



PRODA

Step by Step Guide

August 2020



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Introduction

Provider Digital Access (PRODA) is an online identity proofing and authentication management system administered by Services Australia to provide secure access to specific Government services.

The authentication process through PRODA is designed to be self-service and portable across web enabled devices.

Important: If you already have a PRODA account, you are not required to set up a new PRODA account.



The PRODA authentication system is a two-step online verification process:

- Create your account – provide basic personal information, create a username and password, and provide contact information for the secure management of your account.
- Verify your identity – verify your identity by providing key information from Government issued identity documents. Your identity will be verified online and in real-time using the Government's [Document Verification Service](#) (DVS).



PRODA offers services for individuals and services for organisations:

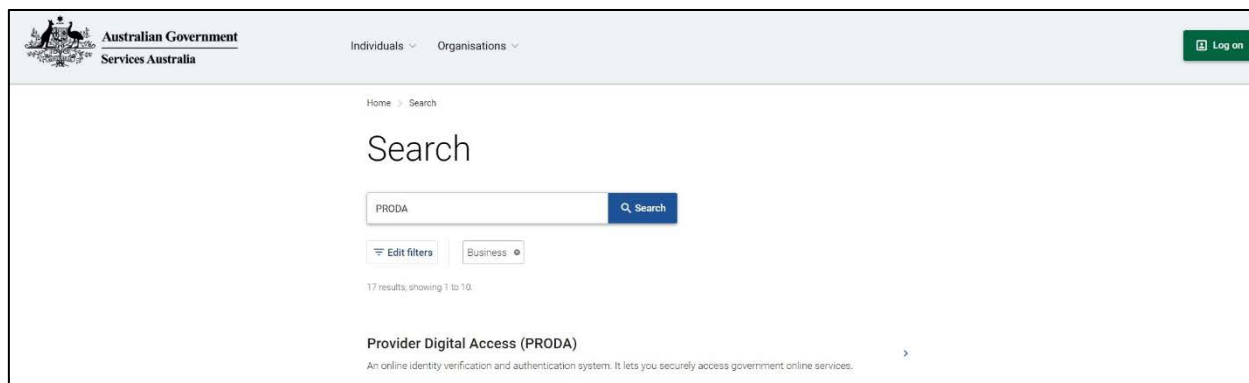
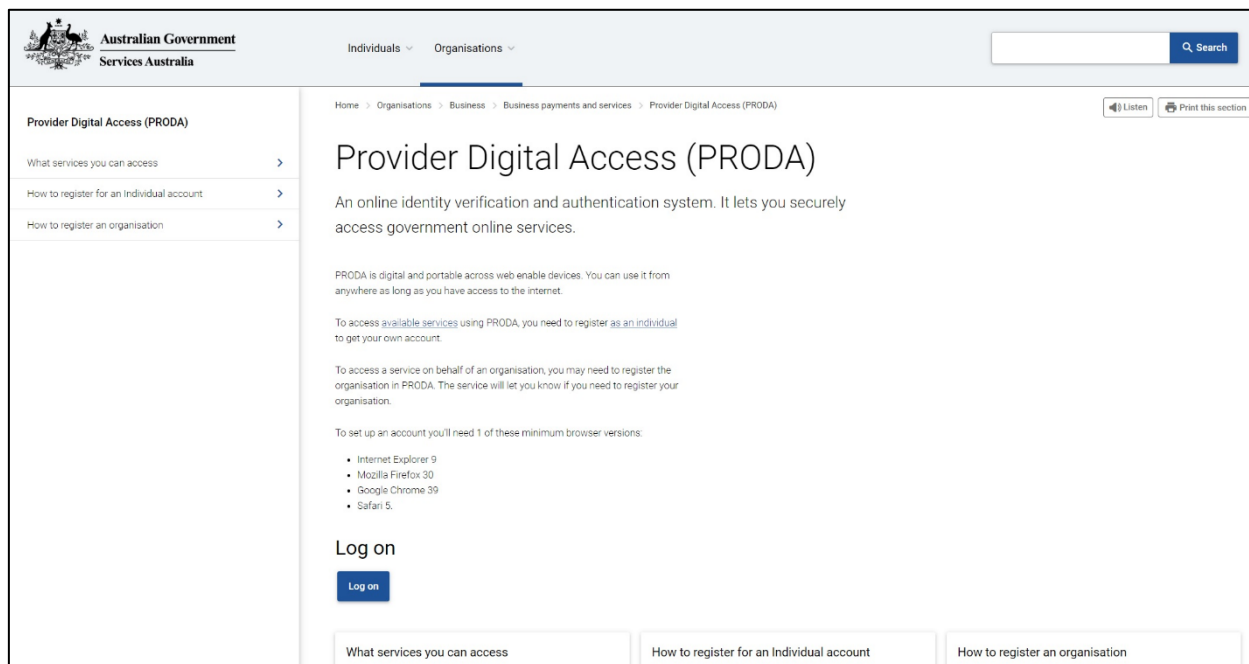
- Link to services for individuals – once your PRODA account is finalised, you can use your account to link to government services.
- Register your organisation to link to services on behalf of your organisation – provide your organisation's details including the entity name and Australian Business Number (ABN). This information is verified online in real-time using the Australian Business Register (ABR).

Important: You must be an individual who is listed on the ABR as an associate to complete the process online.

Government entities and trust organisations that do not have associates listed on the ABR, can 'Request Staff Assistance' during the registration process.

How to access PRODA

PRODA can be accessed by typing in the URL www.servicesaustralia.gov.au/proda into your internet browser address bar or go to the [Services Australia](http://www.servicesaustralia.gov.au) homepage and type PRODA into the search engine which will take you to a link to the PRODA page.



Creating a PRODA account

From the left hand navigator select the link in the sentence '[How to register for an individual account](#)'. Read more about '[Identity documents you need before you start](#)'.

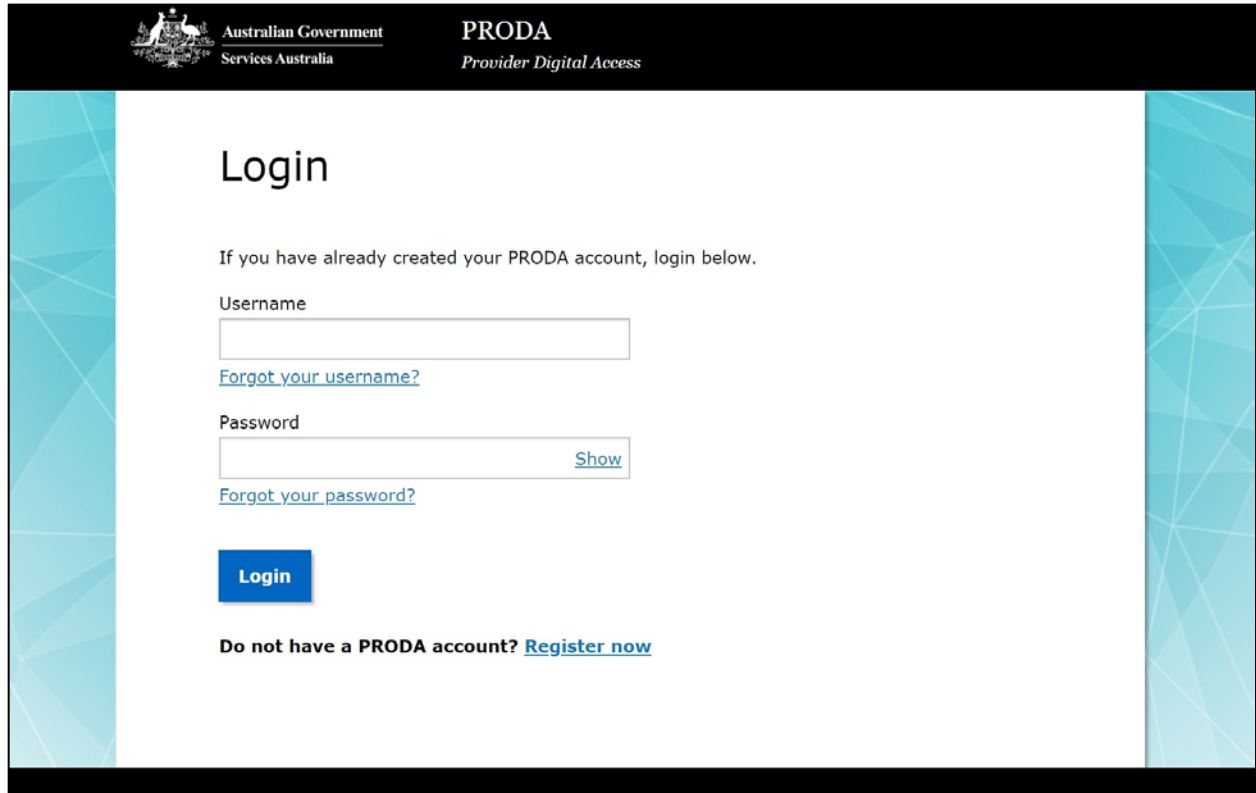
The screenshot shows the Australian Government Services Australia website. The left-hand navigation menu is open, showing the 'Provider Digital Access (PRODA)' section. The 'Identity documents you need before you start' link is highlighted. The main content area displays the title 'Identity documents you need before you start' and explains that government-issued identity documents are needed for PRODA registration. It lists acceptable documents: Medicare card, Australian driver's licence, ImmiCard, and Australian passport. It also lists documents that can be used for a name change: Australian passport, Australian birth certificate, ImmiCard, Citizenship certificate, Australian Visa, and Certificate of registration by descent. A 'Log on' button is visible in the top right corner.

From the left hand navigator select 'Provider Digital Access (PRODA)'.

The screenshot shows the Australian Government Services Australia website. The left-hand navigation menu is open, showing the 'Provider Digital Access (PRODA)' section. The 'Provider Digital Access (PRODA)' link is highlighted. The main content area displays the title 'Provider Digital Access (PRODA)' and explains that it is an online identity verification and authentication system. It provides instructions on how to register as an individual or on behalf of an organisation. A 'Log on' button is visible in the bottom left corner.

Select the Log on button.

Register now

The image is a screenshot of the PRODA (Provider Digital Access) login page. At the top, there is a black header bar. On the left side of the header is the Australian Government Services Australia logo. On the right side of the header, the text 'PRODA' is displayed in white, with 'Provider Digital Access' written below it in a smaller font. The main content area has a white background with light blue geometric patterns on the left and right sides. The word 'Login' is centered at the top of the main area in a large, bold, black font. Below it, a message states: 'If you have already created your PRODA account, login below.' There are two input fields: 'Username' and 'Password'. The 'Username' field is a simple text box. Below it is a blue link: 'Forgot your username?'. The 'Password' field is a text box with a 'Show' link to its right. Below the password field is another blue link: 'Forgot your password?'. A blue 'Login' button is positioned below the links. At the bottom of the login section, there is a line of text: 'Do not have a PRODA account? Register now', where 'Register now' is a blue link.

Select the link in the sentence 'Do not have a PRODA account? [Register now](#)'.



Register now

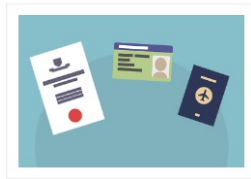
There are three steps to create a new account.

1 Create account

A registration form with three input fields: 'Title' with a dropdown arrow, 'Given name', and 'Family name'.

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

The PRODA registration landing page outlines the basic steps in creating a new account as well as links to the Terms and Conditions and Your right to privacy. Select the 'Register now' button to proceed.

Add your personal details

You will need to provide basic personal information for the secure management of your account. Complete the fields required and select the Next button.



Enter your legal name(s) that are on your identity documents. This will ensure that the authentication process runs smoothly. For example, your friends call you Chris and your birth certificate names you as Christopher. The correct name to enter in this section is Christopher.



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

[Back](#)

Your details

Title (Optional)
Select title

First name
[Text input field]

Additional names
(Required if on any of your identity documents)
[Text input field]

Surname
[Text input field]

Gender
Select gender

Date of birth
For example, 20 03 1976
[Text input field] / [Text input field] / [Text input field]

Next

Help [Close](#)

Your details


We recommend that you enter your current legal name, as shown on your identity documents, to create your account. The names you input will be used to verify your identity documents at a later step.

If your current legal name differs across your identity documentation then your name change will need to be verified with a change of name document.

If you have any additional given names enter them in the Additional names field, multiple names can be separated by a space.

If you only have a single name, enter it in the Surname field and leave the First name field blank.

The process banner at the top of the page lets you know which step of the authentication process you are up to. If you need to return to the previous page at any time, select Back.

The  icon on the right hand side of the page opens help text specific to that page.

Create your login details

The next step is creating your login details which will involve creating a username, password and setting up your account security questions. Complete the fields required

1 Create account

2 Verify documents

3 Match existing services

[< Back](#)

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](#)

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](#)

and select the Next button.

Provide your email address

As part of the security access provisions incorporated into the design of PRODA, an access code will be sent your email address each time you login to PRODA.

The email address will also assist in account recovery should you forget your username or password and also allow PRODA Support staff to contact you regarding your account. This can later be changed to SMS or the PRODA Code Generator app if mobile phone is more convenient.

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

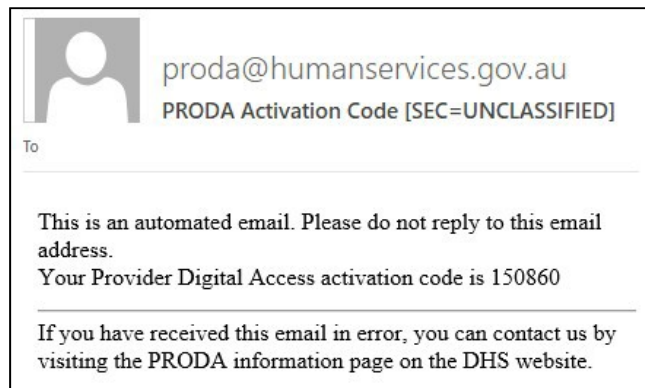
Confirm email address

Next

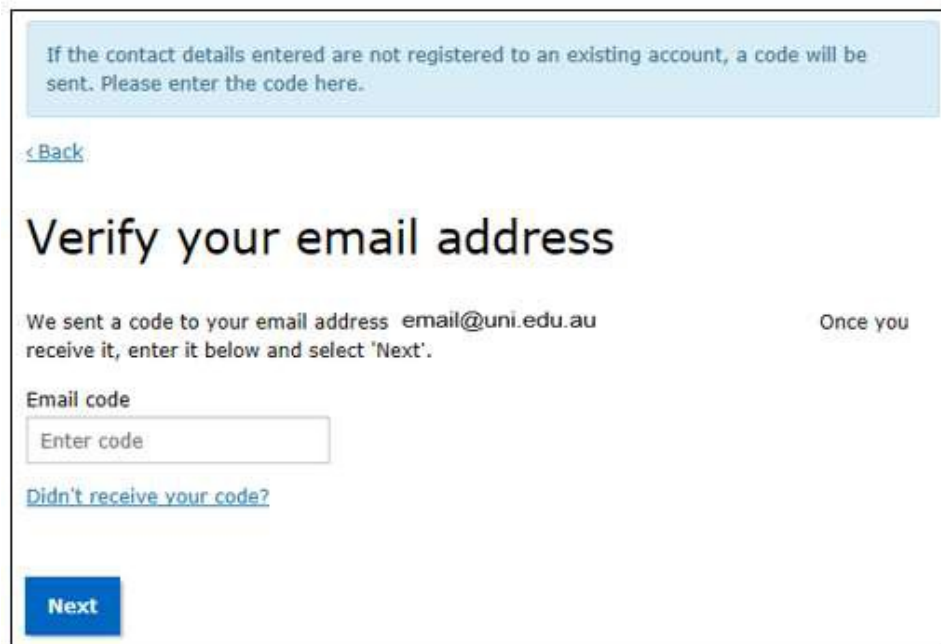
Receiving your PRODA activation code

PRODA will need to confirm the email address by sending you a PRODA activation code to your email. This activation code is only required once to set up your account.

You will receive an email that is similar to below:



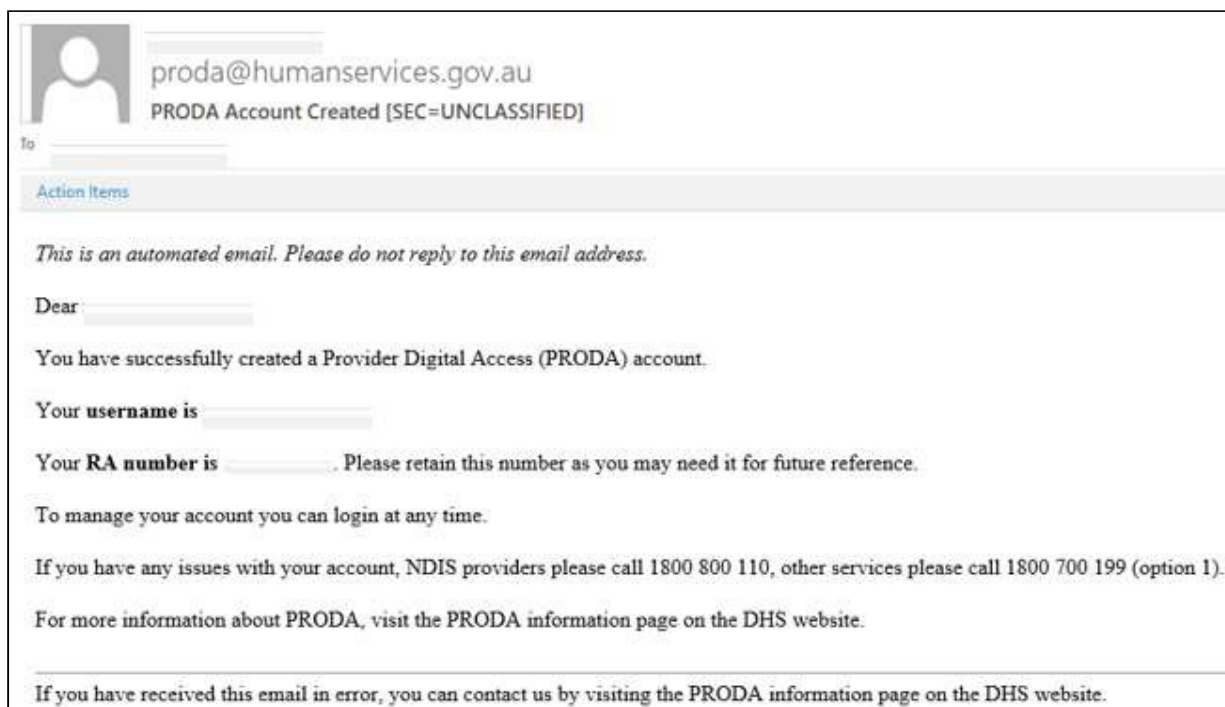
Enter the activation code into the field for the Email code and select the Next button.

A screenshot of a web form titled 'Verify your email address'. At the top, a light blue box contains the text: 'If the contact details entered are not registered to an existing account, a code will be sent. Please enter the code here.' Below this is a '< Back' link. The main heading is 'Verify your email address'. The text below reads: 'We sent a code to your email address email@uni.edu.au. Once you receive it, enter it below and select 'Next'.' There is an input field labeled 'Email code' with the placeholder text 'Enter code'. Below the input field is a link that says 'Didn't receive your code?'. At the bottom left is a blue button labeled 'Next'.

Once your account is successfully created, you will receive an email with your username and RA (Registration Authority) number.



The RA number is the unique reference number for your account. You may need to quote this number when you call PRODA Support for any issues with accessing your account.



Note: This is an unverified account. If your account is not accessed or you leave your account at this stage for 60 days without verifying your identity, the account will be automatically identified as abandoned and removed from PRODA.

Verify your identity

This next step is to verify your identity online. This involves entering serial numbers and information detailed on official government issued identity documents. PRODA will verify there is a match against the electronic record held by the issuing government agency.


You will need to provide three different types of identity documents such as a drivers licence, Medicare card or passport, etc. A list of accepted identity documents is provided on this screen.

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

To begin the online identity verification process select the Next button.

Three types of identity documents

Select the first identity document you wish to verify then select the Next button.

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

A sample image will appear for the identity document selected along with a guide to complete the required fields. The image below shows Medicare card as the selected identity document:

[< Back](#)

Medicare card

☐ The name on my Medicare card is displayed across multiple lines

First name

Additional names

Surname

Medicare card number

Individual reference number

Card colour

Green

Expiry date(Green - MM/YYYY, Blue/Yellow - DD/MM/YYYY)
For example 16 03 2020 or 03 2020

/

Next

Select a sample

Medicare card green

[Show all available samples](#)

Complete the required fields for the identity document selected then select the Next button.

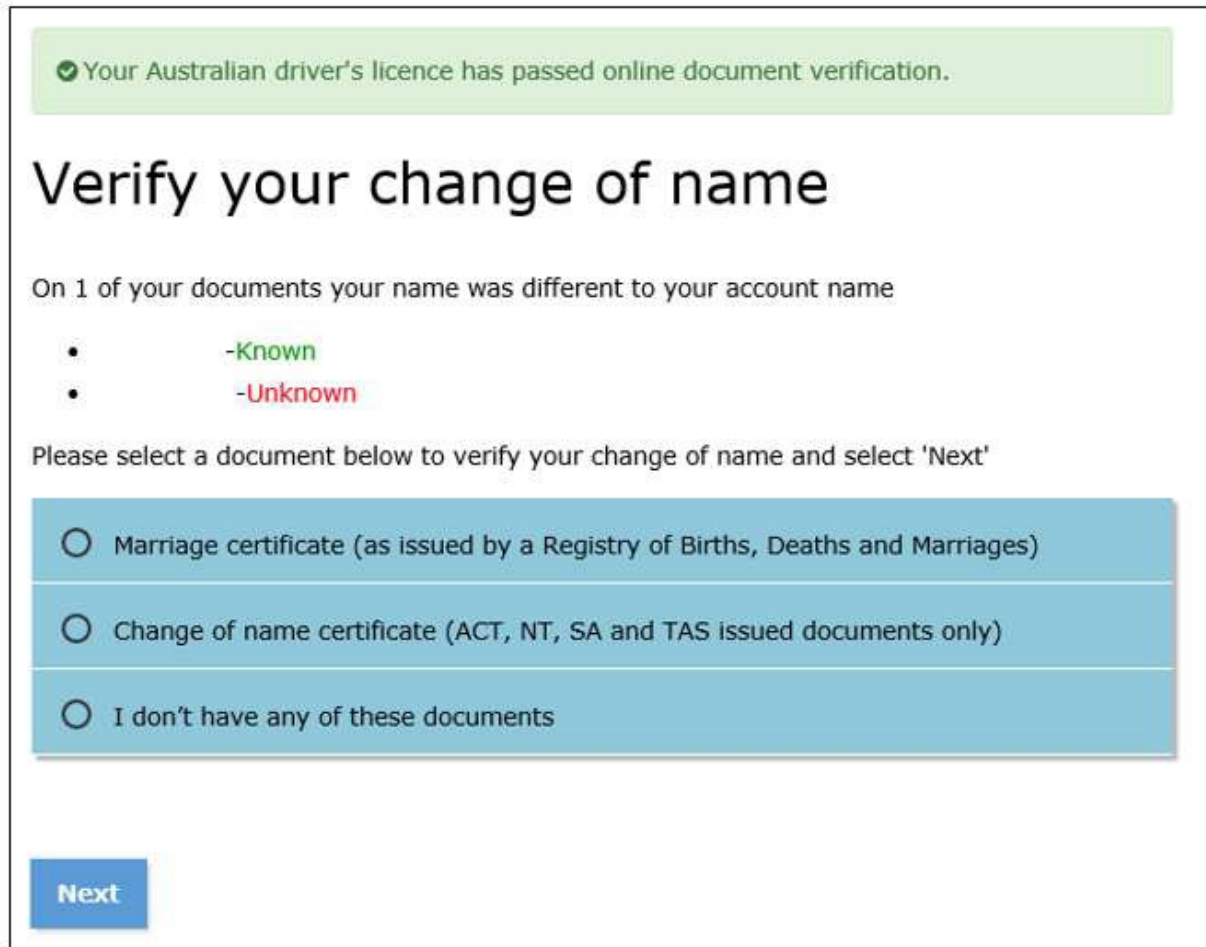
PRODA will verify the details entered using the Document Verification Service (DVS).

Select another document type and repeat the process for the remaining two required documents.

Change of name document

If your name differs across your identity documents, for example birth name and married legal name, the system will not recognise that the different name-sets are for the same identity and will ask you to establish when your name changed.

To verify your change of name, you can select from either Marriage certificate or Change of name certificate then complete the required fields.

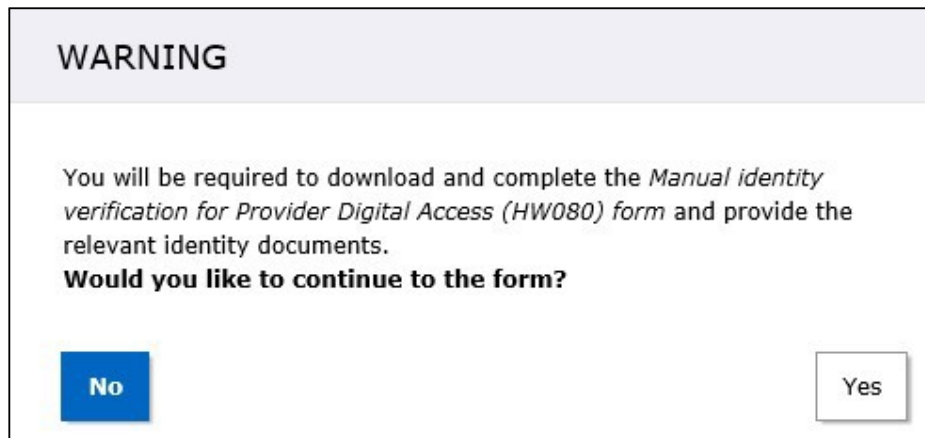


The screenshot shows a web form titled 'Verify your change of name'. At the top, a green banner states: '✓ Your Australian driver's licence has passed online document verification.' Below the title, a message reads: 'On 1 of your documents your name was different to your account name'. This is followed by a bulleted list with two items: '-Known' (in green) and '-Unknown' (in red). Below the list, a prompt says: 'Please select a document below to verify your change of name and select 'Next''. There are three radio button options in a light blue box: 'Marriage certificate (as issued by a Registry of Births, Deaths and Marriages)', 'Change of name certificate (ACT, NT, SA and TAS issued documents only)', and 'I don't have any of these documents'. At the bottom left of the form is a blue button labeled 'Next'.

Select the relevant document type then select the Next button.

I don't have any of these identity documents

If you don't have the required document/s during the verifying your identity process, select I don't have any of these documents and follow the steps in order to complete



A warning dialog box with a light purple header containing the word "WARNING" in bold. The main text area is white and contains the following text: "You will be required to download and complete the *Manual identity verification for Provider Digital Access (HW080) form* and provide the relevant identity documents." followed by the question "Would you like to continue to the form?". At the bottom, there are two buttons: a blue button labeled "No" and a white button with a grey border labeled "Yes".

And submit the Manual identity verification for Provider Digital Access (HW080) form.

You will have two options for completing this form:

- Type in your details directly into this form and print; or
- Print the form and hand write your details.

Don't forget to sign this form when completed.

Scan the relevant identity documents as well as the completed Manual identity verification for Provider Digital Access form and send to PRODA@servicesaustralia.gov.au.

This will be directed to PRODA Support who will complete the remaining steps and notify you when your account is finalised, or contact you for further information. This may take up to 21 working days to process.

Save and complete later

If you want to save the information you have entered so far and return to complete it at a later stage, select the Save and complete later button.

A pop up messages displays informing you that you are about to log out and asks you to confirm. When you select Yes, a new web page opens notifying you that you have successfully logged out.

If you log out before completing the PRODA authentication process, you will see a screen displaying where you are up to in the process the next time you log back in.

Select the Continue button to resume the authentication process.

Identity verification completed

Once your identity documents have been successfully verified online, you will receive a confirmation on screen. Select the Next button.

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
- ✓ Australian change of name certificate

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

Next

Receiving your verification code

Each time you login to PRODA, you will need to enter your username, password and enter the new single use verification code generated. Verification codes are used to reduce the risk of someone else using the account to access your personal information. This code is different to the one-time activation code used to set up your unverified account in the previous steps.


Verification codes can be received by:

- your email address or
- mobile phone or
- the PRODA Code Generator app linked to your PRODA account (you will need to download the app from the App store or Google Play Store)


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

Choose how you would like to receive the verification code and select the Next button.

My linked services/Available services screen

The PRODA authentication process and setting up your individual PRODA account should now be successfully completed.

You can now select and link to services available for individuals from the Available services page in PRODA.

Australian Government
Services Australia

PRODA
Provider Digital Access

John Smith

[Profile](#) | [Services](#) | [Organisations](#) | [Logout](#)

Privacy Notice
By linking to any of the online services below, you agree that your personal and / or your organisation's information (including your organisations' personnel details) may be shared with the relevant department or agency to determine appropriate access to their online system.

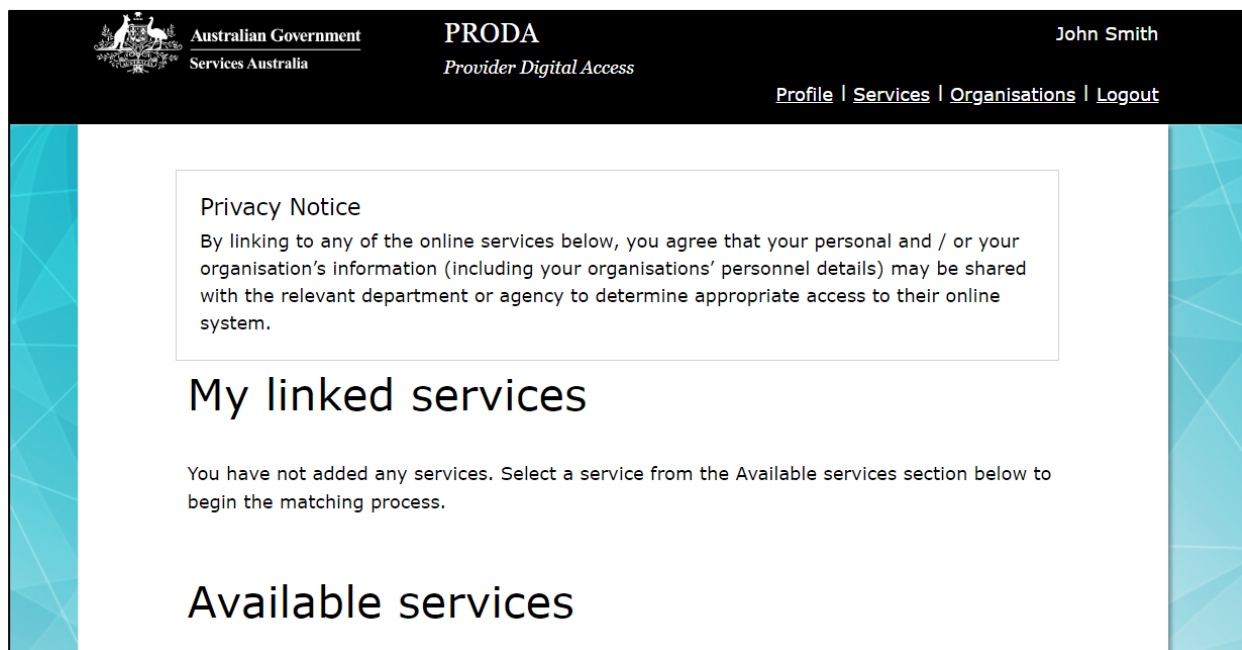
My linked services

You have not added any services. Select a service from the Available services section below to begin the matching process.

Available services

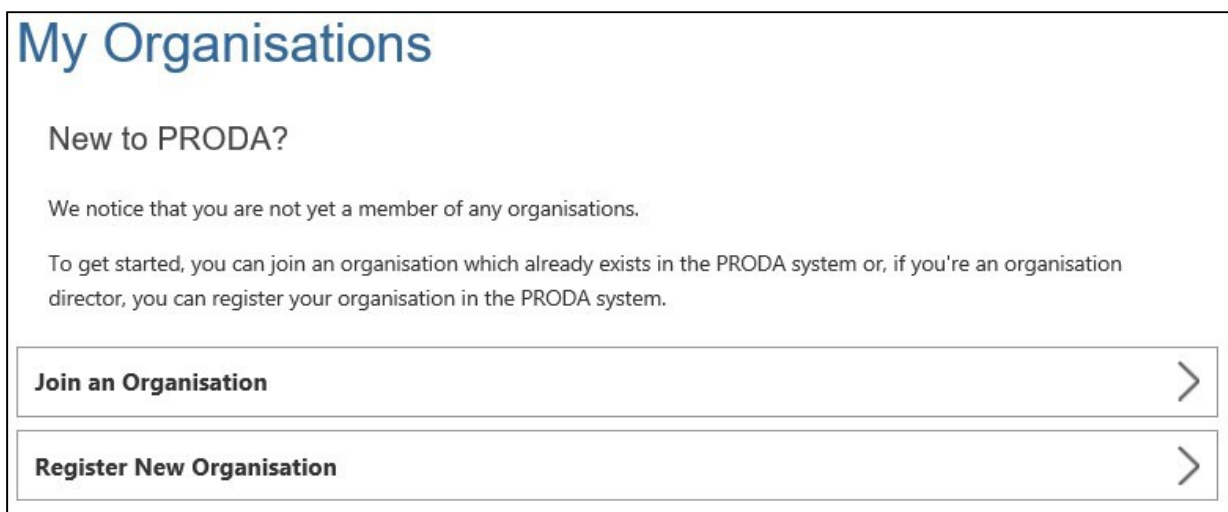
Registering your Organisation

You can now register your organisation in PRODA to access specific government services. Select the Organisations link on the top of the screen to register your organisation.



The screenshot shows the PRODA (Provider Digital Access) interface. At the top, there is a black header bar with the Australian Government Services Australia logo on the left, the text 'PRODA Provider Digital Access' in the center, and the user name 'John Smith' on the right. Below the header, there is a navigation bar with links: 'Profile', 'Services', 'Organisations' (which is highlighted), and 'Logout'. The main content area has a light blue background with a geometric pattern on the sides. It features a 'Privacy Notice' box, a section titled 'My linked services' with a message stating 'You have not added any services. Select a service from the Available services section below to begin the matching process.', and a section titled 'Available services'.

Select Register New Organisation to commence the PRODA organisation process.



The screenshot shows the 'My Organisations' section of the PRODA interface. It has a light blue header with the title 'My Organisations'. Below the header, there is a section titled 'New to PRODA?' with a message: 'We notice that you are not yet a member of any organisations.' and a paragraph: 'To get started, you can join an organisation which already exists in the PRODA system or, if you're an organisation director, you can register your organisation in the PRODA system.' At the bottom, there are two buttons: 'Join an Organisation' and 'Register New Organisation', both with right-pointing chevron icons.

Enter the Organisation details

PRODA will verify there is a match against the details recorded on the Australian Business Register (ABR).

Enter Organisation Details

To register an Organisation you need to provide the Organisation's ABN or ACN, the Organisation's name, the Organisation's email address and the Organisation's contact phone number (optional).

You acknowledge that the information provided to create your Organisation will be verified with the Australian Business Registry (ABR).

Organisation Name

Business Identifier Type

☒ ABN ☐ ACN

Organisation ABN

Organisation Contact Email Address

Confirm Organisation Contact Email Address

Organisation Contact Phone Number (Optional)

[Back](#) [Submit](#)

Note: when entering your organisation details in PRODA it is essential that:

The Organisation Name and ABN entered exactly match the details recorded on the Australian Business Register (ABR).

You must be listed as an Associate for that organisation on the ABR. The system will validate your individual PRODA registration details with details on the ABR.

Proof of Record Ownership

If the information provided has been successfully verified with the ABR, the following message and screen will be displayed.

Organisation has been successfully registered.

[< Back](#)

Verify Organisation Relationship

Please answer the following questions about your organisation to verify your relationship. The answers will need to match the official ABN/ABR records.

❶ What is the ANZSIC business industry description for the organisation that you have entered?

❷ What is the Contact all hours phone number for the organisation that you have entered?

❸ What is the Suburb of the organisation that you have entered?

[< Back](#) [Submit](#)

You now need to verify your relation to the organisation by providing responses to the Proof of Record Ownership (PORO) questions about your organisation.

Your responses must match the information on the Australian Business Register (ABR) in order to proceed. When you verify your responses, your responses will be checked against ABR records.

You are allowed 3 attempts at these questions. If you are not successful, the organisation registration process will need to be cancelled and re-started from the beginning.

Verify Organisation Email

If the Proof of Record Ownership questions are answered successfully, the following message and screen will be displayed.

You have successfully joined as a Director.

Verify Organisation Email

We have sent a code to the organisation email address at 13/06/2018 10:55:37
am

Enter verification code

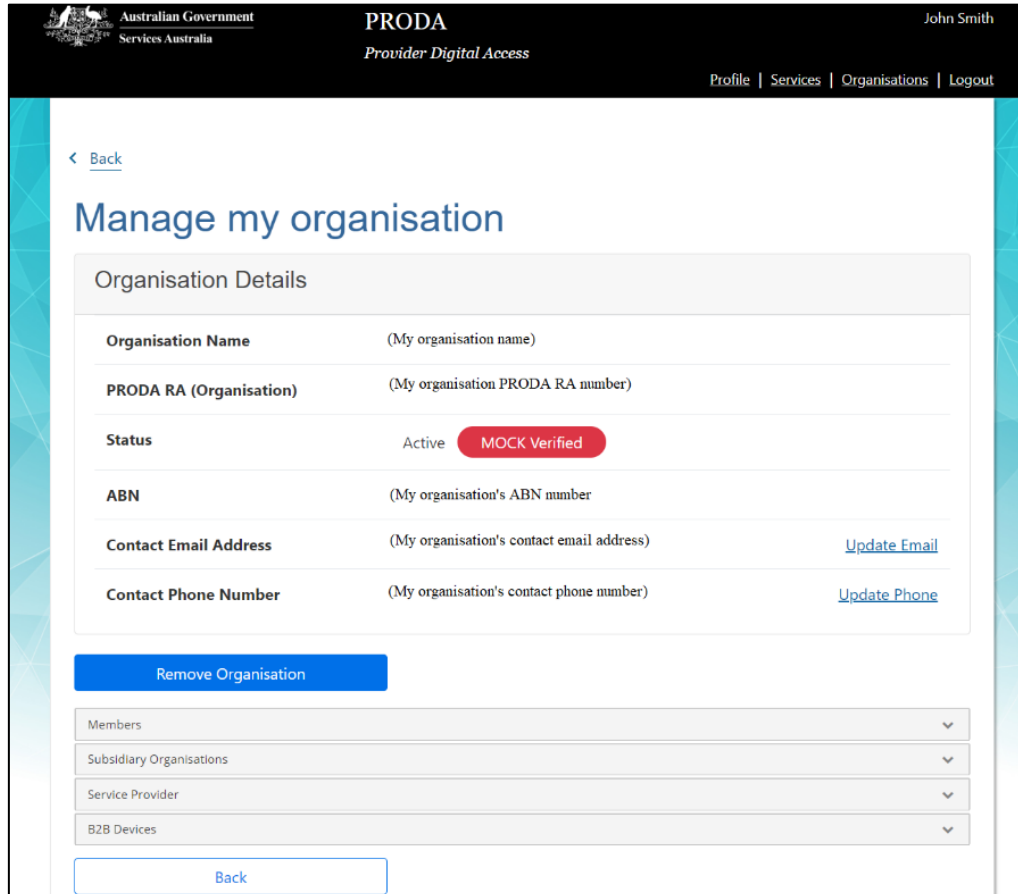
If you would like the code to be sent to a different email address, you will need to update the organisation contact email address.

Organisation Contact Email Address

Confirm Organisation Contact Email Address

A verification code will be sent to the email you used to register your organisation profile. Enter the Verification Code from the email and select Verify.

Your organisation is registered.



The screenshot displays the 'Manage my organisation' interface within the PRODA (Provider Digital Access) system. At the top, the Australian Government Services Australia logo is on the left, and the user 'John Smith' is logged in on the right. The main heading is 'Manage my organisation'. Below this, the 'Organisation Details' section contains several fields: 'Organisation Name' (placeholder: 'My organisation name'), 'PRODA RA (Organisation)' (placeholder: 'My organisation PRODA RA number'), 'Status' (Active, with a red 'MOCK Verified' badge), 'ABN' (placeholder: 'My organisation's ABN number'), 'Contact Email Address' (placeholder: 'My organisation's contact email address') with an 'Update Email' link, and 'Contact Phone Number' (placeholder: 'My organisation's contact phone number') with an 'Update Phone' link. A blue 'Remove Organisation' button is positioned below these details. Further down, there are four expandable sections: 'Members', 'Subsidiary Organisations', 'Service Provider', and 'B2B Devices', each with a dropdown arrow. A 'Back' button is located at the bottom left of the main content area.



The PRODA RA (Organisation) number listed on the 'Organisation details' page is the unique reference number for your organisation.

You will need to enter this number into your vendor software product.

Organisation Details

Once your email has been verified, you can link the PRODA organisation to available government services. You can also add other members to the organisation to perform tasks on behalf of the organisation in PRODA.

From the Organisation Details screen you can:

- add members to your PRODA organisation using their individual PRODA account RA number and surname
- add subsidiary organisations to your ABR verified parent organisation link your organisation to government services that utilise PRODA organisations for access.
- add the Service Provider to your PRODA organisation, so you can do B2B business with that program.
- register a B2B device to link your PRODA organisation to vendor software in order to access a government service via a vendor software product

Australian Government
Services Australia

PRODA
Provider Digital Access

John Smith

[Profile](#) | [Services](#) | [Organisations](#) | [Logout](#)

[< Back](#)

Manage my organisation

Organisation Details

Organisation Name	(My organisation name)
PRODA RA (Organisation)	(My organisation PRODA RA number)
Status	Active MOCK Verified
ABN	(My organisation's ABN number)
Contact Email Address	(My organisation's contact email address) Update Email
Contact Phone Number	(My organisation's contact phone number) Update Phone

[Remove Organisation](#)

Members ▾

Subsidiary Organisations ▾

Service Provider ▾

B2B Devices ▾

[Back](#)

Add members

Add members to your PRODA organisation using their individual PRODA RA number and Surname.

Note: Only those with 'Director' role or who have the appropriate delegation attributes in PRODA can add members to the organisation.

Member Search

To add a person to your organisation, enter their details in the fields below and click search.

PRODA RA (Individual):

Surname:

☐ I confirm that I have obtained the consent of this individual to search or add them to my Organisation's PRODA account.

Search

Back

Delegate attributes to members

Expand the Members section of the Organisation details screen and select the relevant member from the list that you want to delegate an attribute to.

Expand the Attribute Delegations section on the Member details screen and select the applicable attribute from the list.

Note: Only those with 'Director' role in PRODA can initially delegate attributes to other members of the organisation.

Any member of the organisation can then delegate their attributes to other members if the attribute is set as 'delegable'.

Attribute Delegations ^

Name ▾	Service Code ▾	Can Be Delegated ▾
Sub-Org-Management	PRODA	Yes
Service-Link-Management	PRODA	Yes
CCS-Org-Owner	CCCS	Yes
NRS-Org-Owner	CNRS	Yes
Owner-Access	PRODA	Yes
Employee-Management	PRODA	Yes
Device-Management	PRODA	Yes

Nominee Delegations From Other Members v

Nominee Delegations To Other Members v

Back

The following attributes can be delegated in PRODA:

Device- Management	Enables the recipient to create, update and remove devices on behalf of the organisation in PRODA
Employee- Management	Enables the recipient to add, remove and update the end dates of members of the organisation in PRODA
Service-Link- Management	Enables the recipient to associate or remove the organisations from Relying Parties. (not yet available)
Sub-Org- Management	Enables the recipient to add, remove or update subsidiary organisations of the parent organisation in PRODA.
Owner-Access	Enables the recipient to manage devices, personnel, services and subsidiary organisations for the parent organisation in PRODA
CCS-Org Owner	Enables the recipient to access the Relying Party Child Care Subsidy on behalf of the organisation
NRS-Org Owner	Enables the recipient to access the Relying Party National Redress Scheme on behalf of the organisation

Add a Subsidiary Organisation

Expand the Subsidiary Organisations section of the Organisation details screen and select Register New Subsidiary Organisation.

- Subsidiary organisations can be used where multiple entities exist under the one ABN/ACN but they require independent access to a service provider.
- Subsidiary organisations will generally not have an ABN/ACN. An organisation with an ABN/ACN should be registered as a parent organisation.
- Subsidiary organisations have their own unique identifier (RA number).
- Only parent organisations can have subsidiary organisations; a subsidiary organisation cannot have further subsidiary organisations.
- Directors and personnel with 'Owner-Access' or 'Sub-Org Management' attributes at the parent organisation level, will be added automatically to the subsidiary organisation. (These members must be removed from the parent organisation in order to be removed from the subsidiary organisation).

The screenshot shows the 'Subsidiary Organisations' section of the PRODA system. At the top, there is a 'Members' dropdown menu. Below it, the 'Subsidiary Organisations' section is highlighted with a blue header and an upward arrow. This section contains a table with four columns: 'Name', 'PRODA RA', 'Organisation Status', and 'Role/Status'. Each column has a corresponding input field. Below the table, it states 'No records found'. There is a pagination bar showing '1' of 10 records. A blue button labeled 'Register New Subsidiary Organisation' is prominently displayed. Below this button are two dropdown menus for 'Service Provider' and 'B2B Devices'. At the bottom, there is a 'Back' button.

Enter an Organisation Name. The Organisation Name must be unique to its parent organisation and any other subsidiary organisations under the parent organisation.

Once registered, the subsidiary organisation can be independently linked to service providers, register B2B devices and have separate members. The steps to complete these processes for subsidiary organisations are the same for parent organisations.

Registering a B2B device

Expand the B2B Devices section of the Organisation details screen and select Register New B2B Device.

- register a B2B device to link your PRODA organisation to vendor software in order to access a government service via a vendor software product.

The screenshot shows the 'Organisation details' screen. At the top is a blue button labeled 'Remove Organisation'. Below it are three expandable sections: 'Members', 'Service Providers', and 'B2B Devices'. The 'B2B Devices' section is expanded and highlighted with a yellow border. Inside this section, there is a table with two columns: 'Device Name' and 'Device Status'. The table currently shows 'No records found'. Below the table is a blue button labeled 'Register New B2B Device'. At the bottom of the screen is a 'Back' button.

Enter a Device Name. The Device Name must be unique to this PRODA organisation and should be descriptive enough for you to recognise the location of the device easily.

Select Register Device.

A device activation code will be displayed on screen:

- Write down this code as you will need to enter it into your vendor software.
- Misuse or loss of this code can have consequences so keep it secure.
- If the code is not used within 7 days you will need to generate another code. You can do this by selecting the device in the list of registered devices for your organisation in PRODA and selecting New Device Activation Code.
- To regenerate a new code for an existing Inactive or Disabled software instance, or lost or expired code, click on the name of the software instance and click New Device Activation Code then confirm the action by clicking Generate New Device Activation Code.

Details for Device: MyDevice

On this screen you can do the following:

- view or generate your Device Activation Code for an inactive device
- view your device history
- disable the device if it is active
- remove this device from the PRODA system

Name	MyDevice
Description	
Status	Inactive
New Device Activation Code generated for the device	10/04/2018 01:10:07 pm

Device Activation Code

The Device Activation Code identifies your device to PRODA and, when entered into your practice management software, allows secure connection to the services you use.

Your Device Activation Code has expired. A new code can be generated using the button below.

New Device Activation Code

Remove B2B Device

You can remove this device from the PRODA system by clicking the Remove B2B Device button below.

Note that this action cannot be undone. If you wish to use the device at a later date, you will need to go back through the device registration process.

Remove B2B Device

View History

You can view the history for this device by clicking the View History button

View History

Back

Device Utils

Adding Service Providers to your Organisation

You now need to link to the service. Some services will automatically link and some other services may require you to register for then program by completing a form, which will then need to be authorised by the service provider.

Select which organisation **name** you want to add a service provider to.

Australian Government
Services Australia

PRODA
Provider Digital Access

John Smith

[Profile](#) | [Services](#) | [Organisations](#) | [Logout](#)

[< Back](#)

Manage my organisation

Organisation Details

Organisation Name	(My organisation name)
PRODA RA (Organisation)	(My organisation PRODA RA number)
Status	Active MOCK Verified
ABN	(My organisation's ABN number)
Contact Email Address	(My organisation's contact email address) Update Email
Contact Phone Number	(My organisation's contact phone number) Update Phone

[Remove Organisation](#)

Members

Subsidiary Organisations

Service Provider

B2B Devices

[Back](#)

Adding the MedicareOnline/Eclipse/DVA/AIR Service Provider.

If you are going to send transmissions to the MedicareOnline/Eclipse/DVA/AIR program, you will need to add the MedicareOnline/Eclipse/DVA/AIR service provider from the Organisation details page.

Select the **'Service Provider'** option > Select the **'Add Service Provider'** button > Select the **radio button** for program you are sending transmissions to. I.e. **MedicareOnline/Eclipse/DVA/AIR** > Select the **'Add Service Provider'** button.

Read the **'Linking Terms and Conditions'** > Tick the **3 tick boxes** at the bottom of the page > Select the **'Accept'** button and enter the requested details. For example for MedicareOnline/Eclipse/DVA/AIR program you will need to enter the following:

- If you have previously been supplied a PKI Location Certificate select **'Yes'** and enter your **PKI Location Certificate RA Number**.

Or

- If you have not previously been supplied a PKI Location Certificate select **'No'**.
- Enter in your **'Minor Customer ID'** Number > Select the **'Next'** button > Select the **'Next'** button > Select the **'Finish'** button. Note: Your Minor ID should be provided by your software vendor.

The MedicareOnline/Eclipse/DVA/AIR service provider has been linked to your organisation.

Note: The MedicareOnline/Eclipse/DVA/AIR service provider's status will show as pending.

The status will change to active after a successful Online Patient Verification (OPV) web service is sent by the organisation/minor id.

Adding the PBS Online Service Provider.

If you are going to send transmissions to the PBS Online program, you will need to add the PBS Online service provider from the Organisation details page.

Select the **'Service Provider'** option > Select the **'Add Service Provider'** button > Select the **radio button** for program you are sending transmissions to. I.e. **PBS Online** > Select the **'Add Service Provider'** button.

Read the **'Linking Terms and Conditions'** > Tick the **3 tick boxes** at the bottom of the page > Select the **'Accept'** button and enter the requested details. For example for PBS Online program you will need to enter the following:

- Enter in your **'Pharmacy Approval No'** in the Identifier field.

Select the **'Next'** button > Select the **'Next'** button > Select the **'Finish'** button.

The PBS Online service provider has been linked to your organisation.

Adding the Aged Care Online Service Provider.

If you are going to send transmissions to the Aged Care Online program, you will need to add the Aged Care API (B2G) service provider from the Organisation details page.

Select the **'Service Provider'** option > Select the **'Add Service Provider'** button > Select the **radio button** for program you are sending transmissions to. I.e. Aged Care API (B2G) > Select the **'Add Service Provider'** button.

The Aged Care API (B2G) service provider has been linked to your organisation and is shown as active.

For help with PRODA production

If you have any questions or if you need help with PRODA:

- call PRODA Support on 1800 700 199 or
- send an email to PRODA@servicesaustralia.gov.au or
- visit servicesaustralia.gov.au/proda