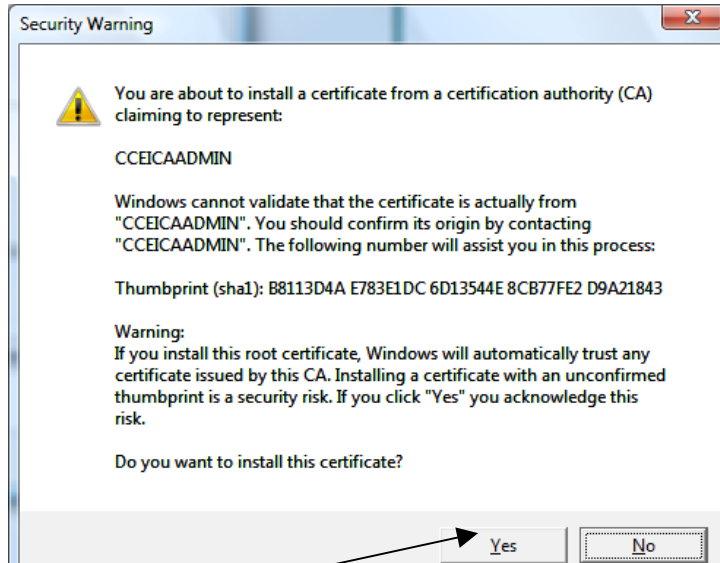
Highlight the "Trusted Root Certification Authorities" and click Ok



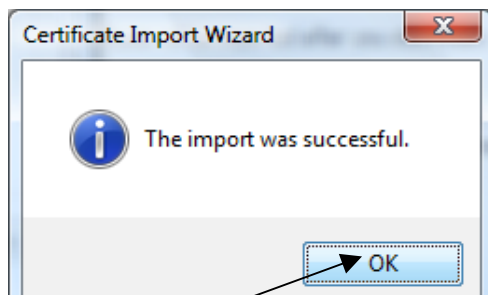
Click on Next



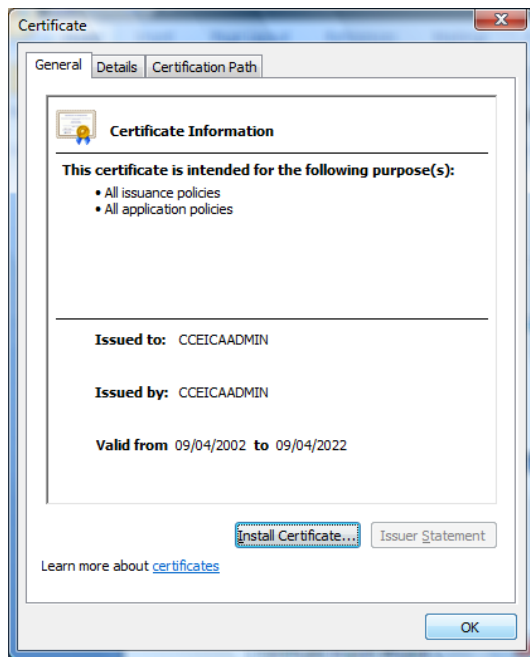
Click on Finish



Click Yes



Click on OK

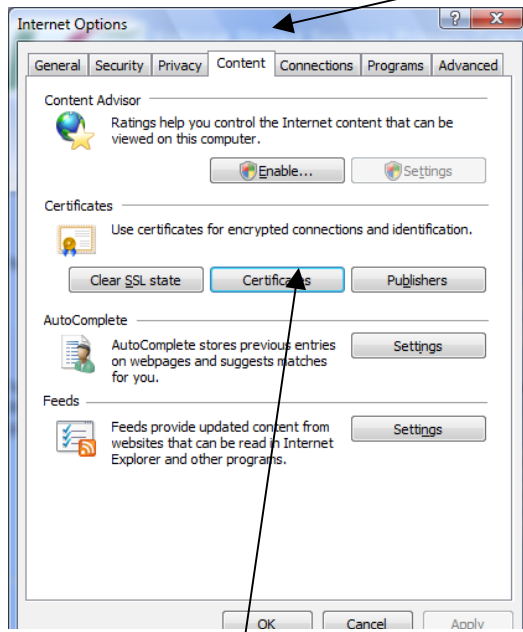


Click on OK to close the window

3.2 Confirm Root Certificate Installation

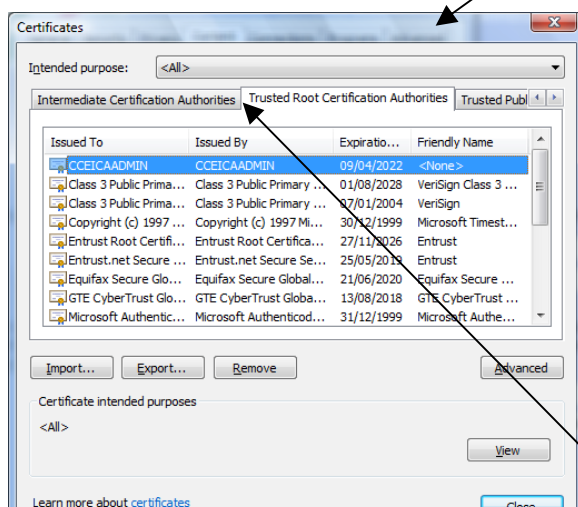
Please Note: Depending on your technical configuration you may need to refer to your operating system documentation as well for the remainder of this step.

In Internet Explorer, click on tools, internet options and then click on the content tab.



Click on Certificates

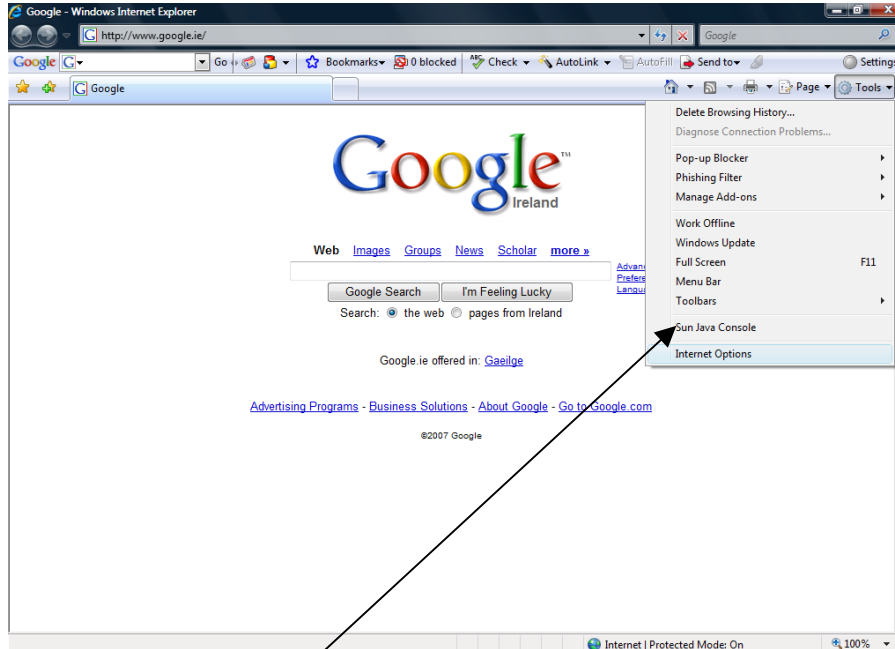
In the window displayed click on the "Trusted Root Certificate Authorities" tab



There should now be a certificate in the list called CCEICAADMIN. This is the PCRS root certificate.

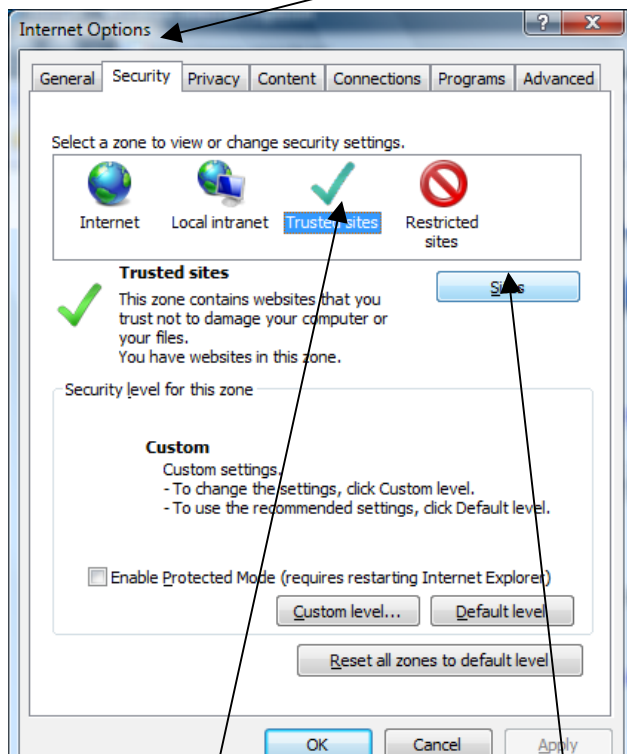
3.3 Add PCRS as A Trusted Site

Please Note: Depending on your technical configuration you may need to refer to your Internet Browser documentation as well for the remainder of this step.

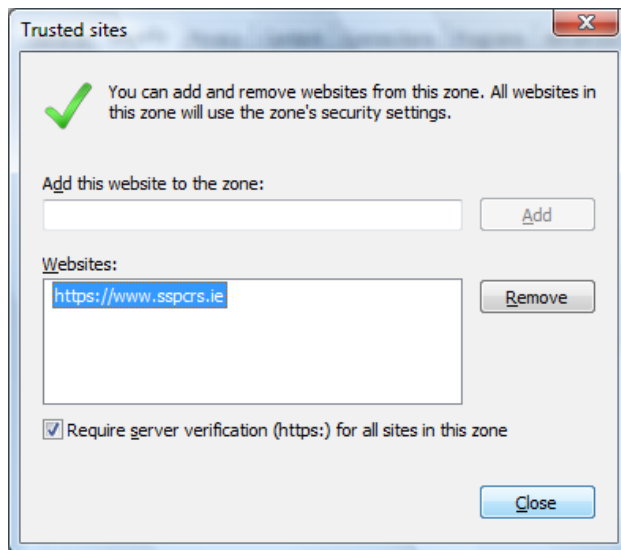


In Internet Explorer, Click on Tools – Internet Options

On the window displayed, click on the security tab

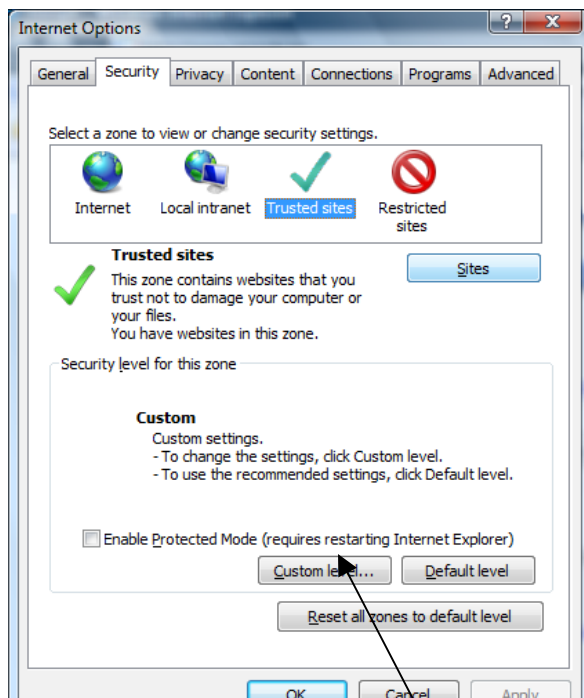


Click on “Trusted Sites” and then click on the sites button to display the following window.

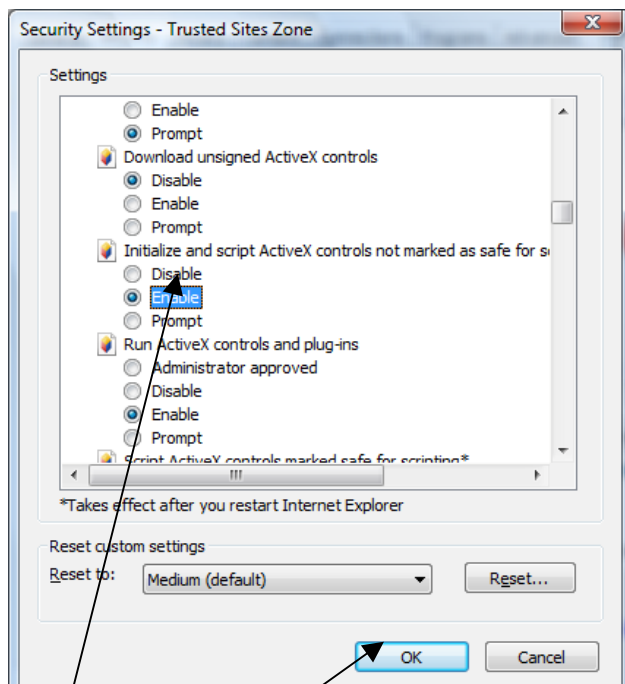


Type in <https://www.sspcrs.ie> and click on Add

Enable Active X Scripting



Click on “Custom Level”



Scroll down to “Initialize and script ActiveX controls not marked as safe for scripting” and click on Enable

Then, Click on Ok

The windows operating system is now ready for the security certificate to be downloaded.

3.4 Go To the Security Certificate Download Page

To download your certificate, open Internet Explorer. Go to the following web site.

<https://www.sspcrs.ie/certdownload>

3.5 Type in your Reference Number and Authorization Codes


You will have received these values from PCRS by post.

Entrust Authority™ Enrollment Server for Web - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://www.sspcrs.ie/cda-cgi/clientcgi.exe?action=browserCert>

Google Search Web Site popups allowed AutoFill Options

 National Shared Services Primary Care Reimbursement Service
Client Certificate Download

Please enter the reference number and authorization code that you received from the Entrust Administrator.

Reference Number here :

Authorization Code :

The appropriate Cryptographic Service Provider (CSP) should be selected automatically in the selection box below. In order to use a smart card reader, or other cryptographic add-on, select the appropriate CSP. When you switch to another CSP type, the CSP list will be updated with the providers of the specified type.

CSP type :

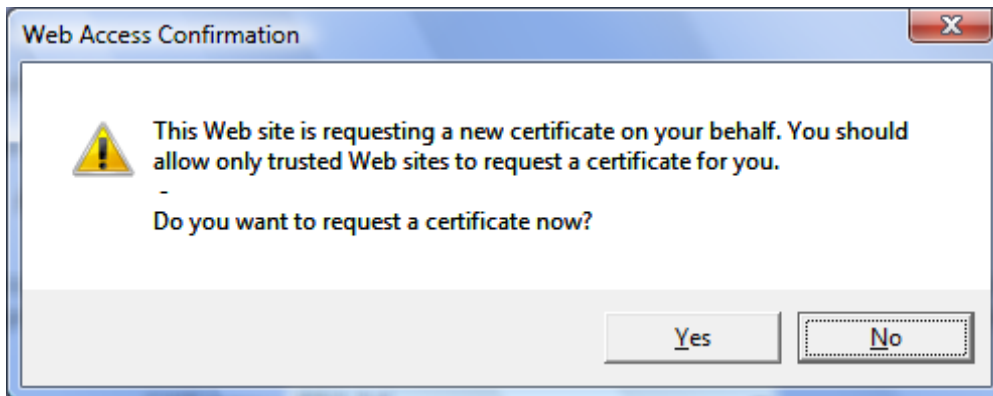
CSP :

Done Internet

Enter your unique reference number and authorization code (*All uppercase*). These can be found at the bottom of the secure letter that you received recently from the PCRS.

Select the “RSA Full” option for CSP type and select “Microsoft Strong Cryptographic Provider” as the CSP.

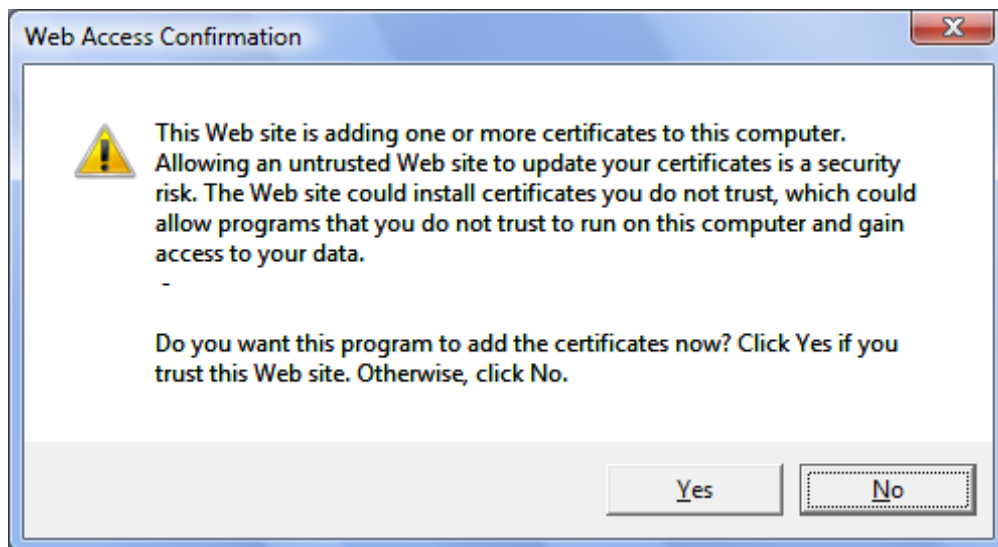
Click on Submit Request



Click Yes

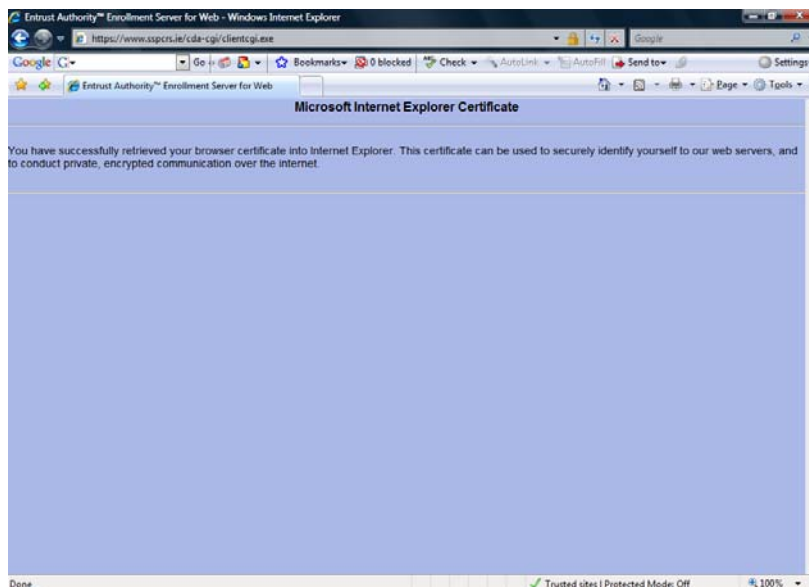


Click Ok (Note – Security Level should be set to Medium)



Click Yes

The following window should appear

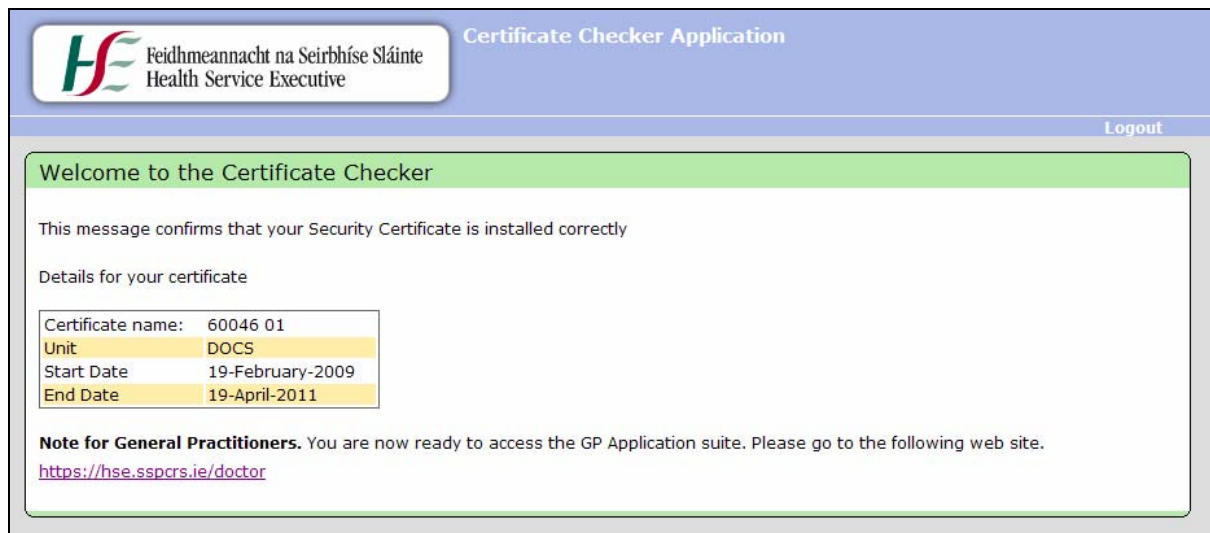


Please note: Once the certificate has been successfully downloaded, the "Initialize and script ActiveX controls not marked as safe for scripting" setting in the trusted sites zone, should once again be set to "Disable". (see Section 3.3 to restore this setting).

Next Go To the Test Section of This Guide (Section 4).

4 Test Your Installed Certificate

- a) Open Internet Explorer
- b) Go to the website titled <https://hse.sspcrs.ie/portal/checkcert>



The screenshot shows the 'Certificate Checker Application' interface. At the top left is the HSE logo with the text 'Feidhmeannacht na Seirbhíse Sláinte Health Service Executive'. The title 'Certificate Checker Application' is in the top right. A 'Logout' link is in the top right corner. The main content area has a green header 'Welcome to the Certificate Checker'. Below it, a message states: 'This message confirms that your Security Certificate is installed correctly'. Under 'Details for your certificate', a table lists the following information:

Certificate name:	60046 01
Unit	DOCS
Start Date	19-February-2009
End Date	19-April-2011

Below the table, a note for General Practitioners states: 'You are now ready to access the GP Application suite. Please go to the following web site. <https://hse.sspcrs.ie/doctor>'

If you can see this test page with the successful message on it then you have a valid PCRS security certificate installed correctly.

If you cannot see this test page, this means that you do not have a valid PCRS security certificate installed correctly. In this case please go to the FAQ section in this installation guide first.

Note for Pharmacists. Pharmacists typically operate a dispensing software system which accesses the PCRS security certificate from the Microsoft Windows Certificate Store. You must be satisfied that your pharmacy system is configured to access your certificate. You should be able to find how to confirm this by reference to your pharmacy system user guide.

Note for General Practitioners. You are now ready to access the GP Application suite. Please go to the following web site. <https://hse.sspcrs.ie/doctor>

5 FAQs – Frequently Asked Questions

1. What is a PCRS Security Certificate?

PCRS security certificates are digital public key infrastructure certificates. They provide one of the most secure methods of authentication available. PCRS uses PKI management tools supplied by Entrust, one of the leaders in the field. You can find out more about PKI and Entrust at www.entrust.com.

2. Will I be able to install the security certificate myself?

Yes. For many years Primary Care Contractors have been installing their own certificates using the information in this guide and the detailed on screen assistance.

3. Do PCRS provide telephone support for certificate renewal?

Yes. Please call us on lo-call **1890-252-919** selecting **option '7'** for assistance. While we cannot provide technical support specific to your own system configuration, we can confirm that the certificate download site is working for you. We can ascertain that you have this detailed step by step installation guide. We can also ascertain that you have access to support documentation specific for your environment as provided by the supplier of your pharmacy system, your operating system, your internet browser etc. If the problem relates to the specific configuration of your local system you may need to contact your own technical support people for assistance.

4. What support does PCRS provide for certificate renewal?

PCRS provides support for the certificate renewal process as follows,

- a. Automatic written notification for certificate renewal
- b. Automatic creation of renewal certificates and supply of the secure codes to support the installation
- c. A detailed step by step security certificate installation guide, i.e. this document. This is in addition to the suite of documentation covering all of the software installed in your pharmacy environment which you should have available to you.
- d. A self service certificate download tool as supplied by Entrust and detailed in this guide.
- e. Telephone support as described above.

5. Why did PCRS start to issue certificates directly to pharmacies in January 2011?

There are many reasons for this change including, the process is more secure when the secure codes are issued directly to the pharmacy concerned and it will enable certificate renewal to be standardised across all 6600 primary care contractors.

6. I cannot complete the installation. Who should I be talking to for help?

You are welcome to call PCRS support line on lo-call 1890-252-919 selecting option '7' and we will assist in identification of the most appropriate support whether it be ourselves or your local technical support.

We will confirm that the PCRS security certificate installation system is working and make sure that you have access to the installation guide.

When we confirm that the installation system is working and you still cannot reach the PCRS web site for downloading your certificate, i.e. where the secure codes are typed in, then you may need assistance from whichever party normally supports your PC environment, to see why your access to this site is prevented. Once you get access to this site the process is relatively simple.

Our support cannot assist with troubleshooting your desktop system including your hardware, your pharmacy software system, your operating system, your virus control system, your firewall settings nor your internet browser. These hardware and software components must be supported by the parties normally supporting you in this regard, perhaps the supplier/installer of them.

7. I am using Windows 2000, what service Pack should I be on?

At least Service Pack 4.

8. I am using Windows XP, what service Pack should I be on?

At least Service Pack 2.