



National Authentication Service for Health (NASH) PKI Certificate Renewal Process

What is a NASH PKI certificate and why do I need it?

National Authentication Service for Health Public Key Infrastructure (NASH PKI) certificates are issued by the Department of Human Services and provide various capabilities, depending on the type of certificate. The NASH PKI Certificate for Healthcare Provider Organisations is required for organisations to access the My Health Record system, since it authenticates the organisation to the system.

The NASH PKI certificate cannot be used to access the HI Service or claim Medicare benefits. For more information see <http://www.humanservices.gov.au/health-professionals/services/medicare/public-key-infrastructure>

NASH PKI certificates expire every two years.

How can I check the expiry date of my NASH PKI certificate?

You can check if your NASH PKI certificate has expired by looking in your Clinical Information System. This method varies depending on the CIS your organisation is using. For more information on this method, please contact your CIS vendor.

Alternatively the Organisation Maintenance Officer (OMO) or Responsible Officer (RO) of your organisation can contact the Department of Human Services eBusiness Service Centre on **1800 700 199**.

How do I know that my NASH PKI certificate has expired?

If you have been able to access the My Health Record system in the past but no longer can, your NASH PKI certificate may have expired. Depending on the clinical information system (CIS) you use, you may or may not receive an error message when trying to access, view or upload information within the My Health Record system. These error messages may vary, but the example is indicative: Certificate was not found with criteria '041D87'

Alternatively, if you have never been able to access the My Health Record system, it is possible that your organisation's NASH PKI certificate has not been loaded correctly. To check that you have loaded your NASH PKI certificate correctly, please contact your CIS vendor.

What do I do if my NASH PKI for has expired?

Confirm you haven't already received a new NASH PKI certificate. The Department of Human Services has an automatic renewal process set up for NASH PKI certificates. If your organisation's certificate has expired, your RO or OMO would have been sent a renewal certificate on CD. If you have received and can locate it, you will need to follow the written instructions to update it in your CIS.





Australian Government

Australian Digital Health Agency



My Health Record

What do I do if I haven't received or can't find my new certificate?

If you have not received or cannot locate your new NASH PKI certificate you can apply for it to be re-issued by completing the form at <http://www.humanservices.gov.au/health-professionals/forms/hw083> and returning it (scanned) to nash.pki@humanservices.gov.au

or post to:

**The Department of Human Services
NASH PKI Operations
PO Box 7788
Canberra BC ACT 2610**

How do I configure my NASH PKI certificate in my CIS?

How your NASH PKI certificate is configured will depend on the CIS your organisation is using. Some CISs will store the certificate in the database while others store the certificate on the local machine under the current user's profile. If you are unsure on how to configure your NASH PKI certificate on your CIS it is best to contact your CIS vendor.

Alternatively, a number of CIS vendors have published configuration details on the internet.

How do I get assistance?

If assistance is needed, the Organisation Maintenance Officer (OMO) or Responsible Officer (RO) of your organisation can contact the Department of Human Services eBusiness Service Centre on

1800 700 199.