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1 Introduction

Provider Digital Access (PRODA) provides secure access to online government services, including the NDIS myplace provider portal. For information about the requirements and how to register for PRODA generally, go to: Department of Human Services - PRODA

To gain access to the myplace provider portal, you first have to login using a PRODA account.

Note - If you are a user linked to an existing NDIS Provider, this authentication process is similar to the AUSKey authentication process. Please note that your AUSKey may still be required to access other Government services.

If you are a new user trying to link to a NDIS Provider, your PRODA account will be the access point into myplace. Once your PRODA account is created and authenticated, you will need to submit your NDIS registration request using myplace. For further information on the Provider registration process, please see the NDIS website.

If you register with the NDIS Quality and Safeguards Commission (NDIS Commission), your PRODA account can be used to access the NDIS Commission provider portal. For further information on the NDIS Commission provider registration process please see the NDIS Commission website –

The PRODA registration is a three-step online verification process:

1. Create your account - Provide basic personal information, create a username and password, and provide contact information for the secure management of your account.
2. Verify your identity – Verify your identity by providing key information from Government issued identity documents. Your identity will be verified online and in real-time using the Government’s Document Verification Service (DVS).
3. Match Existing Services - Select the PRODA service and link it to your PRODA account.

Once you have created your account and verified your identity you will be able to select your service. You need to select a service which is relevant to the online service you are wanting to access through PRODA. In this case, it is NDIS for providers.

If you have any questions or if you need help with PRODA:

- Call the NDIA Contact Centre on 1800 800 110 or
- Send an email to NDIS.PRODA@humanservices.gov.au
2 How to access PRODA

1. Go to NDIS Website
2. Click on the myplace Provider Portal button in the top right corner of the home page highlighted with the red border box.

If you have an existing PRODA account: Enter your username, then your password. Click the Login button. The rest of this document does not apply.

If you do not have an existing PRODA account: Click Register now highlighted with the red border box.
3 Create PRODA Account

The PRODA registration process involves the following three steps.

1. Create Account
2. Verify Documents
3. Match Existing Services

Before you start, you can review the list of verification documents and terms and conditions by clicking on the relevant hyperlinks. You may also want to check your right to privacy on this page before proceeding.

Once you are ready you can click **Register now** button at the bottom of the page with the red border box to begin the registration process.

Register now

There are three steps to create a new account.

1. Create account
   - Provide your details, create a username and password, and verify your email address.

2. Verify documents
   - Verify 3 different identity documents.

3. Match existing services
   - Complete matching process for your existing services.

By beginning the process you confirm that you acknowledge the Terms and Conditions and that your document information will be checked with the issuer or official record holder.

Select 'Register now' to begin the process.

* Your right to privacy

[Register now button]
3.1 Create Account

3.1.1 Enter your personal details:

1. Select your title from the dropdown list (optional)
2. Enter your first name.
3. Enter any additional names. This is required if that name appears on any of your identity documents.
4. Enter your surname.
5. Select your gender from the dropdown list
6. Enter your date of birth in dd mm yyyy format
7. Click Next button highlighted with red border at the bottom of the page.

Please Note: Enter your legal name(s) as they appear on your identity documents. This will ensure the authentication process runs smoothly. For example, your friends call you Chris and your birth certificate names you as Christopher. The correct name to enter in this section is Christopher.

The personal details you provide at this step need to match with the contact details you will need to provide later when you link your PRODA account to the NDIS myplace Provider Portal.

Complete your details and click the Next button highlighted with red border at the bottom of the page.
If you leave the ‘Additional names’ field empty you are prompted to confirm the same as in the below screen.

1. If you select **Yes**, you will be left on the same page to enter the additional name details.
2. If you select **No**, you will be taken to the next page to create your log in details.
3.1.2 Create your login details

1. Enter a Username

2. Enter a Password which must have:
   - At least 10 characters in length
   - At least 1 uppercase letter
   - At least 1 lowercase letter
   - At least 1 number or special character.

3. Re-enter the password to confirm it.

4. Click **Next** highlighted with red border at the bottom of the page
3.1.3 Set your security details

1. Select security question 1 from the dropdown list.
2. Enter the answer to security question
3. Select security question 2 from the dropdown list.
4. Enter the answer to security question
5. Select security question 3 from the dropdown list.
6. Enter the answer to security question
7. Click **Next** highlighted with red border at the bottom of the page
3.1.4 Set your email address

1. Add your email address
2. Confirm your email address
3. Click **Next** highlighted with red border at the bottom of the page
3.1.5 Verify your email address

A code will be sent to the email address you entered above to verify your email address as shown below.

Enter the verification code included in that email.

Click on the Next button highlighted with red border at the bottom of the page.

Verify your email address

We sent a code to your email address srini.vellampalli@ndis.gov.au. Once you receive it, enter it below and select 'Next'.

Email code

Enter code

Didn't receive your code?
Please Note: If you do not receive your code click on the “Didn’t receive your code?” link which will open the resend code request dialog box. Click on the Resend Code button to receive the code.

If you continue to experience difficulties receiving the verification code please
Once your Email has been successfully verified, the PRODA account creation is complete and you will receive a confirmation email which will look like the one below.

```
From: performance.stress.testing@humanservices.gov.au
Date: 5 October 2018 at 10:56:40 am AEST
To: youremailaddress@example.com
Subject: PRODA Account Created [SEC=UNCLASSIFIED]

This is an automated email. Please do not reply to this email address.

Dear Mr/Mrs. User,

You have successfully created a Provider Digital Access (PRODA) account.

Your **username is brisbane01**.

Your **RA number is 4615912822**. Please retain this number as you may need it for future reference.

To manage your account you can login at any time.

If you have any issues with your account, NDIS providers please call 1800 800 110, other services please call 1800 700 199 (option 1).

For more information about PRODA, visit the PRODA information page on the DHS website.

If you have received this email in error, you can contact us by visiting the PRODA information page on the DHS website.

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You have now completed Step 1 and created your PRODA account.

The next step is to verify your documents.
3.2 Verify your documents

At this stage you can continue your current session or log out to get your identity documents organised and log back in at a later time to complete the process.

If you decide to log out of the session, you will be seeing the following warning message. If you click on the **Yes** button, you will be logged out of PRODA.
The next time and each subsequent time you log back in to PRODA after entering your user name and password you will be prompted to enter the new verification code sent to your email. Please enter the email verification code and click the Next button highlighted with red border at the bottom of the page.
As you have not completed your account creation process in one single session, you will now be asked to accept PRODA terms and conditions. Click on I agree button highlighted with red border at the bottom of the page to proceed.

When you click I Agree, you are taken to the following Identity Verification page to continue the identity verification process. Click on the Continue button highlighted with red border at the bottom of the page to complete your identity verification.
Continue confirming your identity

You need to complete Step 2 of the PRODA account creation process by submitting the required identity documents:

1 Create account
   Provide your details, create a username and password, and supply your email address.

2 Verify documents
   Verify 3 different identity documents.

3 Match existing services
   Complete matching process for your existing services.

Continue
If you have all your identity documents ready and decide to continue the session,

1. You can view the list of accepted documents by clicking on the Identity documents hyperlink

2. When you have your documents and you are ready to verify your identity, click the **Next** button highlighted with red border at the bottom of the page.

---

**Verifying your identity**

You have successfully completed Step 1 of the PRODA account creation process.

You can now use the Logout button on the top of the screen to save your progress and restart the process at a later time.

1 Create account

![Image](image1.png)

Provide your details, create a username and password, and supply your email address.

You will now begin to verify your identity documentation online using the documents from the link in Step 2 above.

If you cannot verify your documents online, you will need to submit a paper form with documents from this [extended list](#).
Please Note: To ensure authentication process runs smoothly, please try to select and use the identity documents that match with the current personal details you have provided in section 3.1.1.
Select the first document you wish to verify and provide the required information and click on the Next button highlighted with red border at the bottom of the page.
For example, if you have selected Australian passport, you will see a screen like this. Fill in the details from your document and click **Next button** highlighted with red border at the bottom of the page.
You will see a confirmation of the online verification and can now select the second document you want to verify and click on the **Next** button highlighted with red border at the bottom of the page.

![Verify your second document](image_url)
For example, if you have selected Medicare Card, you will see a screen like this. Fill in the details from your document and highlighted with red border at the bottom of the page.
You will see a confirmation of the online verification of your Medicare card and can now select the third document you want to verify and click the Next button highlighted with red border at the bottom of the page.
For example, if you have selected Australian Driver’s License, you will see the following screen where you need to select the state of issue.

Select the state of issue for the Driver’s License and click the **Next** Button highlighted with red border at the bottom of the page.
Add the required information for the Australian Driver’s License and click the **Next** button highlighted with red border at the bottom of the page.
You will now see a confirmation of the verification for the Australia driver’s license.

If the PRODA personal details you have provided do not match with any of the verification documents you have submitted, you will be required to do a verification for your change of name. In such a scenario, you will be presented the following screen to verify your change of name.

If you select the option – I don't have any of these documents, you will be redirected to download and complete the Manual identity verification for Provider Digital Access (HW080) form. Please note that once this option is selected you will not be able to submit any online verification documents for your name change and have to complete the manual verification process only.

Select the document you want to provide in support of your name change and click the Next button highlighted with red border at the bottom of the page.
If you have selected Marriage Certificate you will be presented the following screen to select the state of issue.

Select State of issue and click the **Next** button highlighted with red border at the bottom of the page.
Provide the details of marriage certificate and click the **Next** button highlighted with red border at the bottom of the page.
Depending on your circumstances, if you have selected a change of name certificate you will be required to provide the relevant information.

At the end of successful verification of the three documents and the name change documents if applicable, you will see the following screen.

![Image of the screen](image-url)
3.2.1 Warning Messages

All through the verification process the following warning messages might show depending on the information you have added.

If a document is unable to be verified you will receive the following warning message:

![Warning Message 1]

If the document is unable to be verified after three attempts you will receive the following warning message:

![Warning Message 2]

The document will be removed from the list of documents and you will need to select another from the list for identity verification or submit a completed Manual identity verification for Provider Digital Access (HW080) form.

The online Document Verification Service (DVS) is only valid for documents within a specific date range. If you attempt to verify a document that is outside of this date range then you will receive the following warning message:

![Warning Message 3]

Sometimes DVS is temporarily unavailable, if this is the case you will receive the following warning message:

![Warning Message 4]
If you have selected I don't have any of these documents at the start of the verify documents process, you will be presented the following screen.
If you select **Yes** you will be redirected to download and complete the **Manual identity verification for Provider Digital Access (HW080) form**. Please note that once this option is selected you will not be able to submit the online verification documents and you can only complete the manual verification process. Click on the **Download Form** button highlighted with red border at the bottom of the page.
Once you download the form, you have two options to complete the form:
1. Type in your details directly on page 2 of this form and print or
2. Print the form and hand write your details. Don’t forget to sign this form when completed.

Instructions for these two options are provided in the example form below.

After completing the form you can scan the relevant documents as well as the completed Manual identity verification for Provider Digital Access form and send to NDIS.PRODA@humanservices.gov.au. This may take up to 21 working days to process.
Manual identity verification for Provider Digital Access

Service access

This form cannot be processed until you have created a PRODA username and password online and have received your Registration Authority (RA) number. For more information, go to humanservices.gov.au/proda

1 Which of the following will you use your PRODA account to access:
   Health Professionals Online Services (HPOS) □
   National Disability Insurance Scheme (NDIS) □
   Other □ Give details

Applicant's details

2 Family name
   First given name
   Second given name

3 Gender  Male □ Female □ Indeterminate □

4 Mobile phone number
   Email address

5 PRODA account username

6 PRODA RA number

Additional identity verification documents

7 How many documents have you attached to this form that could not be verified online?
   Number of documents from Category One
   Number of documents from Category Two
   Number of Change of Name documents
   (If your name differs between documents)

Purpose of this form

8 You are completing this form in order to:
   Complete the identity verification part of PRODA account creation □ Go to 10
   Verify a change of name □

Change of name

9 Enter your new name (different to name in question 2)
   Family name
   First given name
   Second given name

Privacy notice

10 Your personal information is protected by law, including the Privacy Act 1988, and is collected by the Australian Government Department of Human Services for the assessment and administration of payments and services. This information is required to process your application or claim.
   Your information may be used by the department or given to other parties for the purposes of research, investigation or where you have agreed or it is required or authorised by law.
   You can get more information about the way in which the Department of Human Services will manage your personal information, including our privacy policy, at humanservices.gov.au/privacy or by requesting a copy from the department.

Applicant's declaration

11 I declare that:
   • the information I have provided in this form is complete and correct.
   I understand that:
   • giving false or misleading information is a serious offence.
   Applicant's signature
   [Signature]
   Date
   [Month] [Day] [Year]
The next step after the successful online verification of your identity is to select the verification code preference. Every time you log in to your PRODA account you are required to verify your identity.

For this, you can choose to receive the verification code by one of three different online channels.

1. Email
2. Mobile App
3. Mobile Phone

If you have selected Email and click the **Next** button highlighted with red border at the bottom of the page, and you are in the same session, you will directed to the PRODA services screen.
If you have selected Mobile Phone (SMS) and click on the **Next** button you will see the following screen.

Enter the verification code sent to your mobile number and click the **Next** button highlighted with red border at the bottom of the page.
If you have selected Mobile App, and click on **Next** button highlighted with red border at the bottom of the page, the following screen will appear and you are required to download the PRODA code generator app to generate codes as per the instruction on the below screen.
Once you have successfully completed your verification code preference and entered the code you will be taken to the PRODA services page below.

You have now completed Step 2 of the PRODA account creation and verify documents process.

The next and final step is to match existing services.
4 Match Existing Services

Select the NDIS myplace Provider Portal tile highlighted with red border to link your PRODA account to the myplace Provider Portal.
Enter your personal details to match with the personal details provided for your PRODA registration so as to link your PRODA account to myplace provider portal... Please ensure that you enter the Mobile number in the correct format. Click Submit button highlighted with red border at the bottom right hand corner of the page.

If your details match your PRODA details, you will see the following screen.

You have now successfully completed your authentication with PRODA and linked to the NDIS myplace Provider Portal.

To logout of the portal, click on your name in the top right corner of the screen. A drop-down menu will appear. Click on Logout button that drops down when you click on your user name highlighted in the red box on top right hand corner to end your session.

Further information and step-by-step guides for linking to your NDIS provider organisations and using the myplace portal are available in other modules of the Provider Toolkit which can be accessed from the following link: NDIA Provider Toolkit
Please note that you can edit your PRODA account settings by clicking on the **User Name** on the top right hand corner highlighted with the red border box which will present you the following screen to make the necessary changes to your account settings.

During the PRODA account creation process, you can also use the **Help** button on each page, to get the page specific help information required to create your PRODA account.

![PRODA Account Settings](image)

**Please Note:**

All the information published in this step-by-step guide is current as at the time of publishing and care has been taken to ensure its accuracy.

If you find any of the steps in this guide out of sync with your real time user experience, please provide us the feedback immediately at the following email address - [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au) to maintain and keep this guide accurate and up to date.