

PRODA Configuration for your Organisation

Last Modified on 28/11/2024 12:18 pm ACDT

Medicare has released a major change in the way software will communicate with it (client adapter technology replaced with web services).

<https://www.servicesaustralia.gov.au/organisations/health-professionals/subjects/web-services-digital-health-and-aged-care-channels>

Accessing your PRODA account

See [PRODA accounts](#); or login to <https://proda.humanservices.gov.au/>

If you do not currently have an account, follow the registration process.

- Step 1: <https://www.servicesaustralia.gov.au/how-to-register-for-individual-proda-account?context=33786> - Creating individual PRODA account
- Step 2: <https://www.servicesaustralia.gov.au/how-to-register-organisation-proda?context=33786> - Creating organisation PRODA Account
- Step 3: <https://www.servicesaustralia.gov.au/how-to-manage-your-organisation-proda?context=33786> - Mange organisation
- **Note: We will provide you with a "Minor ID" to enable Medicare Online registration.**

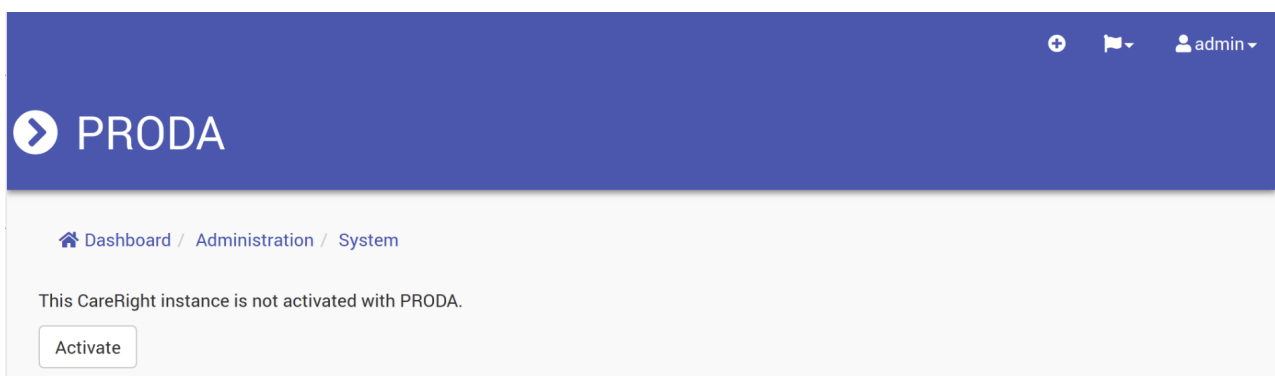
Setting up a new Device

Follow the [Services Australia > Managing Your Organisation > Managing B2B Devices](#) process. We recommend using "CareRight" or the URL of your CareRight instance such as "example.use.careright.com.au" as the device name so that you will be able to locate it in the future.

Initial configuration

Navigate to System Administration > System > PRODA

Click **Activate**



You will be prompted for the following information:

PRODA Activation

Device Activation Code*


Device Name*

PRODA RA (Organisation)*

Activate

Cancel

This information is available from your PRODA device management screen:

 **Australian Government**
Services Australia

PRODA
Provider Digital Access

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

[Back](#)

Register New B2B Device

Generate a Device Activation Code for a new device.

This process is in two parts.

1. Use the form below to enter a new, unique name for the device. Make sure this name is descriptive enough for you to recognise the location of the device easily.
2. Once submitted, copy the code and provide it to the software or application requesting it. **Misuse or loss of this code can have consequences.**

Device Activation Code





Write down this Device Activation Code for use in your practice management software.

Your Device Activation Code:	aykoYqUCgz
Device Name:	Device 2
PRODA RA (Organisation):	1234512345

This code is valid from now until 16/04/2020 09:07:21 am .

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View Device Details



On successful setup; you will see configuration similar to the below:

The screenshot shows the PRODA web interface. On the left is a sidebar with a menu: Dashboard, Administration, System, PRODA (highlighted), Process Logs, Resources, Staging, and VPN. The top header is blue with the PRODA logo and a user profile 'admin'. The main content area has a breadcrumb trail: Dashboard / Administration / System. Below this is a 'PRODA Details' section with the following information:

PRODA RA (Organisation)	1638686508
Device Name	cr.test
Device Status	ACTIVE
Device Expiry	30/10/2026 at 03:05 PM (+1030) (about 5 years)
Key Status	ACTIVE
Key Expiry	26/02/2022 at 03:27 PM (+1030) (6 months)

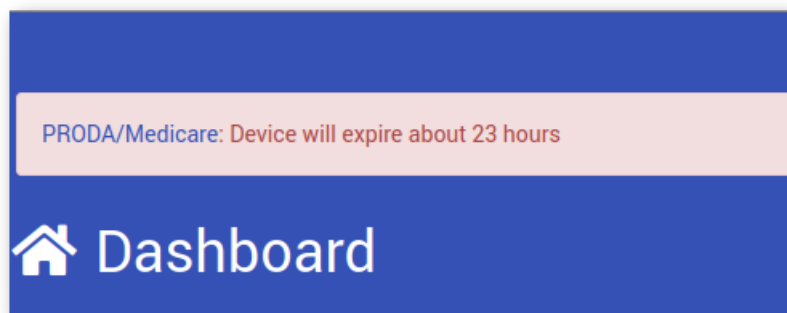
Key Expiry

The default key expiry is 11 days. CareRight will self-renew its key automatically.

Device Expiry

The default device expiry is 6 months. At least every 6 months, someone in your organisation must log back in to PRODA, navigate to the device and press the "Extend B2B Device Expiry". This informs Services Australia that you wish the device (CareRight) to continue accessing PRODA and therefore Medicare Online.

If the device is going to soon, a banner alert is displayed as follows with a link to the PRODA configuration.



This will display to system administrators 30 days from the deadline, and to all users 7 days from the deadline.

Troubleshooting

Typically, the issues encountered will be simply a slight configuration error. Double check the details from your account; and that any relevant PRODA setup in [Services Australia > Managing Your Organisation > Managing B2B Devices](#) is complete.

1 error prevented this proda settings from being saved

- Activation failed: RNF.0 - Device not found.

PRODA Activation

Device Activation Code*

BwyA2tPD6l

Device Name*

Hello

PRODA RA (Organisation)*

1638686508

Activate

Cancel