

# **Expiring NASH certificate**

Last Modified on 18/02/2025 2:08 pm 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.



# Step 1 - Download a new NASH Certificate

To download a NASH PKI Certificate, see the Services Australia 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

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.

Input password	×
Input password for the selected file	
	OK Cancel

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.

	Global Options	
General Communications Letters & Temp	plates Scanning Results Drugs ACIR Immunisation Defi	aults Chronic Disease Management Library
Email Alerts General SMD and My Health	Record Messaging Provider	
My Health Record Repository Configura	ation - https://services.ehealth.gov.au/	
Practice Certificate		
Subject CN=gener	al. O=	
NASH Serial Number		
Configured	HPIO has not been found in the Certificate's subject.	
	Load Certificate	
Branch Certificate		
Subject		Open 🔀
NASH Serial Number		✓ Ċ Search test-nash 🔎
Certificate certificate(	is not s), val Organize ▼ New folder	8≡ - 🖬 @
	🔶 Favorites	Date modified Type
SMD Provider	Desktop = 🧏 site.p12	22/03/2022 3:11 PM Personal I
	Downloads	
	11 This PC	
	📔 Desktop 🗸 <	III >
	File name: site.p12	✓ PKCS#12 (*.p12) ✓
		Open Cancel
	l	
? Help		

#### Step 3 - Load NASH Certificate for each branch

This step is <u>only</u> 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.

Subject	
NASH Serial Number	

#### 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 Branches Bank Accounts Departments Integrations	Name       ZEDMED DEMONSTRATION SYSTEM         ABN       Medclaims Minor ID       Export to Model         eHealth Information       Export to Model       Medclaims Minor ID       Export to Model         HPI-0       Search HI Service       Check HI Provider Classifications         Organisation       General Practice       Organisation General practice medical (         Integrated Eftpos/Easyclaim provider       Tyro          Integrated Informatically Process Tyro Bulk bill transactions       Notify unprocessed after       7 days	Category Fields Name 1 test 1 Values 2 Doc test Values 3 Values 4 Values 5 Values 5 Values 7 Text Fields Name 6 DVI PST
	API Gateway Key	7 8 9 10
	Radiology Settings     Patient Types       HI Service Settings	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.

Practice Branches Bank Accounts	Name Victorian ABN V Meddaims Minor ID Exp	Category Fields Name Nort to 1 Health Fund Values	Notifications
<ul> <li>HI Service Set</li> <li>Batch Settings</li> <li>Service Settings</li> </ul>	ttings Global Settings ✓ Enabled Certificate Subject CN= SMTP Server Port Stmp.office365.com 587	Serial Number OAE 1A7 Load Certificate Input password	×
	HI Service URI Production - https://www3.medicareaustralia.gov.au/pcert/soap/services/ HPI-I/HPI-O Manual entry validation Enabled Cocal Settings Office HI Service URI http://	Input password for the selected file	OK Cancel
	Personnel Responsible Officer	Close Cancel	
	Radiology Settings Patient Types HI Service Settings	Close Cancel	

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

Further Details   Recalls   Number Status   Active   Number Status   Active   Record Status   Verified   Last Updated   17/03/2022 8:26:53 AM	Patient Details	EHealthID - Individual H	iealthcare Identifier (IHI)	waiting toom Appointments	Extras
Recalls   Notepad   Petealth   Messages     Number Status   Active   Record Status   Verified   Last Updated   17/03/2022 8:26:53 AM     Previous IHI Details     Reinstate Previous IHI	Further Details	IHI Number		Search HI Service	Register for My Health Record
Record Status         Verified         Previous IHI Details           Messages         17/03/2022 8:26:53 AM         ~	Recalls	Number Status	Active	Clear IHI Details	Reinstate Previous IHI
Messages Last Updated 17/03/2022 8:26:53 AM	Notepad	Record Status	Verified	Previous IHI Details	
	enealth	Last Updated	17/03/2022 8:26:53 AM		、 、

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.

For the most up-to-date documentation version, visit https://help.zedmed.com.au/help