

Register for PRODA & link to HPOS



Australian Government
Australian Digital Health Agency



My Health Record

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](#)

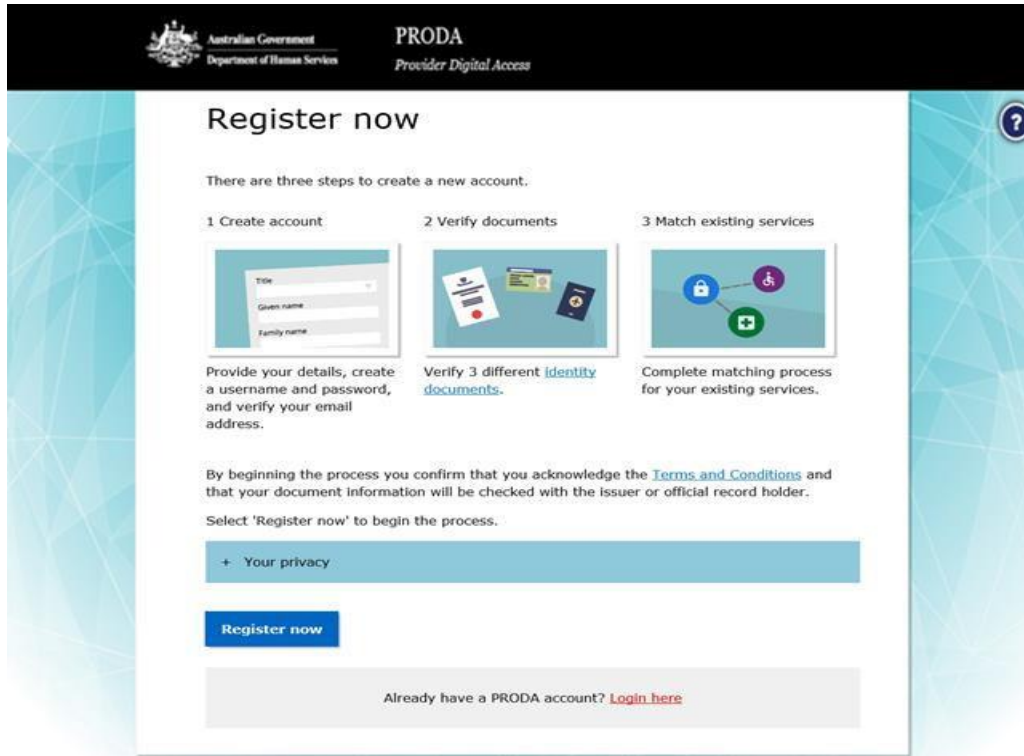
What is HPOS?



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/organisations/health-professionals/services/medicare/hpos>

1 Register for PRODA



The screenshot shows the PRODA registration page. At the top, it features the Australian Government logo and the text 'PRODA Provider Digital Access'. The main heading is 'Register now'. Below this, it states 'There are three steps to create a new account.' and lists three steps: 1. Create account (with a form icon), 2. Verify documents (with an icon of various documents), and 3. Match existing services (with an icon of a padlock, a person with a wheelchair, and a medical cross). Each step has a brief description. At the bottom, there is a '+ Your privacy' link, a 'Register now' button, and a link for existing users: 'Already have a PRODA account? [Login here](#)'.

Go to humanservices.gov.au/proda and navigate to 'Register'

[Click here for more information](#)

1a

Provide your details

Australian Government
Department of Human Services

PRODA
Provider Digital Access

1 Create account

2 Verify documents

3 Match existing services

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Your details

Title (Optional)
Miss

First name
Mary

Additional names
(Required if on any of your identity documents)

Surname
Smith

Gender
Female

Date of birth
For example, 20 03 1976
Date Month Year
10 / 01 / 1980

[Next](#)

Provide your personal details.

[Click here for more information](#)

Username, password and security questions

Australian Government
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Create your login details

Username
masmith

Password
•••••••• Show

Confirm password
•••••••• Show

- At least 10 characters
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number or special character

Next

It must contain at least: 1 uppercase, 1 lowercase, and 1 (but only 1) numeric or special character

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Your security questions

Security question 1
Where did I go on my first holiday?

Answer 1
brisbane

Security question 2
What are the last 5 digits of my sports/gym membership card?

Answer 2
25367

Security question 3
What was my favourite subject at school?

Answer 3
sport

Next

[Click here for more information](#)

Provide and verify your email address

Australian Government
Department of Human Services
PRODA
Provider Digital Access

1 Create account 2 Verify documents 3 Match existing services

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Your email address

You need to provide an email address for your account. We will need to verify that you own this email.

Email address
marysmith@google.com.au

Confirm email address
marysmith@google.com.au

[Next](#)

Use your personal email address

Australian Government
Department of Human Services
PRODA
Provider Digital Access

1 Create account 2 Verify documents 3 Match existing services

If the contact details entered are not registered to an existing account, a code will be sent. Please enter the code here.

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Verify your email address

We sent a code to your email address tania.lewis@humanservices.gov.au . Once you receive it, enter it below and select 'Next'.

Email code
052018

[Didn't receive your code?](#)

[Next](#)

Once you have verified your email you will receive a 'PRODA Account Created' email.

[Click here for more information](#)

1e Verify your identity

The screenshot shows the PRODA (Provider Digital Access) interface. At the top, it says 'Australian Government Department of Human Services' and 'PRODA Provider Digital Access'. The user is logged in as 'Mary Smith' with a 'Logout' button. The main heading is 'Verifying your identity'. Below this, it states: 'You have successfully completed Step 1 of the PRODA account creation process. You can now use the Logout button on the top of the screen to save your progress and restart the process at a later time.'

There are three numbered steps:

- 1 Create account**: Includes a form with fields for 'Title', 'Given name', and 'Family name'. A green checkmark is next to the 'Given name' field. Below the form, it says: 'Provide your details, create a username and password, and supply your email address. You will now begin to verify your identity documentation online using the documents from the link in Step 2 above.'
- 2 Verify documents**: Shows icons for various documents. Below it, it says: 'If you cannot verify your documents online, you will need to submit a paper form with documents from this [extended list](#).'
- 3 Match existing services**: Shows icons for a lock, a person, and a plus sign. Below it, it says: 'Complete matching process for your existing user services.'

A blue 'Next' button is at the bottom left. At the bottom of the screen, there are icons for refresh, phone, lock, and chat.

If you do not complete the identity verification steps your account may be cancelled after 60 days and you will need to start the process again.

[Click here for more information](#)

Example: Verify your identity

Australian Government
Department of Human Services

PRODA
Provider Digital Access

Mary Smith
Logout

1 Verify your first document

2 Verify documents

3 Match existing services

Verify your first document

- Australian passport
- Medicare card
- Australian driver's licence
- ImmiCard
- Australian birth certificate
- Australian Visa (supported by a foreign passport)
- Citizenship certificate
- Certificate of registration by descent
- I don't have any of these documents

Next

Verify your first document

If you're unable to verify your identity online, select **I don't have any of these documents** and use the [Manual identity verification for Provider Digital Access form](#).

[Click here for more information](#)

Example: Verify your identity (continued)

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Department of Human Services

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Provider Digital Access

Mary Smith
Logout

2 Verify documents

3 Match existing services

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Australian passport

First name

Additional names

Surname

Document number

[Next](#)

Select a sample



The image shows a sample of an Australian passport. A blue arrow points from the 'Additional names' input field to the passport image, highlighting the 'Additional names' field on the passport which contains 'MELBOURNE'.

Verify your first document

Tip: 'Additional names' needs to exactly match the middle initial or name in the document

[Click here for more information](#)

Identity successfully verified

The screenshot shows the PRODA (Provider Digital Access) interface. At the top, it displays the Australian Government logo, the text 'PRODA Provider Digital Access', the user name 'Mary Smith', and a 'Logout' button. The main content area features a large heading 'Your identity has been successfully verified!' and a sub-heading 'You have successfully completed Step 2 of the PRODA account creation process.' Below this, three steps are outlined: 1. Create account (with a form icon), 2. Verify documents (with icons of a passport, Medicare card, and driver's licence), and 3. Match existing services (with icons of a lock, a person with a wheelchair, and a medical cross). A list of verified documents is shown: Australian passport, Medicare card, and Australian driver's licence. A 'Next' button is at the bottom left. A help icon (?) is in the top right corner. At the bottom of the screen, there is a navigation bar with icons for home, phone, lock, and chat.

Australian Government
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PRODA
Provider Digital Access

Mary Smith
Logout

Your identity has been successfully verified!

You have successfully completed Step 2 of the PRODA account creation process.

1 Create account

Title
Given name
Family name

Provide your details, create a username and password, and supply your email address.

2 Verify documents

Verify 3 different [identity documents](#).

- ✓ Australian passport
- ✓ Medicare card
- ✓ Australian driver's licence

3 Match existing services

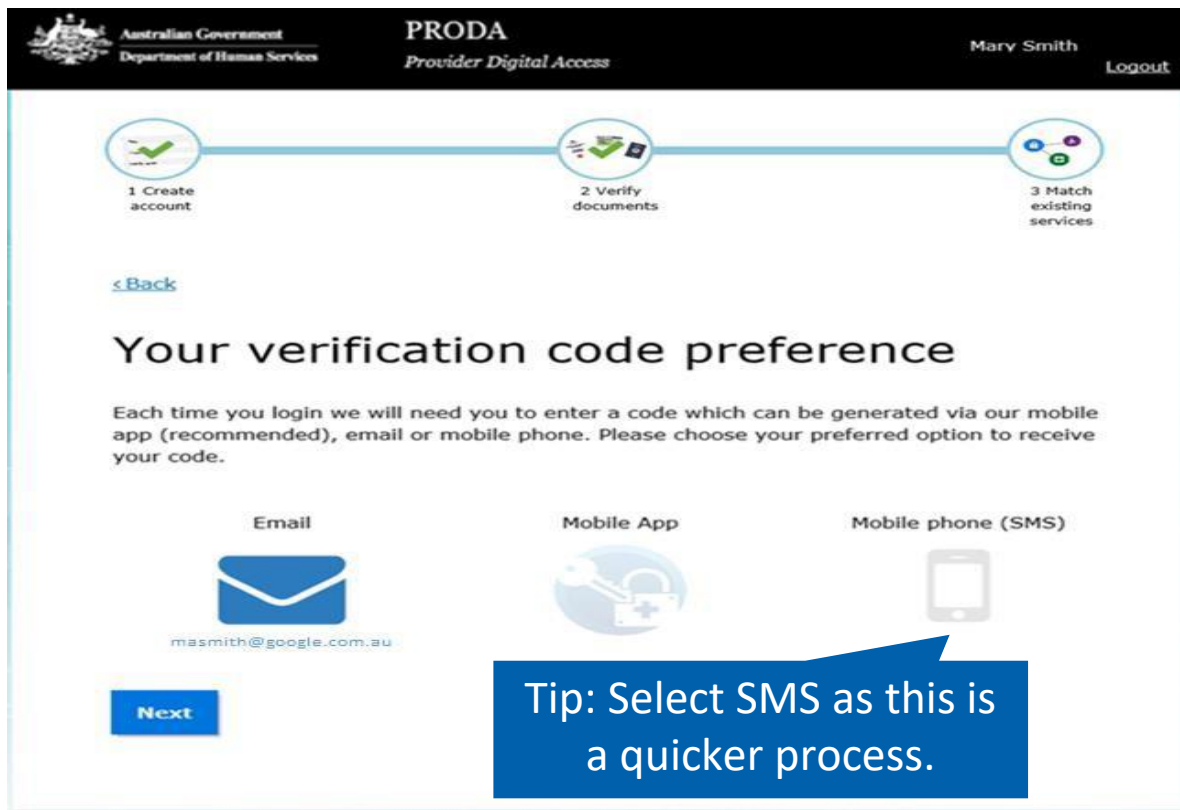
Complete matching process for your existing services.

You will now choose your code preference and complete matching to existing services.

[Next](#)

[Click here for more information](#)

2-Step Verification code preferences



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Mary Smith
Logout

1 Create account

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Your verification code preference

Each time you login we will need you to enter a code which can be generated via our mobile app (recommended), email or mobile phone. Please choose your preferred option to receive your code.

Email
masmith@google.com.au

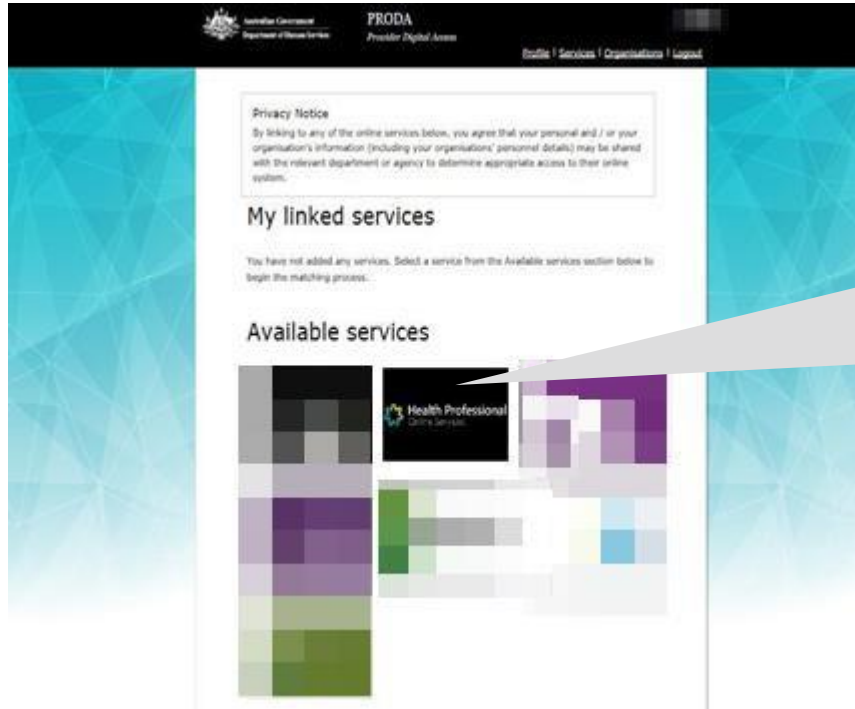
Mobile App

Mobile phone (SMS)

Next

Tip: Select SMS as this is a quicker process.

First time access - Health Professional Online Service (via PRODA)



For further information about HPOS and linking health services, <https://www.humanservices.gov.au/organisations/health-professionals/enablers/link-your-proda-account-hpos/46546>

Link your Healthcare Identifiers to HPOS

Healthcare providers and administrators

We need to establish your existing relationship with us and your role in the healthcare sector. If you are a provider, you will have a variety of numbers issued in your name, such as a provider number. We need to link these number(s) to this account so that you can access the appropriate services in the system.

If you are not a provider you may not have an existing relationship with us, and may not have numbers or identifiers issued to you. If this is the case, you will be identified as an administrator (not a provider).

Have you been issued with any numbers or identifiers as part of your role?

Are you a Responsible Officer or Organisation Maintenance Officer for an eHealth organisation?

Search for your existing records

We'd like to link up all your numbers and records currently held by the Department of Human Services. If you are a provider, the easiest way to do this is to enter your AHPRA medical registration number, and we will search our database for you. If you don't have an AHPRA medical registration number you can pick another number you have (such as a provider number).

AHPRA medical registration number

OR

Identifier type

HPI-O Number

Identifier

Identifier type

Medicare Provider Number
 Medicare Provider Number
 HPI-I Number
 HPI-O Number
 DVA Provider Number
 DVA Stem
 PBS Approved Prescriber
 HECSRS Identifier
 Medication Review - AACP Accreditation
 Medication Review - SHPA Accreditation
 Midwife Unique Identifier
 Pharmacist - ACT Registration
 Pharmacist - National Registration
 Pharmacist - NSW Registration
 Pharmacist - NT Registration
 Pharmacist - QLD Registration
 Pharmacist - SA Registration
 Pharmacist - TAS Registration
 Pharmacist - VIC Registration
 Pharmacist - WA Registration
 RO/OMO Number



Agree to Terms and Conditions

Health Professional Online Services (HPOS) Terms and Conditions of Use and Access

As a user of HPOS, you must

- use HPOS securely and for a proper purpose;
- comply with all laws and policies;
- report breaches; and
- keep information up to date.

These HPOS Terms of Use also contain important information about how HPOS works, which you are bound by. Words that have a special meaning are defined in the glossary at the end. The laws of the Australian Capital Territory apply to these HPOS Terms of Use.

1. Accessing HPOS

HPOS is a service provided by the Department of Human Services (the department). The department gives you permission (in the form of a non-transferable, non-exclusive, revocable licence) to use HPOS so long as you comply with these HPOS Terms of Use. Your use of HPOS in no way transfers or assigns ownership in any intellectual property rights (including copyright) to you.

The department may change these HPOS Terms of Use from time to time. If this happens, you will be notified electronically.

If you do not agree with these HPOS Terms of Use or cannot comply with them, you should stop using HPOS.

If the department finds that you have failed to comply with these HPOS Terms of Use, your access to HPOS may be restricted, suspended, or revoked. In some instances, it is possible you could face civil or criminal penalties.

An end to your HPOS access does not release you from any liability or penalty you may have incurred arising from or in connection with your access or use of HPOS.

Your use of HPOS is at your own risk.

2. Use HPOS securely and for a proper purpose

The department may monitor your use of HPOS.

You must:

- only access information in HPOS about a person with the person's consent and for claiming purposes only;

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

I agree

I decline

Click on 'I agree'





HPOS Mail Centre notification

You are not currently receiving email notifications when you have new correspondence sent to your Health Professional Online Services 'Mail Centre' account.

Would you like to receive email notifications when you have new correspondence in your 'Mail Centre'?

- Yes, I would you like to receive email notifications when I have new correspondence in 'Mail Centre'.
 Not now, ask me again later
 No, I do not want email notifications when I have new correspondence in 'Mail Centre'

[Terms and Conditions](#)

You can update your email address, frequency of notifications or opt out of receiving notifications at any time, within the Health Professional Online Services 'Mail centre/Settings'

Email Address *

Confirm Email Address *

How often do you want to receive email notification ?

Frequency of notifications * ▼

Static content was last modified on June 2014

Tip: Select 'Immediate notification for each new correspondence'

It is important that you provide an email address that you regularly access as HPOS will use this email address to notify you when an email has been sent to their HPOS email account. This include emails related to your seed registration application.



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Link your Healthcare Identifiers to HPOS

Australian Government
Department of Human Services

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

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

My linked services

Health Professional Online Services
[Go to service](#) [Link identifiers](#)

Available services

Your PRODA account will link to HPOS. You'll see the HPOS tile in **My linked services**.

Select **Link identifiers** if you did not complete the step before or want to link more identifiers.

HPOS Help Desk: 1800 723 471

