

NASH certificate requests and renewals

What is a NASH certificate?

A National Authentication Service for Health (NASH) certificate is a Public Key Infrastructure (PKI) that helps healthcare providers to securely access and share health information such as electronic prescriptions or information held in the My Health Record system.

It is only valid for 2 years so it is important to ensure your certificate has not expired if you want to continue using My Health Record or to dispense electronic prescriptions.

What you need to do next?

➤ Check your NASH certificate expiry date:

Services Australia sends reminders 6 weeks before expiry but you can check the expiry date:

- on your physical certificate (CD or USB token),
- on certificates tab of the Healthcare Identifier Service in [Health Professional Online Services](#) (HPOS) if you downloaded it in HPOS,
- by calling the eBusiness Service Centre on 1800 700 199

➤ Request or Renew your NASH as required:

If you have never had a NASH certificate or if your NASH has expired / is about to expire, your Organisation Maintenance Officer needs to log on to HPOS using their [PRODA](#) account to request a new certificate.

- If they do not have a PRODA account, they can [register](#) to create one in a few clicks (they will have to provide identification details).
- Follow the [instructions to request](#) your NASH certificate

➤ Download and install your NASH:

- Once the requesting OMO receives the SMS confirming the certificate is ready for downloading, they can log back in HPOS to download the NASH certificate.
- You can then contact your dispensing software vendor to install the certificate.

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