

# Check and Renew your NASH PKI Certificate in PRODA

# NASH Organisation PKI Certificate Request

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Authorised user with PRODA account has linked their identifier in HPOS. Then in HPOS they:

1. Select **'My Programs'** then **'Healthcare Identifiers AND My Health Record'** tile
2. Select organisation (if representing more than one)
3. Select **'Organisation details'** then selects **'Certificates'** tab
4. Select **'Request a NASH PKI site certificate'**
5. Specify a mobile phone number and accepts T&Cs
6. **'Save Changes'** then **'Submit'** request
7. Receives SMS notification with PIC stating certificate available
8. Downloads certificate from **'Certificates'** tab in HPOS



# Log into PRODA

## What is PRODA?

### **PRODA**

*Provider Digital Access*

PRODA is an online authentication system you can use to securely access certain government online services.

### **Why use PRODA?**



no need for additional hardware / software



one username and password for multiple services



2-tier secure log in

[Click here for more information about PRODA](#)



Australian Government  
Australian Digital Health Agency



My Health Record

# What is HPOS?



Health Professional Online Services (HPOS) is a fast and secure way for health professionals and administrators to do business with the Department of Human Services.

<https://www.humanservices.gov.au/hpos>



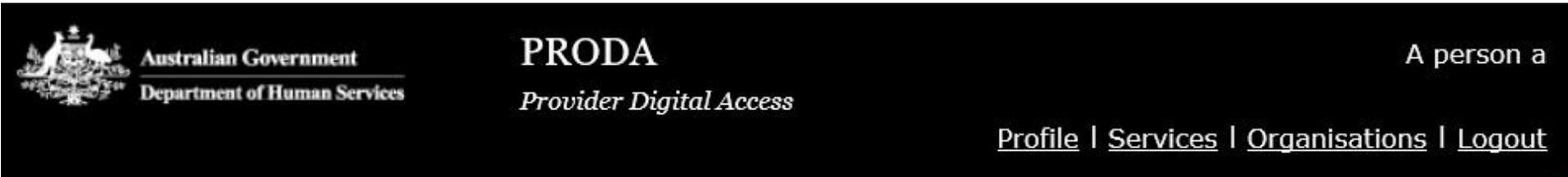
Australian Government  
Australian Digital Health Agency



My Health Record

# Authorised user accesses HPOS via PRODA

*If you are new to PRODA you will need to link identifiers*



Australian Government  
Department of Human Services

**PRODA**  
*Provider Digital Access*

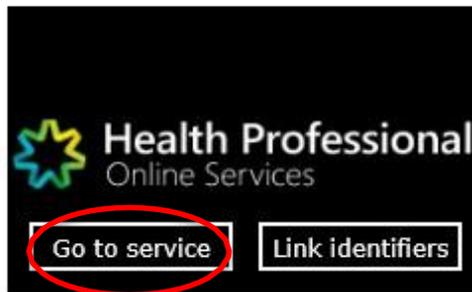
A person a

[Profile](#) | [Services](#) | [Organisations](#) | [Logout](#)

## Privacy Notice

By linking to any of the online services below, you agree that your personal and / or your organisation's information (including your organisations' personnel details) may be shared with the relevant department or agency to determine appropriate access to their online system.

## My linked services



The sample images in this document are for internal training use only.

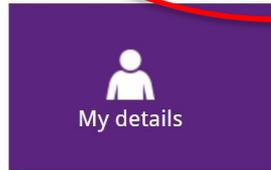
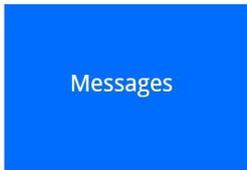
# Select 'My Programs'



Hello MR OMO One Automation BM



Your last logon was on 23 March 2018 at 10:52 AM



# Select 'Healthcare Identifiers and My Health Record'

## My programs



Authorised Recipient

Department of Veterans' Affairs (DVA)

Healthcare Identifiers and My Health Record

Practice Incentives Program (PIP)

Therapeutic Goods Administration (TGA) Recall/Hazard Alerts

Workforce Incentive Program (WIP) - Practice Stream

# Select 'Healthcare Identifiers- Manage existing Records.'

🏠 > My programs > Healthcare Identifiers and My Health Record

## Healthcare Identifiers and My Health Record

Healthcare Identifiers - Register Allied Health Professional	Healthcare Identifiers - Register Seed Organisation	My Health Record - Register Organisation
		

# Select the Correct organisation you wish to renew NASH for

## Where are you?

To access the HI Service, we need to know which healthcare provider organisation you are currently working from.

Choose the healthcare provider organisation from the list displayed below.

Healthcare provider individuals may enter the HPI-O number of an existing organisation if it is not displayed on the list.

Click on the practice name

Select an organisation

Organisation name	Address	Suburb
Practice A		



# Are you new to HI Services?

## Healthcare identifiers

You can access some parts of the Healthcare Identifiers Service through HPOS. The services available are below.

Visit [HI Service](#) for more information.

### HI Services available

- [My organisation details](#)
- [View network map](#)
- [My OMO details](#)
- [My Responsible Officer details](#)
- [Search HI provider directory service for organisation](#)
- [Search HI provider directory service for individual](#)
- [Search HI for organisation](#)
- [Search HI for provider individual](#)

\*You may need to edit Responsible Officer (RO) (usually owner)  
or OMO (usually Practice manager)

Refer to [view the organisation's network map](#), [manage HPI-O details](#) and [manage your OMO procedures](#).

# Select My Organisation details to continue to NASH

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- [Search HI for provider individual](#)

# If you already have a certificate

## Go to 'Certificates' tab

### Organisation snapshot

The details for this organisation are displayed below.

To make updates, amend the information and select 'Submit'.

For details of your network, select [Network map](#).

Summary Services Names Contacts Addresses ELS OMO HPI-I Links HPD CSP Links **Certificates**

**Certificate details**

Certificate Type	Distinguished Name	RA Number	Certificate Expiry Date	Status
There are no certificates for this organisation.				

[Link existing PKI certificate](#)  
[Request a Medicare PKI site Certificate](#)  
[Request a NASH PKI site certificate](#)

Cancel

To link an existing certificate you need your certificate registration authority (RA) number. You can find your RA number printed on the certificate CD, or by contacting your software vendor.

- select the **Link existing PKI certificate** link
- enter in the **RA number** of the certificate you want to link
- save changes and submit.

If you're a pharmacy OMO, you don't need a Medicare certificate to access the HI Service. You can link your existing PBS site certificate.

# If your certificate has expired or you cannot find the RA number

## Organisation snapshot

The details for this organisation are displayed below.

To make updates, amend the information and select 'Submit'.

For details of your network, select [Network map](#).

Summary	Services	Names	Contacts	Addresses	ELS	OMO	HPI-I Links	HPD	CSP Links	Certificates
<b>Certificate details</b>										
Certificate Type	Distinguished Name	RA Number	Certificate Expiry Date	Status						
There are no certificates for this organisation.										
<a href="#">Link existing PKI certificate</a>										
<a href="#">Request a Medicare PKI site Certificate</a>										
<a href="#">Request a NASH PKI site certificate</a>										
<input type="button" value="Cancel"/>										

- Click the 3<sup>rd</sup> option- request NASH PKI Certificate.
- You will need to agree to revoke.
- Enter mobile to receive PIC ( code) to
- Agree to conditions
- Save changes and submit.

# Specify a mobile phone number; Accept Terms and Conditions; and Save Changes'

## Organisation snapshot

The details for this organisation are displayed below.

To make updates, amend the information and select 'Submit'.

For details of your network, select [Network map](#).

Summary	Services	Names	Contacts	Addresses	ELS	OMO	HPI-I Links	HPD	CSP Links	Certificates
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### Request NASH PKI Site Certificate

You need to make sure you understand your organisation's obligations, including agreeing to the Terms and Conditions.

All required fields are marked with an asterisk \*.

**\*Mobile Number (we will SMS your Personal Identification Code (PIC) to this number)**

**New Mobile Number**

**\*If you have an existing NASH certificate, please confirm that you agree for us to revoke it within the next 2 months.**

**\*Terms and Conditions**

By checking the box and clicking the "Save Changes" button on this page, you acknowledge and agree that:

- you are duly authorised to legally bind the Organisation's legal entity; and
- the Organisation's legal entity agrees to be legally bound by:
  - the [Terms and Conditions of Use](#);
  - the [Relying Party Agreement \(if applicable\)](#); and
  - the [Certificate Policy](#).

To view Certificate policy documents click [here](#)

### Certificate details

Certificate Type	Distinguished Name	RA Number	Certificate Expiry Date	Status
There are no certificates for this organisation.				

# 'Submit' Request

## Organisation snapshot

The details for this organisation are displayed below.

To make updates, amend the information and select 'Submit'.

For details of your network, select [Network map](#).

Summary	Services	Names	Contacts	Addresses	ELS	OMO	HPI-I Links	HPD	CSP Links	Certificates
---------	----------	-------	----------	-----------	-----	-----	-------------	-----	-----------	--------------

### Certificate details

Certificate Type	Distinguished Name	RA Number	Certificate Expiry Date	Status
There are no certificates for this organisation.				

### NASH PKI Certificate for Organisation request details

Status	Mobile Number	Action
Validation complete - ready to submit request.	0422863800	Delete

[Link existing PKI certificate](#)  
[Request a Medicare PKI site Certificate](#)  
[Request a NASH PKI site certificate](#)

## Privacy Note

Your personal information is protected by law, including the *Privacy Act 1988*, and is collected by the Australian Government Department of Human Services for purposes relating to the provision of healthcare, including the administration and operation of PKI, the HI Service and the My Health Record system

Your information may be used by the department or given to other parties for the purposes of research, investigation or where you have agreed or it is required or authorised by law.

You can get more information about the way in which the Department of Human Services will manage your personal information, including our privacy policy at [humanservices.gov.au/privacy](http://humanservices.gov.au/privacy) or by requesting a copy from the department.

SMS text message sent to specified number

Your NASH certificate for HPI-O XXXXXX is ready to download through HPOS. It is available for 30 days. Your PIC is XXXXXXXX. Do not reply by SMS

Note: while any authorised user for the organisation will now be able to download the certificate in HPOS, the PIC that is required for installation of the certificate is only sent to the number provided in the original request. To obtain or recover the PIC contact the HPOS Help Desk.

# Download Certificate- Save to computer/server.



MENU



## Organisation snapshot



Success: Your request has been successful and the details have been updated.

The details for this organisation are displayed below.

To make updates, amend the information and select 'Submit'.

For details of your network, select [Network map](#).

Summary	Services	Names	Contacts	Addresses	ELS	OMO	HPI-I Links	HPD	CSP Links	Certificates
---------	----------	-------	----------	-----------	-----	-----	-------------	-----	-----------	--------------

Certificate details					
Certificate Type	Distinguished Name	RA Number	Certificate Expiry Date	Status	Action
NASH	CN=general.8003620833339638.id.electronichealth.net.au,O=seed new changed,dc=8003620833339638,dc=id,dc=electronichealth,dc=net,dc=AU	4226026377	09/08/2020	Active	<a href="#">Download</a> <a href="#">Revoke</a>

- [Link existing PKI certificate](#)
- [Request a Medicare PKI site Certificate](#)
- [Request a NASH PKI site certificate](#)

Cancel

# Further help and assistance

The certificate will now be ready to install into your clinical software. Contact your software vendor or IT for support or see the below links.

Best Practice  
Medical Director  
Genie

## Digital Health - Help Line

- eHealth Healthcare Identifiers (Registration): 1300 361 457
- eHealth NASH: 1300 721 780
- Resources and support for Gold Coast Primary Health Network:
  - Email: [digitalhealth@gcphn.com.au](mailto:digitalhealth@gcphn.com.au)
  - Phone: 07 5612 5412
- eBusiness Service Centre: 1800 700 199
  - PRODA- eg. Individuals registering for a PRODA Account- option 1
  - PKI Site Certificates- option 2
  - General Online Business- option 3
  - HPOS- e.g. Download a straight forward NASH certificate- option 4

For more information <https://www.myhealthrecord.gov.au/for-healthcare-professionals>