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'.

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

Create your login details

Username

Password   Show
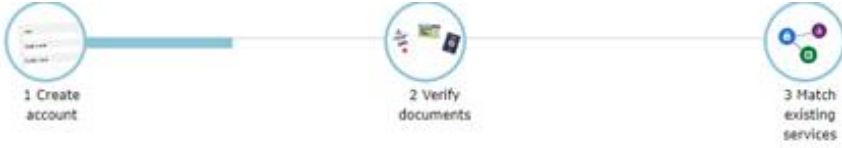
Confirm Password   Show

- 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'.

1 Create account	2 Verify documents	3 Match existing services

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Your security questions

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

Security question 1

Select question	▾

Answer 1

Security question 2

Select question	▾

Answer 2

Security question 3

Select question	▾

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'.

6. 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'.


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

Thu 9/06/2016 11:10 AM

ET.PCEHR.TEST.TEAM

PRODA Account Created [SEC=UNCLASSIFIED]
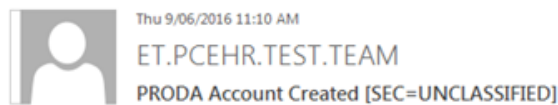
To   ROSE, Renee

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	2 Verify documents	3 Match existing services
Provide your details, create a username and password, and supply your email address.	Verify 3 different identity documents	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.

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	2 Verify documents	3 Match existing services
Provide your details, create a username and password, and supply your email address.	Verify 3 different identity documents.	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.