Medical Director: Installing NASH Certificate

This factsheet provides instructions on installing your NASH Certificate into Medical Director.

Before getting started:

A National Authentication Service for Health (NASH) Public Key Infrastructure (PKI) Certificate, issued by the Department of Human Services is used to allow health care providers to securely access and share health information, this includes My Health Record.

Ensure you have requested and downloaded your NASH certificate from PRODA. This step by step guide will assist you. Save it to a location you will remember. You will need to access this location. The NASH PKI Certificate will be available for download and installing for a period of 30 days from issue.

**Please note:** NASH certificates must be installed on the server.

1. Save NASH certificate file from PRODA onto your server.
2. In Medical Director, under *Tools* select *Options.*
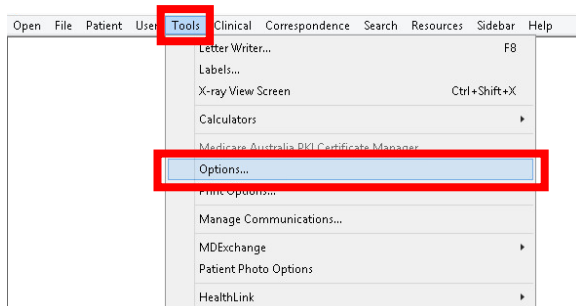
3. Select *PKI* tab and *Import Certificate.* Please note, you must have administrator access to perform this import.
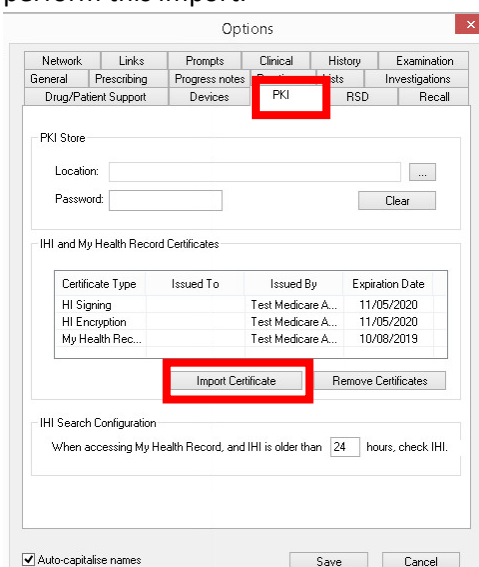
4. In the *Type* drop-down list, select the *My Health Record Certificate* option.

Import Certificate

Type:

HI Signing
HI Encryption
My Health Record

Location:

Password:

Import   Cancel
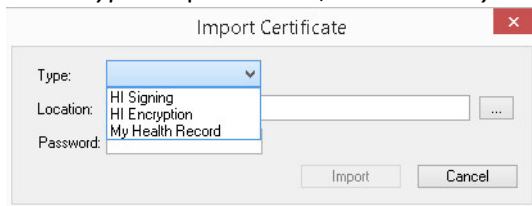
5. Click the "…" to locate the NASH Certificate file **(FAC_Sign.p12)**. You will be returned to the Import Certificate window.
6. Enter the password for the NASH Certificate. This is the PIC code sent as an SMS message when you requested your certificate.
7. Click *Import,* and then *Save* on the options window.

The Brisbane South PHN is able to provide support in registration and training. If you wish to get in contact with us please phone: (07) 38647555 or email: ehealth@bsphn.org.au.

Below are some other useful contacts:

Medical Director
1300 300 161 or https://www.medicaldirector.com/contact

My Health Record Helpline:
1800 723 471 (option 2 for providers)
For help with:
- Registration enquires for My Health Record
- General enquiries or concerns relation to the My Health Record system (e.g. privacy and security)
- Clinical safety related questions

Digital Credentials (NASH PKI Certificates):
1800 700 199 or ebusiness@humanservices.gov.au
For help with:
- Enquiries relating to Medicare and NASH PKI certificates
- Installing your Medicare and/or NASH PKI certificates
- Locating lost or forgotten passwords for PKI certificates and tokens

First floor, Building 20, Garden City Office Park,
2404 Logan Road, Eight Mile Plains QLD 4113
PO Box 6435, Upper Mt Gravatt QLD 4122

T 3864 7555 | F 3864 7599 or 1300 467 265 | bsphn.org.au