

Lock physical ID card

Use cases for cards are listed for both [Physical ID](#) and [Digital ID](#).

[Expand/Collapse All](#)

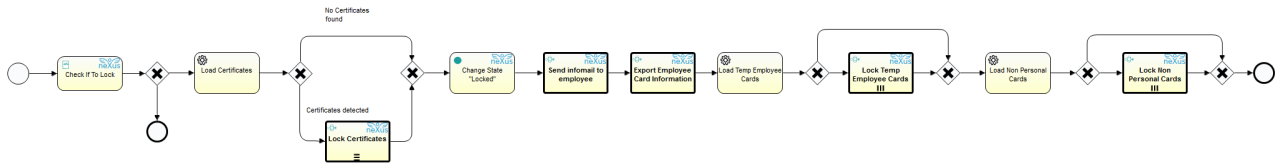
Use cases

Use case: An employee or external card is lost or stolen, card is locked

If the User Self-Service Portal is used, then there is a self-service workflow available for this use case.

Standard workflow

| | Actor | Action | Option | Physical ID | Digital ID |
|---|-------------------|--|--|-------------|------------|
| 1 | Self-service user | Logs in to User Self-Service Portal and selects Lock card . | Person contacts Registration officer or Helpdesk , who browses for the person in PRIME Explorer and selects Lock card . | ✓ | ✓ |
| 2 | PRIME | Locks the card, exports the card data to the PACS system. | - | ✓ | ✓ |
| 3 | CA | Revokes certificates. | - | | ✓ |
| 4 | Person | - | Receives information mail. | ✓ | ✓ |



Technical references

| Option | Physical ID | Digital ID |
|--------------------|------------------------|-------------------------------------|
| Lock employee card | CCProcLockEmployeeCard | PcmProcLockEmployeeCard (see image) |

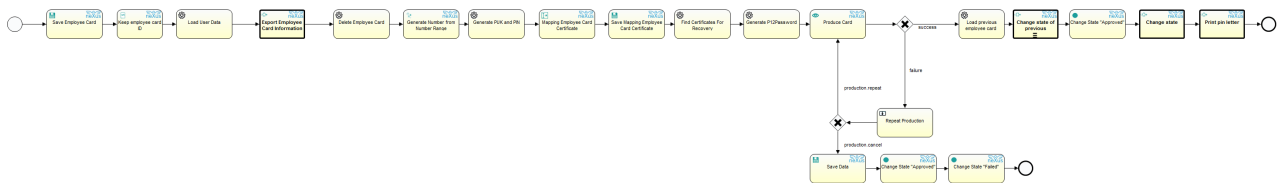
Use case: An employee card is old or defective, card is replaced

If the User Self-Service Portal is used, then there is a self-service workflow available for this use case.

Standard workflow

| Actor | Action | Option | Physical ID | Digital ID |
|-------|--------|--------|-------------|------------|
|-------|--------|--------|-------------|------------|

| | | | | | |
|---|-------------------------------|---|--------------------|---|---|
| 1 | Registration officer | In PRIME Explorer: Browses for the person and selects Replace card . | - | ✓ | ✓ |
| 2 | CA | Revokes the certificates. | - | | ✓ |
| 3 | PRIME | Exports the card data to the PACS system, generates new PUK and PIN. | - | ✓ | ✓ |
| 4 | Card production administrator | Produces new card, verifies the card. | - | ✓ | ✓ |
| 5 | Card production administrator | Prints PIN information letter. | Sends a PIN email. | ✓ | ✓ |



Technical references

| Option | Physical ID | Digital ID |
|-----------------------|---------------------------|---|
| Replace employee card | CCProcReplaceEmployeeCard | PcmProcReplaceEmployeeCard (see image) |