

9.1 Create New User and Requesting a Smartcard (RA ID Checker only)



*KPI 26 requires a smartcard to be delivered within 2 working days. Part of our process utilizes an external delivery method, please refer to section *10 KPI Compliance*

**KPI 27 requires a smartcard unlocking within 2hrs, there is no reporting function available in CIS on this, please refer to section *10 KPI Compliance*

9.2 Assigning a Position (Sponsor only)

