

## How to register for PRODA (Provider Digital Access)

PRODA is an online authentication system designed for individuals to securely access a number of government programs and services such as Health Professionals Online Services (HPOS). Anyone who works in healthcare services, including providers, management and administration staff can register for a PRODA account. The services you have access to will depend on your role. It is important that each person has their own PRODA account. Providers can nominate delegates to act on their behalf.

1. In an internet browser, navigate to the Department of Human Services PRODA website: <https://proda.humanservices.gov.au/>. On the home screen, select *Register now*.

Australian Government  
Department of Human Services

**PRODA**  
Provider Digital Access

### Login

If you have already created your PRODA account, login below.

Username  
Enter username  
[Forgot your username?](#)

Password  
Enter password [Show](#)  
[Forgot your password?](#)

**Login**

Don't have a PRODA account [Register now](#)

2. You will be taken to a screen with the below images, outlining the three actions to complete the PRODA registration process. To begin, scroll down the page and click the *Register now* tile.

**1 Create account**



Provide your details, create a username and password, and verify your email address.

**2 Verify documents**



Verify 3 different [identity documents](#).

**3 Match existing services**



Complete matching process for your existing services.

**Register now**

3. Complete the *Your details* information. Please note, 'Additional Name' refers to your middle name. If your middle name is displayed on your identity documents you should include it here. Click *Next*.

### Your details

Title (Optional)

First name

Additional names  
(Required if on any of your identity documents)

Surname

Gender

Date of birth  
For example, 20 03 1976  
 /  /

- Next, create your username and password. Your username may be any name you choose that you will remember. There are rules when creating your password (see below).

### Create your login details

Username

Password  
 [Show](#)

Confirm Password  
 [Show](#)

- At least 10 characters
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number or [special character](#)

- Create three security questions. You will need to easily recall the answer for each security question you choose. Security questions will be recommended for you. For example: What was the name of your first pet. Click *Next*.
- Enter and confirm your email address. This is the email address to which your verification code will be forwarded, please ensure you have access to the email account you list. Click *Next*.

### Your email address

You need to provide an email address for your account. We will need to verify that you own this email.

Email address

Confirm email address

- Open your email to access your verification code email from your inbox, enter it into the verification code field and click *Next*.
- You will receive a second automated email stating that you have successfully created your PRODA account. The email will contain the following important information which you will need to store securely for the next step.

*Dear Person,*  
*You have successfully created a Provider Digital Access (PRODA) account.*  
*Your Username is USERNAME Your Registration Authority (RA) Number is XXXXXXXXXXXX*  
*Please retain this number as you may need it for future reference.*  
*You have now completed the first action and created your PRODA account.*

9. In PRODA, click continue to verify your identity. Please note, if you do not have your identity verification documents available, you may continue these steps at a later date.

You will be required to submit three documents to verify your identity online.

Online identity documents ×

<p><b>Two</b> of the following documents:</p> <ul style="list-style-type: none"><li>• Medicare card</li><li>• Australian driver's licence</li><li>• ImmiCard</li><li>• Australian passport</li></ul>	<b>and</b>	<p><b>One</b> of the following documents:</p> <ul style="list-style-type: none"><li>• Australian passport</li><li>• Australian birth certificate</li><li>• ImmiCard</li><li>• Citizenship certificate</li><li>• Australian Visa (supported by a Foreign passport, which is needed for verification)</li><li>• Certificate of registration by descent</li></ul>	<b>and</b>	<p>If your current name is different to the name on any of your documents you will need to provide <b>one</b> change of name document:</p> <ul style="list-style-type: none"><li>• Marriage certificate</li><li>• Change of name certificate</li></ul>
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10. Complete the details of your three verification documents ensuring that the details match exactly as they are displayed on your document. Click *Next*.

Please note: If your name differs between the documents you provide, you will also be required to provide a Change of Name document. It may include one of the following:

- Marriage Certificate
- Change of Name Certificate

11. Once your documents have been successfully verified, you will be asked to choose the method by which the PRODA system sends you automated messages in the future. The method you choose will be where the two step verification code will be sent every time you log into PRODA so ensure it is something you regularly have access to.

12. The final step is to link your identifiers so that you have access to all relevant services. To do this, select the HPOS tile. You will be prompted with a question: ***Have you been issued with any number or identifiers as part of your role?***



**If you do have identifiers to link:**

- select *Yes* to search and link your identifiers.
- enter your Provider or AHPRA number (or choose and enter another Identifier type), then select *Search*.

After you've linked HPOS to your services in PRODA select *Go to Service*. If you did not complete this step before or want to link more identifiers select *Link identifiers*.

**If you don't have identifiers to link:**

- select *No* and you can log in to HPOS and access basic functions.
- If you have been given authority to act as a delegate on behalf of a provider you will be able to access the relevant programs.

For information or support contact Provider Digital Access (PRODA):

**Phone: 1800 700 199**

**Email: [proda@humanservices.gov.au](mailto:proda@humanservices.gov.au)**