Accessing AIR using PRODA for Individuals

🎓 USER GUIDE

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Glossary

**Australian Immunisation Register (AIR)** is a national register that records all vaccines given to people of all ages in Australia.

**Health Professionals Online Services (HPOS)** is an online portal for healthcare providers to interact electronically with Services Australia.

**HPOS Delegate** is a person who has been nominated to undertake tasks in HPOS or the AIR site on behalf of another Medicare provider.

**HPOS Delegations** is the process of delegating access in HPOS from one person to another so that they can undertake tasks on behalf of another Medicare provider.

**HPOS Messages** is the secure channel for sending and receiving notifications from Services Australia.

**Login details** are the username and password created when registering for your PRODA account.

**Medical practitioner** is a Medicare eligible health professional who has been issued with a Medicare provider number.

**Midwife** is a Medicare eligible Midwife who has been issued with a Medicare provider number.

**Nurse practitioner** is a Medicare eligible Nurse Practitioner who has been issued with a Medicare provider number. This is not a practice nurse.

**Other vaccination provider** (see Provider Number AIR)

**Provider Digital Access (PRODA)** is an online identity verification and authentication system used to access multiple online government services, such as HPOS, My Health Record and the Practice Incentives Program. It uses a username and password unique to each individual.

**PRODA individual account** is a PRODA account set up by an individual for themselves.

**PRODA organisation account** is a PRODA account set up by an authorised representative of an organisation.

**Provider number (Medicare)** is a unique identifier issued to health professionals who participate in Medicare programs, including the AIR, and are issued to health professionals (medical, nurse practitioners and midwives) at each location they practice.

**Provider number (AIR)** is a unique identifier issued to organisations to access the AIR. These are known as ‘other’ vaccination providers and include Medical Practices, Councils, State Health Departments, Public Health Units, Primary Health Networks, Flying Doctor Services, Public/Private Hospitals, Community Nursing Services, Community Health Centre’s, Aboriginal Medical Services and Commercial vaccination providers.

**Registration Authority (RA) number** is a unique identifier issued to individuals and organisations when they register for a PRODA account. This number moves with an individual across organisations.

**Service provider** refers to the various programs (services) in HPOS that you are able to link your PRODA account to. Eg. HPOS, Aged Care Online Portal, My Health etc.

**Services Australia (SA)** is an executive agency of the Australian Government responsible for delivering a range of welfare, health and other services to Australian Citizen and permanent residents. SA administers AIR on behalf of the Department of Health.

**Terms and Conditions** are the legal agreements you are required to acknowledge and agree to open and maintain your PRODA account.

**Vaccination provider** see Provider number (Medicare) and Provider Number (AIR).

**Verification code** refers to the one off code emailed to you once during your PRODA registration. You are required to enter the code into PRODA when prompted to verify your email address and each time you log on thereafter.
Introduction

This User Guide provides a step by step guide to the registration process for an individual to access the Australian Immunisation Register (AIR) secure website. Vaccination providers must first register for Provider Digital Access (PRODA) as an individual to access the AIR through Health Professional Online Services (HPOS). All vaccination providers and administrators who need access to the AIR site will need to have an individual PRODA account. This includes if you are a:

- Medical practitioner, midwife or nurse practitioner
- Delegate of a medical practitioner, midwife or nurse practitioner
- Member of an organisation registered with the AIR as an ‘other’ vaccination provider such as a council, pharmacy, or commercial organisation

What is the AIR?
The Australian Immunisation Register is a national register that records all vaccines given to people of all ages in Australia.

What is the AIR site?
Recognised vaccination providers and administrators can use the AIR site through HPOS to record immunisation details for individuals, view and print immunisation history statements, request reports and update their contact details.

What is PRODA?
PRODA is an online identity verification and authentication system. It lets you securely access online government services. PRODA is digital and portable across web enabled devices. You can use it from anywhere as long as you have access to the internet.

What is HPOS?
Health Professional Online Services (HPOS) is a fast and secure way for health professionals and administrators to do business with Services Australia.

What is HPOS Messages?
HPOS Messages is a way to send and receive secure notifications. It’s not an email account.

HPOS Messages Mail Centre replaces the AIR site secure mail function previously accessed using the authentication file logon method. Read more on the Using the HPOS Message webpage.
Part 1: How to register for an Individual PRODA account

The first step in registering for PRODA is creating an individual account. The registration screens are easy to follow and you’ll be stepped through each process.

**Step 1 Create account**

Go to servicesaustralia.gov.au/PRODA to start the PRODA registration process.

You should read the Terms and Conditions before you create a PRODA account. You can find these and the privacy statement when you register for PRODA.

Select *Register now*
To create an account:

- enter your personal details exactly as shown on your identity documents
- create your login details
- nominate a username and password
- choose 3 security questions and give the answers
- verify your personal email address

We recommend that you use your personal email address that you can access from any device instead of a generic group address or your work email because your PRODA account is portable and transferable as your individual PRODA account will never expire and it will move with you across roles or organisations.

Verify your email address

Once you’ve completed the initial set up process, you’ll be emailed an activation code. To create your account, enter the verification code in the Email code field to verify your email address.

When you verify your email address, you’ll have created a PRODA account. You’ll receive an email confirming your username and your Registration Authority (RA) number. At this point, your PRODA account is unverified. To complete the verification process, you must confirm your identity before you can access the AIR site.

Your RA number is unique to you. If you’re part of an organisation, you’ll need to give this to your employer so that you can be added to their PRODA organisation account. You can also use this to identify yourself to the PRODA Helpdesk if you need assistance.

Step 2 Verify documents

You may choose to log back in at a later time and complete this action or, if you have your documents available, you may complete the second part immediately. Either log out now or return to log in later or click Continue.

If this step isn’t completed within 60 days, your account won’t be verified, it will be removed from PRODA and you will need to start again.
You will require 3 documents to verify your identity online. You will need to enter the document details, such as the state in which the document was issued, or the number recorded on the document, to allow your information to be automatically checked online with the issuer or official record holder.

A list of documents will display for you to select from. You can only use an identity document once and it will be removed from the list if the document is verified or after 3 failed verification attempts.

You’ll need to repeat this process for your second and third document.

**Verify name change**

If your account details don’t match your identity documents, you may need to submit a change of name document. These can include:

- a marriage certificate
- a change of name certificate
- an amended Australian birth certificate
You can contact the [PRODA Help Desk](https://www.proda.gov.au/helpdesk) for additional information on these requirements.

**If you can’t verify your identity**

If you can’t verify your identity online, you may need to contact the agency that issued your identity document or contact the PRODA Help Desk.

**Verification successful**

![Verification successful](image)

**Choose your verification code preference**

Select **Next**

Every time you log onto your PRODA account, you’ll need to enter a single use verification code. PRODA will send this code to your email by default but you can select to change this in your account settings to SMS. You can also choose to download the free PRODA Code Generator app from Google Play or Apple app store.
Step 3 Add HPOS to your PRODA account

If you are:
- a medical practice staff member; or
- an ‘other’ vaccination provider or administrator

Go to Part 2: What now? to get more information about your options to access the AIR site.

If you are:
- a medical practitioner, midwife or nurse practitioner you’ll need to link your account to HPOS in order to access the AIR site using your Medicare provider number.

To link your PRODA account to HPOS:
- select Services from the header on your PRODA account page
- choose the HPOS tile from the My Linked Services page
- complete the fields with the required information

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

Individual account created
You’ve now successfully created an individual PRODA account. Your individual PRODA account will never expire and it will move with you across roles or organisations.
Part 2: What Now?

Medical practitioners, midwives or nurse practitioners

If you’re a medical practitioner, midwife or nurse practitioner, you can use your PRODA account to directly access the AIR through Health Professional Online Services (HPOS). In addition, the following services are available:

**HPOS Delegations**

You can give another person access and allow them to perform your administrative tasks in HPOS on your behalf including the AIR. When you do this, the person is your delegate. For more information, refer to [Part 3 – HPOS delegation guide for AIR](#); or

**PRODA for Organisations**

If you don’t want to delegate your individual HPOS access, you and your administrative staff can choose to access the AIR using the AIR provider number of the organisation you work for (rather than your own). For more information about organisation accounts, refer to [Accessing the AIR using PRODA for Organisations user guide](#).

Medical practice staff

If you’re a medical practice staff member, you can use your PRODA account to:

**HPOS Delegations**

Nominate to be a HPOS delegate for one or more medical practitioner, midwife or nurse practitioner within your organisation. For more information, refer to [Part 3 – HPOS delegation guide for AIR](#); or

**PRODA for Organisations**

Be added to a PRODA organisation to access the AIR on the organisation’s behalf. For more information about organisation accounts, refer to [Accessing the AIR using PRODA for Organisations user guide](#).

Other vaccination providers or administrators

If you’re an ‘other’ vaccination provider, such as a council, pharmacy or commercial organisation, you can use your PRODA account to be added to a PRODA organisation to access the AIR on the organisation’s behalf. To learn more about organisation accounts, refer to [Accessing the AIR using PRODA for Organisations user guide](#).

👍 You are now ready to access the AIR...
Step 4 Logging onto the AIR

Log on as a medical practitioner, midwife or nurse practitioner

To log on to the AIR:

- Go to servicesaustralia.gov.au/PRODA
- Log in to your PRODA individual account
- Under My Linked Services the Health Professional Online Services (HPOS) tile will display
- Select Go to Service on the HPOS tile
- Select No Organisation – Proceed as an individual only

Health Professional Online Services (HPOS)

Organisation
Please choose an organisation to act on behalf of:

- [ ] No Organisation - Proceed as an individual only
- [ ] PRODA Organisation

Continue

- In HPOS, select My programs
- Select the Australian Immunisation Register (AIR) tile
Log on as a delegate for a medical practitioner, midwife or nurse practitioner

To log on to the AIR on behalf of a provider that you’re a delegate in HPOS for:

- Go to servicesaustralia.gov.au/PRODA
- log on to your PRODA individual account
- under My Linked Services the Health Professional Online Services (HPOS) tile will display
- select Go to Service on the tile to access HPOS
- select No Organisation – Proceed as an individual only

Health Professional Online Services (HPOS)

Organisation
Please choose an organisation to act on behalf of:

- No Organisation - Proceed as an individual only
- PRODA Organisation

select My providers from the HPOS home page

From the My providers table select, Select in the Action column

select My programs

select the Australian Immunisation Register (AIR) tile
Log on as a member of a PRODA organisation

To log on to the AIR on behalf of an organisation that you’re a member of in PRODA and have been delegated HPOS access:

- Go to servicesaustralia.gov.au/PRODA
- log on to your PRODA individual account
- under My Linked Services the Health Professional Online Services (HPOS) tile will display
- select Go to Service on the tile to access HPOS
- select the name of the organisation or sub-organisation to act on behalf of

![Health Professional Online Services (HPOS) interface]

- in HPOS, select My programs
- select the Australian Immunisation Register (AIR) tile

![Australian Immunisation Register interface]

If you’re a medical practitioner, midwife or nurse practitioner or a medical practice staff member and want to know more about HPOS Delegations, read on for Part 3 – HPOS Delegation Guide for AIR; or

If you’re an ‘other’ vaccination provider such as a council, pharmacy or commercial organisation (including a medical practice), refer to the Accessing the AIR using PRODA Organisations User Guide.
Part 3: HPOS Delegation Guide for AIR

Introduction

HPOS Delegations is ONLY for use by medical practitioners, midwives or nurse practitioners and your administrative staff.

All other vaccination providers such as councils, pharmacies and commercial organisations must use PRODA for organisations to access the AIR site, refer to [Accessing the AIR using PRODA for Organisations User Guide](#).

Why should I delegate my HPOS access?

- You can nominate someone to undertake tasks on your behalf in HPOS and AIR. When you do this, that person becomes your delegate
- The person you nominate must have their own PRODA individual account
- There are two ways that a delegation can be initiated - either by a vaccination provider or requested by administrative staff through HPOS
- Administrative staff can be delegates for multiple medical practitioners, midwives or nurse practitioners.

Alternatively, if you don’t want to delegate your individual HPOS access, you and your administrative staff can choose to access the AIR using the AIR provider number of the organisation you work for (rather than your own). For more information about organisation accounts, refer to [Accessing the AIR using PRODA for Organisations User Guide](#).

Delegation functions and services

Delegates can access the following HPOS functions:

- mailbox (HPOS Messages)
- statements and subscriptions
- secure form upload
- online forms
- Find a patient and patient profile

As well as the [Australian Immunisation Register (AIR)](#), your delegates can also access other services (this is dependent on your eligibility).

For more information on functions and services, refer to HPOS [Managing delegations](#) webpage.
How to nominate a delegate

To allow a person to access the AIR on your behalf, they must have their own PRODA individual account.

To nominate a delegate:

• log on to HPOS and select My details
• select My delegates and then Add new delegate

  ![My delegates](image)

• enter the person’s individual PRODA RA number and select Search
• the delegation end date will default to 12 months but you can enter another date up to a maximum of 12 months
• the AIR is within the My Programs function. All services are preselected, and you can unselect any services from the list that you don’t want your delegate to have access to
• select Nominate to confirm the delegate to act on your behalf. The new delegate will appear in the My delegates list
Accessing AIR using PRODA for Organisations

Services Australia
How to view transactions

- **Select** My details
- **Select** My access history

![My access history](image)

How to amend a delegate’s access

To amend a delegate’s end date or access to the AIR:

- **log on** to HPOS
- select **My details** and **My delegates**
- choose the delegate you want to amend and select **Edit** against the delegation you want to change
- you can choose to edit the delegation end date up to a maximum 12 month period or amend the services you want the delegate to access
- select **Confirm** to update the access. The new details will appear in the **My delegates** list

![My delegates](image)
How to approve a new delegation request or renewal

Administrative staff can request delegation access, or to have their access renewed, through HPOS. Staff can be delegates for multiple medical practitioners, midwives or nurse practitioners.

To approve a request:

- **log on** to HPOS
- select **My details** and **My delegates**
- select **Review** to see requests. You’ll have 14 days to action requests and you can amend your delegate’s access or change the end date
- select **Approve** to confirm the delegate or **Reject** to deny the request
- if you approve the request, the delegate will appear in the **My delegates** list

If you reject the request, the delegate will receive an email notification in the **HPOS Messages Mail Centre**:

![Image of HPOS My delegates list]

![Image of HPOS Messages Mail Centre]
How to remove a delegate

Delegate access can be approved for a maximum period of 12 months. You can choose to let a delegate’s access expire or you can manually amend it.

To delete or remove a delegate before their 12 month expiry:

- **log on** to HPOS
- select **My Details** and then **My delegates**
- choose the delegate and select **Remove**. The selected delegate’s details will display

- select **OK** to confirm the change. An updated list of delegates will display in **My delegates**
Accessing AIR using PRODA for Organisations

HPOS Delegations - Instructions for Delegates

How to submit a delegation request

• log on to HPOS
• select My providers from the HPOS home page
• select Request delegation
• enter the RA number for your nominated provider then select Search
• the delegation end date can be updated before submitting the request
• the services you want to use on behalf of the provider can be amended before submitting the request
• select Request to submit your request to the provider. The pending request will appear in the My delegate requests list
• the delegation request will be sent to the provider for approval. The provider will have 14 days to action the request before it expires

How to request an update to your existing service/s or an extension of your delegation

• log on to HPOS
• select My providers from the HPOS home page. Select Edit against the delegation you wish to change
• enter a new delegation end date. You can enter another end date up to the maximum 12 month period
• select or unselect services from the list of delegable services
• select Request to submit your request to the provider. The pending request will appear in the My delegate requests list
• the delegation request will be sent to the provider for approval. The provider will have 14 days to action
Need Help?

**PRODA**
- [proda@servicesaustralia.gov.au](proda@servicesaustralia.gov.au)
- Free call 1800 700 199 - Option 1
  You will need your individual RA number and are required to pass a security check

**Health Professionals Online Services**
- Free call 132 150 - Option 6

**AIR Internet Helpdesk**
- [air@servicesaustralia.gov.au](air@servicesaustralia.gov.au)
- Free call 1300 650 039

These services are available 8:00am to 5:00pm local time