![Primary Care Discovery logo - Education • Training • Insights]

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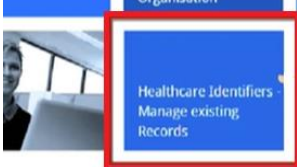
NASH Renewal Guide

Steps to Renew your NASH PKI Certificate for Healthcare Providers	
Before you start	To request or renew a NASH SHA-2 certificate, either: • View this **video:** https://vimeo.com/677940212/6c5b3ee7c6 or • Follow the steps below:
Step 1 Log onto PRODA	An Organisation Maintenance Officer (OMO) needs to log into their **individual** PRODA account. PRODA Login: **Webpage:** proda.humanservices.gov.au
Step 2 Once logged in, click on **Go to Service** on the HPOS tile.	 **Note:** If you are linked to an organisation in your PRODA account, the following prompt will appear. Select **- No Organisation - Proceed as Individual only.**
Step 3 From the HPOS main screen, select the blue **My Programs** tile	
Step 4 From My Programs, click on **Healthcare Identifiers & My Health Record** tile	
Step 5 Select **Healthcare Identifiers - Manage existing Records** (choose organisation)	 **Note:** If you are linked to multiple organisations in HPOS, select the organisation you would like to request the NASH certificate for from the list

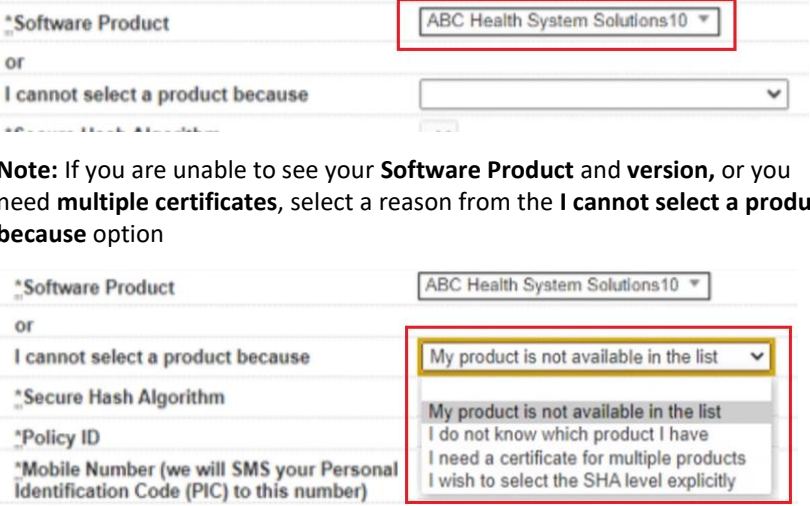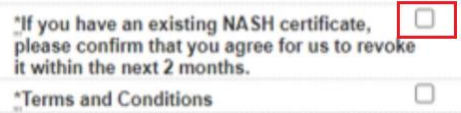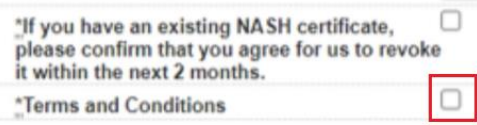| Step 6 Click on **My Organisation details**	**Healthcare identifiers** You can access some parts of the Healthcare Identifiers Service through HPOS. The services available are below. Visit HI Service for more information. **HI Services available** • My organisation details • View network map • My OMO details • Search HI provider directory service for organisation • Search HI provider directory service for individual • Search HI for organisation • Search HI for provider individual
Step 7 Proceed to the **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. Tabs: Summary, Services, Names, Contacts, Addresses, ELS, OMO, HPI-I Links, HPD, CSP Links, **Certificates** Certificate details Certificate Type: NASH, Distinguished Name: CN=general.01020304050607.id.id.electronichealth.net.au,O=Aussie Health, dc=01020304050607.id,dc=id,dc=electronichealth,dc=net,dc=AU, RA Number: 1020304050, Certificate Expiry Date: 17/11/2022, Status: Active, Action: Renew ℹ 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 [Cancel]
Step 8 a) If you have a certificate that is due to expire soon, under the Action column, select **Renew** or: b) If you need to request a new certificate, select **Request a NASH PKI site certificate** link	**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. Tabs: Summary, Services, Names, Contacts, Addresses, ELS, OMO, HPI-I Links, HPD, CSP Links, **Certificates** Certificate details Certificate Type: NASH, Distinguished Name: CN=general.01020304050607.id.id.electronichealth.net.au,O=Aussie Health, dc=01020304050607.id,dc=id,dc=electronichealth,dc=net,dc=AU, RA Number: 1020304050, Certificate Expiry Date: 17/11/2022, Status: Active, Action: **Renew** ℹ 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 [Cancel] **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. Tabs: Summary, Services, Names, Contacts, Addresses, ELS, OMO, HPI-I Links, HPD, CSP Links, **Certificates** Certificate details Certificate Type: NASH, Distinguished Name: CN=general.01020304050607.id.id.electronichealth.net.au,O=Aussie Health, dc=01020304050607.id,dc=id,dc=electronichealth,dc=net,dc=AU, RA Number: 1020304050, Certificate Expiry Date: 17/11/2022, Status: Active, Action: Renew ℹ 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** [Cancel]
Step 9 The request a NASH Site PKI Site Certificate form will open	**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. Tabs: Summary, Services, Names, Contacts, Addresses, ELS, OMO, HPI-I Links, HPD, CSP Links, **Certificates** Request NASH PKI Site Certificate All secure messaging services are SHA-2 ready, so please select the options below based on your clinical information system or other software product. We highly recommend that you update your software product to the latest NASH SHA-2 ready version. • Please select your software product and version from the list of SHA-2 ready product versions below. • If your product and version are not listed, please indicate this under the "I cannot select my product because" option and the system will give you a NASH SHA-1 Certificate. • If you have multiple software products (apart from secure messaging), please select "multiple products" under the "I cannot select my product because" option and the system will give you a NASH SHA-1 Certificate. • If you are not sure what to select, please contact your software developer. For more information please click here 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 * *Software Product [▼] or I cannot select a product because [▼] *Secure Hash Algorithm [▼] *Policy ID
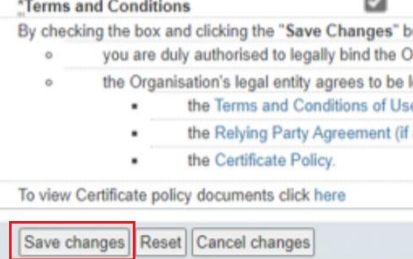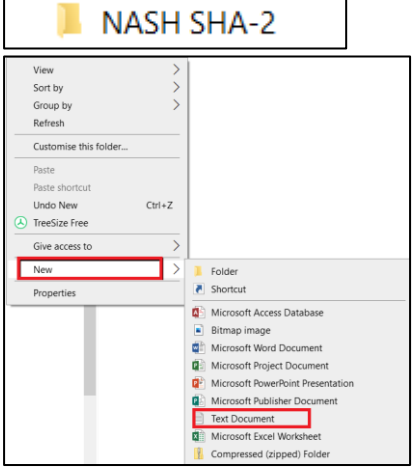
Step 10 Select your **Software Product** and **version** from the drop-down menu (This is a list of software versions ready to use SHA-2 NASH certificates).	***Software Product** — ABC Health System Solutions10 or I cannot select a product because **Note:** If you are unable to see your **Software Product** and **version,** or you need **multiple certificates**, select a reason from the **I cannot select a product because** option ***Software Product** — ABC Health System Solutions10 or I cannot select a product because — My product is not available in the list ***Secure Hash Algorithm** ***Policy ID** ***Mobile Number (we will SMS your Personal Identification Code (PIC) to this number)** My product is not available in the list I do not know which product I have I need a certificate for multiple products I wish to select the SHA level explicitly If you are unsure of the version of the software you are using, generally, you can navigate in the program/clinical software (e.g. BP, MD or other) and select '**Help**' > '**About**'.
Step 11 Enter a mobile phone number.	***Policy ID** ***Mobile Number (we will SMS your Personal Identification Code (PIC) to this number)** — 0123456789 New Mobile Number **Note:** Once the steps are completed, you will receive an SMS to the mobile number you entered above. The message is: "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". PIC stands for Personal Identification Code. Write the PIC down in case it's needed for later.
Step 12 If you are renewing your NASH certificate, tick the box **"If you have an existing NASH certificate, please confirm that you agree for us to revoke it after 90 days"**.	***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** ☐ **Note:** The revoked NASH certificate will <u>remain valid for 90 days</u> to allow time to request, download and install the new NASH SHA-2 certificate.
Step 13 Tick the **Terms and Conditions** box.	***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** ☐
Step 14 Click the **Save changes** button.	***Terms and Conditions** ☑ By checking the box and clicking the "**Save Changes**" bu... ○ you are duly authorised to legally bind the Or... ○ the Organisation's legal entity agrees to be le... ▪ the Terms and Conditions of Use ▪ the Relying Party Agreement (if a... ▪ the Certificate Policy. To view Certificate policy documents click here Save changes Reset Cancel changes

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Step 15	**Privacy Note**
You will be redirected back to the **Certificate** tab. Review the details, read the privacy notice and click **Submit**	Your personal information is protected by law, the administration and operation of PKI, the H Your information may be used by the agency You can get more information about the way i request a copy from the agency. [Submit] Cancel

Step 16	**Certificates**
Once you have received the SMS letting you know your certificate is ready, go to the **certificate** tab, under the **Action** column, click the **Download** link	Status | Action Active | Download Revoke **Note**: Most NASH certificates will be available to download within 1 hour, some may be delayed by 24 hours.

Step 17	site (9).p12 ^
Save the certificate in a location on your computer where it is easy to find. The name of the downloaded file will be **'Site'.**	**HINT/TIP:** Once you have logged back into HPOS and if you can see your Certificate is available to DOWNLOAD, you can download this file and save it on your desktop in a folder naming it "NASH SHA-2" and add a 'text document' to record the passcode for this Certificate (this will be sent to you by text or email). You can advise your IT provider or Software provider this is where the new NASH SHA-2 is available to be updated in your Organisation's clinical software. NASH SHA-2 View Sort by Group by Refresh Customise this folder… Paste Paste shortcut Undo New Ctrl+Z TreeSize Free Give access to New Folder Properties Shortcut Microsoft Access Database Bitmap image Microsoft Word Document Microsoft Project Document Microsoft PowerPoint Presentation Microsoft Publisher Document Text Document Microsoft Excel Worksheet Compressed (zipped) Folder

Step 18	
You will need to install your NASH PKI certificate into your clinical software system. The PIC that was sent by SMS is needed during installation.	• *While any authorised user for the organisation will now be able to download the certificate in HPOS, it cannot be installed without the PIC that was sent by SMS.* • *If you need a new PIC, contact the HPOS help desk on 1800 700 199 (option 2).* • For security reasons, the NASH is only available to be downloaded for a maximum of 30 days. Contact the eBusiness Service Centre on **1800 700 199 (Option 2)** for any questions relating to the progress of the NASH Certificate request.

Step 19	Install your NASH certificate: Contact your IT support or software vendor to install the NASH certificate.

NASH Trouble shooting	For an Organisation Maintenance Officer (OMO) to complete the NASH renewal steps, they must be linked to an organisation. Follow the below steps to add an OMO to your health service.
	
	First, the <u>Responsible Officer (RO)</u> must complete these steps:
	1. Login to your PRODA account.
	2. Click **My Programs**, then click the **Healthcare Identifiers & My Health Record** tile.
	3. Click the **Healthcare Identifiers - Manage existing Records** tile.
	4. Click the name of your organisation.
	5. Click the **My organisation details** heading.
	6. You will be taken automatically to the **Summary** tab. Click on the **OMO** tab.
	7. Click **Manage maintenance officers**, then click **Add**.
	8. If the staff member has one of the following identifying numbers (HPI-I, RA, OMO, or RO), select **Identification number search** and choose the appropriate identifier type.
	    • If the staff member has none of the appropriate identifying numbers, click the **Add new OMO** option and enter their details.
	9. Once complete, click **Add**.
	Once submitted, the new OMO should now be visible in the **Organisation Snapshot** view (make sure you note down the OMO number).
	
	Next, the new OMO must link themselves to the organisation, in HPOS. There are three scenarios when linking a new OMO to the organisation:
	    • If the new OMO does not have a PRODA account, <u>follow these steps</u> to create one and link HPOS using the new OMO number.
	    • If the new OMO has a PRODA account and has HPOS listed under Available Services, <u>follow these steps to link HPOS</u>.
	    • If the new OMO has a PRODA account and already has HPOS listed under **My Linked Services**, login to PRODA and click the **Link Identifiers** button on the HPOS tile to add in your OMO number.
	
	Tip: When linking HPOS to PRODA, you will be prompted to add some identifying numbers. You must add your new OMO number, as well as any other identifiers you may have, e.g. HPI-O, HPI-I, or RO number

NASH Enquiries or support	**NASH Certificates** **Phone:** 1800 700 199 Monday to Friday, 8am to 5pm AWST **Email:** ebusiness@servicesaustralia.gov.au **Provider Digital Access (PRODA)** **Phone:** 1800 700 199 **Email:** proda@servicesaustralia.gov.au **Healthcare Identifiers Service** **Phone:** 1300 631 457 Monday to Friday, 8:30am to 5:00pm AEST **Email:** healthcareidentifiers@servicesaustralia.gov.au **HPOS** **Phone:** 132 150 **Option 6 –** electronic claiming or Health Professional Online Services (HPOS) Monday to Friday, 8 am to 5pm AWST

Contact us: EMPHN Digital Health Team
Email: digitalhealth@emphn.org.au