

Request and Download of NASH Organisation PKI Certificates in HPOS

STEP 1 - Go to the Health Professionals Online Services (HPOS) home page <https://www.humanservices.gov.au/health-professionals/services/medicare/hpos> and select 'Log on using PRODA' button.

Log on to HPOS using PRODA

The easiest way to access HPOS is with a [PRODA](#) account. If you don't have one, [register for a PRODA account](#). Then follow the steps to set up your HPOS access

[Log on using PRODA](#)

Log on to HPOS using a PKI certificate

From 7 December 2020, you won't be able to log into HPOS using a [PKI certificate](#). Set up a [PRODA account](#) now so that you can continue to access HPOS.

[Log on using a PKI Certificate](#)

Log on to AIR using authentication file

[Log on to AIR only](#)

STEP 2 - You will then be prompted to the PRODA Login page. Enter the Username and Password you created in the registration process and click on the **Login** button on the left bottom corner of the page.

If you have already created your PRODA account, login below.

Username

[Forgot your username?](#)

Password

[Show](#)

[Forgot your password?](#)

[Login](#)

STEP 3 – A verification code will be sent to your nominated device (email/SMS). Check your nominated device and enter the code in the **Verification code** field then click **Submit**.

2-step verification

[Help ?](#)

We require 2-step verification due to the sensitive nature of the information our services hold. Enter a passcode from your SMS below.

If you cannot access your SMS at this time we can [send a code to a backup channel](#) instead.

Verification code

Resend code

Submit

STEP 4 – If you log on using PRODA the first time, tick the box next to ‘**I agree with the term and conditions**’ to go to HPOS main menu.

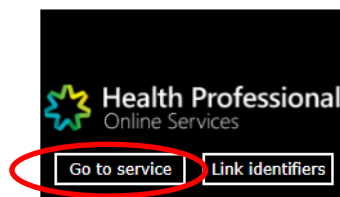
By clicking the “I Agree” button, you acknowledge that you have read and accept the above Terms and Conditions.

I agree

I decline

STEP 5 - Select ‘**Go to service**’ on My linked service page.

My linked services



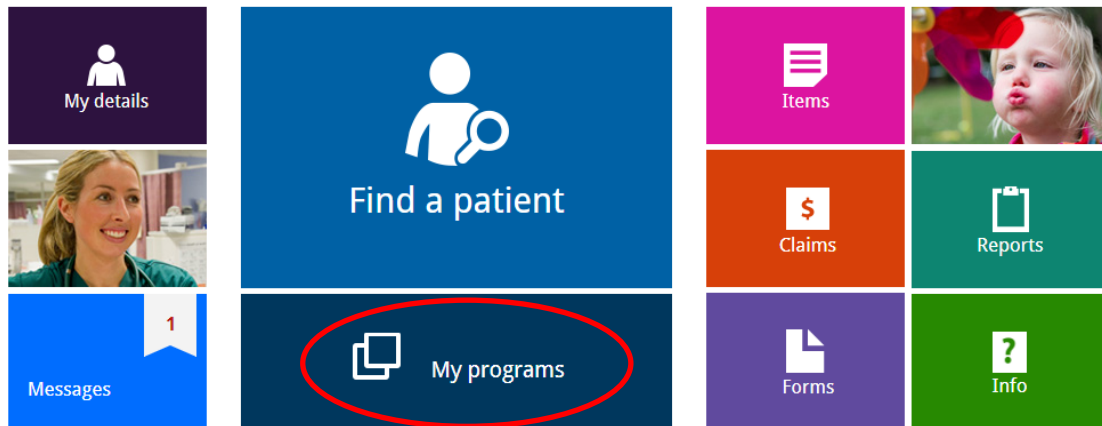
NOTE/ Each time you login, you will need to enter your username, password and generate a new verification code. This is to reduce the risk of someone else using the account to access your personal information.

Only an authorised user with a PRODA account linked to the identifier in HPOS can request a NASH PKI Certificate. Refers to [How to set up HPOS access](#) and [Register or update authorised employee details](#) for more information.

STEP 6 - The HPOS Main menu will be displayed.

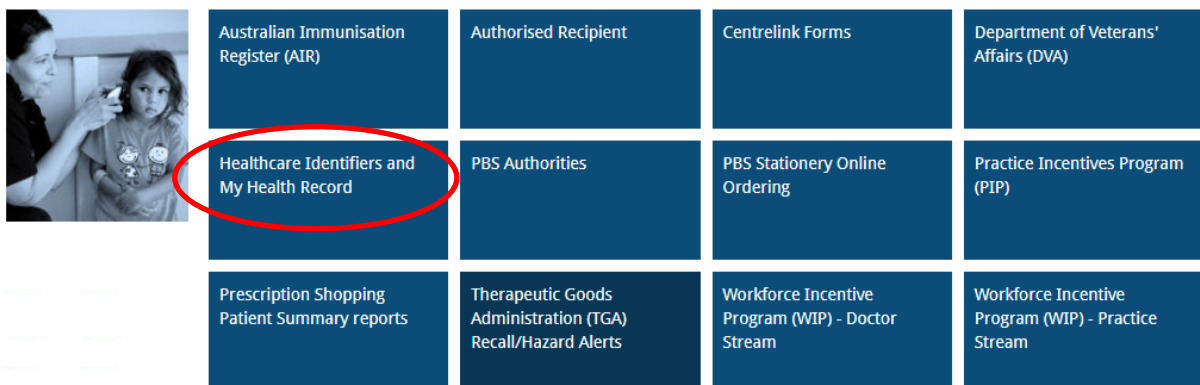
Practice staff who have been delegated to do AIR can access AIR using their own PRODA account, but will need to click on ‘**Providers**’ button on the top right corner of the page and select the provider / the organisation they would like to act on behalf.

STEP 7 - Click on ‘**My programs**’



STEP 8 - Select 'Healthcare Identifiers and My Health Record' menu

My programs



STEP 9 – Select 'Healthcare Identifiers – Manage existing Records'



STEP 10 – Select the required organisation

Input HPI-O number

HPI-O number

Select an organisation

Organisation name	Address	Suburb
<input type="text"/>	<input type="text"/>	<input type="text"/>

STEP 11 – Select the **'Certificates'** tab then click on **'Renew'** link under Action column. If you are requesting a NASH PKI certificate the first time then select **'Request a NASH PKI site certificate'** link,

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	<input type="text"/>	<input type="text"/>	<input type="text"/>	Active	Revoke Renew
NASH	<input type="text"/>	<input type="text"/>	<input type="text"/>		
Certificate	<input type="text"/>	<input type="text"/>	<input type="text"/>		Delete

Check if you have an existing PKI site certificate before requesting a new one. You can link that certificate to the HPI-O to access the HI Service.

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

STEP 12 – Enter a mobile number that you want to receive the text message when your certificate is ready. Accept T&Cs then select **'Save Changes'**

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

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

STEP 13 – Click on the ‘**Submit**’ button to submit request

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 or by requesting a copy from the department.



STEP 14 – The authorised user will receive SMS notification with PIC stating certificate available, normally within 15 minutes

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

STEP 15 – Go back to ‘**Certificates**’ tab in HPOS, click on **Download** link to download the certificate

Summary	Services	Names	Contacts	Addresses	ELS	OMO	HPI Links	HPD	CSP Links	Certificates
Certificate details										
Certificate Type	Distinguished Name	RA Number	Certificate Expiry Date	Status	Action					
Certificate					Delete					
NASH				Active	Download					
NASH					Revoke					

STEP 16 – Now you can install the downloaded NASH PKI into your clinical software with the PIC provided in SMS notification.

REFERENCES

Department of Human Services. 2018. Health Professionals Online Services. [ONLINE] Available at: <https://www.humanservices.gov.au/organisations/health-professionals/services/medicare/hpos>. [Accessed 9 October 2020].