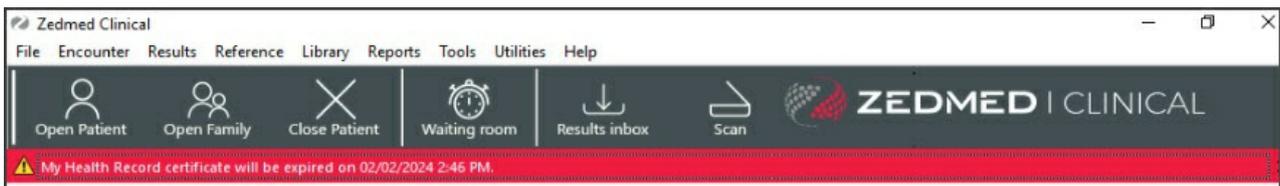# Expiring NASH certificate

Last Modified on 03/06/2024 9:56 am AEST

If you have received a notification from PRODA that your NASH Certificate is expiring, you need to install a new certificate. NASH certificates are required to create connections to online patient services, including My Health Record and ePrescribing.

A My Health Record certificate expiry notification in Zedmed is another indication that your certificate needs to be updated.

Shortcuts to specific sections:

- Step 1 - Download a new NASH Certificate
- Step 2 - Load the practice NASH Certificate
- Step 3 - Load NASH Certificate for each branch
- Step 4 - Configure the Practice Settings
- Step 5 - Contact Zedmed if you are registered for eRx

Step 1 - Download a new NASH Certificate

To download a NASH PKI Certificate, follow the Government Digital Health guide. Information can also be found at Services Australia. Once you have the certificate, proceed to step 2.

Digital Services Australia contacts:

- For PRODA inquiries, call 1800 700 199 (option 1) or email proda@servicesaustralia.gov.au
- For NASH inquiries, call 1800 700 199 (option 2) or email ebusiness@servicesaustralia.gov.au

If you are a Zedmed Cloud customer, jump to Step 5 and contact Zedmed Support, who will arrange for the certificate installation.

Step 2 - Load the practice NASH Certificate

To load the certificate:

1. Go to Zedmed's **Reception** tab and select **Clinical Records**.

   The **Clinical Records** screen will open.
2. Select **Tools** > **Global Options.**

   The **Global Options** screen will open.

3. Select the **Communications** tab**.**
4. Select the **SMD and My Health Record** tab.
5. Ensure that the **My Health Record URI** is set to Production.
6. In the Practice Certificate section, select **Load Certificate**.
7. Navigate to where the certificate is located and select the 'site.p12' file
8. Select **Open**.
9. Enter the PIC into the password field.

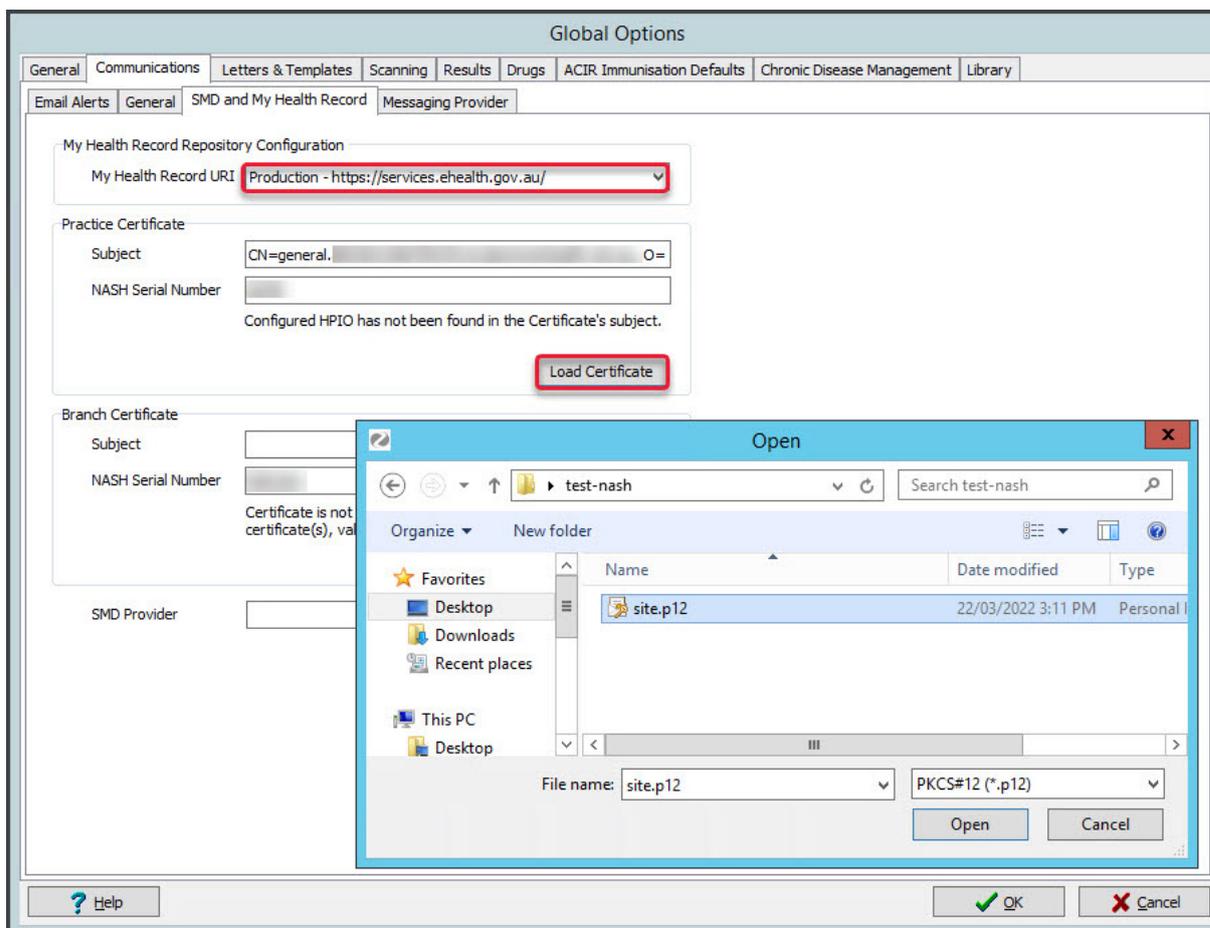If you get the error "The form Address is empty" see the troubleshooting section below.

10. Select **OK.**

It will then say the certificate has been successfully imported.

11. Select **OK**.

It will then enter the information into the 'Subject:' and 'NASH Serial No:' fields.

12. Select **OK**.

Step 3 - Load NASH Certificate for each branch

This step is only if the practice has registered branches in PRODA as separate entities. When a branch is a separate identity, it will be provided with its own NASH certificate which must be added to Zedmed. Repeat the steps below for branches with their own NASH certificate.

To add the NASH certificate:

1. Log into Zedmed at that branch the certificate is for.

   To do this, select the branch from the login screen or use F3 to switch branches.
2. On the **Reception** tab, select **Clinical Records.**

   The **Clinical Records** screen will open.
3. Select **Tools** > **Global Options.**

4. Select the **Communications** tab**.**
5. Select the **SMD and My Health Record** tab.
6. In the Branch Certificate section, select **Load Certificate.**
7. Navigate to where the certificate is located and select the file.
8. Select **Open.**
9. Enter the PIC into the password field and select **OK.**

   It will then say the certificate has been successfully imported.
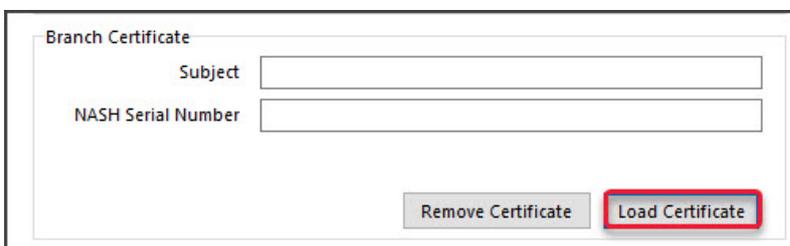
10. Select **OK**.

    It will then enter the information into the 'Subject:' and 'NASH Serial No:' fields.
11. Select **OK**.

Step 4 - Configure the Practice Settings

Update the Practice Setup with the Organisation Type and Service.

To update a practice's details:

1. Go to Zedmed's **Management** tab.
2. Select **Practice Setup > Practice.**

   The **Practice Details** screen will open with the **Practice** tab selected.

   The HPI-O should already be entered as part of the HI Service setup.
3. From the drop-down list, select the required option within the **Organisation type** and **Organisation service** fields.

Practice Details

| Practice | Name | ZEDMED DEMONSTRATION SYSTEM |

ABN ⌄ [ ] Medclaims Minor ID [ ] Export to MD

eHealth Information

HPI-O [ ]   Search HI Service   Check HI Provider Classifications

Organisation type [General Practice ⌄]   Organisation service [General practice medical ⌄]

Integrated Eftpos/Easyclaim provider [Tyro ⌄]

☑ Automatically Process Tyro Bulk bill transactions   Notify unprocessed after [7] days

API Gateway Key [ ]

☑ Family Links   ☐ Find arch'd/deceased   ☐ Global File Numbers
☑ Round to 5 cents   ☑ Show DoB in Selectors   ☑ Using Zedmed Clinical

Password Settings
Complexity
[ ]
Off   High

☐ Require at least one number
☐ Require at least one punctuation character
☐ Require upper and lowercase

☐ Maximum password retry attempts   [5]
☐ Password expiry interval (in days)   [30]
☐ Password reuse interval (in days)   [90]
☐ Disable Inactive account after (in days)   [90]
☐ Lock program if inactive for (in minutes)   [10]

[Radiology Settings]   [Patient Types]
[HI Service Settings]

Category Fields
Name
1 [test 1] Values
2 [Doc test] Values
3 [ ] Values
4 [ ] Values
5 [ ] Values

Text Fields
Name
6 [DVI PST]
7 [ ]
8 [ ]
9 [ ]
10 [ ]

[Close]   [Cancel]

4. Select the **HI Service Settings** button at the bottom.

    The **HI Service Settings** screen will open.
5. Select **Service Settings** on the left menu.
6. Select the **Load Certificate** button.
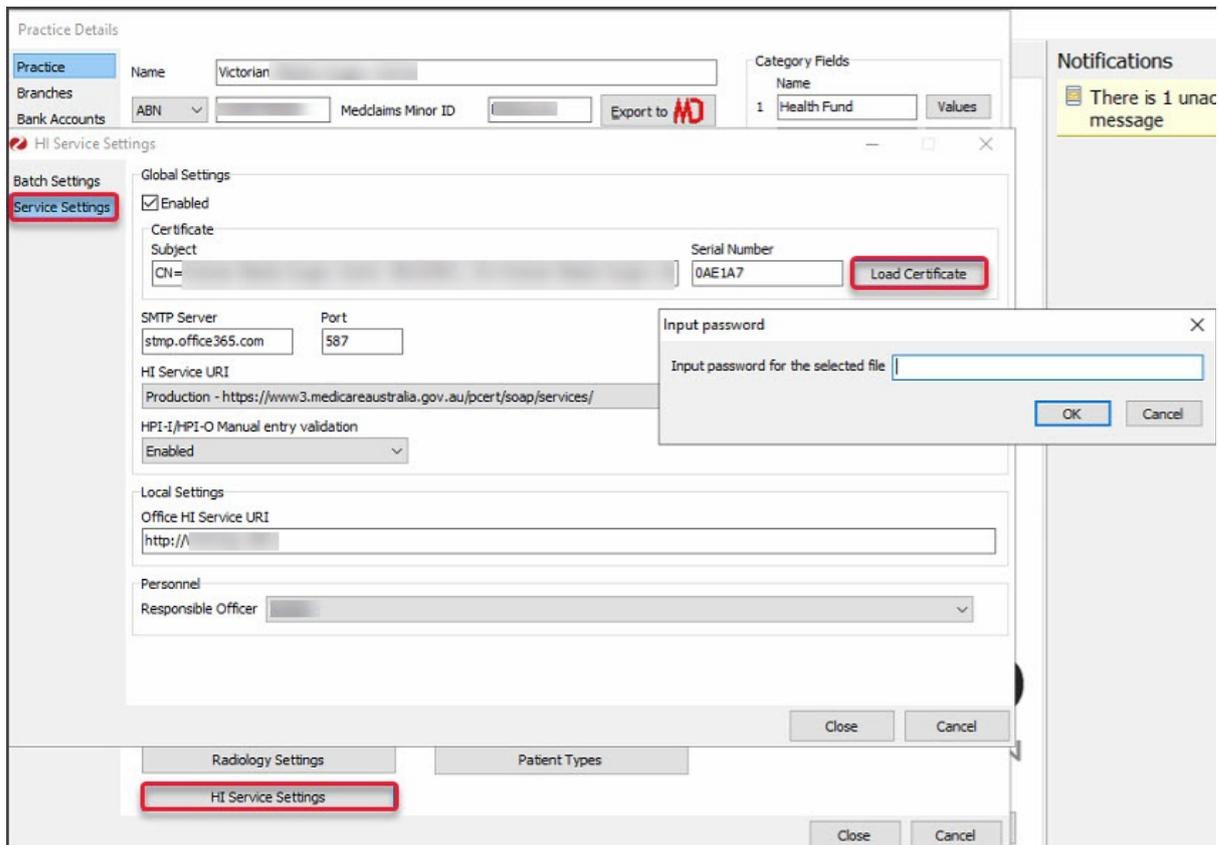7. Navigate to where the certificate is located and select the file.
8. Select **Open**.
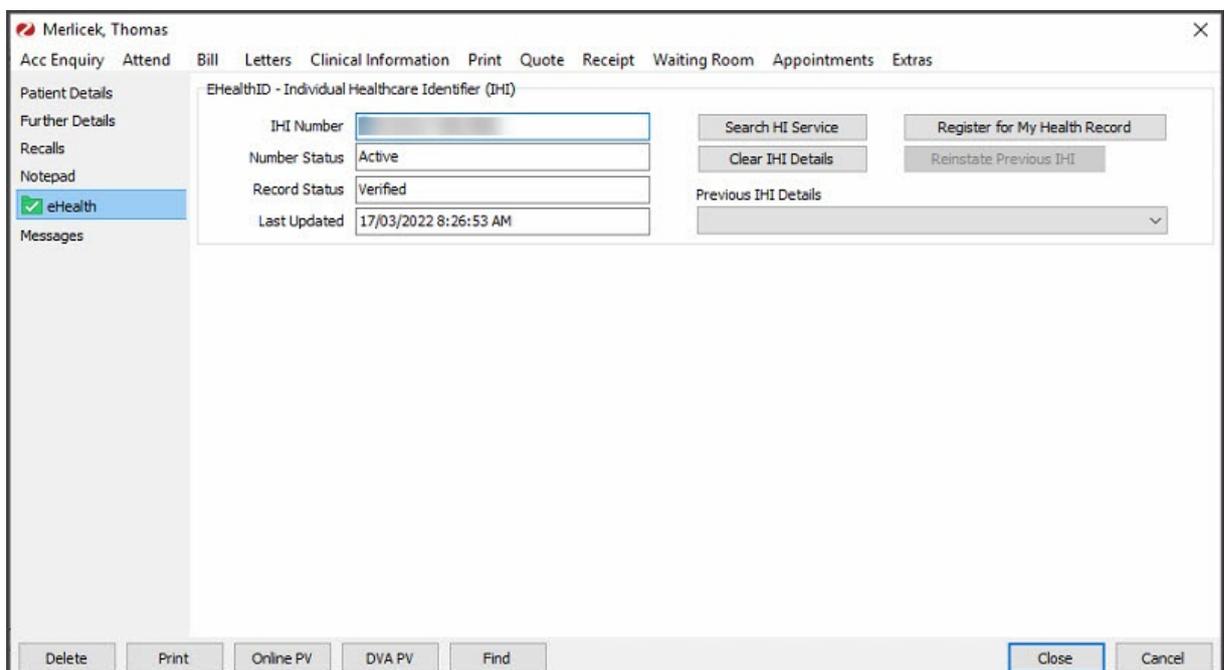9. Enter the PIC into the password field.
10. Select **OK**.

    It will then say the certificate has been successfully imported.
11. Select **Close** to save and exit.

Now when you look up a patient their eHealth will show as green and you can search the HI Service.

Step 5 - Contact Zedmed if you are registered for eRx

Practices that use eRx **will need Zedmed Support to update their eRx** configurations in Zedmed. Call 1300 933 000 or email support@zedmed.com.au and ask for your eRx configuration to be updated for the new certificate.