

PC Card Connector Installation Guide

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1. Background

If you would like to check cards or swipe them in via a PC or laptop with an attached card reader, you will first need to install our PC Card Connector software.

Important: The PC Card Connector application requires a reliable internet connection to function reliably and does not work in an offline or poor network connectivity environment. To check cards in areas with poor internet access, the SkillGuard mobile app is recommended as this supports offline working.

Please note that your own version of the application may have an alternative branding and colour scheme to that shown in the screenshots below. The instructions below remain the same however.

2. Before You Start: What You Will Need

- A PC or laptop with:
 - Microsoft Windows 7 or above.
 - A free USB port.
 - .NET version 4.5.2 or above installed (this can be downloaded from <https://www.microsoft.com/net/download/framework>).
- A USB connected contactless SmartCard reader. This should meet the following standards:
 - PC/SC compliant
 - ISO 14443-4 compliant
 - Supports 13.56 Mhz T=CL protocol

The following readers have been tested and are therefore recommended. We are unable to provide support for readers that are not on this approved list.

- Idemive Cloud 4700F (Desktop)
 - Idemive Cloud 3700F (Desktop)
 - Gemalto IDBridge CL3000 (Desktop)
 - HID Omnikey 5021 (Desktop)
 - HID Omnikey 5421 (Desktop)
 - SCM SCL3711(USB Dongle Style)
- The PC Card Reader application.
 - This can be downloaded from the same web page as this document.
 - Windows Administrator user account access to the PC/laptop to allow installation and configuration of the PC Card Reader application.

Note: The PC Card Connector is not currently supported on the Firefox browser.

3. Installation of the Physical PC Card Reader

Most USB PC Card readers can be installed by simply connecting them to the PC and relying on Windows' Plug-and-Play feature to install the required drivers automatically. Some USB PC connected readers, however, require the installation of hardware drivers which must be downloaded from the device manufacturer's website.

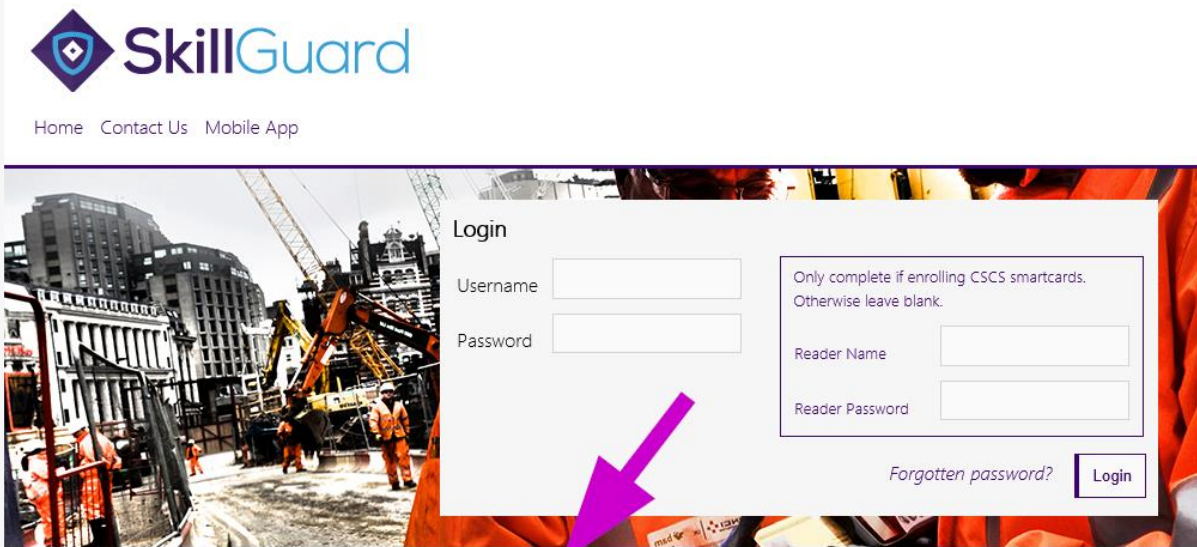
Typically, Administrator level user access is required to complete the driver installation. If you're Corporate IT Policy prevents the installation of software without Administrative rights you should contact your IT department for support.

Please refer to the information provided by the specific device manufacturer for more information on to requirements for your chosen reader.

4. Installation of the PC Card Reader Application

Note: To install this software, the user will require administrative access rights over their PC and in most corporate network environments this software will need to be installed by your I.T. department.

Begin by clicking on the PC Card Reader link found underneath the main log in area on the homepage.



SkillGuard

[Home](#) [Contact Us](#) [Mobile App](#)

Login

Username

Password

Only complete if enrolling CSCS smartcards.
Otherwise leave blank.

Reader Name

Reader Password

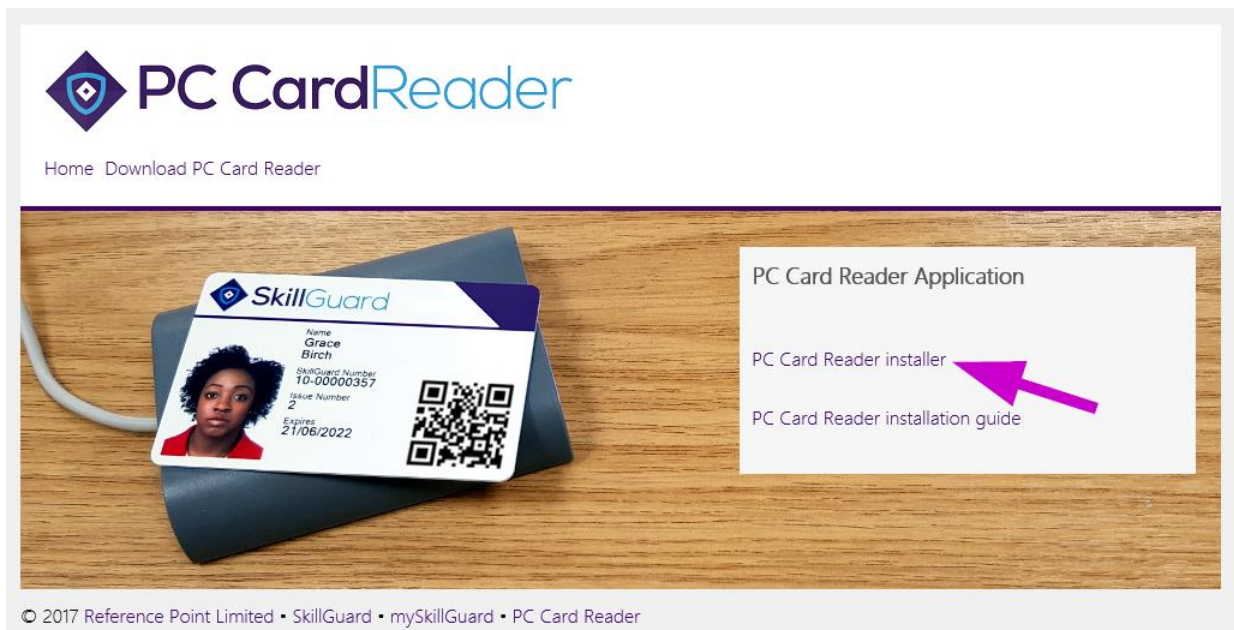
[Forgotten password?](#)

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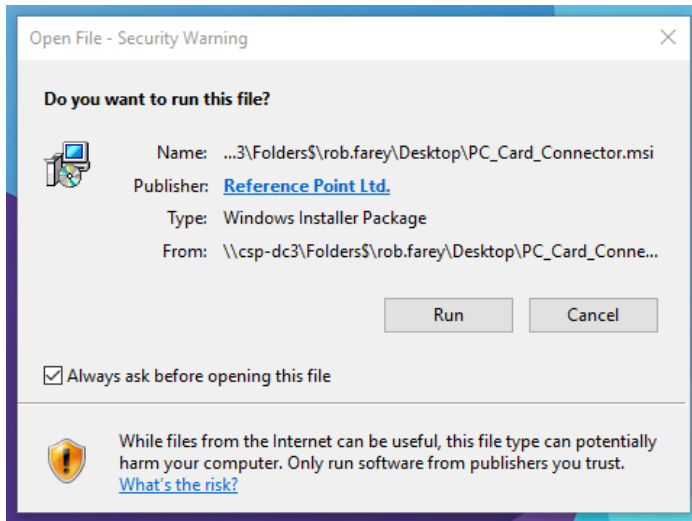
Then click on the *Download PC Card Reader* link:



Then click on the PC Card Reader installer link:

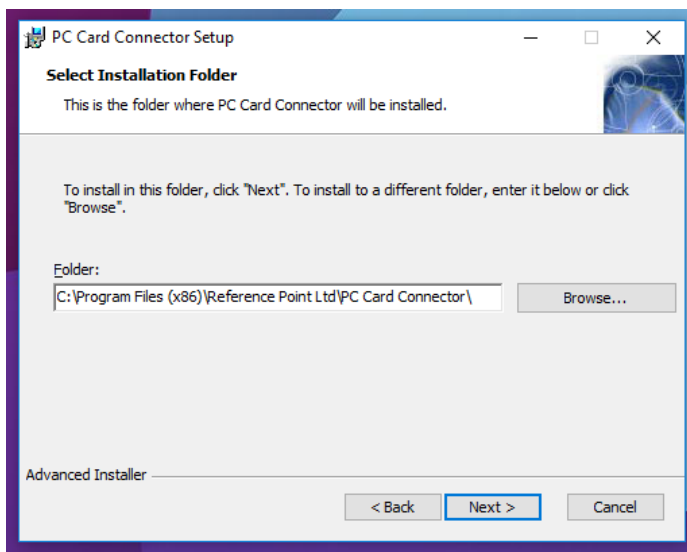


Once the file has been downloaded successfully, launch it to run the installer.

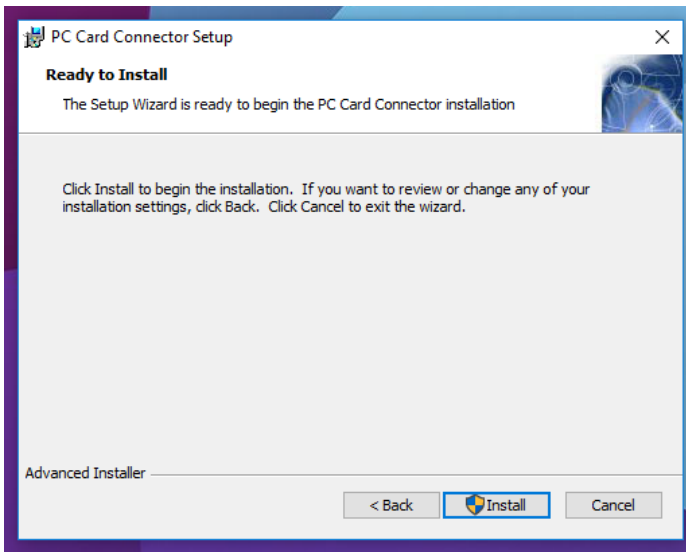


Step through the pages of the PC Card Connector installer as follows:

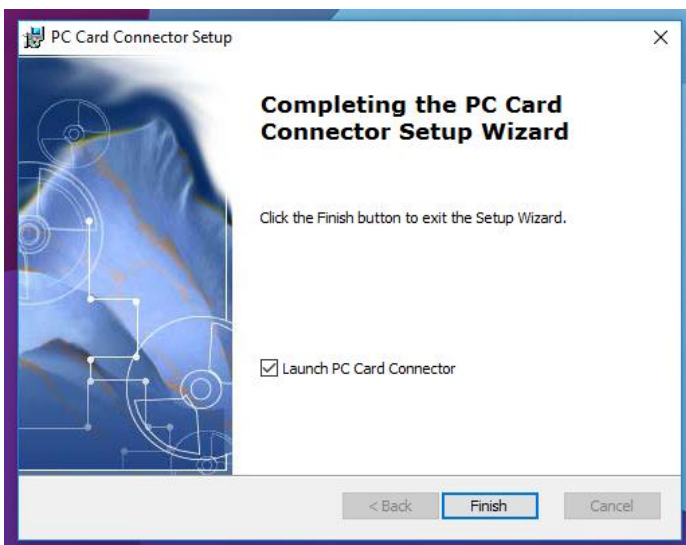
Select the folder to install the application to (unless you have good reason to change this, leave the default folder location selected), then click *Next*:



Click *Install*:



Check the option to *Launch PC Card Connector* and click *Finish*. You should ensure that the physical card reader is plugged into the PC before launching the application.



If the application is minimised on launch, you can maximise it by double clicking on the icon in the notifications area:



When the PC Card Connector application starts, choose a username and password that will be unique for the PC/laptop you are installing the application on.

This username and password will be used by everyone who needs to log into the PC Card Connector on the PC in question when they want to use the card reader so make sure you note it down. You will also need this to log into the PC Card Reader website (see below).

Note: This is not the username/password you may have been supplied with to log into the main SkillGuard database itself.

PC Card Connector Login

Terms and Conditions

1. By accessing the SkillGuard Database you agree to be bound by the terms of the Reference Point Ltd IT Policy and the terms set out below. If you do not agree to these terms, please leave the Database immediately.
2. You have a non-exclusive non-transferable licence to access and use the Database for the purposes set out in paragraph 4 below and:
 - a. You may search, view, copy and print out material for your own use, and for the purposes of any matter on which you are advising;

☐ By clicking the box I agree to the terms and conditions for this site

Please provide the logon details for <https://vnext-test.skillguard.co.uk>

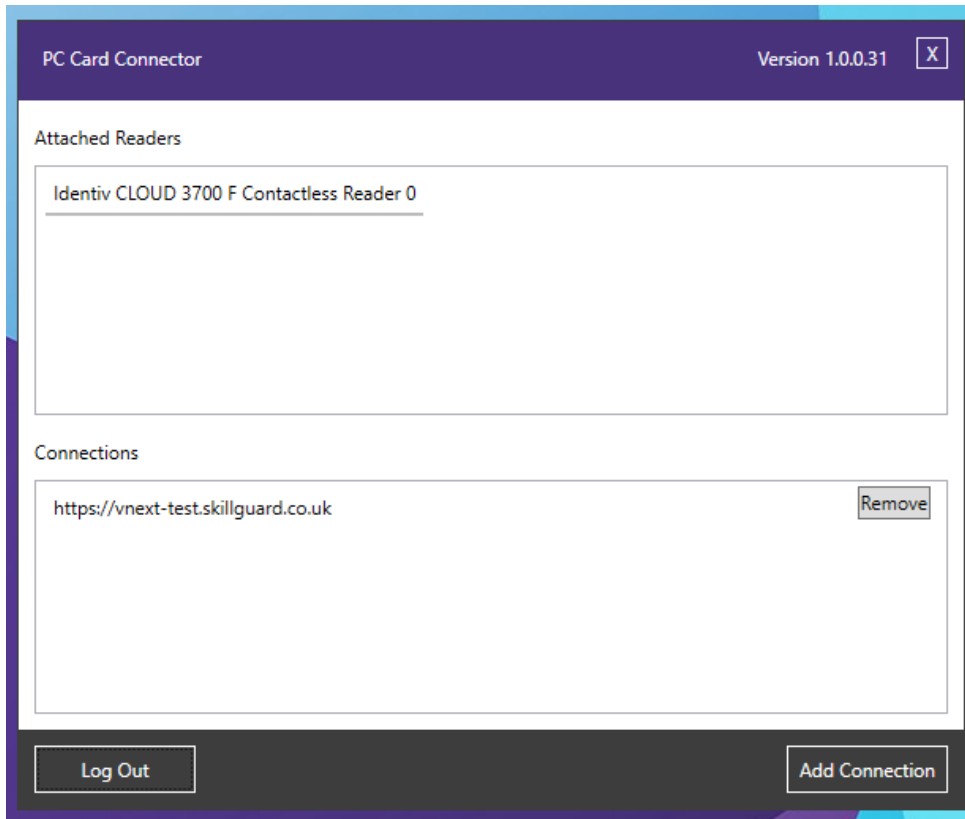
Username

Password

Cancel Continue

Enter the previously chosen username and password and press Continue. The PC Card Connector will then connect to your particular instance of the system.

If you have any SmartCard readers attached to the computer, these will be picked up and shown in the 'Attached Readers' section. See the Troubleshooting section if none are visible.



Note: The card reader model and connection above may be different to that shown in the screenshot above.

See Troubleshooting section below if no connections are visible.

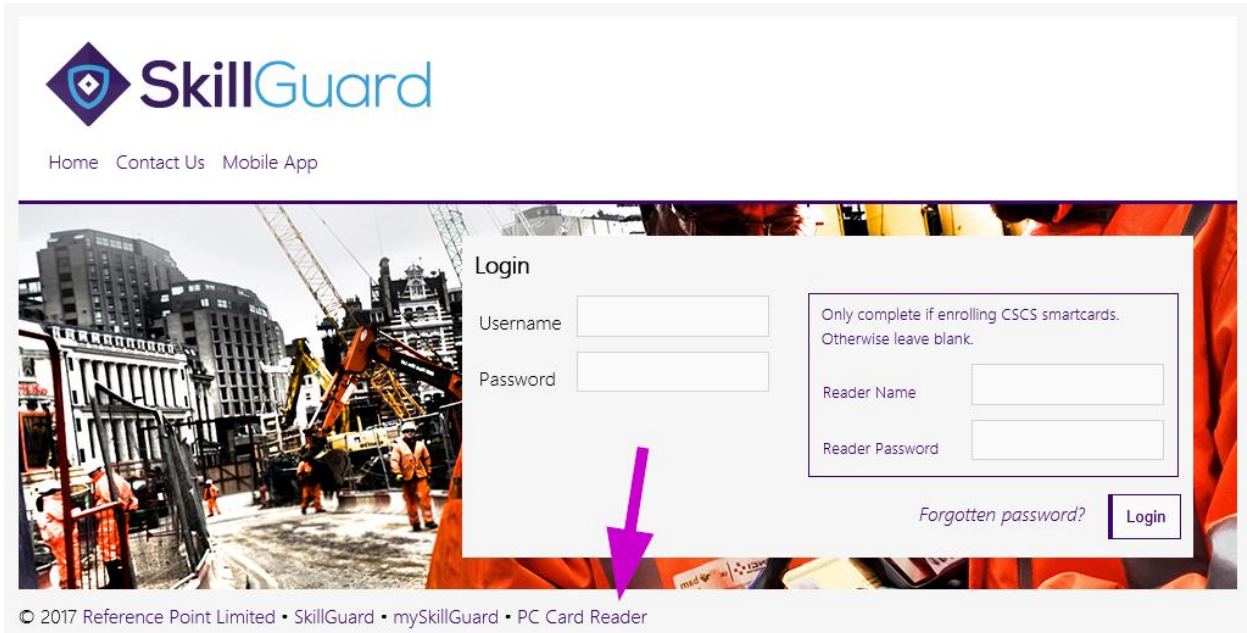
5. Logging into the SkillGuard PC Card Reader

Following installation of the PC Card Connector, you can now log into the PC Card Reader, and begin swiping cards.

You should always ensure when using the PC Card Connector that you complete the steps below in the order shown to ensure the card reader connected to your PC is visible:

- Connect physical card reader
- Launch PC Card Connector software
- Log into PC Card Reader website

To log in, go to the *PC Card Reader* page for your version of the system, by clicking on the PC Card Reader link found underneath the main log in area on the homepage:



The image shows the SkillGuard login page. At the top is the SkillGuard logo and navigation links: Home, Contact Us, Mobile App. Below is a banner image of a construction site. Overlaid on the banner is a white login form titled 'Login'. The form has fields for 'Username' and 'Password'. To the right of these fields is a section for 'Reader Name' and 'Reader Password' with a note: 'Only complete if enrolling CSCS smartcards. Otherwise leave blank.' At the bottom right of the form are links for 'Forgotten password?' and a 'Login' button. A purple arrow points from the 'Username' field to the 'Reader Name' field.

SkillGuard

Home Contact Us Mobile App

Login

Username

Password

Only complete if enrolling CSCS smartcards. Otherwise leave blank.

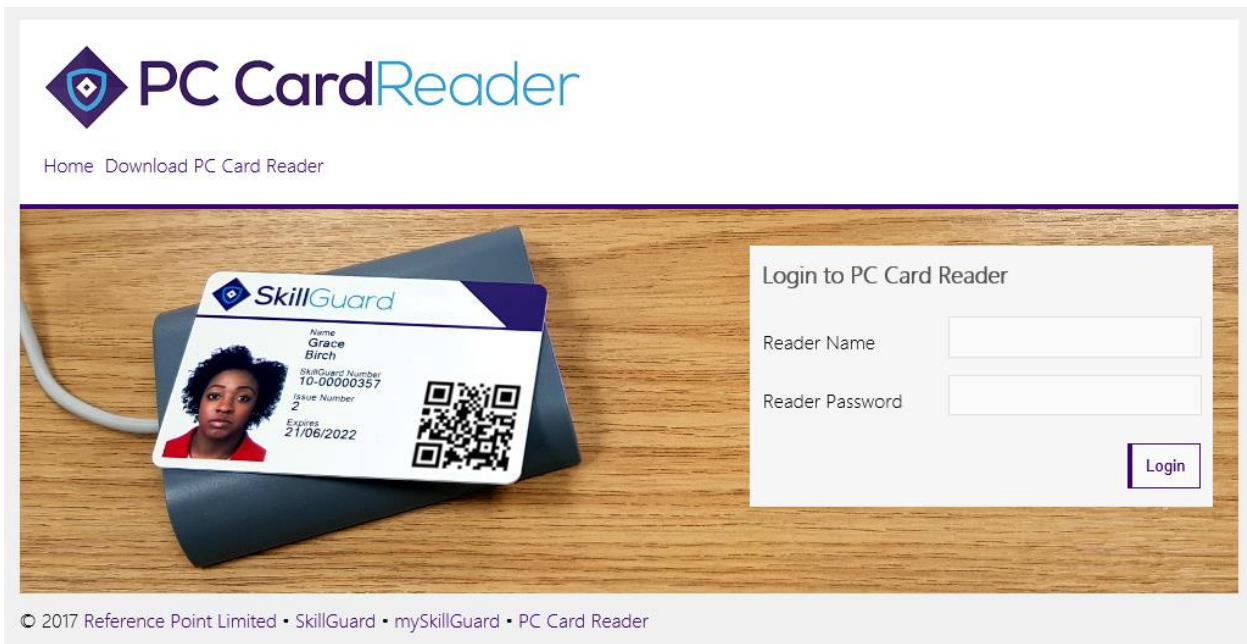
Reader Name

Reader Password

[Forgotten password?](#) [Login](#)

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Enter the same username and password chosen during installation of the PC Card Connector application into the Reader Name (enter the username here) and Reader Password boxes:



The image shows the PC CardReader login page. At the top is the PC CardReader logo and navigation links: Home, Download PC Card Reader. Below is a banner image showing a SkillGuard smartcard on a card reader. The card displays the user's name (Grace Birch), SkillGuard Number (10-00000357), Issue Number (2), and Expiry Date (21/06/2022). Overlaid on the banner is a white login form titled 'Login to PC Card Reader'. The form has fields for 'Reader Name' and 'Reader Password'. At the bottom right of the form is a 'Login' button.

PC CardReader

Home Download PC Card Reader

Login to PC CardReader

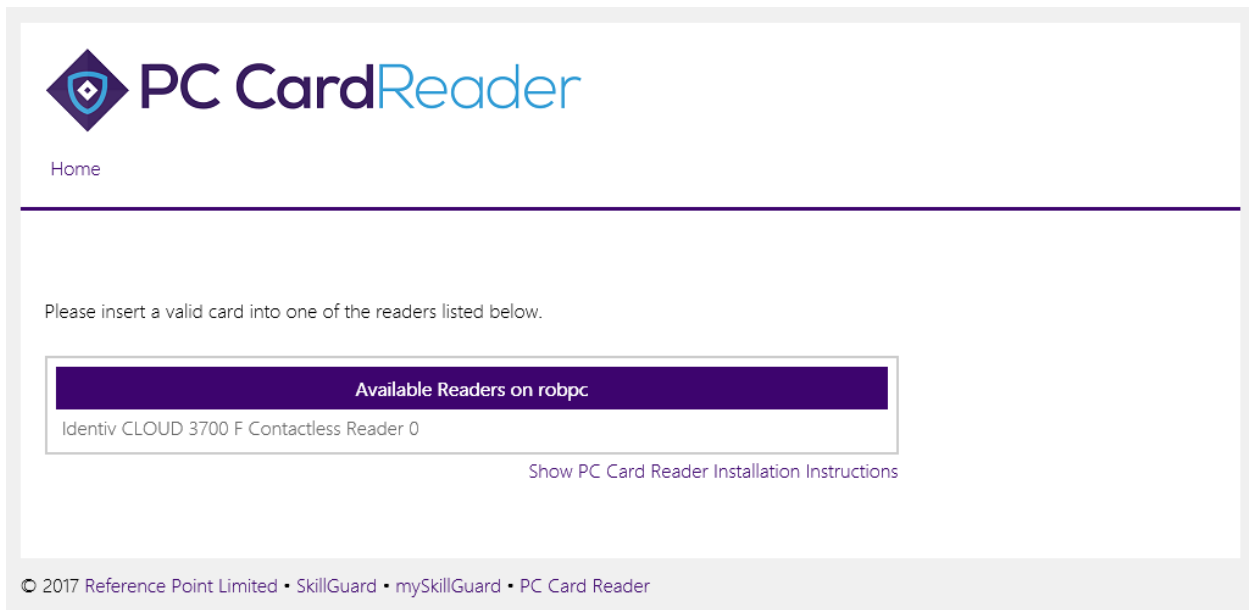
Reader Name

Reader Password

[Login](#)

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You will then be taken to the PC Card Reader homepage, where you can present cards to the reader.

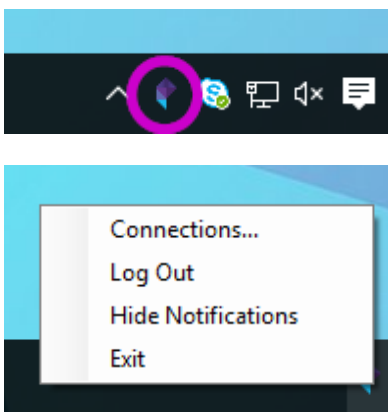


6. Reading Cards

You are now ready to start reading cards. The menu of options available when first presenting a card will vary depending on the authorisation granted to the cardholder via the central administrative database. If the cardholder has no rights set they will only see a copy of their own card presented when this is read.

7. Exiting the Application

To close the PC Card Connector, right click on the icon in the notification tray bottom right in Windows and select *Exit*:



You can also logout of the application (but leave it running) by clicking *Log Out*.

When the PC Card Connector is active, you will notice Windows notifications appearing at the bottom of the screen as cards are reader and processed. If you want to turn these off, click *Hide Connections*. You can re-enable them by clicking *Show Notifications*.

8. Troubleshooting

When launching the application, card reader is not appearing in the *Attached Readers* section even though one is connected.

The card reader must be connected to the PC before launching the application. Try closing the application and relaunching it if the card reader was not connected initially.

If the reader still does not appear, then it may be that the driver has not been successfully installed. Launch Windows Device Manager whilst the card reader is connected, search for Smart Card Readers and confirm that your particular model of reader is shown in this section. If not visible, check that you have installed the drivers correctly (Administrator permissions may be required). For further support you will need to contact the manufacturer of the reader.

When launching the application, no connections are visible in the *Connections* section.

Note that Administrative rights may be required to perform this action.

To add the connection appropriate to your instance of the application, click the *Add Connection* button. You will need to add the URL (web address) of your particular instance. Typically this will be in one of the following formats:

https://*****.validate.mitie.com

https://*****.skillguard.co.uk

Where ***** will be specific to your instance. You can copy the URL from the website and click 'Paste from Site' or paste this is the usual way.

If the URL of your version of the product is not in one of the formats above, please contact the Helpdesk using the contact details you have been supplied.

When adding connections in the *Connections* section, the application closes.

The connections must be added by a user with Administrator rights to ensure the application can save the added URLs to the appropriate system folder.

When logging into the PC Card Reader website, no card readers are visible

Remember, you should always ensure when using the PC Card Connector that you complete the steps below in the order shown to ensure the card reader connected to your PC is visible:

- Connect physical card reader
- Launch PC Card Connector software
- Log into PC Card Reader website

If the reader is still not visible, ensure it is showing in the PC card reader software itself and, if not, see the *Troubleshooting* section relating to this issue.

'Failed to Install Driver' error shown in Windows 7 whenever card placed on reader

In Windows 7, SmartCard Plug and Play is active by default. This means that Windows will attempt to install a driver for the SmartCard itself (as opposed to the SmartCard reader) when none is required. To resolve this the PC Card Connector installation package includes a generic SmartCard driver that it will attempt to install as part of the installation of the software. If you are still seeing this symptom it may be that the installer was unable to access the folder C:\Windows\INF during the installation. You should ensure the installing user has full permissions to access this folder during the installation process.

Alternatively, SmartCard Plug and Play can be deactivated as follows:

To disable SmartCard Plug and Play service on Windows 7.

1. On the Windows 7 computer, click Start, type gpedit.msc in the Search programs and files box, and then press ENTER.
2. In the console tree under Computer Configuration, click Administrative Templates.
3. In the details pane, double-click Windows Components, and then double-click Smart Card.
4. Right-click Turn on Smart Card Plug and Play service, and then click Edit.
5. Click Disabled, and then click OK.
6. You will need to reboot your machine for the changes to take effect.

If the above does not resolve the issue, we recommend the following keys are deleted using regedit and then repeat the six steps above.

- HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Windows\ScPnP
- HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Policies\Microsoft\Windows\ScPnP
(note: 64 bit machines only)

For enterprise deployments, SmartCard Plug and Play can be disabled by deploying a Group Policy. For information about administrative templates, see (<http://go.microsoft.com/fwlink/?LinkId=152390>).

Further information about Windows 7 and SmartCard Plug and Play can be found here:

[http://technet.microsoft.com/en-us/library/dd979547\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/dd979547(WS.10).aspx)

