Renewing your NASH PKI certificate

To request or renew a NASH certificate, an Organisation Maintenance Officer (OMO) needs to log on to their individual PRODA account, then:

1. Select **Go to service** on the **HPOS** tile. You may need to complete the linking process to proceed.
    a. Proceed as individual only.
2. Select **My programs.**
3. Select **Healthcare Identifiers and My Health Record** tile.
4. Select **Healthcare Identifiers - Manage existing records.**
5. Select **My organisation details.**
    a. Note: If connected to multiple organisations you will first need to select the **required organisation record**.
6. Select the **Certificates** tab.
7. Select **Request a NASH PKI site certificate.**
8. Select your software product version from the first drop down list. This list contains software product versions that SHA-2 ready.
9. Enter a mobile number. When the certificate is ready to download you will receive a text message to the mobile number provided.
10. Tick the check box to confirm you have read and **understood** the terms and conditions.
11. **Save changes** and **submit**.
12. Once you have received a text message, your certificate is ready to download. Log into HPOS to download the certificate. The PIC is used during the installing of the certificate.
13. Import your NASH certificate into your dispensing software. (Check software provider website for further instructions)

NASH Certificates
- Phone: 1800 700 199 and select Option 1
- Monday to Friday, 8 am to 5 pm AWST.
- Email: ebusiness@servicesaustralia.gov.au

HPOS
- Phone: 132 150 Monday to Friday, 8 am to 5 pm AWST.
- Option 6 - electronic claiming or Health Professional Online Services (HPOS)