Instructions for providers

You must use your delegate's valid and current Registration Authority (RA) number to nominate a delegate.

Get the RA number from:

- your PRODA account email
- the USB PKI token or smartcard for individual PKI certificates.

How to nominate a delegate

1. **Log on** to HPOS.
2. Select **My details**.
3. Select **My delegates**.
4. Select **Add new delegate**.
5. Enter the **RA number** for your nominated delegate, then select **Search**. If you use an invalid or expired RA number you can't go any further.
6. The delegation end date will be the default 12 month period. You can enter another end date up to the maximum 12 month period.
7. You can unselect services from the list, that you do not want your delegate doing on your behalf. Some services can be delegated based on your provider number/s issued for your location/s.
8. Select **Nominate** to confirm the delegate to act on your behalf. The new delegate will appear in the **My delegates** list.

How to approve a new delegation request or renewal

Approving a delegation request

1. **Log on** to HPOS.
2. Select **My details**.
3. Select **My delegates**.
4. Select **Review**.
5. Review your delegation requests you have 14 days to action requests. You can amend the services that you want to delegate and change the delegation end date before you approve.
6. Select **Approve** to confirm the delegate and end date or **Reject** to reject the request.
7. If you approve the request, the new delegate will appear in the **My delegates** list.