

Web services upgrade

Our digital health and aged care channels are being upgraded to web services technology.


From **13 March 2022**, web services compatible software will need to be used to access each of the following digital health and aged care channels:

- Medicare Online, including Department of Veterans' Affairs (DVA)
- Australian Immunisation Register (AIR)
- Pharmaceutical Benefits Scheme (PBS) Online
- ECLIPSE
- Aged Care Web Services

The Public Key Infrastructure (PKI) technology currently used to authenticate the transmission of claims and data for these channels is also being replaced. We're strengthening our authentication process by replacing PKI site certificates with Provider Digital Access (PRODA) for organisations.

Web services will use PRODA, not PKI, for authentication.


In PRODA, the above channels are referred to as '*service providers*'. We also refer to a 'health professional' as a 'service provider' in other contexts.

 For more information about the upgrades, visit servicesaustralia.gov.au/hpwebservices

About Web Services

We are upgrading our legacy adaptor technology used across our digital health and aged care channels, to web services. Web services is a technology that enables secure communication between web enabled devices.

The technology can be used across common web enabled devices and platforms, such as Windows and Mac Operating Systems. Web services will improve security and functionality for users of our digital health and aged care channels.

 For more information about the upgrades, visit servicesaustralia.gov.au/hpwebservices

About Provider Digital Access (PRODA)

PRODA is an online individual identity or organisation verification and authentication system developed by Services Australia. It enables secure professional business related access to a range of government online services.


PRODA will be used with web services to enable users to authenticate and securely access our digital health and aged care channels.



To register for an individual PRODA account, you need to verify your identity online using a minimum of three accepted Australian Government issued identity documents. If you don't have the required documents or they fail to verify online, a form will be available to complete and submit for verification by PRODA Helpdesk.

To register an organisation in PRODA, the organisation name and Australian Business Number (ABN) must be correct and active on the Australian Business Register (ABR), and your individual PRODA account name must match to a listed Associate or Authorised Contact for that ABN on the ABR.

Once you register your organisation in PRODA, you'll need to add and link the service providers you want to use to your organisation in PRODA.

 For more information about PRODA and how to add service providers to your organization, visit servicesaustralia.gov.au/proda

