Creating PRODA Vendor Individual Account and linking your Organisation, etc, for use in the Vendor Environment

1. Purpose

Software Developers will need to create a PRODA individual vendor account then register an organisation in the PRODA vendor environment to start their development for the various Health Systems web services.

This document is a quick guide on the steps involved for a Software Developer to obtain the necessary PRODA vendor credentials so they can send transmissions to the vendor environment.

The full process is demonstrated in 2 'How to' videos, which also contain audio and are available from the Health Systems Software Developer Portal. They are available from the 'PRODA Documentation' section entitled,

- Creating a PRODA Individual Vendor Account for use in the Vendor environment
- Registering an Organisation in PRODA Vendor and linking the organisation to your PRODA Individual Vendor Account, then registering a device, then adding and linking the program you are developing for (i.e. a Service Provider).

2. Creating a PRODA Individual Vendor Account for use in the Vendor environment

Note:

• The email address you enter must be registered in your organisations domain and should be your individual email address. E.g. for example, johnsmith@magicmedicalsoftware.com.au, not a Google or Yahoo email address.

• When keying in identity details, enter the details as shown in the sample on the screen, as it is for use in the vendor environment (test) and therefore should be fictitious data. However, please ensure you enter your actual name and actual email addresses.

• You must select Email as the verification code preference, as the Mobile app & Mobile phone (SMS) options are not active in the PRODA Vendor application.

• Once your PRODA Individual account has been created, if needed you can retrieve your username or password by the 'Forgot your username?' or 'Forgot your password?' options.

- The 'Logon using your Digital ID' option is available in the Vendor environment. However, you will require access and test data for MyID or RAM External Vendor testing environment (EVTE) and will need to contact ATO directly. Instructions for requesting access and data is available on the [ATO website](#) or via their developer documentation or by emailing- WofGRAMProject@ato.gov.au

- If you would like to register ABN-linked RAM test data you will also need to contact ATO directly - WofGRAMProject@ato.gov.au

2.1 Registering your PRODA Vendor Individual account.

A) To access PRODA in the Vendor environment you can use the following link:

https://vnd.proda.humanservices.gov.au/prodalogin/pages/public/login.jsf

Note: The VND in the url above confirms that you are accessing PRODA Vendor and not PRODA Production.

You can create an account using either the 3 fictitious identity documents in this document or Digital ID.

Select the **Register now** link.

There are 2 options to create a PRODA Individual account 1) Using Identity Documents or 2) 'Using a Digital ID'.

To use the 'Use Digital ID' option you will need to request test data from the Australian Taxation Office. – see notes above

B) In this case select the '**Use Identity documents'** button.

C) Enter in your details. I.e., Enter\Select your

- Title
- First Name
- Surname
- Gender and
- Date of Birth

Select the **'Next'** button. – The update your additional name(s) dialogue box is displayed.

Select the **'No'** button.

D) Create you login details. I.e., Enter your

- Username
- Password and
- Confirm Password

Select the **'Next'** button.

E) Selecting your 3 security questions. Select the 3 questions and create the answers to your 3 security questions. I.e., Enter\Select your:

- Security question 1 – Answer 1
- Security question 2 – Answer 2 and
- Security question 3 – Answer 3

Select the **'Next'** button.

F) Enter in your individual email address. I.e., Enter you're:

- Email address and,
- Confirm email address

Select the **'Next'** button.

G) Enter in the email code sent to your email address.

Select the **'Next'** button.

H) Entering in your 3 fictious Identity document details.

Verifying your identity, select the **'Next'** button > Select your first document **'Australian passport'** > Select the **'Next'** button > Enter the name details that you used for your PRODA account (it should be prefilled by default) > Enter document number **M1234567** as displayed in the image > Select the **'Next'** button.

Select your second document **'Medicare card'** > Select the **'Next'** button.> Enter\Select in the following:

- Medicare card number – **3501803151**
- Individual reference number = **6**
- Card colour – **Green**
- Expiry date = **03/2027**

Select the **'Next'** button.

Select your third document **'Australian driver's** licence' > Select the **'Next'** button.> Select **'Australian Capital Territory'** > Select the **'Next'** button > Enter the name details that you used for your PRODA account (it should be prefilled by default) > Enter licence number **JUN2027** as displayed in the image > In the card number area type (not all states) **A123456789** > Select the **'Next'** button > Select the **'Next'** button.

OR

If you are unable to enter an **'Australian driver's** licence', select your third document **'IMMICARD** > Select the **'Next'** button.> Enter the name details that you used for your PRODA account (it should be prefilled by default) > Enter card number as **AMS123456** > Select the **'Next'** button > Select the **'Next'** button.

I) Selecting your verification code preference.

Select the **'Email'** option > Select the **'Next'** button.

J) Logout out of your PRODA Individual Vendor Account > Select the **'Logout'** link > Select **'Yes'.**

You have successfully logged out of your PRODA Individual Vendor account.

2.2 Registering and linking your PRODA Organisation in the Vendor Environment and creating a Device etc. for use in the Vendor Environment.

Note:

- The email address entered should be your organisations email address. E.g. for example, admin@magicmedicalsoftware.com.au, not a Google or Yahoo email address.

- Please ensure you enter your actual organisation name.

- Keep a copy of the PRODA Identifier (PRODA Org Id) as it is needed to transmit to the Vendor Environment.

- When assigning a Device Name, ensure the name is descriptive enough for you to easily recognise the device. E.g. For Vendor – JohnSmithsTestingComputer. For Production: FrontOfficeClaimingComputer

- The Device Activation Code (DAC) generated will appear on-screen and is not stored. Therefore, when copying the Device Activation Code (DAC) please also copy the expiry date & time of the code.

- To activate your device, the 'Activate Device' web service call must be called using the DAC before it expires.

- If other developers already have a PRODA Vendor Individual account, you can add them to the organisation via the Members > Add Members option.

- When adding and linking the program you are developing for (i.e., Add Service Provider), you may need to enter your previously supplied PKI Test certificate number and\or Minor ID.

- If an organisation has multiple developers developing their application - It is recommended that 1 Developer creates the PRODA Vendor Organisation through the PRODA Vendor User Interface (UI), with all developers using the same PRODA Vendor OrgId. It is recommended that each individual Developer then create their own PRODA Vendor Individual account and be added the current PRODA Vendor Organisation through the PRODA Vendor UI. Then also through the PRODA Vendor UI each Developer Registers a Device for their own use and Activates their own device (via SOAPUI or their code), so they gain an understanding of the process flow etc.

- During the development and testing phase of your application the organisation created in section 2.2 is mimicking transmissions by a site as it would in production. I.e. (a Health Care Location, Pharmacy or Aged Care Location)

- The PRODA Org to Org delegation capability is authorised for use for the PBS Online service provider. PBS Online Developers should decide if they are going to develop for the optional PRODA Org to Org delegation capability and if so, create a delegation organisation and add the representation as per sections 2.2, 2.3 and 2.4.

- Note: The PRODA Org to Org delegation capability is not authorised for 'Medicare Online/Eclipse/DVA/AIR' or 'Aged Care API (B2G)' service providers.

K) Access the PRODA Vendor environment from the following link:

https://vnd.proda.humanservices.gov.au/prodalogin/pages/public/login.jsf

Log into your previously created PRODA Vendor Individual Account by entering you're:

- User Name
- Password

Select the **'Login'** button.

Note: The 'Logon using your Digital ID' option is available in the Vendor environment. However, you must obtain test data from the Australian Taxation Office. Please see the notes in Section 2.0.

L) Enter in the 2-step **verification code** which was sent to your individual email address > Select the **'Next'** button.

M) Linking your Organisation to your PRODA Vendor Individual Account.

Select the **'Organisations'** link > you can either:

- Join an Organisation if you know the Organisation already exists in the PRODA Vendor Environment and you know the Organisations PRODA Org ID number.

OR

- Register a New Organisation.

In this example select the 'Register a New Organisation' option and enter\select the following:

- Organisation Name:
- Organisation ABN = Enter any 11-digit number (except PBS Online Developers – see important note below)

IMPORTANT NOTE: If you are developing for PBS Online enter in the ABN number as supplied in your development pack by the Developer Liaison Team and DO NOT select the **'Fix Check Digits'** button.

All channels (except PBS Online developers) select the **'Fix Check Digits'** button.

Enter in your:

- Organisation Contact Email Address
- Confirm Organisation Contact Email Address

Select the **'Submit'** button.

N) In the Verify Organisation Relationship page enter the following:

- This is question 7 (hint a7) = Enter your suburb
- This is question 5 (hint a5) = Enter your state
- This is question 3 (hint a3) = Enter your postcode

Select the **'Submit'** button.

Note: In production the end user will be required to answer 3 actual questions which will be verified in the [Australian Business Register (ABR)](#) with the Australian Taxation Office. In production only an Associate or Authorised contact for the organisation on the Australian Business Register can register the organisation.

O) In the Verify Organisation Email page, enter in the **verification code** which was sent to your organisation email address > Select the **'Verify'** button. The organisation is linked to your PRODA Vendor Individual account, with the individual having 'Owner-Access' rights.

P) Select the 'Organisations' link from the PRODA header section > Select your **'Organisation'** name > Select the **'B2B Devices'** option > Select the **'Register New B2B Device'** button > Enter in the following:

- Device Name: (When assigning a Device Name, ensure the name is descriptive enough for you to easily recognise the device. E.g. For Vendor – '<YourName>TestingComputer'. For Production: 'FrontOfficeClaimingComputer'
- Description: (When entering a description ensure it is descriptive enough for you to easily recognise the device. E.g. <Yourname> computer used for development and testing.

Select the **'Register Device'** button.

Q) Confirmation will appear on-screen, along with the Device Activation Code (DAC) which is not stored.

Copy and save the following 4 data items displayed on the screen to a secure location, as they will be needed later to send transmissions to the Vendor environment.

- Your Device Activation Code
- Device Name
- PRODA RA (Organisation):
- The code is valid from now until ……...

Select the **'Back'** button. The device is created with a status of 'Inactive'.

The status will change to active after a successful 'Activate Device' web service is sent by the organisation.

Note: If needed you can generate new activation codes by deactivating and reactivating. You can also register as many devices as you need.

2.3 Registering a Delegation Organisation in the Vendor Environment and creating a Device etc. for use in the Vendor Environment.

(Optional - Only PBS Online Developers)

There is a capability available to PBS Online developers to integrate into their products – PRODA business representation (previously referred to as the PRODA org to org model).

This optional capability facilitates a PRODA organisation (such as a pharmacy) to delegate another PRODA organisation they have a business relationship with (such as a software developer company) to submit PBS Online claims on their behalf.

Documentation to support development for this feature is available in the Health Systems Developer Portal:

- PRODA B2B Unattended Software Developers Guide
- PRODA Sample SoapUI
- PRODA SoapUI User Guide

If developing for this capability you will need to create a Delegation Organisation.

A) Access the PRODA Vendor environment from the following link:

https://vnd.proda.humanservices.gov.au/prodalogin/pages/public/login.jsf

Log into your previously created PRODA Vendor Individual Account by entering you're:

- User Name
- Password

Select the **'Login'** button.

B) Enter in the 2-step **verification code** which was sent to your individual email address > Select the **'Next'** button.

C) Register a new Delegation Organisation to your PRODA Vendor Individual Account.

- Register a New Organisation.
- Organisation Name: (Call the Organisaiton: **DelegationOrganisation**)
- Organisation ABN = Enter any 11-digit number

Select the **'Fix Check Digits'** button.

Enter in your:

- Organisation a Contact Email Address
- Confirm the Organisation Contact Email Address

Select the **'Submit'** button.

D) In the Verify Organisation Relationship page enter the following:

- This is question 7 (hint a7) = Enter your suburb
- This is question 5 (hint a5) = Enter your state
- This is question 3 (hint a3) = Enter your postcode

Select the **'Submit'** button.

E) In the Verify Organisation Email page, enter in the **verification code** which was sent to your organisation email address > Select the **'Verify'** button. The organisation is linked to your PRODA Vendor Individual account, with the individual having 'Owner-Access' rights.

F) Select the 'Organisations' link from the PRODA header section > Select your **'Organisation'** name > Select the **'B2B Devices'** option > Select the **'Register New B2B Device'** button > Enter in the following:

- Device Name: **Delegation Device**
- Description: (When entering a description ensure it is descriptive enough for you to easily recognise the device. E.g. <Yourname> computer used for development and testing.

Select the **'Register Device'** button.

G) Confirmation will appear on-screen, along with the Device Activation Code (DAC) which is not stored.

Copy and save the following 4 data items displayed on the screen to a secure location, as they will be needed later to send transmissions to the Vendor environment.

- Your Device Activation Code
- Device Name
- PRODA RA (Organisation):
- The code is valid from now until ……...

Select the **'Back'** button. The device is created with a status of 'Inactive'.

The status will change to active after a successful 'Activate Device' web service is sent by the organisation.

Note: If needed you can generate new activation codes by deactivating and reactivating. You can also register as many devices as you need.

2.4 Adding the Representation Organisation to your PRODA Organisation for use in the Vendor Environment.
(Optional - Only for PBS Online Developers)

If developing for the PRODA Org to Org capability you will need to add the created Delegation Organisation created in section 2.3 to your PRODA Organisation created in section 2.2.

A) Access the PRODA Vendor environment from the following link:

https://vnd.proda.humanservices.gov.au/prodalogin/pages/public/login.jsf

Log into your previously created PRODA Vendor Individual Account by entering you're:

- User Name
- Password

Select the **'Login'** button.

Enter in the 2-step **verification code** which was sent to your individual email address > Select the **'Next'** button.

B) Select the **'Organisations'** link from the top right-hand corner. Select the Organisation created in section 2.2

C) Select **'Organisation Representations'** > select the '**Add Representations'** button.

D) Select the '**CPBS – PBS Online'** Service Provider.

Note: Only certain Service Providers are authorised to use the 'Organisation Representations' function. I.e. PBS Online.

E) Enter in the '**PRODA RA (Organisation)'** number of the Delegation Organisation created in step 2.3 and select the **'Search'** button. – The Delegation Organisation is displayed.

F) Select the '**Select Organisation'** button > place **'Tick'** in the terms and conditions > Select **'Add Representation'** button. An email will be sent to the email address of the Delegation Organisation created in section 2.3.

G) Select **'Organisations'** from the top right-hand corner > select the **'Delegation Organisation'** > select **'Organisation Representations'**. - Under the Representing area you will see the organisation you created in section 2.2 > Select the organisation you created in section 2.2 > place **'Tick'** in the terms and conditions > Select the **'Accept'** button. – The delegation is active. (see example image below)

Organisation Name	Magic Medical Software ←
PRODA RA (Organisation)	6656200172
Status	Active MOCK Verified
ABN	83 779 999 333
Contact Email Address	admin@magicmedicalsoftware.com.au Update Email
Contact Phone Number	1300 550 115 Update Phone

Remove Organisation

Members   ⌄

Subsidiary Organisations   ⌄

Service Provider   ⌄

→ **Organisation Representations**   ⌃

Represented By

Org RA ⇕	Name ⇕	Service Provider ⇕	Status ⇕
→ 5860793874	Delegation Organisation	CPBS	Active
⇤ ⇠ **1** ⇢ ⇥ 10 ⌄			1 record found

Add Representation

Representing

Org RA ⇕	Name ⇕	Service Provider ⇕	Status ⇕
⇤ ⇠ **1** ⇢ ⇥ 10 ⌄			no record found

B2B Devices   ⌄

2.5 Adding other members to your PRODA Organisation and delegating other attributes in the Vendor Environment.

Optional – If you have other company members who you wish to also link to your organisation and you know their PRODA Vendor Individual RA number.

Note: Only those with 'Director' role (Owner-Access) or who have the appropriate delegation attributes in PRODA can add members to the organisation.

You can do this by selecting the **'Organisations'** link > Select your Organisation name > the **'Members'** option > the **'Add Member'** button > Enter in their:

- PRODA RA Individual Vendor Number:
- Surname.
- Tick the **tick box** 'I confirm that I have obtained the consent of this individual to search or add them to my Organisation's PRODA account' > Select the **'Search'** button etc.

In order to be able to manage devices in the PRODA Organisation the member needs to have the correct role. I.e., Device Manager or Director (Owner-Access) etc,

To change the role\access please perform the following steps:

A. Log onto your PRODA account
B. Select '**Organisations**'
C. Select your Organisation.
D. Select '**Members**'.
E. Select the member your wish to modify.
F. Select the '**Device Management**' role
G. Select '**Delegate to this Member**' – The member will now be able to manage devices under this organization.

The following attributes can be delegated in PRODA:

Device-Management	Enables the recipient to create, update and remove devices on behalf of the organisation in PRODA
Employee-Management	Enables the recipient to add, remove and update the end dates of members of the organisation in PRODA
Service-Link-Management	Enables the recipient to associate or remove the organisations from Relying Parties. (not yet available)
Sub-Org-Management	Enables the recipient to add, remove or update subsidiary organisations of the parent organisation in PRODA.
Owner-Access	Enables the recipient to manage devices, personnel, services and subsidiary organisations for the parent organisation in PRODA
CCS-Org Owner	Enables the recipient to access the Relying Party Child Care Subsidy on behalf of the organisation
NRS-Org Owner	Enables the recipient to access the Relying Party National Redress Scheme on behalf of the organisation

2.6 Adding the MedicareOnline/Eclipse/DVA/AIR Service Provider.

If you are developing for the MedicareOnline/Eclipse/DVA/AIR web services, you will need to add the MedicareOnline/Eclipse/DVA/AIR service provider from the Organisation details page.

Select the **'Service Provider'** option > Select the **'Add Service Provider'** button > Select the **radio button** for program you are developing for. I.e. **MedicareOnline/Eclipse/DVA/AIR** > Select the **'Add Service Provider'** button.

Read the **'Linking Terms and Conditions'** > Tick the **3 tick boxes** at the bottom of the page > Select the **'Accept'** button and enter the requested details. For example, for MedicareOnline/Eclipse/DVA/AIR channel you will need to enter the following:

- If you have previously been supplied a PKI Location Test Certificate, select '**Yes'** and enter your **PKI Location Test Certificates RA Number.**

Or

- If you have not previously been supplied a PKI Location Test Certificate, select **'No'.**

- Enter in your **'Minor Customer ID'** Number included in your test data supplied by the Developer Liaison team > Select the **'Next'** button > Select the **'Next'** button > Select the **'Finish'** button.

The MedicareOnline/Eclipse/DVA/AIR service provider has been linked to your organisation.

Note: The MedicareOnline/Eclipse/DVA/AIR service provider's status will show as pending.

The status will change to active after a successful Online Patient Verification (OPV) web service is sent by the organisation/minor id.

2.7 Adding the Health Professional Management Services (HPMS) Service Provider.

If you are developing for the MyMedicare web services, you will need to add the Health Professional Management Services (HPMS) service provider from the Organisation details page.

Select the **'Service Provider'** option > Select the **'Add Service Provider'** button > Select the **radio button** for program you are developing for. I.e. **Health Professional Management Services (HPMS)** > Select the **'Add Service Provider'** button.

Read the **'Linking Terms and Conditions'** > Tick the **3 tick boxes** at the bottom of the page > Select the **'Accept'** button.

- Select the '**Identifier Type'** as **ABN** – your ABN should automatically be populated in the identifier dialogue box.
- Select **'Next'**.

The Health Professional Management Services (HPMS) service provider has been linked to your organisation.

2.8 Adding the PBS Online Service Provider.

If you are developing for the PBS Online web services, you will need to add the PBS Online service provider from the Organisation details page.

Select the **'Service Provider'** option > Select the **'Add Service Provider'** button > Select the **radio button** for program you are developing for. I.e. **PBS Online** > Select the **'Add Service Provider'** button.

Read the **'Linking Terms and Conditions'** > Tick the **3 tick boxes** at the bottom of the page > Select the **'Accept'** button and enter the requested details. For example, for PBS Online channel you will need to enter the following:

- Enter in your **'Pharmacy Approval No'** in the Identifier field.

  Note: The Pharmacy Approval No should have been emailed to you by the Developer Liaison team (developerliaison@servicesaustralia.gov.au), when they supplied your PBS Online developer pack containing your test data.

Select the **'Next'** button > Select the **'Next'** button > Select the **'Finish'** button.

The PBS Online service provider has been linked to your organisation.

2.9 Adding the Aged Care Online Service Provider.

If you are developing for the Aged Care Online web services, you will need to add the Aged Care API (B2G) service provider from the Organisation details page.

Select the **'Service Provider'** option > Select the **'Add Service Provider'** button > Select the **radio button** for program you are developing for. I.e. Aged Care API (B2G) > Select the **'Add Service Provider'** button.

The Aged Care API (B2G) service provider has been linked to your organisation and is shown as active.

2.10 Adding the Health Professional Management Services (HPMS) Service Provider – (CWCS)

If you are an approved Distributor of the Chronic Wound Consumables Scheme (CWCS) and are going to send transmissions to the agency, you will need to add the Health Professional Management Services (HPMS) service provider from the Organisation details page.

Select the **'Service Provider'** option > Select the **'Add Service Provider'** button > Select the **radio button** for program you are sending transmissions to. I.e. **Health Professional Management Services (HPMS)** > Select the **'Add Service Provider'** button.

Read the **'Linking Terms and Conditions'** > Tick the **3 tick boxes** at the bottom of the page > Select the **'Accept'** button.

- Select the '**Identifier Type'** as **ABN** – your ABN should automatically be populated in the identifier dialogue box.
- Select **'Next'**.

The Health Professional Management Services (HPMS) service provider has been linked to your organisation.

You should now have successfully:

1   Created your PRODA Individual Vendor Account.

2   Registered your Organisation in PRODA Vendor and linked your PRODA Vendor organisation to your PRODA Individual Vendor Account.

3   Registered your Device.

4   Added and linked the Service Provider\s. I.e. the program\s you are developing for.

5   (Optional) PBS Online Developers Only: If needed registered your Delegation Organisation and added the Representation to your PRODA Vendor Organisation.

6   (Optional). If needed added other members of your organisation to your PRODA Organisation in Vendor, if they already have a PRODA Individual Vendor Account and given them the necessary delegation rights.

Software Developers with PRODA Vendor queries\issues can call the Online Technical Support team on 1300 550 115 or send an email to the channel they are developing for, with the following in the Subject Line: PRODA Vendor Query.

- onlineclaiming@servicesaustralia.gov.au
- pbsonline@servicesaustralia.gov.au
- eclipse.enq@servicesaustralia.gov.au
- agedcareonline@servicesaustralia.gov.au

If sending an email, Software Developers should include the following:

1. The PRODA Org ID number.
2. The PRODA Device Name.
3. The url you are using; and
4. The issue they are having (screen shots, errors, request and response files, etc.)