

# 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



# What is HPOS?



Health Professional Online Services (HPOS) is a fast and secure way for health professionals and administrators to do business with the Services Australia.

<https://www.humanservices.gov.au/hpos>



# Using PRODA & HPOS

## Access via Human Services Website

- Access PRODA directly from the Human Services website or directly via [humanservices.gov.au/proda](https://humanservices.gov.au/proda). rather than via an internet search engine, particularly if you experience a system error



## Inactivation period

- PRODA & HPOS deactivate after 30 minutes of inactivity

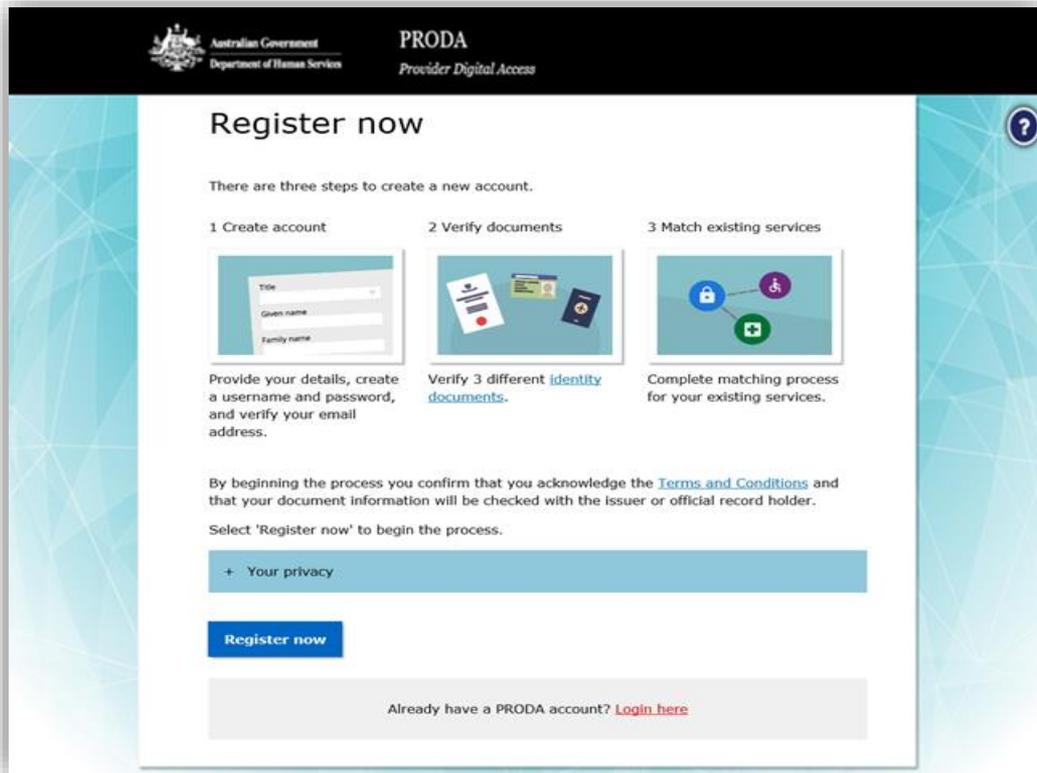
## Supporting browsers

Using the latest internet browser helps maintain and improve your online security. To access PRODA to set up an account you'll need one of these minimum browser versions:

**Internet Explorer 9, Mozilla Firefox 30, Google Chrome 39 and Safari 5.**

Go to [Provider Digital Access \(PRODA\) education for health professionals](#) for an eLearning program, simulations and infographics.

# 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 plus sign). Each step has a brief description. At the bottom, there is a 'Register now' button and a link for existing users.

Australian Government  
Department of Human Services

PRODA  
Provider Digital Access

## Register now

There are three steps to create a new account.

- 1 Create account**  
Provide your details, create a username and password, and verify your email address.
- 2 Verify documents**  
Verify 3 different [identity documents](#).
- 3 Match existing services**  
Complete matching process for your existing services.

By beginning the process you confirm that you acknowledge the [Terms and Conditions](#) and that your document information will be checked with the issuer or official record holder.

Select 'Register now' to begin the process.

+ Your privacy

**Register now**

Already have a PRODA account? [Login here](#)

Go to [humanservices.gov.au/proda](https://humanservices.gov.au/proda) and navigate to 'Register'

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.

# Username, password and security questions

Australian Government  
Department of Human Services

PRODA  
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## Create your login details

Username  
masmith

Password  
•••••••• Show

Confirm Password  
•••••••• Show

Next

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

It must contain at least: 1 uppercase, 1 lowercase, and 1 numeric or special character

Australian Government  
Department of Human Services

PRODA  
Provider Digital Access

1 Create account

2 Verify documents

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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

# 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

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

## 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'.

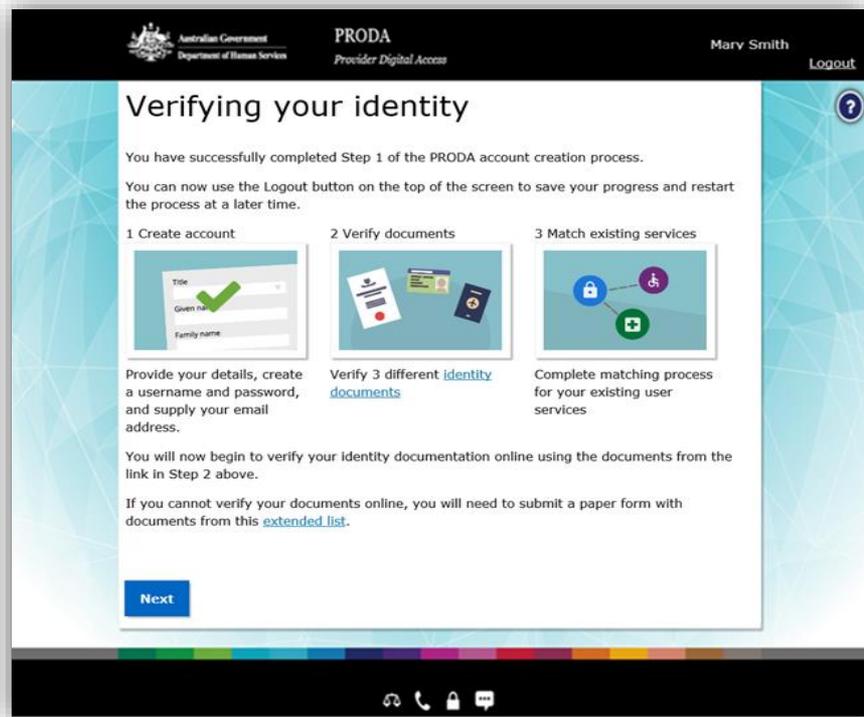
Email code  
052018

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

Next

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

# Verify your identity



The screenshot shows the PRODA (Provider Digital Access) interface. At the top, it displays the Australian Government logo, the text 'PRODA Provider Digital Access', and the user name 'Mary Smith' with a 'Logout' button. The main heading is 'Verifying your identity'. Below this, a message 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.' The process is divided into three steps:

- 1 Create account**: Includes a form with fields for 'Title', 'Given name', and 'Family name'. A green checkmark is visible 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 and a smartphone. Below it, it says: 'Verify 3 different [identity documents](#).' Below this, 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 with a wheelchair, and a plus sign. Below it, it says: 'Complete matching process for your existing user services.'

A blue 'Next' button is located at the bottom left of the main content area. At the bottom of the screen, there is a navigation bar with icons for home, 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.

# Example: Verify your identity

The screenshot shows the PRODA (Provider Digital Access) interface. At the top, it displays the Australian Government logo, the Department of Human Services, the PRODA logo, and the user's name 'Mary Smith' with a 'Logout' link. A progress bar at the top indicates three steps: 1. Verify your identity (completed), 2. Verify documents (current step), and 3. Match existing services (pending). The main heading is 'Verify your first document'. Below this is a list of document types with radio buttons: Australian passport (selected), Medicare card, Australian driver's licence, ImmiCard, Australian birth certificate, Australian Visa (supported by a foreign passport), Citizenship certificate, Certificate of registration by descent, and I don't have any of these documents. A blue 'Next' button is at the bottom left.

Australian Government  
Department of Human Services

PRODA  
Provider Digital Access

Mary Smith  
Logout

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](#).

# Example: Verify your identity (continued)

Australian Government  
Department of Human Services

PRODA  
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

Select a sample



Next

Verify your first document

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

# Identity successfully verified



Australian Government  
Department of Human Services

**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



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**



## 2-Step Verification code preferences

Australian Government  
Department of Human Services

PRODA  
Provider Digital Access

Mary Smith  
Logout

- 1 Create account
- 2 Verify documents
- 3 Match existing services

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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](#)

Generally quicker response times



### PRODA Code Generator

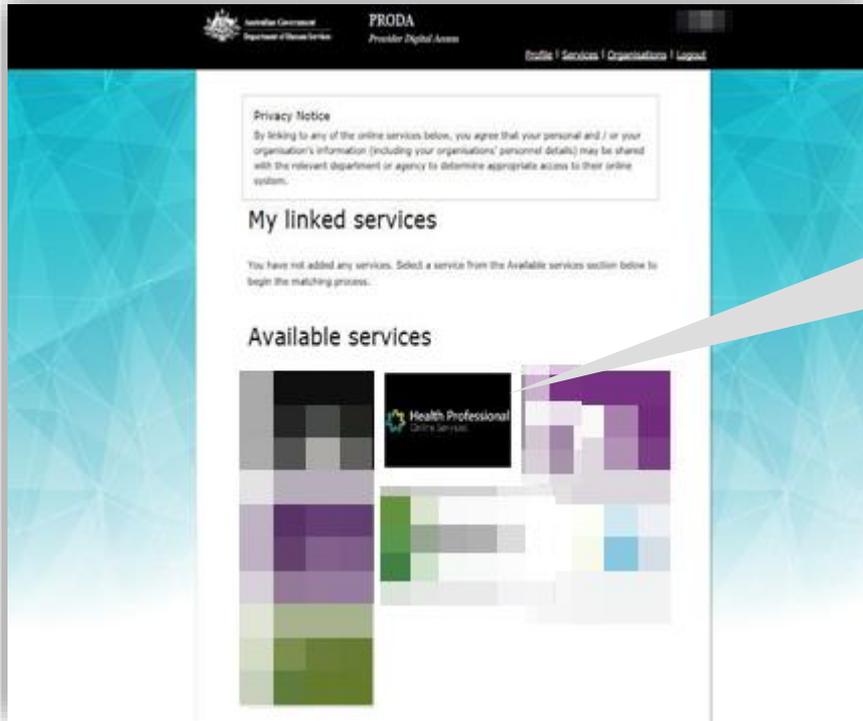
Australian Government Department of Human Services  
Tools



⚠ You don't have any devices.

[Add to wishlist](#)

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



For further information about HPOS and linking health services: [Link your PRODA account to HPOS](#)



# 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?

 No

 Yes

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

 No

 Yes

### 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

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.

Click on 'I agree'



# HPOS Messages notifications

 **Health Professional**  
Online Services

## 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 your HPOS Messages. 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  
Provider Digital Access

[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 organisation's 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.