

How to create a PRODA account

Provider Digital Access (PRODA) is an online authentication system providers use to securely access government online services.

The services you can currently access through PRODA are:

- My Health Record National Provider Portal - allows health professionals read only access to view their patients' My Health Record information
- Health Professional Online Services (HPOS) - a fast and secure way for health professionals and administrators to do business with the Government online
- National Disability Insurance Scheme (NDIS) - providers deliver support or a product to a participant in the NDIS
- the Disability Medical Assessment Online service - government contracted doctors help determine medical qualifications for the Disability Support Pension
- Child care Provider Entry Point (PEP) - for child care providers to securely access government services for child care fee assistance

To access PRODA you must create your own account using your personal details and contact information.

Before starting registration process you will need:

- Personal email address to verify your account
- Three security questions
- Three different identity documents such as:
 - Australian Passport
 - Medicare card
 - Australian drivers licence
 - ImmiCard
 - Australian birth certificate
 - Australian Visa and foreign passport
 - Citizenship certificate
 - Certificate of registration by descent

Please contact DHS for more information about the PRODA registration process

at: proda@humanservices.gov.au or on Phone: **1800 700 199**, Monday to Friday, 8am to 5pm AWST

Steps to create a PRODA account

1. To register click [here](#) or visit <https://proda.humanservices.gov.au/pia/pages/public/registration/account/createAccount.jsf>

Select 'Register Now' at the bottom of the page

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 right to privacy

Register now

2. Fill in your personal details, these need to match your three identity documents. Make sure to add any additional names such as a middle name if you have it on any of your identity documents. For example, if your name is Edward Damien Smith on your passport, then you need to ensure Damien is included in additional names.

If your documents do not match up, you may be required to submit additional paperwork.

Then select 'Next'.

The screenshot shows a web interface for a registration process. At the top, a progress bar consists of three circular icons connected by a line. The first icon is labeled '1 Create account', the second '2 Verify documents', and the third '3 Match existing services'. Below the progress bar is a '< Back' link. The main heading is 'Your details'. The form contains the following fields:

- Title (Optional)**: A dropdown menu with 'Select title' and a downward arrow.
- First name**: A text input field.
- Additional names**: A text input field with the subtext '(Required if on any of your identity documents)'.
- Surname**: A text input field.
- Gender**: A dropdown menu with 'Select gender' and a downward arrow.
- Date of birth**: A date input field with the subtext 'For example, 20 03 1976' and a format of three boxes separated by slashes.

At the bottom of the form is a blue button labeled 'Next'.

3. Create a username and password. Please note you will need to remember these for future logins. Then select 'Next'.

The screenshot shows a registration form with a progress indicator at the top. The progress bar has three steps: '1 Create account' (which is the current step and is highlighted), '2 Verify documents', and '3 Match existing services'. Below the progress bar is a '< Back' link. The main heading is 'Create your login details'. There are three input fields: 'Username', 'Password', and 'Confirm Password'. Each password field has a 'Show' link to its right. To the right of the password fields is a list of password requirements: 'At least 10 characters', 'At least 1 uppercase letter', 'At least 1 lowercase letter', and 'At least 1 number or special character'. At the bottom left of the form is a blue 'Next' button.

1 Create account

2 Verify documents

3 Match existing services

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Create your login details

Username

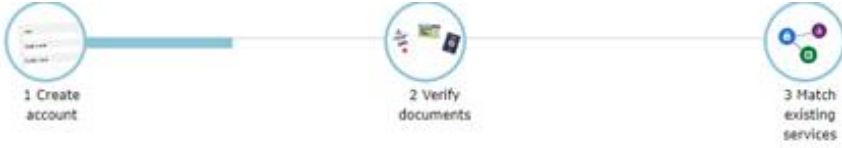
Password [Show](#)

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

4. Create three questions and answers. Please note you may need to recall the answers in the future. Then select 'Next'.



[< Back](#)

Your security questions

The following security questions and answers will help to recover your account if required.

Security question 1

Answer 1

Security question 2


Answer 2

Security question 3

Answer 3

Next

5. Enter your email address. It is recommended to use your personal email address, as a secure code will be sent to that email address each time you log in. It is important to be able to access the code irrespective of where you are working Then select 'Next'.



[← Back](#)

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

Confirm email address

Next

- To verify your email address, you will be asked to enter in an email code. The code will be sent to your nominated email address. You will need to find that email and input your PRODA activation code. If you do not receive the code press 'resend code'. After you have entered the code click 'Next'.

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 sdfsg@gmail.com . Once you receive it, enter it below and select 'Next'.

Email code

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

Next

Thu 9/06/2016 11:03 AM

ET.PCEHR.TEST.TEAM

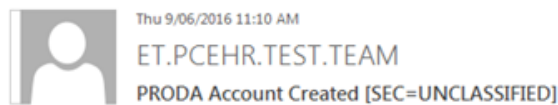
PRODA Activation Code [SEC=UNCLASSIFIED]

To: ROSE, Renee

This is an automated email. Please do not reply to this email address.
Your Provider Digital Access activation code is 801981

If you have received this email in error, you can contact us by visiting the Health Professionals page on our website.

7. After entering the verification code, you will receive an email confirming your username and allocating you a RA number. You will use the username each time you log into PRODA and the RA number is used for future delegations



To  ROSE, Renee

This is an automated email. Please do not reply to this email address.

Dear Dr John Smith,

You have successfully created a Provider Digital Access (PRODA) account.

Your **username is prodatesting1**.

Your **RA number is 7809111101**. This number can be used for delegations.

To manage your account you can login at anytime.

If you have any issues with your account you can call a PRODA Service Operator on 1800 700 199 (option 1).

If you have a Medicare PKI individual certificate it will remain active unless you take steps to revoke it.

For more information about PRODA, visit the Health Professional page on the DHS website.

If you have received this email in error, you can contact us by visiting the Health Professionals page on our website.

8. You'll receive a confirmation that you have completed step 1. For step 2 you will need to verify your identity. Select 'Next'.

Verifying your identity

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.

1 Create account



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

2 Verify documents



Verify 3 different [identity documents](#)

3 Match existing services



Complete matching process for your existing user services

You will now begin to verify your identity documentation online using the documents from the link in Step 2 above.

If you cannot verify your documents online, you will need to submit a paper form with documents from this [extended list](#).

Next

9. Select each document one by one and follow the prompts to enter your identity documents details. You will need to enter three documents.

When entering your identity documents, ensure you double check the entered information before you click 'Next'. You will have only three attempts before you are no longer able to use that identity document to verify your identity.

The screenshot shows a three-step onboarding process: 1. Create account, 2. Verify documents, and 3. Match existing services. The current step is 'Verify your first document', which displays a list of document types for selection. A 'Next' button is located at the bottom left of the selection area.

1 Create account

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

10. After entering all three identity documents, there will be a screen indicating whether your documents have been verified. Select 'Next'.

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](#).

3 Match existing services



Complete matching process for your existing services.

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

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

[Next](#)

11. Select your preferred method for receiving your verification code. Note, each time you log into PRODA, you will get a verification code sent to this preferred method. You will need this to access the system. Ensure that you pick an option that is easy for you to access. By selecting 'Next' you would have finished creating your PRODA account.

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

Mobile App

Mobile phone (SMS)

Next

We acknowledge the peoples of the Kulin nation as the Traditional Owners of the land on which our work in the community takes place. We pay our respects to their Elders past and present.



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