



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 www.digitalhealth.gov.au/nash 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

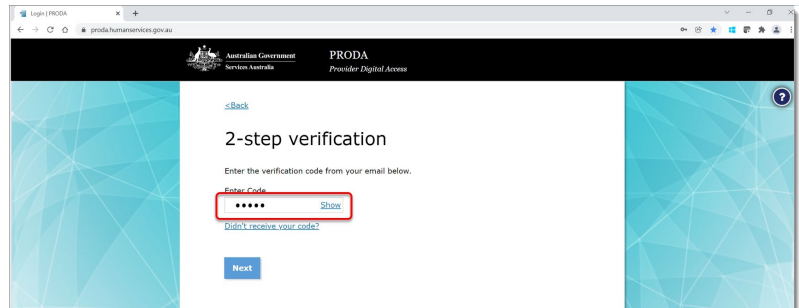
Login to your individual PRODA account by entering your **username** and **password**, then select **Login**.



Step 2

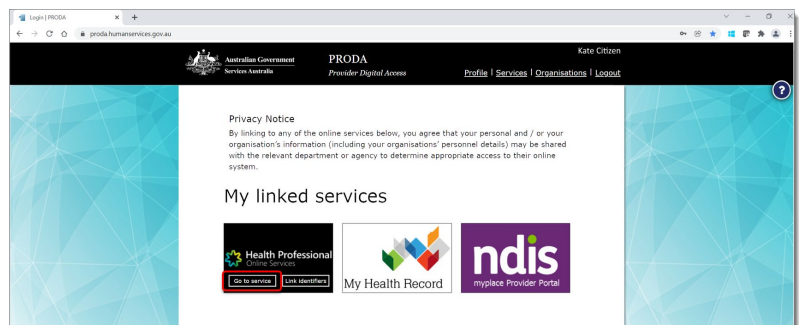
You will be prompted to enter the **authentication code** sent by either SMS or e-mail.

Enter the code and click **Next**.



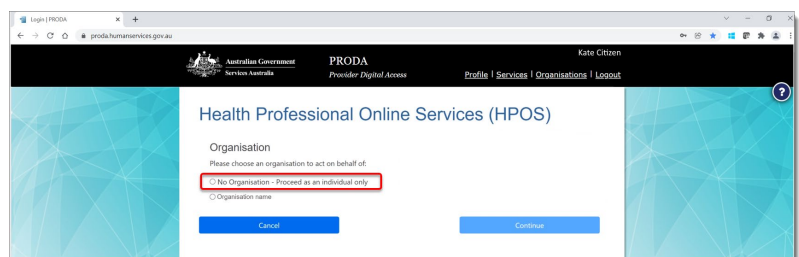
Step 3

Select **Go to service** on the **Health Professional Online Services (HPOS)** tile. You may need to complete the [linking process](#) to proceed.



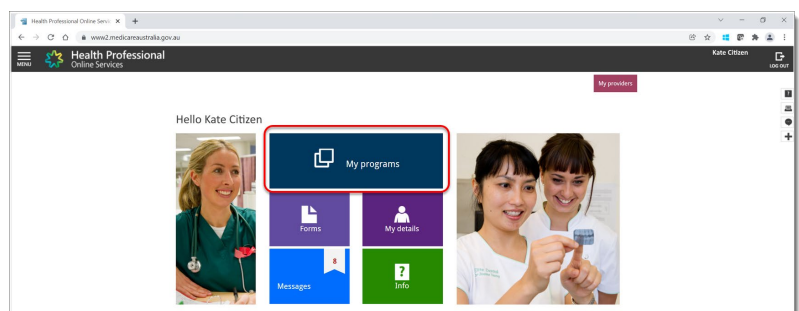
Step 4

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



Step 5

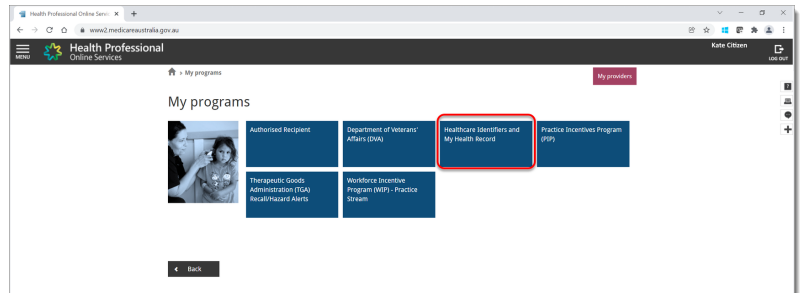
Select **My programs**.





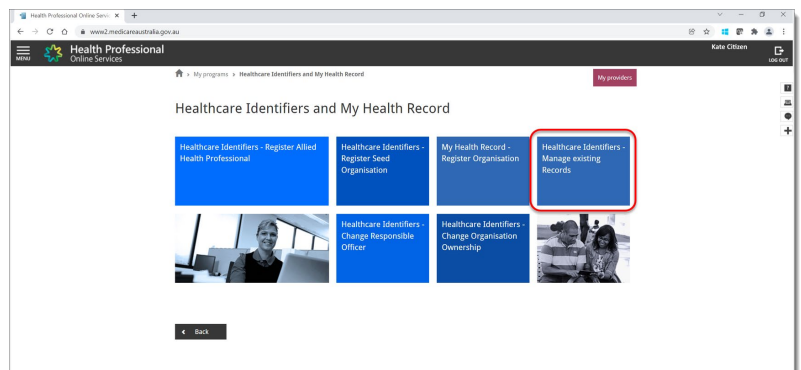
Step 6

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 Online Services

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

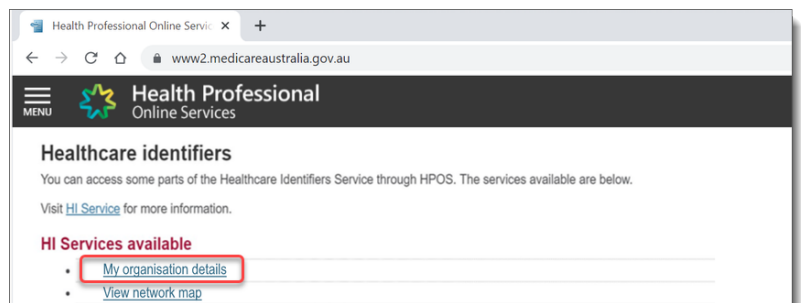
HPI-O number

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.





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.

Step 13a

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

Step 13b

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

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.



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.

Health Professional Online Services

www2.medicareaustralia.gov.au

Health Professional Online Services

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.

Summary Services Names Contacts Addresses ELS OMO HPI-I Links HPD CSP Links **Certificates**

Certificate details

Certificate Type	Distinguished Name	RA Number	Certificate Expiry Date	Status
There are no certificates for this organisation.				

NASH PKI Certificate for Organisation request details

Status	Software Product	Secure Hash Algorithm	Policy ID	Mobile Number	Action
Validation complete - ready to submit request	ABC Health System Solutions10	SHA-2	1.2.36.174030967.1.20.1.1	041000000	Delete

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
Software Product Certificate Page "Only use if directed to by support teams"

Privacy Note

Your personal information is protected by law, including the Privacy Act 1988, and is collected by Services Australia for purposes relating to the provision of healthcare, including the administration and operation of PKI, the HI Service and the My Health Record system.

Your information may be used by the agency or given to other parties for the purposes of research, investigation or where you have agreed or it is required or authorised by law.

You can get more information about the way in which the agency will manage your personal information, including our privacy policy. To view this information please click here or request a copy from the agency.

Submit Cancel

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.

Summary Services Names Contacts Addresses ELS OMO HPI-I Links HPD CSP Links **Certificates**

Certificate details

Certificate Type	Distinguished Name	RA Number	Certificate Expiry Date	Status	Action
NASH	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 Revoke

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.

Step 17

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

Organisation snapshot

Success: Your request has been successful and the details have been updated.

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 Names Contacts Addresses ELS OMO HPI-I Links HPD CSP Links **Certificates**

Certificate details

Certificate Type	Distinguished Name	RA Number	Certificate Expiry Date	Status	Action
NASH	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

Link existing PKI certificate
Request a Medicare PKI site Certificate
Request a NASH PKI site certificate

Cancel

site (9).p12



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: healthcareidentifiers@servicesaustralia.gov.au