



What is NASH?

National Authentication Service for Health (NASH) is a Public Key Infrastructure (PKI) solution used by healthcare organisations and supporting organisations to access essential digital health services such as:

- Electronic prescribing
- My Health Record
- Secure messaging
- Healthcare Identifiers (HI) Service

The security of people's health information is critical, which is why healthcare organisations must have a current NASH certificate to continue delivering crucial digital health services to their patients.

Visit <u>www.digitalhealth.gov.au/nash</u> for more information.

Renewal process

To renew an organisation's NASH certificate, you must be an Organisation Maintenance Officer (OMO), or Responsible Officer (RO) and have PRODA access.

Save this link to your favourites:

https://proda.humanservices.gov.au/prodalogin/pages/public/login.jsf?TAM_OP=login&USER

Please follow the steps below to renew your NASH certificate. This should take approximately 15-30 minutes.

Note: Organisations using a software product that provides connection to My Health Record as a contracted service provider (CSP) will not need NASH PKI certificate and will not need to complete the renewal process. Software products that may use the CSP approach include MMEx, Genie, Gentu and Clinic to Cloud. If unsure, please either check with your software provider or via HPOS.

Step 1

Login to your individual PRODA account by entering your **username** and **password**, then select **Login**.







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Renewing your NASH PKI certificate

Step 2

You will be prompted to enter the **authentication code** sent by either SMS or e-mail.

Enter the code and click Next.



Step 3

Select **Go to service** on the **Health Professional Online Services (HPOS)** tile. You may need to complete the <u>linking</u> <u>process</u> to proceed.



Step 4

Select No Organisation - proceed as an individual only and click continue



Step 5

Select My programs.









Renewing your NASH PKI certificate

Step 6

Select Healthcare Identifiers and My Health Record tile.



Step 7

Select Healthcare Identifiers - Manage existing records.



Step 8

If you are linked to multiple organisations in **HPOS**, select the one you would like to renew the NASH PKI Certificate for from this list.

Health Professional

Where are you?

To access the HI Service, we need to know which healthcare provider organisation you are currently working from.

Choose the healthcare provider organisation from the list displayed below

Healthcare provider individuals may enter the HPI-O number of an existing organisation if it is not displayed on the list.

Input HPI-O number		
HPI-O number		
Select an organisation		
Organisation name	Address	Suburb
JC test	25 NEWMAN MORRIS CIRCUIT OXLEY ACT 2903	OXLEY
Seed PCR 151	5 MOLLIES WAY DONDINGALONG NSW 2440	DONDINGALONG
PCR 15 Seed2	1 MOLLIE DYER STREET BONNER ACT 2914	BONNER
Seed PCR 152	10 ROY MARIKA STREET BONNER ACT 2914	BONNER
PCR 15 Seed1	20 MOLLIE DYER ST BONNER ACT 2914	BONNER

Step 9

Select My organisation details.



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Renewing your NASH PKI certificate

Step 10

The **Organisation snapshot** screen will display. Select the **Certificates** tab and check the certificate expiry date.

Click on the Renew hyperlink.

Organisation snagshott 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. Summary Services Name Contacts Addresses ELS OMO HP24 Links HPD CSP Links Certificates Certificate details Certificate details Certificate Distinguished Name NASH Chargement 8003621566699479 id electronichealth net au.O=Services NASH Chargement 8003621566699479 id electronichealth dc=net.dc=AU Link existing PKI certificate Request a Medicare PKI site Certificate Request a Medicare PKI site Certificate Centerificate Centerificate Request a Medicare PKI site Certificate Centerificate Centerificate NaSH Addicare PKI site Certificate Request a Medicare PKI site Certificate Centerificate

Step 11

The Request a NASH PKI site Certificate screen will display.

All secu	re messaging services are SHA-2 ready,	o please select the options below based on your clinical information system or other software product. We highly				
ecomm	end that you update your software produc	t to the latest NASH SHA-2 ready version.				
0	Please select your software product and version from the list of SHA-2 ready product versions below.					
0	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 NAS SHA-1 Certificate.					
۰	If you have multiple software product: option and the system will give you a	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.				
0	If you are not sure what to select, ple	ise contact your software developer.				
or more	e information please click here					
fou nee	d to make sure you understand your orga	nisation's obligations, including agreeing to the Terms and Conditions.				
All requi	red fields are marked with an asterisk	New York, N. C. S. Andrewski, T. C. Star, Transfer Start St				
Softwa	re Product	Ψ				
or						
cannot	t select a product because	×				
Secure	Hash Algorithm	v				
Policy	ID					
Mobile	Number (we will SMS your Personal cation Code (PIC) to this number)	v				
New Mo	bile Number					
If you h blease o t within	have an existing NASH certificate, confirm that you agree for us to revoke the next 2 months.					
Terms	and Conditions					
By check	king the box and clicking the "Save Chan you are duly authorised to legally bin	ges" button on this page, you acknowledge and agree that: the Organisation's legal entity: and				
0	the Organisation's legal entity agrees	to be legally bound by:				
	 the Terms and Conditions 	of Use;				
	 the Relying Party Agreen 	ent (if applicable); and				
	 the Certificate Policy. 					
To view	Certificate policy documents click here					

Step 12

Select your software product version from the first drop-down list. This list contains software product versions that are SHA-2 ready. All required helds are manked with an asterise."

*Software Product
or
I cannot select a product because
*Secure Hash Algorithm
*Policy ID
*Mobile Number (we will SMS your Personal
Mentification Code (PIC) to this number)

Note: Make sure the version number matches.

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Step 13

If you cannot locate your software version from the drop-down list, please select the most appropriate reason from the second drop down list.

All required fields are marked with an asterisk *			
Software Product	Ŧ		
or			
cannot select a product because	My product is not available in the list		
Secure Hash Algorithm	My product is not available in the list		
Policy ID	I do not know which product I have I need a certificate for multiple products I wish to select the SHA level explicitly		
Mobile Number (we will SMS your Personal dentification Code (PIC) to this number)			
New Mobile Number			

Step 13a

If your product version is not listed as SHA-2 ready, select **My product is not available in the list.**

Software Product	¥
or	
I cannot select a product because	My product is not available in the list
Secure Hash Algorithm	SHA-1 ¥
Policy ID	1.2.36.174030967.1.10.1.1
*Mobile Number (we will SMS your Person	al 0432689313 V

Step 13b

If your organisation has multiple products that require a NASH certificate, select I **need a certificate for multiple products.**

Software Product	Ÿ
or	
I cannot select a product because	I need a certificate for multiple products V
Secure Hash Algorithm	SHA-1 V
Policy ID	1.2.36.174030967.1.10.1.1
Mable Number for all CMC and Deep	042200242

I wish to select the SHA level explicitly 👻

1.2.36.174030967.1.20.1.1

Step 13c

If you have been advised by your software developer, or are certain which SHA level you need, select I wish to select my SHA level explicitly.

Step 14

1. Enter a mobile number. When the certificate is ready to download you will receive a text message to the mobile number provided.

Note: If you are renewing multiple NASH certificates, ensure you record the correct code with the appropriate NASH.

2. Tick the check box to revoke the existing NASH certificate if you have one.

3. Tick the check box to confirm you have read and **understood** the terms and conditions.

4. Select Save changes.

Request NASH PKI Site Certificat

I can

Policy ID

not select a product beca are Hash Algorithm

- 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 NASI SHA-1 Certificate.
- If you have multiple software products (apart from secure messaging), please select "multiple product option and the system will give you a NASH STA-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 Conr

All requ	ired fields are marked with an asteris	sk.".	
*Softwa	are Product	BpVIP.net (also known as VIP.net) version 2.1.526 or higher	
ог			
I canno	t select a product because	~	
_Secure	Hash Algorithm	SHA-2 🗸	
*Policy	ID	1.2.36.174030967.1.20.1.1	
_Mobile	Number (we will SMS your Person cation Code (PIC) to this number)	na 0410000000 V	
New Me	obile Number		
flf you please it after	have an existing NASH certificate, confirm that you agree for us to re 90 days	evoke	
Terms	and Conditions		
By chee	king the box and clicking the "Save (Changes" button on this page, you acknowledge and agree that:	
0	you are duly authorised to legally	ly bind the Organisation's legal entity; and	
0	the Organisation's legal entity ag	grees to be legally bound by:	
	 the Terms and Cond 	ditions of Use;	
	 the Relying Party Ag 	greement (if applicable); and	
	 the Certificate Policy 	у.	
To view	Certificate policy documents click he	ere	
Save o	hanges Reset Cancel changes		

Version 1.0

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Step 15

You will be directed back to the **Certificates** tab. Review and confirm your request details and read the Privacy Note.

If the information is correct, click Submit.

Note: After submission, most NASH certificates will be available to download within 1 hour. If it is not available, some may be delayed up to 24 hours.

Conline S	Profession ervices	al				
rganisation sna	pshot					
e details for this organisati	on are displayed belo	ner "Gudeenie"				
r details of your network, s	elect Network map .	or outrie.				
Summary Service	s Names	Contacts Addresses	ELS OMO HP	H Links HPD C8	P Links Ce	rtificates
Certificate details						
Certificate Type	Distinguish	ed Name R	A Number Cer	tificate Expiry Date	Stat	115
There are no certificates f	or this organisation.					
	-					
NASH PKI Certificate to	r Organisation requ	sest details				
Status		Software Product	Secure Hash Algorithm	Policy ID	Mobile Number	Action
Validation complete - read	ly to submit request.	ABC Health System Solutions1	SHA-2	1.2.36,174030967.1.20.1.1	0410000000	Delote
Check if you hav Link existing PKI certit Request a Medicare P Request a NASH PKI Software Product Cert	e an existing PKI site icate KI site Certificate site certificate ficate Page "Only us	certificate before requesting a ne	w one. You can link that cen	Effcate to the HPI-O to access	the HI Service.	
ivacy Note ur personal information is p administration and operat	rotected by law, incluion of PKI, the HI Ser	iding the Privacy Act 1988, and is vice and the My Health Record sy	collected by Services Austra stem	alla for purposes relating to the	e provision of healt	hcare, including
		ion to other parties for the purpos	es of research, investigation	or where you have agreed or	it is required or aut	thorised by law.
ur information may be used	by the agency or giv	ter in grant barnes in the burbes				

Step 16

Once you have received a text message, your certificate is ready to download via the Download link. The **Personal Identification Code (PIC)** will be used when the certificate is being installed.

Tip: Save your certificate file to a folder that is easily accessible for installation into your software.

Step 17

Use the instructions from your software provider to install your NASH certificate into your software.

2					
) 34	ccess: rour request has been successful and the details have been updated.				
details for thi	tis organisation are displayed below.				
nake updates	s, amend the information and select 'Submit'.				
details of you	ur network, select Network map .				
ummary	Services Names Contacts Addresses ELS OMO HPI1L	inks HPD CSP Links	Certificates		
ertificate de	letails				
Certificate	Distinguished Name	RA Number Certificate	Status Action		
ASH	CN=general 8003620833339638 id electronichealth net au, O=seed new changed,dc=8003620833339638,dc=id,dc=electronichealth,dc=net,dc=AU	4226026377 07/09/23	Active Download Develo	😼 site (9).p12	^
Link ovieti	fee DVI configurate				
Request a	a Medicare PKI site Certificate		,		
Request a	a NASH PKI site certificate				







Useful contacts

PRODA

- For help with Provider Digital Access
- Phone: 1800 700 199 (option 1)
- Email: proda@servicesaustralia.gov.au

HPOS

- For help with Health Professional Online Services
- Phone: 132 150 (option 6)

NASH Certificates

- For enquiries relating to NASH PKI certificates
- For help locating lost or forgotten passwords for PKI certificates and tokens
- Phone: 1800 700 199 (option 2)
- Email: ebusiness@servicesaustralia.gov.au

Healthcare Identifiers Service

- For assistance with HPI-Is, HPI-Os and IHIs
- Phone: 1300 361 457
- Email: <u>healthcareidentifiers@servicesaustralia.gov.au</u>