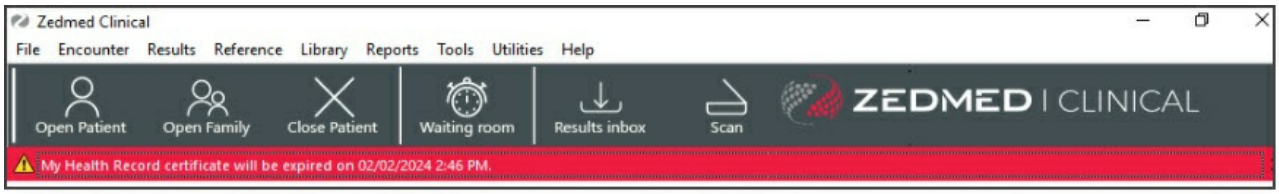
Expiring NASH certificate

Version: 1.00 | Last Modified on 23/10/2025 10:08 am AEDT

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.

If you use eRx, Zedmed will need to update your eRx configuration after the certificate has been installed.



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

Zedmed Cloud customers
Only perform Steps 1 and 5, then email the new certificate to support@zedmed.com.au for the certificate to be installed.

Step 1 - Download a new NASH Certificate

To download a NASH PKI Certificate, see Services Australia's information page. 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

Step 2 - Load the practice NASH Certificate

To load the certificate:

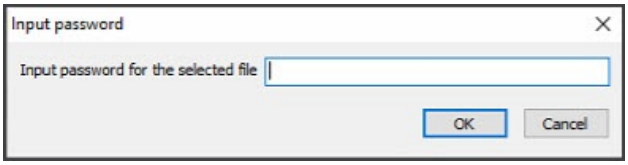
1. Go to Zedmed's **Reception** tab and select **Clinical Records**.

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.

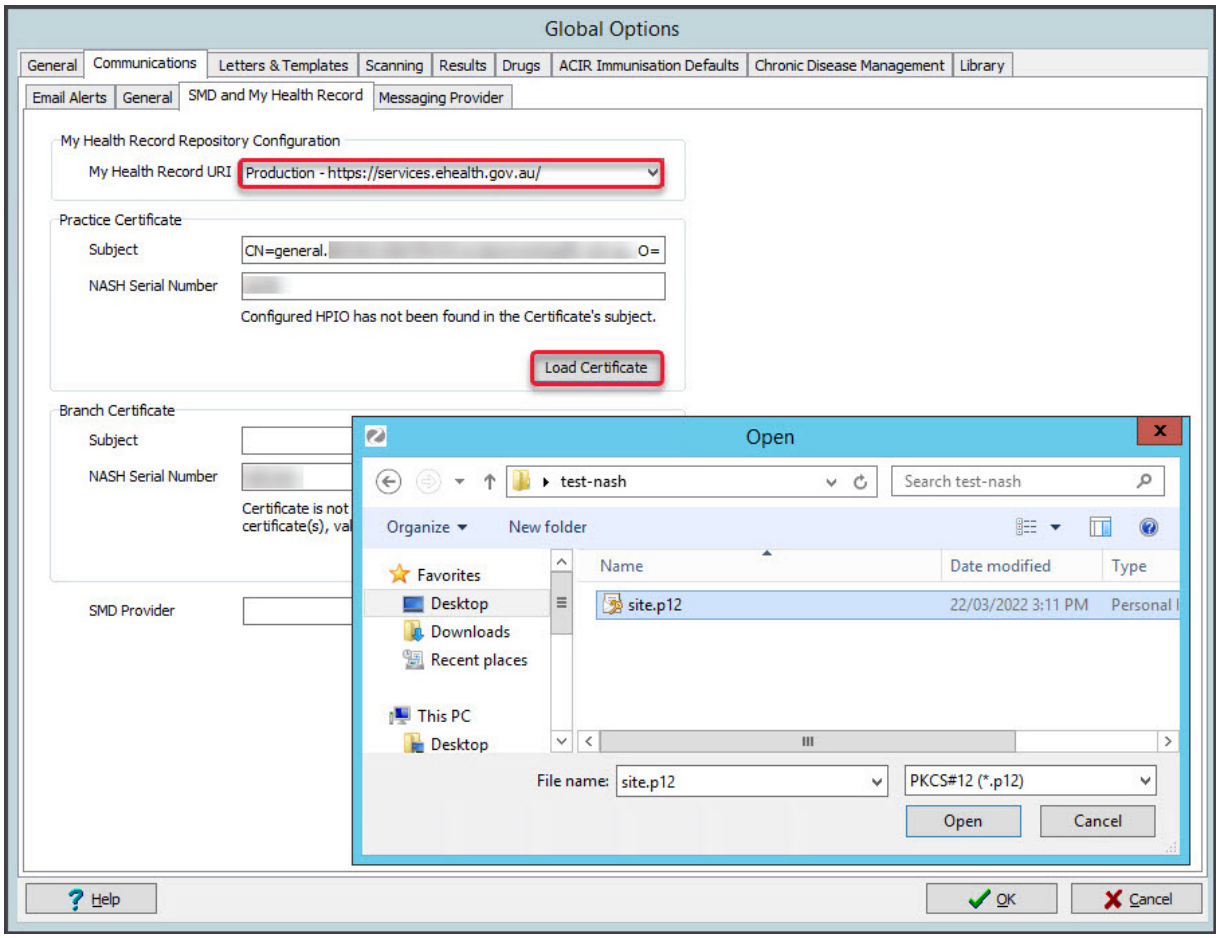
10. Select **OK.**

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.

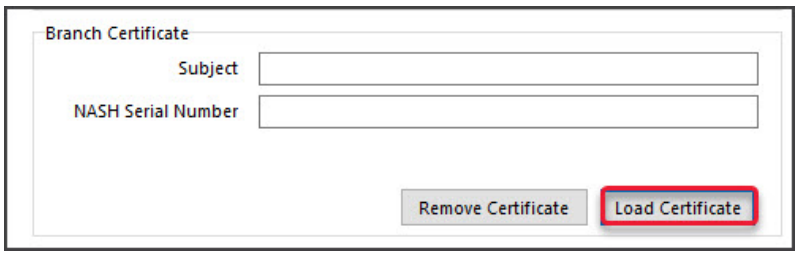
To add the NASH certificate:

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

   To do this, select the branch from the login screen or use F3 toswitch 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

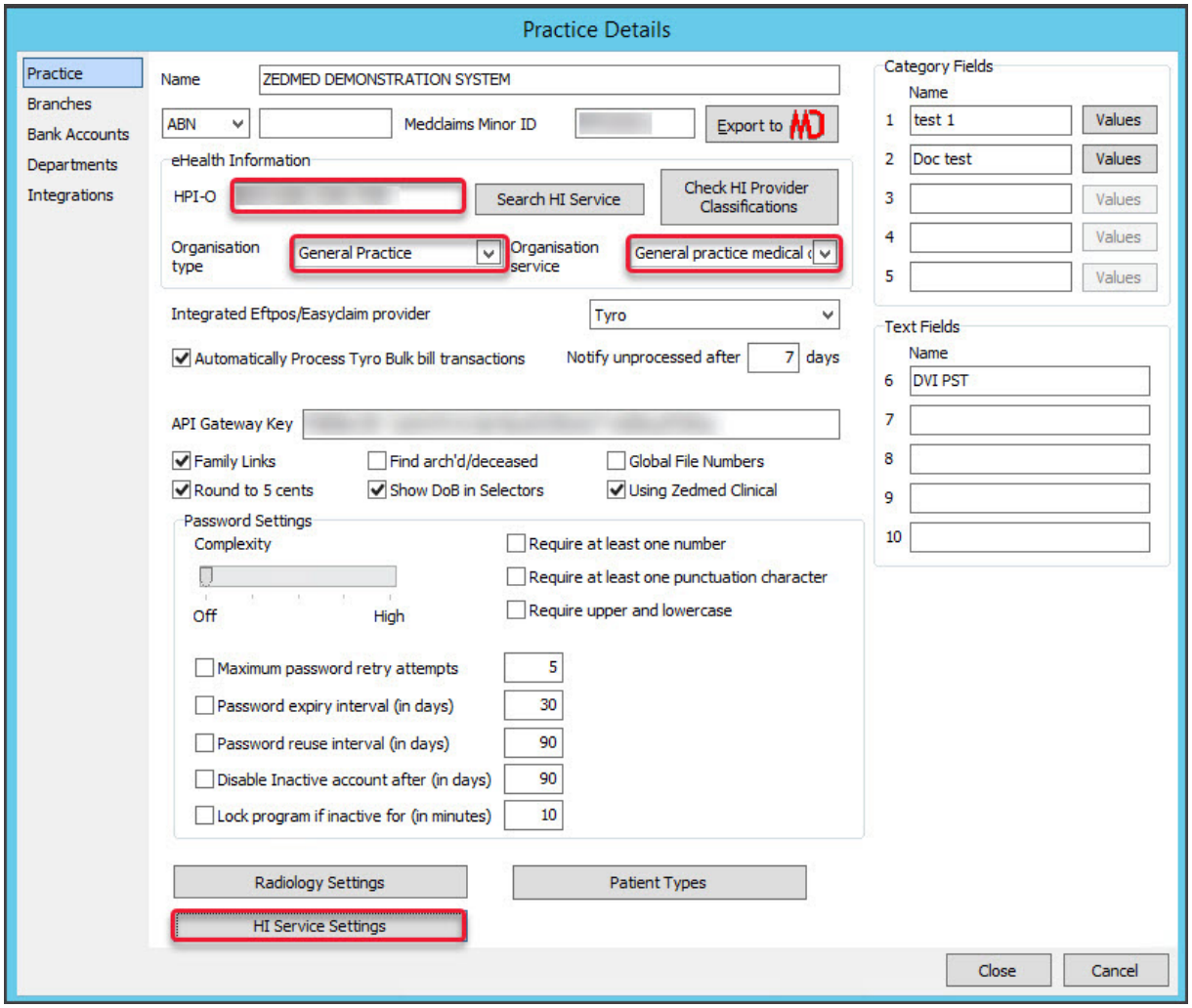
Update the Practice Setup with the Organisation Type and Service.

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.

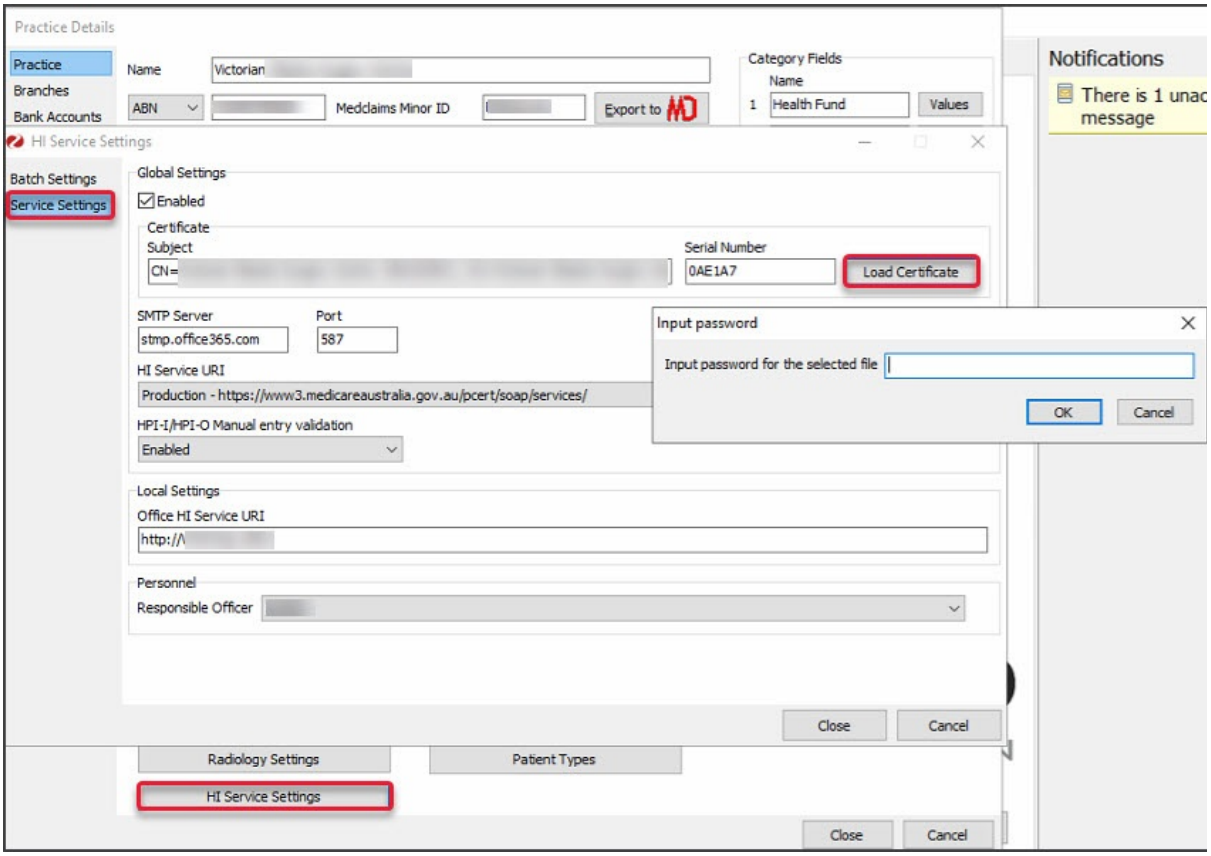
   The HPI-O should already be entered as part of the HI Service setup.
3. From the drop-down list, select the required option within the **Organisation type** and **Organisation service** fields.



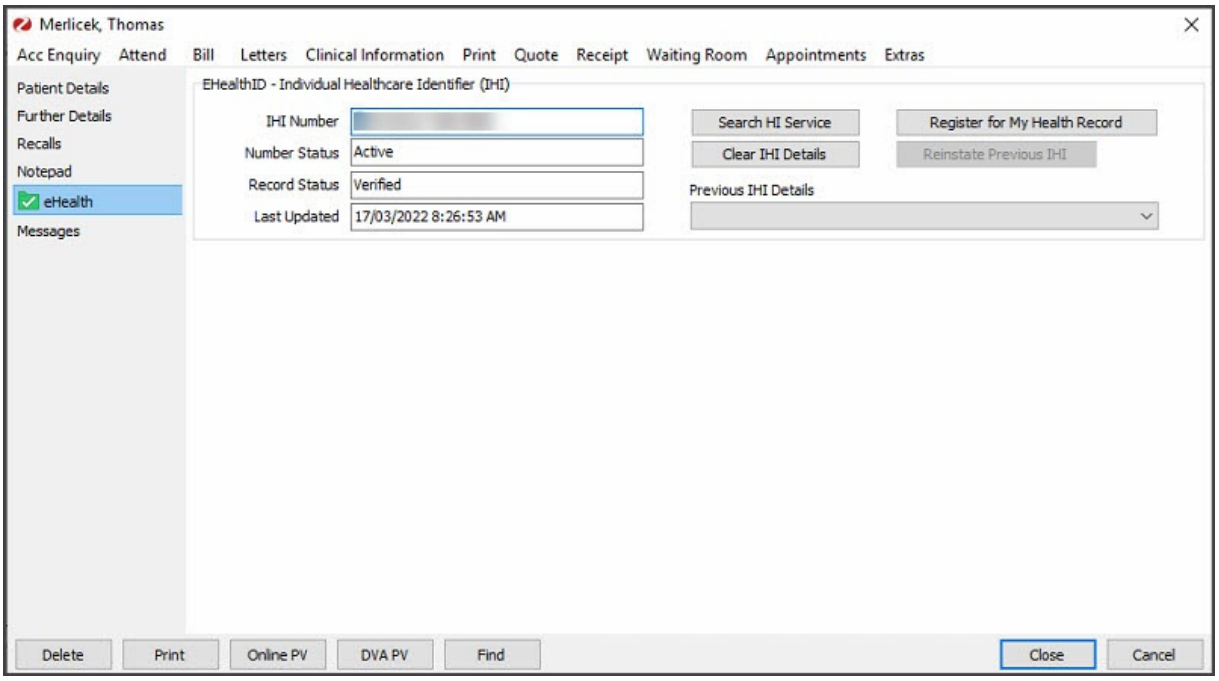
4. Select the **HI Service Settings** button at the bottom.

   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.