

Best Practice: Installing NASH Certificate

This factsheet provides instructions on installing your NASH Certificate into Best Practice.

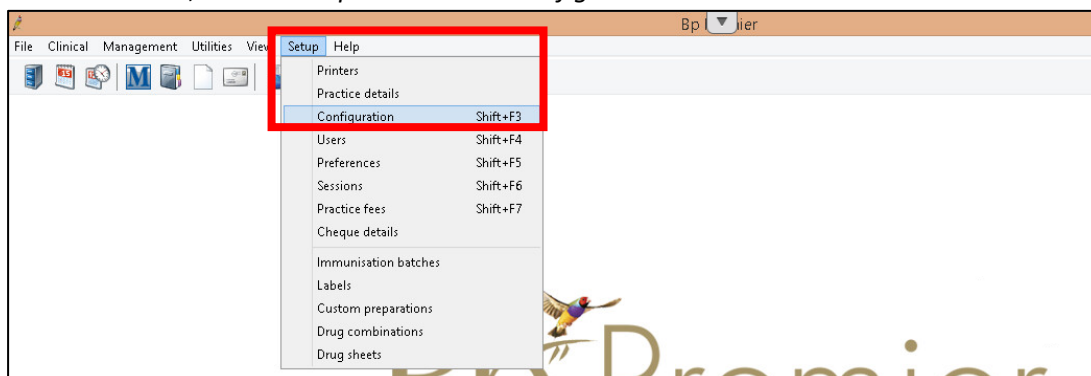
Before getting started:

A National Authentication Service for Health (NASH) Public Key Infrastructure (PKI) Certificate, issued by the Department of Human Services is used to allow health care providers to securely access and share health information, this includes My Health Record.

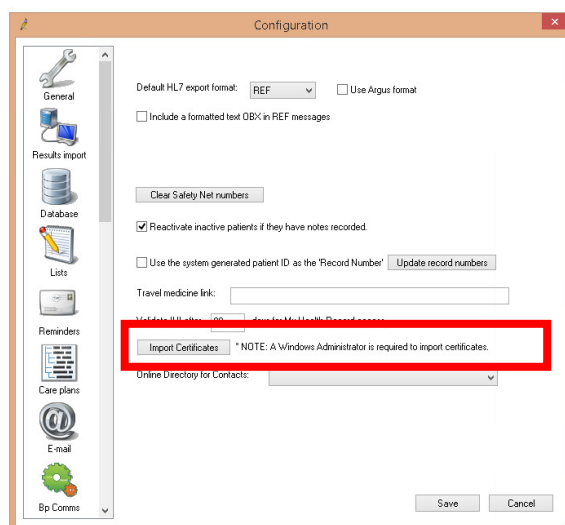
Ensure you have requested and downloaded your NASH certificate from PRODA. This [step by step guide](#) will assist you. Save it to a location you will remember. You will need to access this location. The NASH PKI Certificate will be available for download and installing for a period of 30 days from issue.

Please note: NASH certificates must be installed on the server.

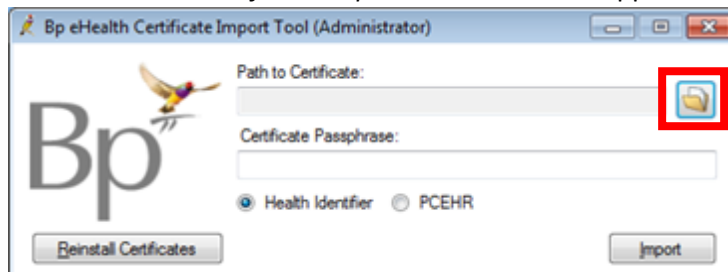
1. Save NASH certificate file from PRODA onto your server.
2. In Best Practice, under *Set up* menu select *Configuration*.



3. Select *Import Certificate*



4. Log in to certificate manager using your Best Practice username and password. Please note, you must have administrator access to perform this import.
5. The *BP eHealth Certificate Import Tool* screen will appear.



6. Click on the File Explorer icon to the right of *Path to certificate* and browse to the NASH certificate you downloaded.
7. Select the Practice Certificate file (**FAC_Sign.p12**) and click *Open*.
8. Type your *Certificate Passphrase* in. This is the PIC code sent as an SMS message when you requested your certificate.
9. Select the *PCEHR* radio button and click *Import*. If the import was successful, a success message will be displayed.

The Brisbane South PHN are able to provide support in registration and training. If you wish to get in contact with us please phone: (07) 38647555 or email: ehealth@bsphn.org.au.

Below are some other useful contacts:

Best Practice

1300 401 111 or support@bpsoftware.net

My Health Record Helpline:

1800 723 471 (option 2 for providers)

For help with:

- Registration enquires for My Health Record
- General enquiries or concerns relation to the My Health Record system (e.g. privacy and security)
- Clinical safety related questions

Digital Credentials (NASH PKI Certificates):

1800 700 199 or ebusiness@humanservices.gov.au

For help with:

- Enquiries relating to Medicare and NASH PKI certificates
- Installing your Medicare and/or NASH PKI certificates
- Locating lost or forgotten passwords for PKI certificates and tokens