

Register, setup and maintain PRODA for individuals and organisations

Provider Digital Access (PRODA) is an online identity verification and authentication system that allows secure access to online government services. Ensuring you have a number of key staff and clinicians with PRODA identity verification and authentication supports proactive team-based care.

Overview

With a PRODA registration, your staff and clinicians can access a number of services including:

- Health Professional Online Services (HPOS)
- Medicare online
- Pharmaceutical Benefits Scheme Online (PBS Online)
- Disability Medical Assessment Online service
- Aged Care Provider Portal
- Australian Immunisation Register (AIR)
- Practice Incentives Program (PIP)
- Practice Nurse Incentives Program (PNIP)
- DVA Webclaim
- My Health Record National Provider Portal

To make the most of these online services, follow our step-by-step instructions for registration, set up and maintenance.

What's Involved

STEP ONE: Create an individual login

1. Check that you have [3 government identity documents](#) ready to verify your identity.
2. Go to the [PRODA registration website](#) and select register now.
3. Provide requested personal details and follow prompts to create a username, password and verify your email address.
4. Review the instructions for registering with PRODA for step-by-step guidance.

STEP TWO: Register your organisation

1. Check that your organisation has an active [Australian Business Number \(ABN\)](#).

2. Check that you are [an associate or authorised contact for the organisation on the Australian Business Register \(ABR\)](#) and that your individual PRODA account name matches your name on the ABR.
3. Follow the step-by-step guidance to [register your organisation](#).
4. Take note of the **Registration Authority (RA) number** provided, confirming you have successfully registered your organisation.
5. Only members with the Employee-Management attribute can add new members.
6. To add a member, you will need their RA number and surname.
7. You need the person's consent to add them to your organisation in PRODA.
8. Follow the [step-by-step guide](#) to complete any of the below.
 - [Set up and maintain organisation members](#)
 - [Set up maintain organisation delegations](#)
 - [Change the Responsible Officer \(RO\)](#)
 - [Add or remove an Organisation Maintenance Officer \(OMO\)](#)

STEP THREE: Setup members and delegations

1. Review and understand your account [management attributes](#).
2. Only members with the Employee-Management attribute can add new members.
3. To add a member, you will need their RA number and surname.
4. You need the person's consent to add them to your organisation in PRODA.
5. Follow the [step-by-step guide](#) to complete the below requirements.
 - [Set up and maintain organisation members](#)
 - [Set up maintain organisation delegations](#)
 - [Change the Responsible Officer \(RO\)](#)
 - [Add or remove an Organisation Maintenance Officer \(OMO\)](#)

STEP FOUR: Setup the Organisation Register tile in HPOS

1. Ensure you have your ABN ready
2. Check under HPOS, 'Go to services' and your organisation, that you have the dark green Organisation Register tile. Proceed with the following steps if you do not.
3. Follow the step-by-step guidance to **add your Organisation Register tile** in HPOS

4. Once completed, check again in HPOS under your organisation if you now have the dark green Organisation Register tile.
5. Follow the [step-by-step guidance to add the Organisation Register tile](#)

STEP FIVE: Setup your organisation site record

1. Ensure the information you use for site name and physical address is recognisable to patients as this is what they will see when they are searching for your practice to register
2. Ensure that you create an organisation site record for every site in your organisation
3. Follow the [step-by-step guidance to create and activate your organisation site record](#)

Go to [Register your practice and patients for MyMedicare](#) for steps to register for the program, adding providers and adding your patients.

Service Australia Resources:

- [Register on the Organisation Register in HPOS – Health professionals – Services Australia](#)
- [ORGREGINFO5-PRODA Attributes at a Glance \(servicesaustralia.gov.au\)](#)
- [ORGREGM02 – Creating an Organisation Record \(servicesaustralia.gov.au\)](#)
- [ORGREGM03 – Creating an Organisation Site Record \(servicesaustralia.gov.au\)](#)

Contact for more information

PRODA Helpdesk

Monday to Friday, 8 am to 5 pm (local time)

Phone 1800 700 199 and select option 1

Email: proda@servicesaustralia.gov.au

HPOS helpdesk

Monday to Friday, 8am–5pm (local time)

Phone: 13 21 50, select option 6

Healthcare Identifiers Service

Monday to Friday, 8:30 am to 5 pm (AEST)

Phone: 1300 361 457

Email: healthcareidentifiers@servicesaustralia.gov.au

AHPRA

Monday to Friday 9:00 am to 5:00 pm (AEST)

Phone: 1300 419 495

WNSW PHN Practice Development & Digital Health Teams

Monday to Friday 8:30 am to 4:30 pm (AEST)

Phone: 1300 699 167

Email: admin@wnswphn.org.au

Email: digitalhealth.team@wnswphn.org.au