How to set up and use PRODA – Provider Digital Access Account
Connecting you digitally to Health Professional Online Services (HPOS)

PRODA is an online gateway to access services delivered by Services Australia – such as Medicare claiming, NDIS and My Health Record. A PRODA account needs to be set up for an individual, not an organisation, and can be created by clicking on www.humanservices.gov.au/proda.
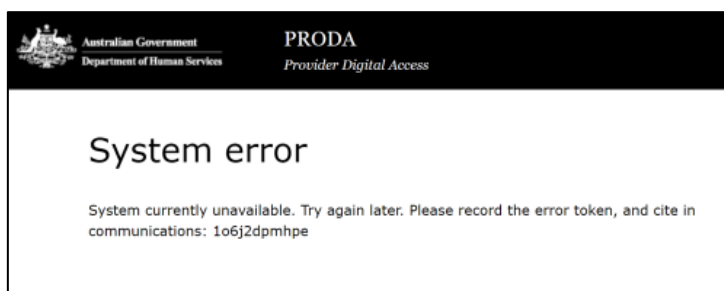
Health Professional Online Services (HPOS), accessed via a PRODA account, is a fast and secure way for health professionals and administrators to do business with Services Australia.
https://www.humanservices.gov.au/hpos

Creating a PRODA Account

Access PRODA directly from the DHS website - www.humanservices.gov.au/proda.
If you get a system error message, clear your browser history and retry.

Inactivation period
PRODA & HPOS deactivate after 30 minutes of inactivity (clicking not typing).

Supporting browsers
Using the latest internet browser helps maintain and improve your online security. To access PRODA to set up an account you'll need one of these minimum browser versions: Internet Explorer 9, Mozilla Firefox 30, Google Chrome 39 and Safari 5.

1. **Create your account** – you need to provide basic personal information, create a username and password, and provide contact information for the secure management of your account.

2. **Verify your identity** – DHS needs to verify your identity online using Government issued identity documents which require you to provide key information from your documents.
   You will need the information from at least three identity documents to create an account.

   We recommend (in the exact order):

   - An Australian driver's licence
   - A Medicare card, and
   - Passport – Australian or foreign with a visa.

These three documents are the most likely to be verified successfully online. Please note, if you have changed your surname via marriage, for example, you will need to provide certified documents (Not the ornamental marriage certificate).
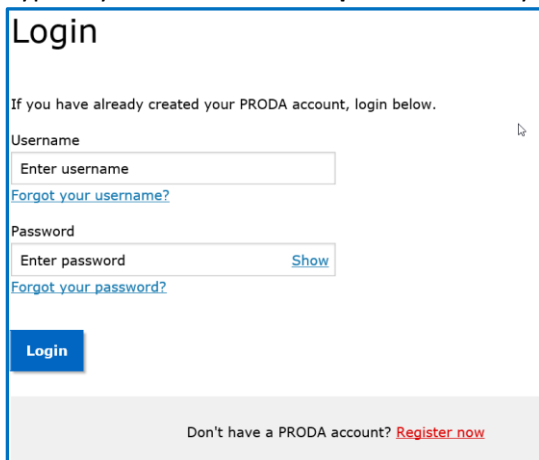
Identity verification is conducted online and in real-time using the [Document Verification Service (DVS)](#), which connects to relevant Commonwealth, state and territory databases.

3. **Link existing records** – to gain access to your programs in HPOS you need to link your account with any existing registrations (provider numbers, etc).

1. Login

Once you have set up your PRODA account you will see the following screen.

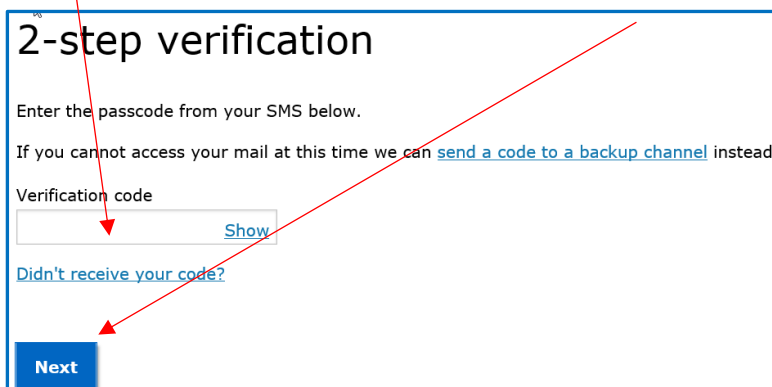Type in your **username** and **password** that you have set up:

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. Two-step verification

As part of the **two-step verification,** you will have nominated to receive a **Provider Digital Access verification code** by email or SMS text. Enter the passcode and click **NEXT.**
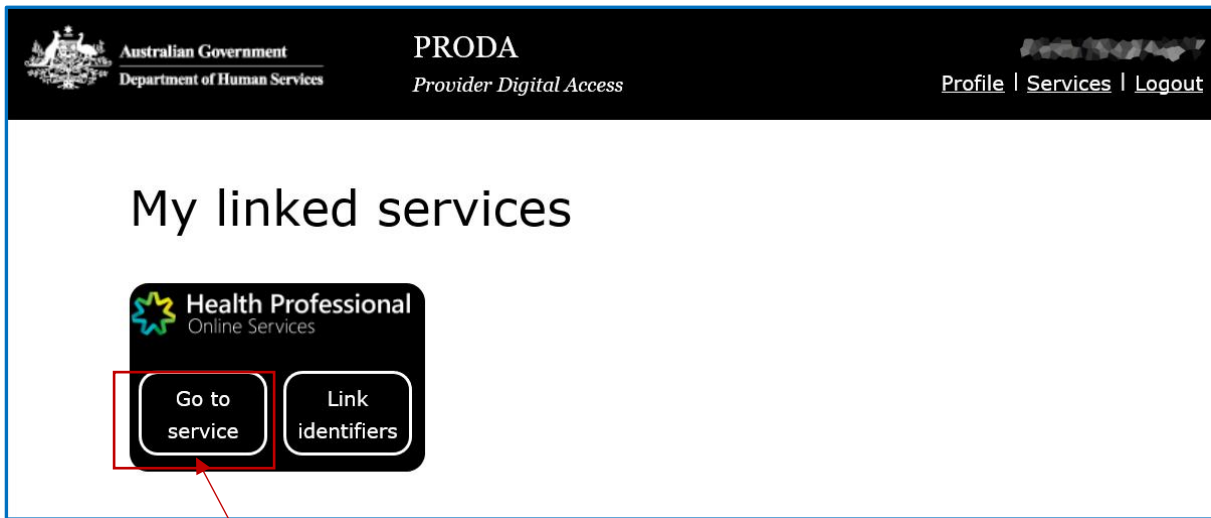
2-step verification

Enter the passcode from your SMS below.

If you cannot access your mail at this time we can send a code to a backup channel instead
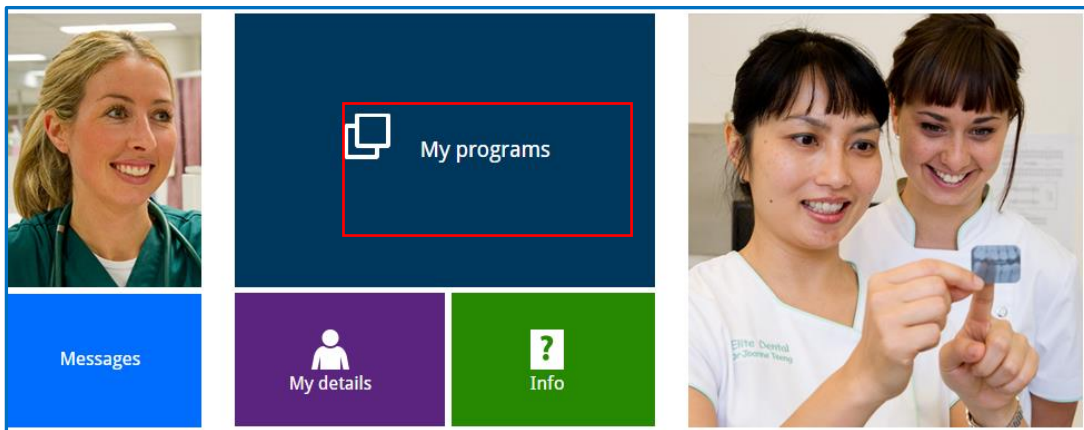
Verification code

Show

Didn't receive your code?

Next

3. My linked services

If your verification code is successful, you should be directed to the 'Terms & Conditions' page where you ACCEPT and the following screen appears.

4. My programs

Click on 'Go to service' and the following screen will appear: Click on **My Programs.**

You will see the programs that you are able to access: