

Accessing AIR via PRODA

This is a guide demonstrating how to access the Australian Immunisation Register (AIR) using Provider Digital Access (PRODA)

STEP 1: Register for a PRODA account

If you already have access to a PRODA account, skip to page 8.

PRODA is an online authentication system used to securely access government online services. Once you have a PRODA account, you can access HPOS with your username, password and access code. PRODA replaces Medicare PKI certificates, software CDs, and tokens.

A PRODA account [can be created by clicking here](#) and completing the following steps:

1. **Create your account** – you need to provide basic personal information, create a username and password, and provide contact information for the secure management of your account.
2. **Verify your identity** – you will need to verify your identity online using Government issued identity documents; which requires you to provide key information from your documents.
3. **Link existing records** – to gain access to your programs in HPOS you need to link your account with any existing registrations (provider numbers, etc.).

1. Create your account and verify your identity


You will need the information from at least three identity documents to create an account. We recommend the following if available:

- An Australian driver's license
- A Medicare card, and
- Passport – Australian or foreign with a visa

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. Provide your details

The screenshot shows the 'Your details' form in the PRODA system. At the top, there is a header with the Australian Government logo, 'Department of Human Services', and 'PRODA Provider Digital Access'. Below the header, there are three steps: '1 Create account', '2 Verify documents', and '3 Match existing services'. The 'Your details' section includes fields for 'Title (Optional)' (Miss), 'First name' (Mary), 'Additional names' (empty), 'Surname' (Smith), 'Gender' (Female), and 'Date of birth' (10 / 01 / 1980). A 'Next' button is at the bottom.

Ensure the personal details provided, such as first name, middle name and last name, gender and DOB are correct and consistent with the identity documents you will use to verify your identity.

3. Create a username, password and security questions

Set up a unique username and password and provide your **personal** contact information (this should not be shared)

The screenshot shows the 'Create your login details' form in the PRODA system. At the top, there is a header with the Australian Government logo, 'Department of Human Services', and 'PRODA Provider Digital Access'. Below the header, there are three steps: '1 Create account', '2 Verify documents', and '3 Match existing services'. The 'Create your login details' section includes fields for 'Username' (masmith), 'Password' (masked with dots), 'Confirm Password' (masked with dots), and a 'Next' button. To the right of the password fields, there is a list of requirements: 'At least 10 characters', 'At least 1 uppercase letter', 'At least 1 lowercase letter', and 'At least 1 number or special character'. Each requirement is marked with a green checkmark.

Set up security questions (these are not case sensitive)

The screenshot shows the 'Your security questions' page in the PRODA system. At the top, the Australian Government Department of Human Services logo is on the left, and the PRODA 'Provider Digital Access' header is on the right. A progress bar at the top indicates three steps: '1 Create account' (completed), '2 Verify documents' (current step), and '3 Match existing services'. Below the progress bar, the title 'Your security questions' is centered. The page contains three security questions, each with a dropdown menu for the question and a text input for the answer. The first question is 'Where did I go on my first holiday?' with the answer 'brisbane'. The second question is 'What are the last 5 digits of my sports/gym membership card?' with the answer '25367'. The third question is 'What was my favourite subject at school?' with the answer 'sport'. A blue 'Next' button is at the bottom left.

Australian Government
Department of Human Services

PRODA
Provider Digital Access

1 Create account
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2 Verify documents

3 Match existing services

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

4. Provide and verify your email address

The screenshot shows the 'Your email address' page in the PRODA system. The layout is similar to the previous page, with the Australian Government Department of Human Services logo and the PRODA 'Provider Digital Access' header. The progress bar shows '1 Create account' (completed), '2 Verify documents' (current step), and '3 Match existing services'. Below the progress bar, the title 'Your email address' is centered. A message states: 'You need to provide an email address for your account. We will need to verify that you own this email.' There are two text input fields: 'Email address' and 'Confirm email address', both containing 'marysmith@google.com.au'. A blue 'Next' button is at the bottom left.

Australian Government
Department of Human Services

PRODA
Provider Digital Access

1 Create account
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2 Verify documents

3 Match existing services

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

Note: Use a personal email address as the PRODA account belongs to you and is transferable to another workplace if required. Your access should not be shared.

The 6-digit verification code will be sent to your email address. Enter the code and select Next.

Australian Government
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Provider Digital Access

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 `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.

Australian Government
Department of Human Services

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Provider Digital Access

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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

Personal details provided should be correct and consistent with the identity documents you will use to verify your identity.

5. Verify your identity

Australian Government
Department of Human Services

PRODA
Provider Digital Access

Marv Smith
Logout

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.
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](#).
- 2 Verify documents**
Verify 3 different [identity documents](#)
- 3 Match existing services**
Complete matching process for your existing user services

[Next](#)

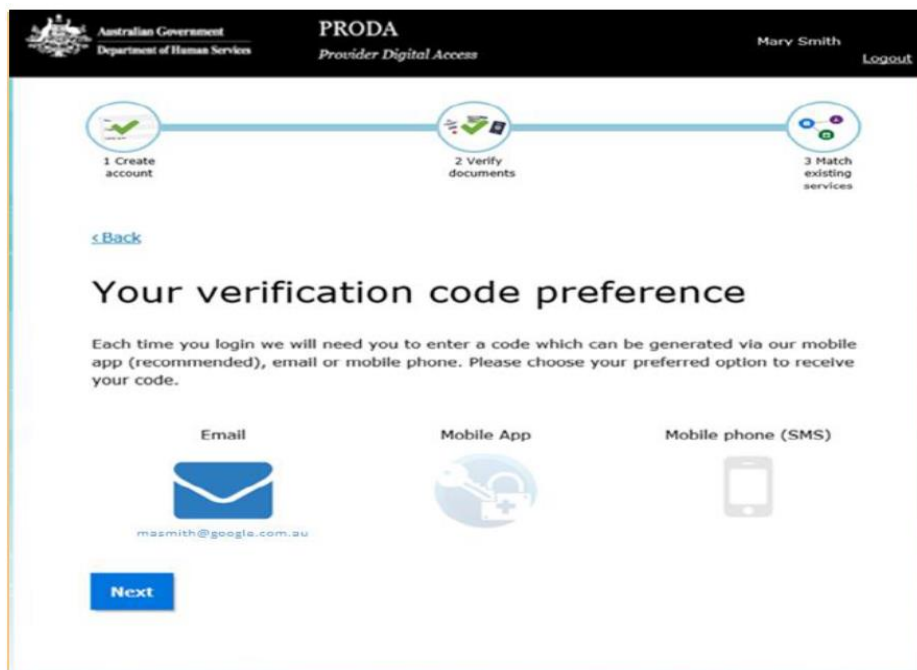
If you do not complete the identity verification steps your account may be cancelled after 60 days and you will need to start the process again.

This involves providing key information from 3 selected government issued identity documents.

Your identity is verified online in real-time using the government's Document Verification Service (DVS).

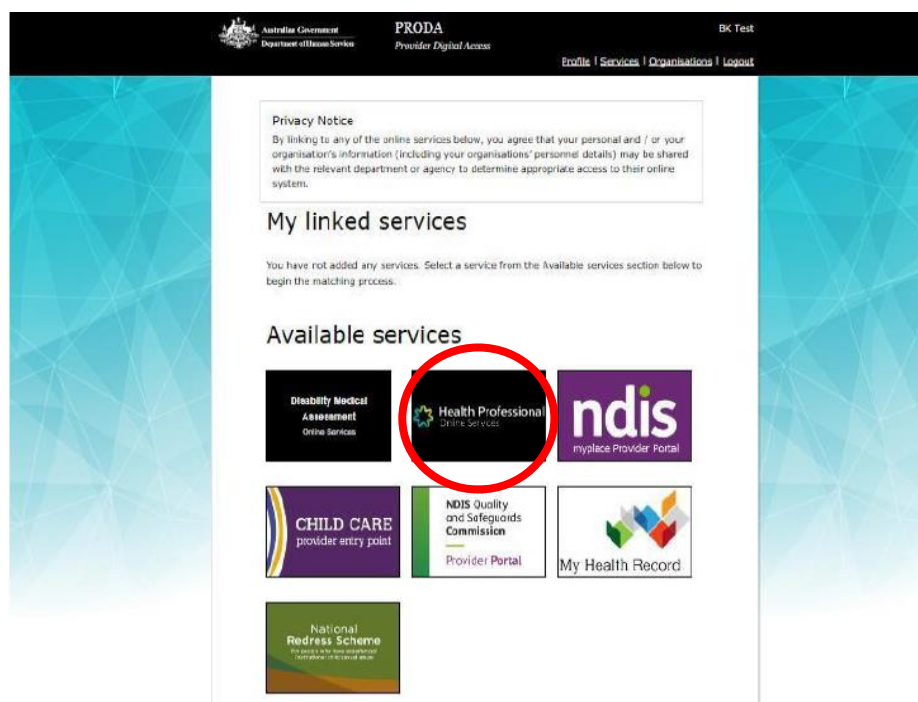
You have 3 attempts to verify each document before which you will have an option to complete a form and send to DHS to verify documents on your behalf.

6. 2-step verification code preferences



You will be asked to enter a unique verification code each time you log into PRODA. This can be sent via SMS, email or generated on the mobile IOS or Android app you set up after downloading from the App store or Google Play. Select your preferred method of receiving this verification code and click Next.

7. First time access – Health Professional Online Service (via PRODA)



Select the Health Professional Online Service (HPOS) tile and click on the **Link your services** button on the HPOS tile.

8. 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

HPI-O Number

Identifier

Search

Save and complete later

Under Identifier Type, click on the drop down arrow and select **Medicare Provider Number** and click Search. Once the number is found and displayed, agree to the terms and conditions on the next page and click on 'I agree'.

9. HPOS Mail Centre Notifications

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 *

One notification daily for all new correspondence

Submit

First time users will be asked if they want to be notified to a personal email account when DHS sends an email to a user in HPOS, select Yes.

This will complete your PRODA account setup.

STEP 2 - Now you have a PRODA account, Log in

1. Type in the username and password that you have set up.

Login

If you have already created your PRODA account, login below.

Username

[Forgot your username?](#)

Password

[Show](#)

[Forgot your password?](#)

Login

2. Two-step verification

As part of the two-step verification, you will have nominated to receive a Provider Digital Access verification code by email or SMS text. Enter the passcode and click NEXT.

2-step verification

Enter the passcode from your SMS below.

If you cannot access your mail at this time we can [send a code to a backup channel](#) instead

Verification code

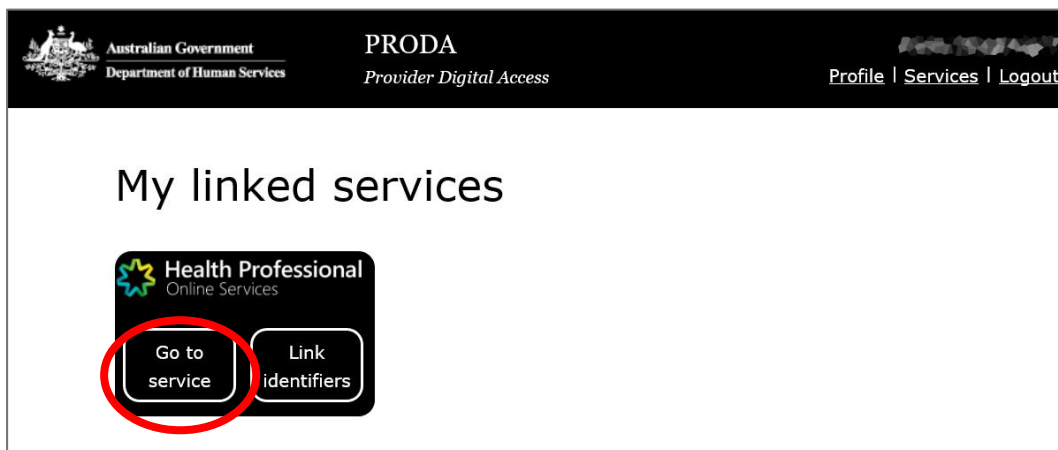
[Show](#)

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

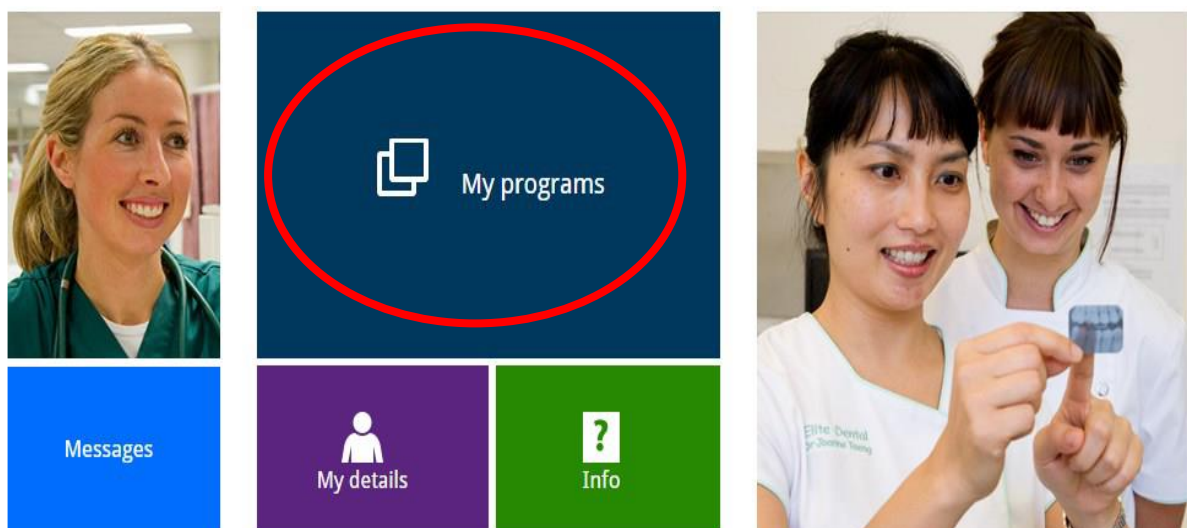
Next

3. My linked services

If your verification code is successful, you will be directed to the “Terms & Conditions” page where you ACCEPT and the following screen will appear.

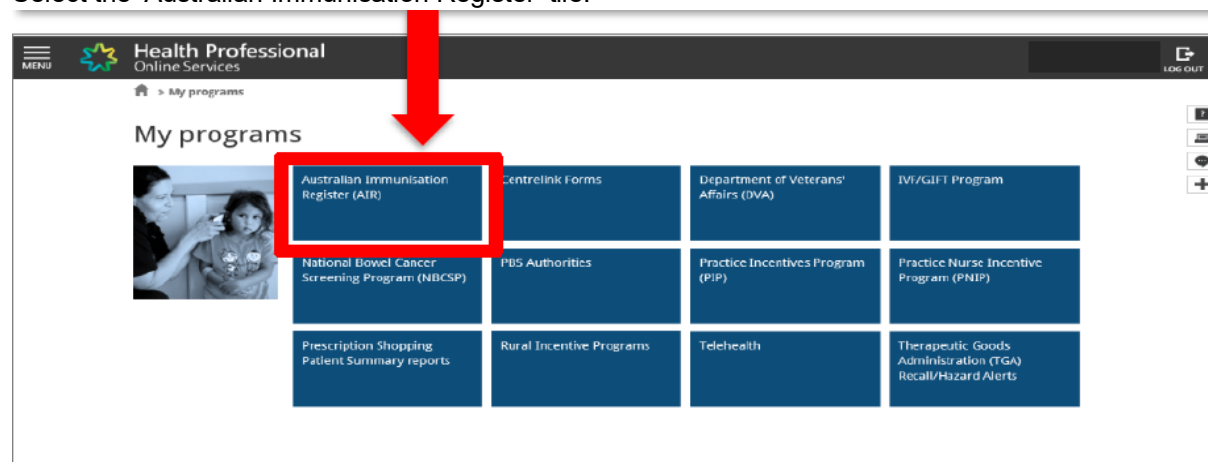


Click on **Go to service** and the following screen will appear.



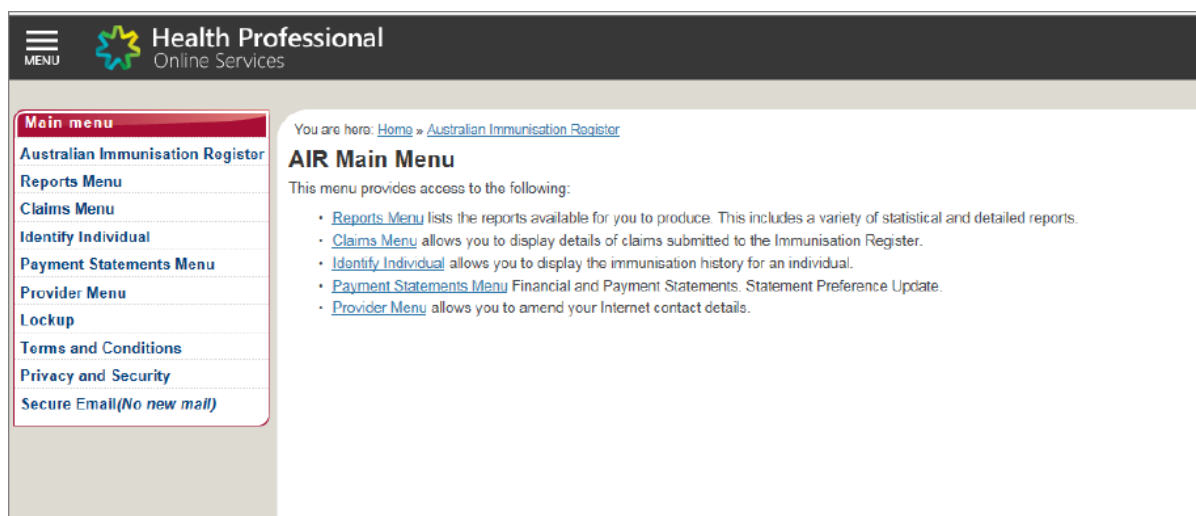
Click on **My Programs**. You will be able to see the programs that you are able to access.

Select the 'Australian Immunisation Register' tile.



Note: If you're accessing HPOS using PRODA for the first time, you will need to re-establish your delegations and favourites you had setup in HPOS. Practices who participate in the PIP or PNIP are required to update their new PRODA RA number with DHS by calling 1800 222 032.

You will then be directed to the AIR Main menu



Further information

Contact the Australian Immunisation Register:

- Phone: 1800 653 809 for AIR general enquiries, 8am – 5pm Monday to Friday
- Phone: 1300 650 039 for AIR internet helpdesk, 8am – 5pm Monday to Friday
- Fax: 08 9254 4810
- Email: air@humanservices.gov.au
- Post to: Australian Immunisation Register, PO Box 7852, Canberra ACT 2610.

There are also AIR education resources available on the [DHS website](#), and [QLD Health have also made some useful guides and videos](#).

For further assistance contact the CESPHE immunisation team: immunisation@cesphn.com.au

Appendix 1 - Services available in HPOS

HPOS gives providers and their delegates access to information relevant to their patients and organisations. All services available in HPOS show as tiles on the HPOS home page. Use this overview to find the service you need.

These services, payments and programs are available in HPOS:

- Australian Immunisation Register (AIR)
- Centrelink Forms
- Child Dental Benefits Schedule
- Department of Veterans' Affairs
- My Health Record System
- Healthcare Identifiers Service
- Health Care Homes (HCH)
- Midwife Professional Indemnity Scheme (MPIS)
- National Bowel Cancer Screening Program (NBSCR)
- Pathology Registration
- PBS Authorities
- Practice Incentives Program (PIP)
- Practice Nurse Incentive Program (PNIP)
- Prescription Shopping Information Program
- Rural Incentive Program
- TGA recall and hazard alerts

Other things you can do using HPOS

Access online claiming:

- Medicare Patient Claim Webclaim
- Medicare Bulk Bill Webclaim
- DVA Webclaim

View reports:

- Medicare Bulk Bill reports
- DVA Webclaim reports
- DVA Patient Treatment reports
- Prescription Shopping Patient Summary reports

Manage your details, including:

- administer delegates
- update or add your banking and personal details
- view details about your provider number and create a new provider location
- access track and scale information

Access patient information:

- find a patient and check Medicare numbers
- concessional entitlement verification
- view patient care plan history

Communicate with HPOS:

- message us
- view statements and subscriptions
- upload documents
- upload selected forms

Access useful MBS and PBS functions:

- MBS items online checker
- MBS partial payment calculator
- MBS Online
- PBS Schedule

Request PKI certificates:

- Request and manage NASH PKI certificates for Healthcare Identifiers Service network organisations
- Request and manage PKI certificates for the Healthcare Identifiers Service

Appendix 2 - How to nominate a new delegate in HPOS

If you wish to check patient eligibility for certain MBS item numbers, you will need to be set up as a **delegate** of a GP. The following steps require to be taken:

The GP must log on to HPOS using their individual PKI certificate or PRODA account,

1. select **My delegates** from the HPOS main menu,
2. select **Add a New Delegate**
3. enter the **RA number** for the nominated delegate, then select **Search**. (this can be found in their PRODA account creation email or on their PKI individual certificate)
4. Select **Nominate** to confirm the delegate to act on your behalf.
5. The new delegate will appear in the My Delegates list and we will confirm the nomination with an on-screen message.

Appendix 3 – Definitions

Acronym / Word	Definition
AIR	Australian Immunisation Register is a national register that records vaccines given to people of all ages in Australia. The AIR can only accept immunisation information from recognised vaccination providers in Australia.
PRODA Provider Digital Access	Provider Digital Access is an online authentication system used to securely access government online services. Using a two-step verification process, you only need a username and password to access multiple online services.
HPOS Health Professionals Online Services	Health Professionals Online Services is a web-based service provided by Medicare that allows providers to send and retrieve various types of information to/from Medicare.
HI Healthcare Identifier	A healthcare identifier is a unique number that has been assigned to individuals, and to healthcare providers and organisations that provide health services. The identifiers are assigned and administered through the HI Service which was established to undertake this task (see HPI-O and HPI-I)
HPI-O Healthcare Provider Identifier – Organisation	A healthcare provider identifier – organisation, is a number that is assigned to eligible healthcare organisations once they have registered with the HI Service, to support their unique identification. The HPI-O number begins with 800362, is 16 digits long and is required to register for the digital health record system.
HPI-I Healthcare Provider Identifier – Individual	This is the unique identifier number given to an individual healthcare provider. Any healthcare provider registered with Australian Health Practitioner Registration Authority (AHPRA) will have a number automatically issued to them. This number begins with 800361 and is 16 digits long. Health practitioners not registered by AHPRA can apply for a HPI-I number from the Health Identifier service.
RO Responsible Officer	Responsible Officer (RO): the officer of an organisation who is registered with the HI Service and has authority to act on behalf of the Seed Organisation and relevant Network Organisations (if any) in its dealings with the System Operator of the My Health Record system. For large organisations, the RO may be the chief executive officer or chief operations officer. For small organisations (such as a general practice), the RO may be a practice manager or business owner.
OMO Organisation Maintenance Officer	Organisation Maintenance Officer (OMO): the officer of an organisation who is registered with the HI Service and acts on behalf of a Seed Organisation and/or Network Organisations (if any) in its day-to-day administrative dealings with the HI Service and the My Health Record system. Healthcare organisations can have more than one OMO if they wish. In general practice, this role may be assigned to the practice manager, if you have one, and/or other senior staff who are familiar with the practice's clinical and administrative systems. Alternatively, the RO may take on the OMO role as well.
EOI Evidence of Identity	Evidence of Identity is needed as part of the registration for a PRODA account.

DHS Department of Human Services	Department of Human Services is a department of the Government of Australia charged with responsibility for delivering a range of welfare, health, child support payments and other services to the people of Australia.
Seed Organisation	Healthcare provider organisations participate in the My Health Record system either as a Seed Organisation only or as a Network Organisation that is part of a wider “network hierarchy” (under the responsibility of a Seed Organisation). A Seed Organisation is a legal entity that provides or controls the delivery of healthcare services. A Seed Organisation could be, for example, a local general practice, pharmacy or private medical specialist.
Network Organisation	Network organisations stem from the Seed Organisation. They commonly represent different departments or divisions within a larger complex organisation (e.g. a Hospital or Multi-Disciplinary Healthcare Practice). They can be separate legal entities from the Seed Organisation, but do not need to be legal entities.