



Linking an Organisation in PRODA to HPOS

How to link step-by-step



Step 1

Login to PRODA

- Enter Username
- Enter Password

An authentication code will be sent to your preference previously chosen:

- Email
- SMS
- PRODA app



Login

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

Username

[Forgot your username?](#)

Password

 [Show](#)

[Forgot your password?](#)



[<Back](#)

2-step verification

Enter the verification code from your SMS below.

If you cannot access your SMS at this time we can [send a code to a backup channel](#).

Enter Code

 [Show](#)

[Didn't receive your code?](#)



Step 2



Once logged in proceed to click on [Organisations](#) button

A screenshot of a dark-themed navigation bar. On the left is the Australian Government Services Australia logo. In the center, the text "PRODA" is displayed in a large, white, serif font, with "Provider Digital Access" in a smaller, italicized serif font below it. On the right, the user's name "James Tiberius Kirk" is shown. Below the name are four navigation links: "Profile", "Services", "Organisations", and "Logout". The "Organisations" link is highlighted with a red rectangular border, and a red arrow points to it from the right.

Australian Government
Services Australia

PRODA
Provider Digital Access

James Tiberius Kirk

[Profile](#) | [Services](#) | [Organisations](#) | [Logout](#)



Step 2

My Organisations

Select the organisation
you're acting on behalf of



My organisations

You're a member of the organisations listed below.

Select the organisation name to:

- view the organisation's details
- manage the organisation's devices
- add or remove the organisation's members
- add subsidiary organisations (for parent organisations only)

Name	ABN	Organisation Status	Role/Status
New Organisation	35 52 197 696		
		Active	Director / Active

1 record found

1

10

[Join an Organisation](#)

[Register New Organisation](#)

Step 3

Manage My Organisations

Expand the Service Provider menu

Select **Add Service Provider**



A screenshot of a web application interface for managing organizations. The header includes the Australian Government Services Australia logo, the PRODA (Provider Digital Access) logo, and navigation links for Profile, Services, Organisations, and Logout. The main content area is titled 'Manage my organisation' and includes a 'Back' link, two warning messages about expiring memberships and attributes, and a blue 'Organisation Overview' button. Below this is the 'Organisation Details' section, which contains a table with fields for Organisation Name (New Organisation), PRODA RA (Organisation) (5024039511), Status (Active with a 'MOCK Verified' badge), ABN (35 152 197 090), Contact Email Address (SHN247@servicesaustralia.gov.au with an 'Update Email' link), and Contact Phone Number (Not supplied. with an 'Update Phone' link). A blue 'Remove Organisation' button is located below the details. The 'Members' and 'Subsidiary Organisations' sections are collapsed. The 'Service Provider' section is expanded, showing a table with columns for Name and Status. The table contains two entries: 'Health Professional Online Services (HPOS)' with a status of 'Pending', and 'PRODA' with a status of 'Active'. A pagination bar at the bottom of the table shows '1' of 10 records found. A blue 'Add Service Provider' button is located at the bottom of the expanded section.

Step 4



Select [Health Professional Online Services](#) (HPOS)

Click [Add Service Provider](#)

- [Health Professional Online Services \(HPOS\)](#)
- Medicare Online/ECLIPSE/DVA/AIR
- NDIS API
- NDIS Partner Portal
- National Redress Scheme
- DI - Oversight Authority Response System
- OTS Software Vendor Portal
- PBS Online
- Transforming the Collection of Student Information
- Health Professional Management Services

[Add Service Provider](#)

Step 5

The status will be **Pending** until linking is completed.

Status will then change to **Active** once complete



The screenshot shows the 'Manage my organisation' page in the PRODA system. At the top, there are logos for the Australian Government Services Australia and PRODA Provider Digital Access. The page title is 'Manage my organisation' with a back link. Below the title, there are links for '0 membership(s) expiring within 30 days' and '0 attribute(s) expiring within 30 days'. A blue button labeled 'Organisation Overview' is present. The main section is 'Organisation Details' with a table of information:

Organisation Name	New Organisation
PRODA RA (Organisation)	5024039511
Status	Active MOCK Verified
ABN	35 152 197 696
Contact Email Address	SHN247@servicesaustralia.gov.au Update Email
Contact Phone Number	Not supplied. Update Phone

Below the details is a 'Remove Organisation' button. There are sections for 'Members', 'Subsidiary Organisations', and 'Service Provider'. The 'Service Provider' section contains a table with search filters for Name and Status:

Name	Status
Health Professional Online Services (HPOS)	Pending
PRODA	Active

At the bottom, there is a pagination bar showing '1' of 10 records and '2 records found', along with an 'Add Service Provider' button.

Step 6

Terms and Conditions

PRODA connects the user to the Provider Linking System (PLS)

The Organisation Linking screen will appear

Read the [T&C's](#)

Select the tick box for [declaration](#) and [agree](#) and [understand](#) the T&C's

Click on [Accept](#)



Organisation Linking - Terms and Conditions

Application
Effective on and from 18/04/2020

Set out below are the terms and conditions of my agreement with Services Australia in respect of my interactions in relation to:

- a. Online claiming for Medicare through third party software (including Medicare Online, ECLIPSE, the Australian Immunisation Register (AIR) and Department of Veterans' Affairs (DVA) claiming)
- b. Online claiming for the Pharmaceutical Benefits Scheme (PBS) through third party software
- c. Immunisation Notifications to the AIR, through the AIR site (secure portal)
- d. Health Professional Online Services (HPOS)
- e. Any other systems owned or hosted by Services Australia, as notified in writing to you (collectively referred to as "Agency Online Systems").

Interpretation

A reference to a party denoted by "I", "me", "my", "you" includes that party, any persons under that first party's direction or control, another party acting on that first party's behalf or another party who the first party acts on behalf of. Any persons under the direction or control of that first party or acting on behalf of that first party shall be deemed to be authorised by that first party.

A reference to "Services Australia" includes Services Australia, and the Department of Veterans' Affairs or the Department of Health as relevant in relation to their corresponding respective Agency Online Systems.

1. Accuracy and completeness

Declaration

- I declare that:
- I am the person authorised to act on behalf of my organisation and/or any organisation I represent to accept all terms and conditions on behalf of my organisation or the one I represent.
 - The information I have provided is complete and correct.
- I agree with:
- The terms and conditions of this agreement.
- I understand that:
- Giving false or misleading information is a serious offence.
 - By accepting these terms, I agree to all of the above.

Accept

Decline

Step 7

Organisation Linking – Create Relationships



Once the HPOS Service has been added, the **Create Relationships** screen will appear

Select **ABN** as the identifier

The organisation **ABN** will pre-populate the Identifier box

Click **Next**

Organisation Linking

Organisation Linking - Create Relationships

Identifying your organisation

*Please provide an identifier that has been issued for the organisation

Identifier type

Identifier

ABN

35152197696

Your Australian Business Number (ABN) will be used to access the Organisation Register in HPOS - Your ABN was issued to you by the Australian Business Register (ABR) and has been pre-populated from your PRODA Organisation.

Next

Step 8 Confirmation

A confirmation message will verify linking relationship with HPOS

Click [Next](#)

The next screen confirms that the organisation in PRODA can access HPOS services.

Click [Finish](#)



Organisation Linking - Create Relationships

Verification of relationship

We have established your organisation's relationship with the following:

Health Professional Online Services (HPOS) for ABN 35152197696



Next

Organisation Linking - Next Steps

You can now access HPOS services based on the identifiers you have used to link.

Select **Go to service** on the **Health Professional Online Services** tile in **PRODA - My services**.

Select the organisation you have linked

First time access:

- The HPOS terms and conditions will display, you must read them and select **I agree**
- Provide an email address and select **submit**

The **HPOS home page** opens.

To return to your PRODA account from HPOS select **Manage logon account** from the main menu.

Go to My services page in PRODA by clicking [Here](#).

Finish

Step 9

Return to PRODA main menu

Click [Go to Service](#) on the HPOS tile

Select the organisation you are acting on behalf of in HPOS

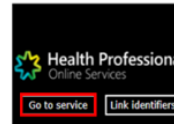
Continue as [Your Organisation](#)



Privacy Notice

By linking to any of the online services below, you agree that your personal and / or your organisation's information (including your organisations' personnel details) may be shared with the relevant department or agency to determine appropriate access to their online system.

My linked services



Health Professional Online Services (HPOS)

Organisation

Please choose an organisation to act on behalf of:

No Organisation - Proceed as an individual only

New Organisation

Cancel

Continue

Step 10

Terms and Conditions



When you access HPOS as your organisation, you will have the Terms and Conditions of Use and Access appear.

Read [T&C's](#)

Click [I Agree](#) button

A screenshot of a web page titled "Health Professional Online Services (HPOS) Terms and Conditions of Use and Access". The page is from "Health Professional Online Services". It contains several sections of text and bullet points. At the bottom, there is a statement: "By clicking the 'I Agree' button, you acknowledge that you have read and accept the above Terms and Conditions." followed by two buttons: "I agree" and "I decline".

Health Professional Online Services (HPOS) Terms and Conditions of Use and Access

As a user of HPOS, you must:

- use HPOS securely and for a proper purpose;
- comply with all laws and policies;
- report breaches; and
- keep information up to date

These HPOS Terms of Use also contain important information about how HPOS works, which you are bound by. Words that have a special meaning are defined in the glossary at the end. The laws of the Australian Capital Territory apply to these HPOS Terms of Use.

1. Accessing HPOS

HPOS is a service provided by the Services Australia (the agency). The agency gives you permission (in the form of a non-transferable, non-exclusive, revocable licence) to use HPOS so long as you comply with these HPOS Terms of Use. Your use of HPOS in no way transfers or assigns ownership in any intellectual property rights (including copyright) to you.

The agency may change these HPOS Terms of Use from time to time. If this happens, you will be notified electronically.

If you do not agree with these HPOS Terms of Use or cannot comply with them, you should stop using HPOS.

If the agency finds that you have failed to comply with these HPOS Terms of Use, your access to HPOS may be restricted, suspended, or revoked. In some instances, it is possible you could face civil or criminal penalties.

An end to your HPOS access does not release you from any liability or penalty you may have incurred arising from or in connection with your access or use of HPOS.

Your use of HPOS is at your own risk.

2. Use HPOS securely and for a proper purpose

The agency may monitor your use of HPOS.

You must:

- only access information in HPOS about a person with the person's consent and for patient registration for MyGP or claiming purposes only;
- keep information that you obtain through HPOS secure and confidential at all times;
- keep your Secure Access Details for HPOS secure and confidential at all times; and

By clicking the "I Agree" button, you acknowledge that you have read and accept the above Terms and Conditions.

Step 11

Mail Centre Notifications



An email must be provided to access HPOS mail centre and receive notifications.

Enter **Organisation Email Address**

Select **Yes** to receive notifications

Select **Immediate notification for new correspondence from the dropdown** box

Click on **Submit**

Health Professional Online Services

Mail centre notifications

To have access to Health Professional Online Services, an email must be provided.

Should you choose to receive notifications to the email provided below, you would receive notifications for:

- Delegation updates (if applicable)
- New email in your HPOS mailbox
- Updates by HPOS staff to your contact details

All Account activity notifications will be sent to the email provided below, irrespective of your notification preferences.

You can update your email address, frequency of notifications or opt out of receiving notifications at any time, within the Health Professional Online Services 'Mail centre/Settings'

[Terms and Conditions](#)

Email Address *

Confirm Email Address *

Mobile number

Do you wish to receive notifications?* Yes No

Frequency of notifications*

Step 12

Linking Process Completion



Linking process is now complete!

HPOS will now display
the **Organisation Register** tile

