Emirates ID Card Reader Installation Manual

Company: **inHealth - Independent Health Information Technology**
Author: **inHealth**
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1.   Introduction

This document identifies detailed requirements for installation of the Emirates ID card reader and to use the Emirates ID card reader you need to have the latest version of JAVA installed on the computer.

This document will detail the steps for the card reader installation, the JAVA installation, and its configuration with all the necessary screens to provide you with a step-by-step guide.

********************************IMPORTANT **************************

If you already have Java installed go to section 3 JAVA CONFIGURATION and continue from there.

If you are installing java for the first time, go to section 2 JAVA INSTALLATION and continue from there.
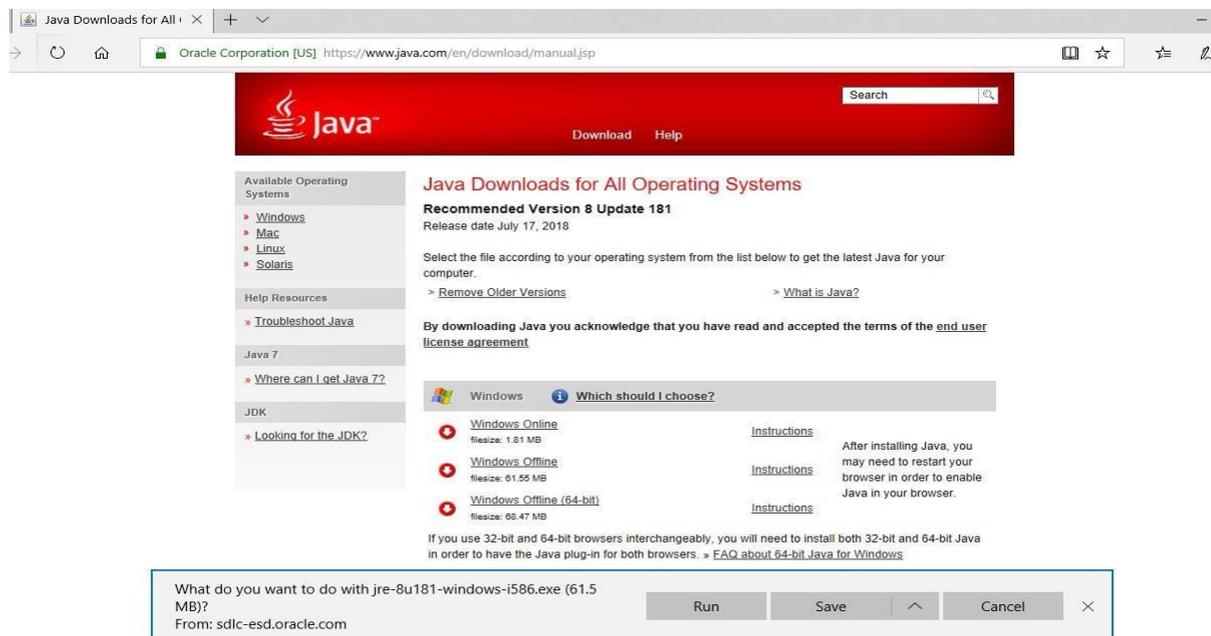
********************************IMPORTANT **************************

2. JAVA INSTALLATION:

Step 1: Click h[ttps://www.java.com/en/download/manual.jsp](https://www.java.com/en/download/manual.jsp)
Following page will display:
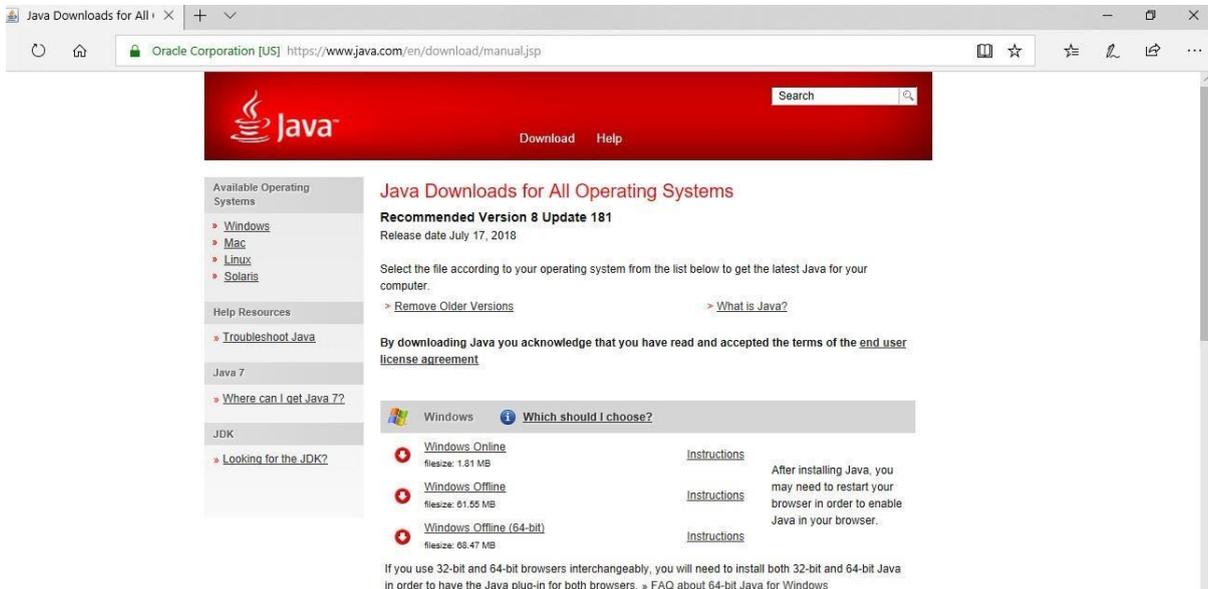
Step 2: Click Windows Offline, following page will display:

Step 3: Click "RUN", following page will display:

Step 4: After successful download, following pop up will display:

Step 5: Click on "Install", and then click "OK."

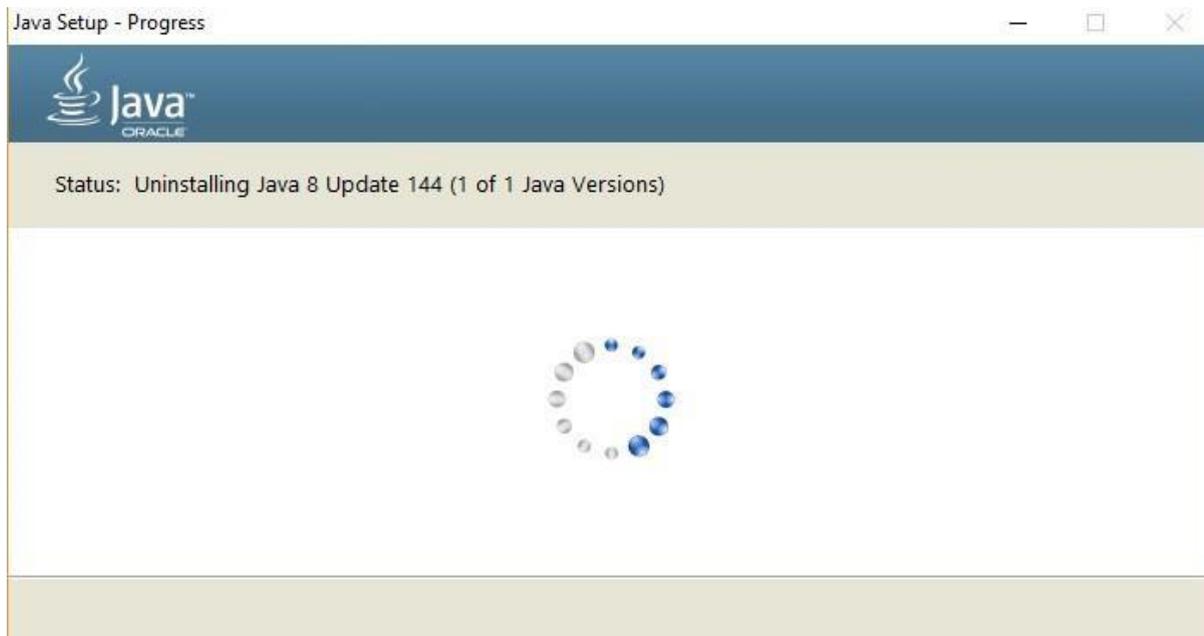
Step 6: Installation under progress as shown below:

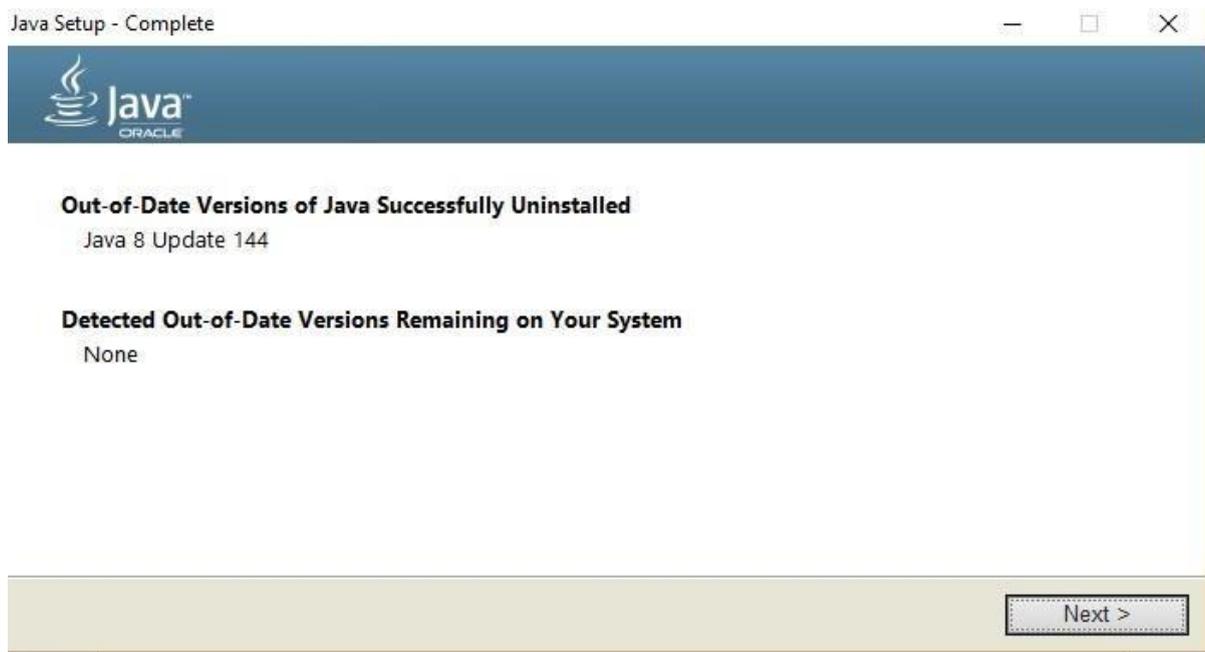Note: You might get an option to uninstall the older version of Java.

Step 7: Uninstall the older version of Java by click on "Uninstall"

Step 8: Uninstallation under progress:

Step 9: After successful uninstallation, click on "Next."

Step 10: JAVA installed successfully as shown below:
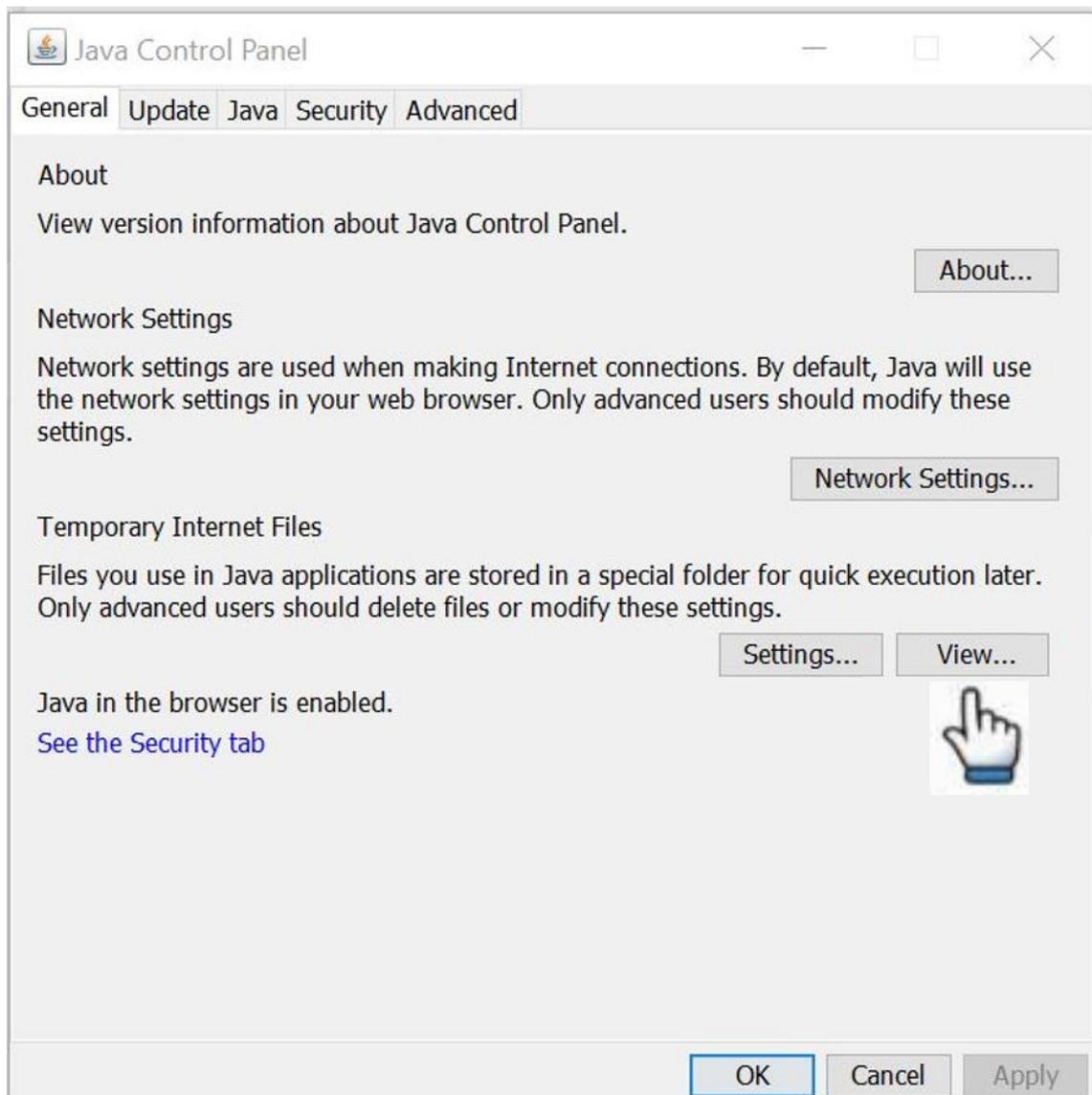
3.   JAVA configuration

Step 1: Go to Start and search and type" Configure JAVA" and select it. (Refer Image 1)
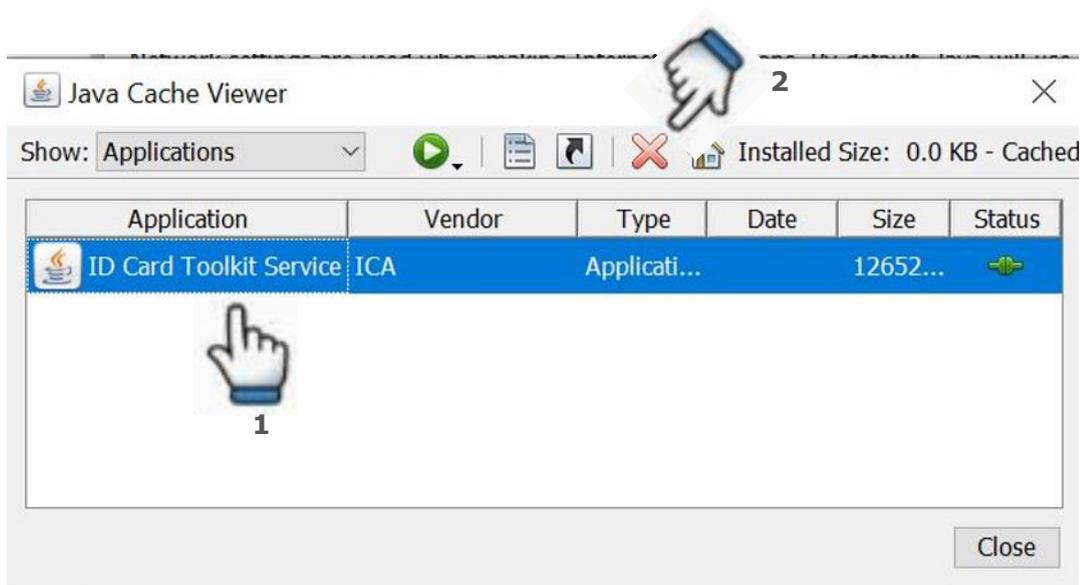

Image 1

Step 2: JAVA clear the Cache

Under general tab click view

Step 3:

Select the file and then click on the red X to remove it, if you see more files, select them one by one and click on the red X to remove each item. You should have no items under the Application tab.

Step 4: Select "Security" tab. Under "Exception Site List", make sure the below links are added.
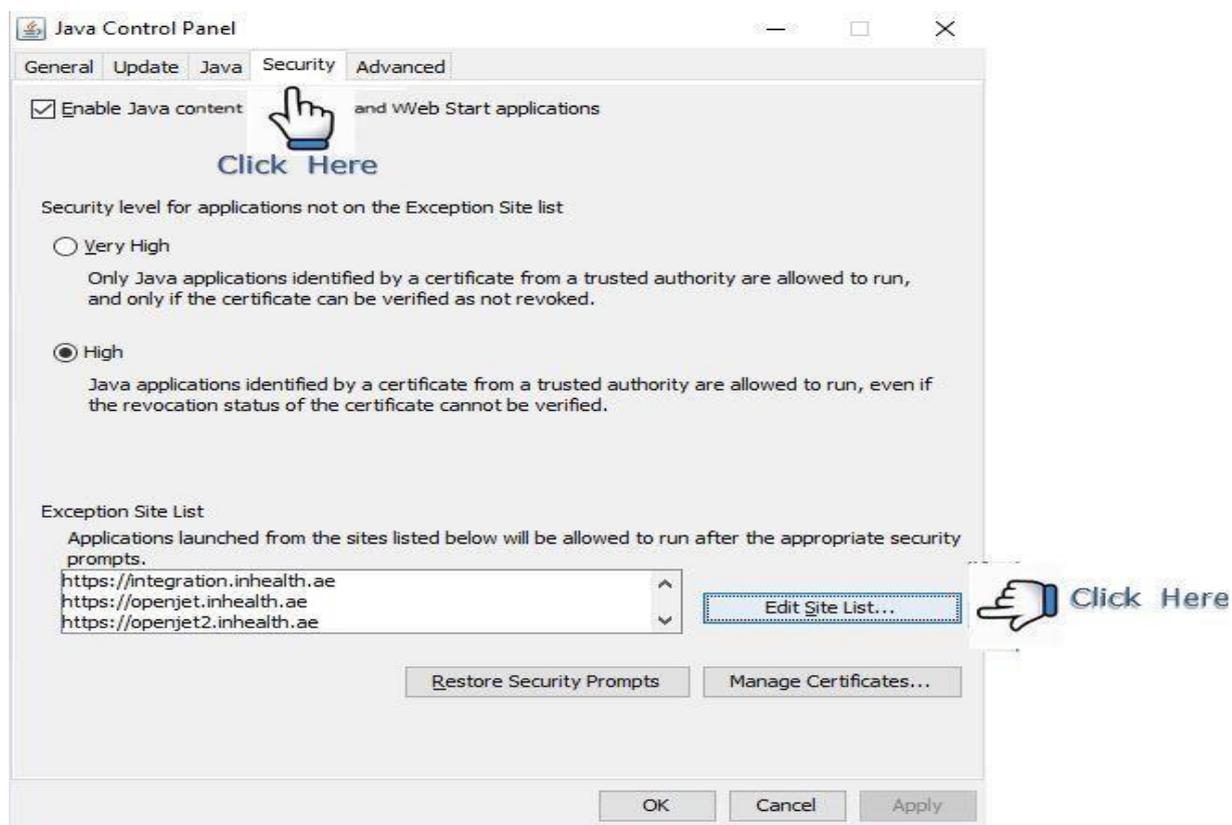(Refer Image 2)

https://integration.inhealth.ae
https://openjet.inhealth.ae
https://openjet2.inhealth.ae

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Image 2

If the links are not in the list, click on "Edit Site List" and add entries in the table. (Refer Image 3)
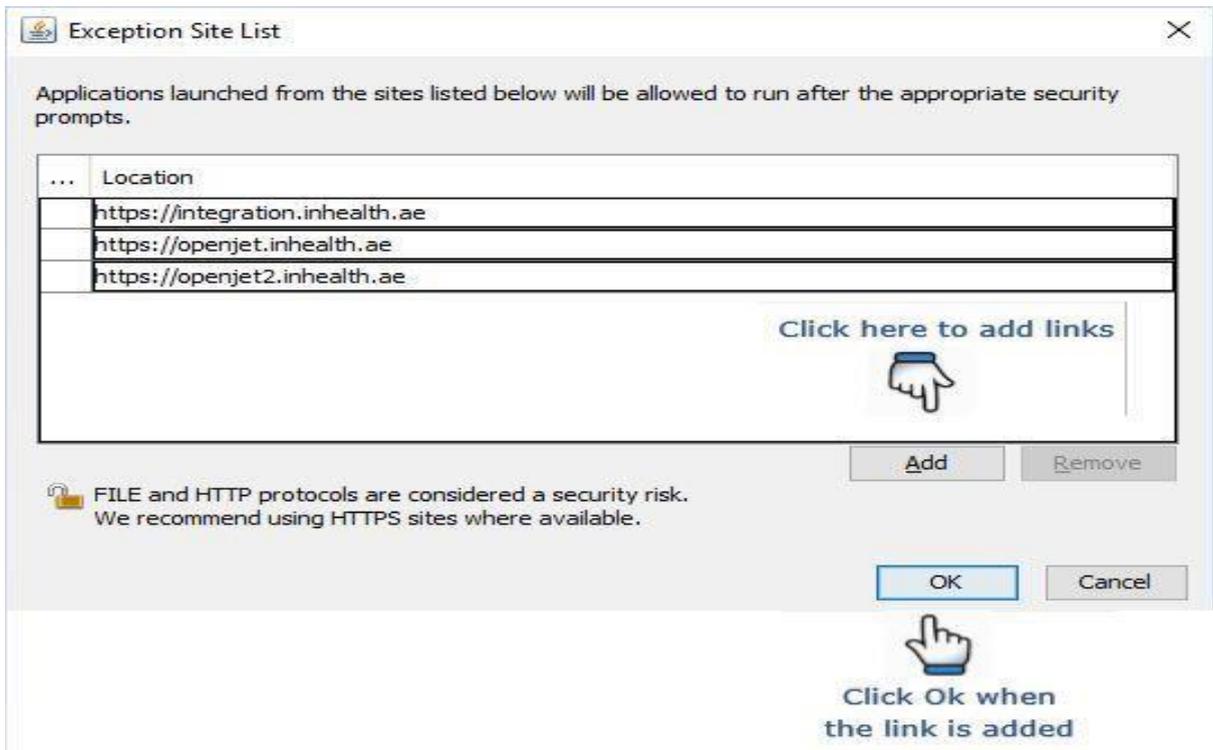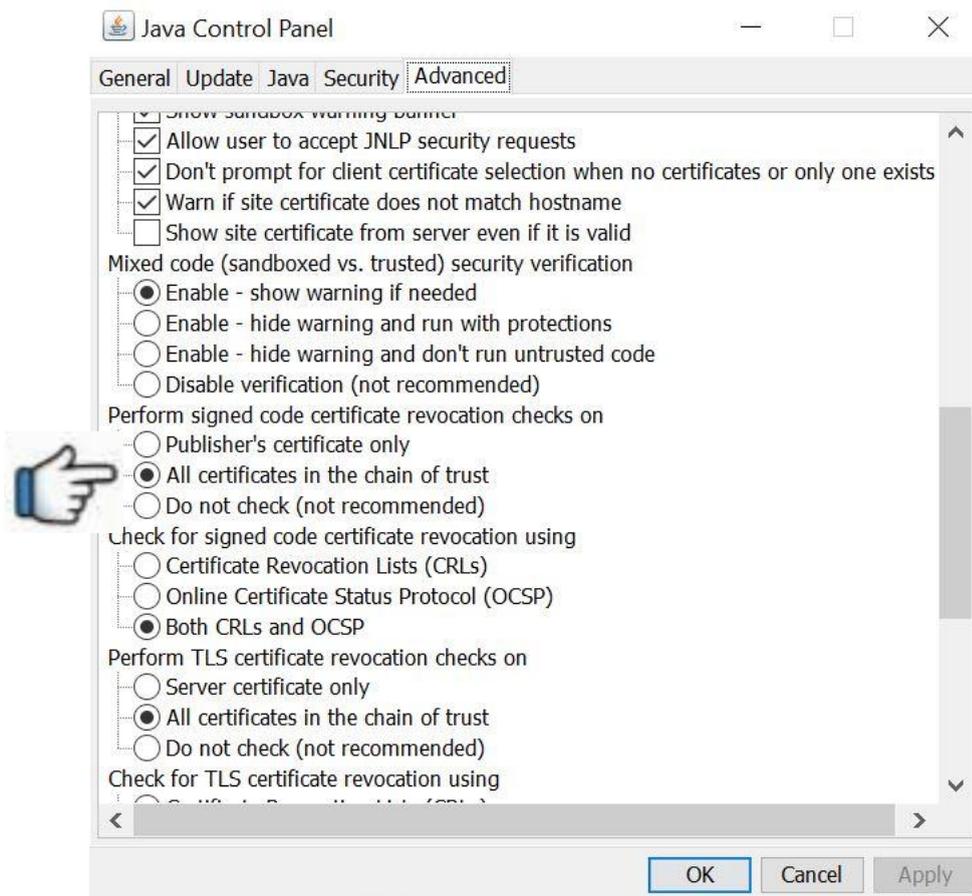

Image 3

Step 5: Go to Advanced tab and select all certificates

Under the tab Advanced, navigate to the section "Perform signed code certificate revocation check on "and make sure you select All certificates in the chain of trust. Then click OK

4. Connect the card reader to OpenJet

Step 1: Connect the Card Reader to the computer and insert the Emirates ID Card in the device. When the ID is inserted, a green light on the card reader will appear.
(Refer Image 4 and Image 5)

Image 4

Image 5

Step 2: Click on "Read" (Refer Image 6), a pop-up will display (Refer Image 7)

Image 6

Image 7

6: "IDCardToolkitService.jnlp" file will download. Click on "Keep"
Save the file on your computer. Double click on the file to install the same. Following window will display. Tick the checkbox and click on "Run". (Refer Image 8)

Image 8

Note: You might get the below window when trying to install IDCardToolkitService.jnlp Click on "Allow access" and refer to step 6. (Refer Image 9)

After clicking on" Allow Access", the system might require Admin Credentials. In this case, please contact your facility admin/IT to grant the permissions.

Image 9

Click Here

7: After successful installation, go to task bar. "ToolkitAgent" icon will display
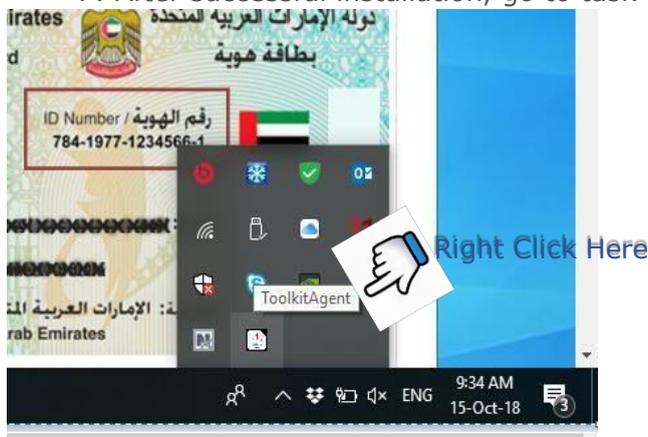

Image 10

Note: Always note that ToolKitAgent must be running at the time of card reading. If it is not running, kindly visit and double click the file "IDCardToolkitService.jnlp" to run it.

Step 8: Click on "Status" (Refer Image 11), a message will display "Agent is initializing" (Refer Image 12), Click on "Ok"
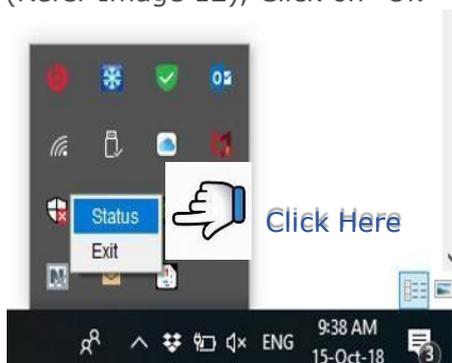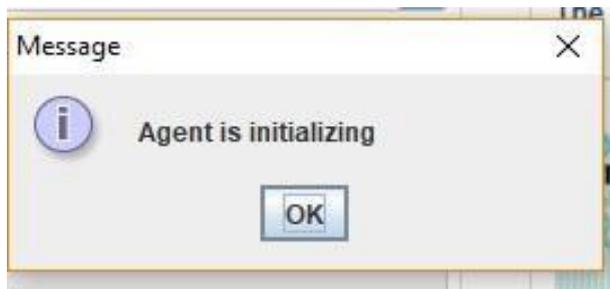

Image 11

Image 12

Step 9: The status must change to "Agent is running". Click on "Ok."
If the status does not change, close the message box and click on" Status" again It will change to "Agent is running"
(Refer Image 13).

Image 13

10: Click on "Read"; The card reader will read the details and the data will pop up in the EID text field. (Refer Image 14)

Image 14

Note: Kindly note that following the steps from 1 to 6 is only a one-time effort.
Every time you are to use the reader, you just need to check if the ToolKitAgent is running to read the card. You can save the IDCardToolkitService.jnlp file on your desired folder in your computer, and make it run by double clicking the file.

Optional Step 11:

To automate the setup of the card reader, please complete these steps:

1. Download the file, from https://openjet2.inhealth.ae/EIdReader.zip
2. Extract EIdReader.zip
3. Copy Extracted folder (EID Reader) and paste it into program file (C:\Program Files\) (N.B. system admin permission is required to copy this folder to program file)
4. Open EID Reader folder and create a shortcut to the file by right clicking the file and select **"Send To -> Desktop (Create Shortcut)" (eidreader.bat)**
5. Once the shortcut has been created, right-click the file and select cut.
6. Press the "Start" button and type "Run" and press enter.

7. In the Run Window, type **"shell: start-up"** to open the Start-up folder and paste the shortcut.
8. After following all the steps above, restart your computer.

5. POINT OF CONTACT

Reach out to our support team, by contacting inHealth on the following details, for any issues faced during the EID card reader installation:

Email: cm_support@inhealth.ae | support@inhealth.ae

Tel: +971 600 524 647

Direct: +971 2 403 8385

6. TROUBLESHOOTING

Please refer to the Emirates ID card reader manual under FAQ section on the website http://www.inhealth.ae/ for any queries and doubts.

We ensure that the latest version of the manual will be available on our website for your continuous support.