

# **Provider Toolkit Module-8**

## **PRODA Step-by-Step Guide**

**December 2018**



## Table of Contents

1	Introduction .....	4
2	How to access PRODA .....	5
3	Create PRODA Account.....	6
3.1	Create Account .....	7
3.1.1	Enter your personal details: .....	7
3.1.2	Create your login details .....	9
3.1.3	Set your security details.....	10
3.1.4	Set your email address .....	11
3.1.5	Verify your email address .....	12
3.2	Verify your documents .....	15
3.2.1	Warning Messages.....	32
4	Match Existing Services .....	41

# 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

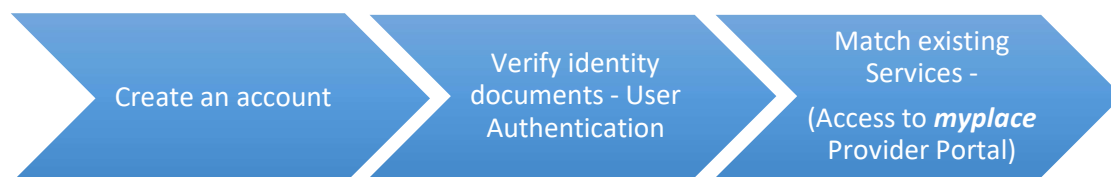
To gain access to the **myplace** provider portal, you first have to login using a PRODA account.

**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](mailto:NDIS.PRODA@humanservices.gov.au)

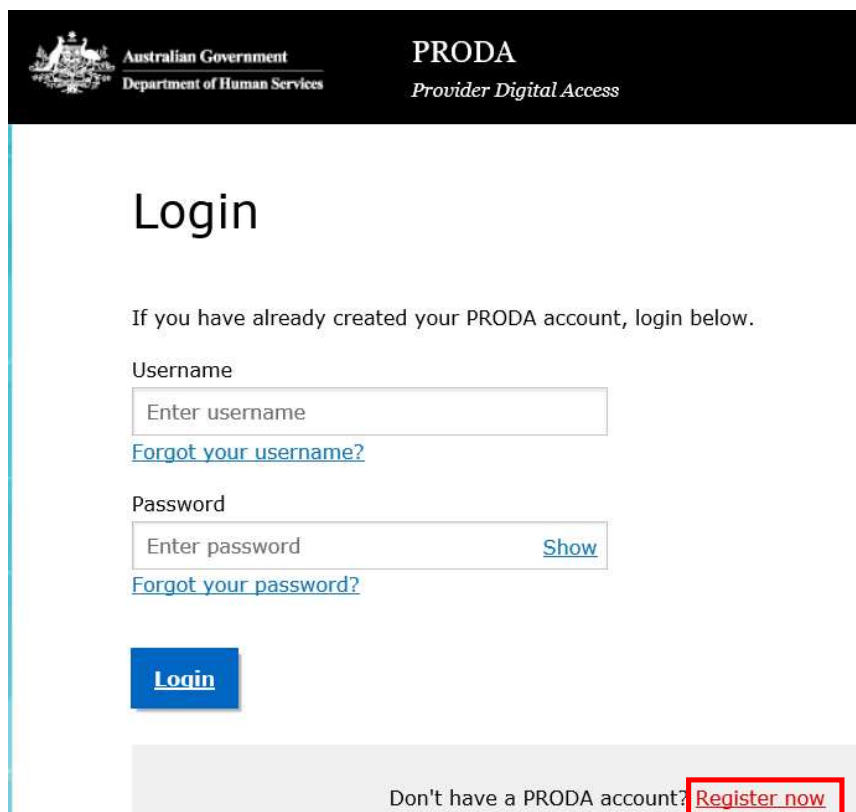
## 2 How to access PRODA

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.



The screenshot shows the PRODA login page. At the top, there is a header with the Australian Government logo and the text 'PRODA Provider Digital Access'. Below the header, there is a 'Login' section. It includes a message: 'If you have already created your PRODA account, login below.' followed by fields for 'Username' and 'Password'. There are links for 'Forgot your username?' and 'Forgot your password?'. A blue 'Login' button is present. At the bottom, there is a link 'Don't have a PRODA account? Register now' where 'Register now' is highlighted with a 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**

## 3.1 Create Account

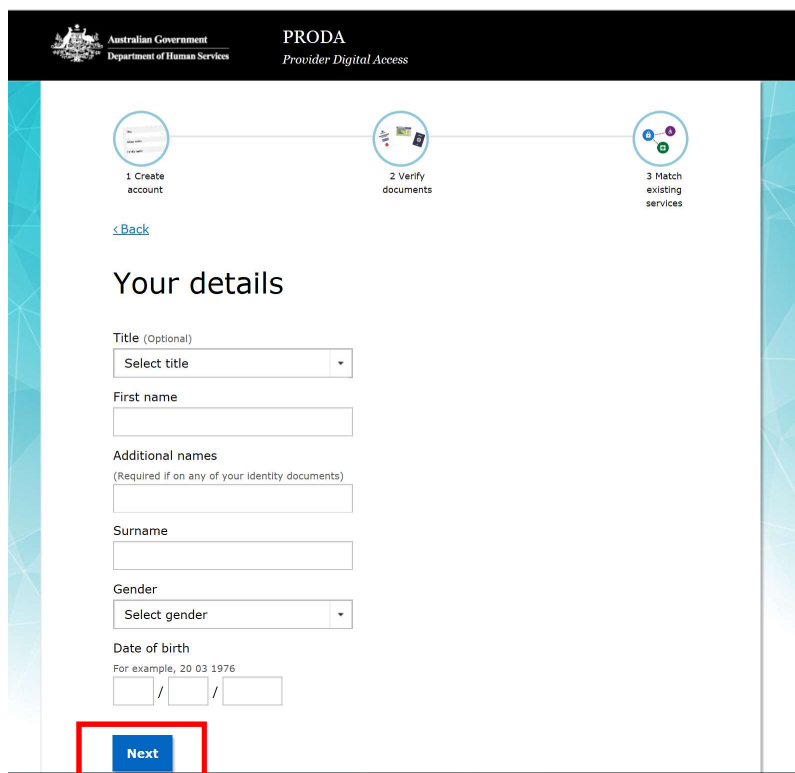
### 3.1.1 Enter your personal details:

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



Australian Government  
Department of Human Services

PRODA  
Provider Digital Access

1 Create account

2 Verify documents

3 Match existing services

[Back](#)

### Your details

Title (Optional)  
Select title

First name  
[Text Field]

Additional names  
(Required if on any of your identity documents)  
[Text Field]

Surname  
[Text Field]

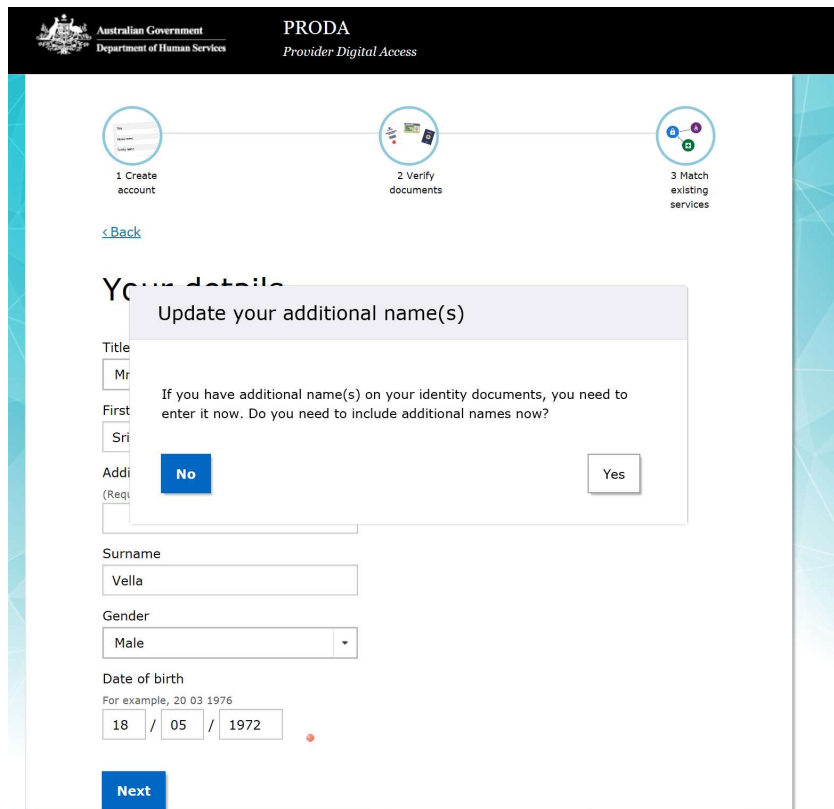
Gender  
Select gender

Date of birth  
For example, 20 03 1976  
[Text Field] / [Text Field] / [Text Field]

**Next**

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.



Australian Government  
Department of Human Services

PRODA  
Provider Digital Access

1 Create account

2 Verify documents

3 Match existing services

[< Back](#)

### Your details

Update your additional name(s)

If you have additional name(s) on your identity documents, you need to enter it now. Do you need to include additional names now?

**No** **Yes**

Title  
Mr

First  
Sri

Surname  
Vella

Gender  
Male

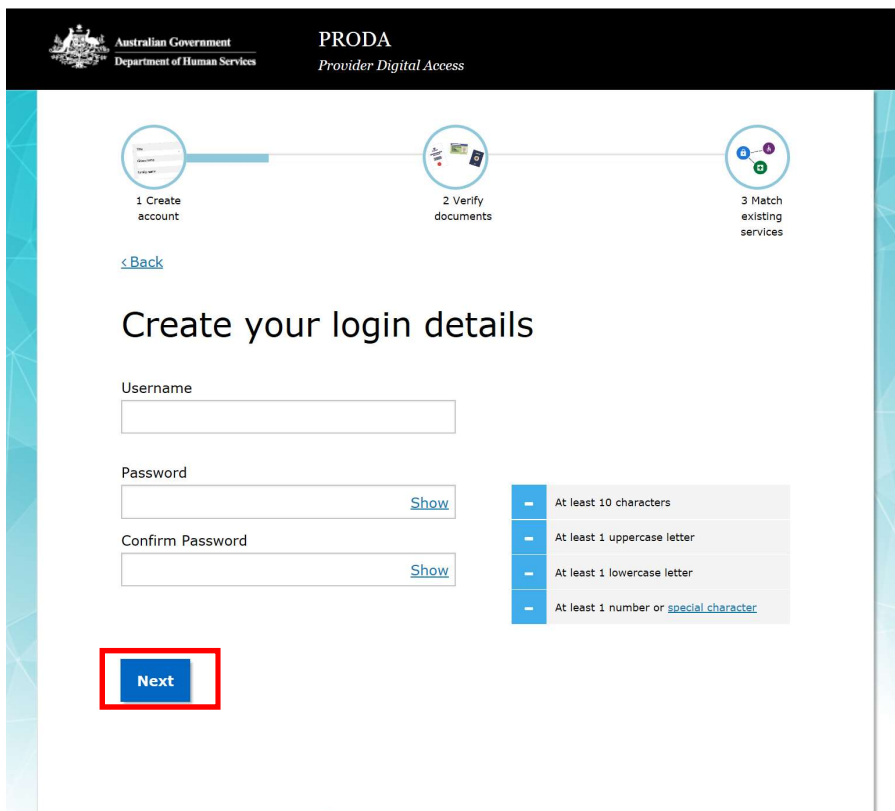
Date of birth  
For example, 20 03 1976  
18 / 05 / 1972

**Next**



### 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



Australian Government  
Department of Human Services

PRODA  
Provider Digital Access

1 Create account

2 Verify documents

3 Match existing services

[< Back](#)

## Create your login details

Username

Password [Show](#)

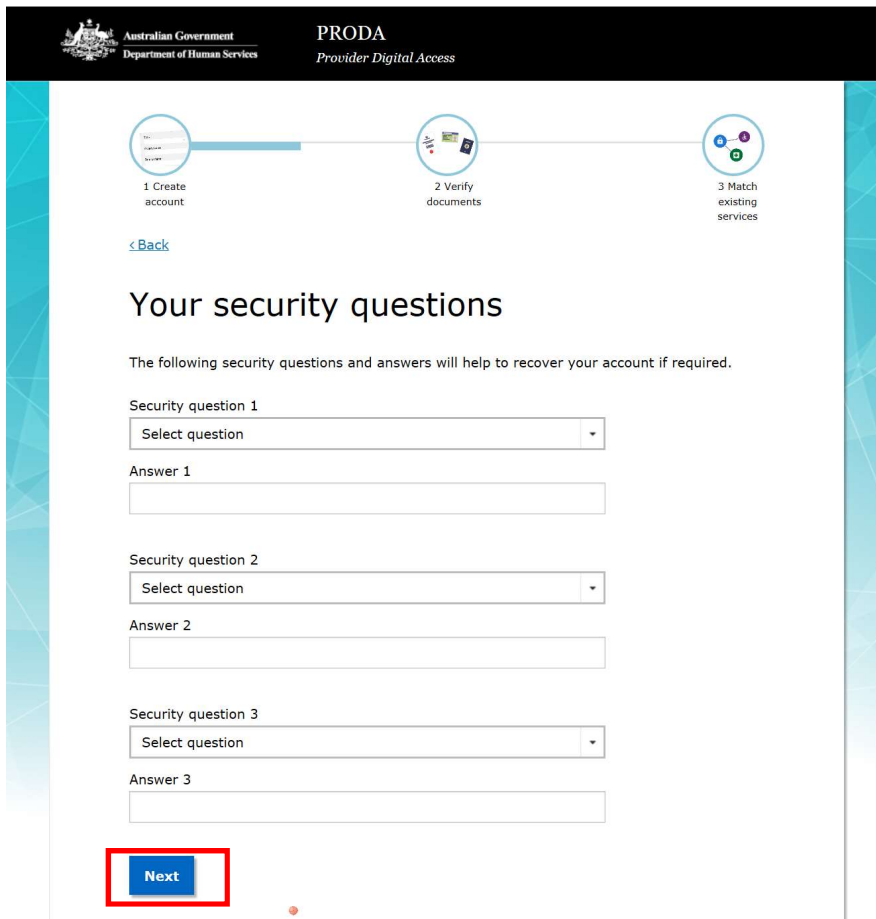
Confirm Password [Show](#)

- At least 10 characters
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number or [special character](#)

**Next**

### 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



Australian Government  
Department of Human Services

PRODA  
Provider Digital Access

1 Create account

2 Verify documents

3 Match existing services

[< Back](#)

## Your security questions

The following security questions and answers will help to recover your account if required.

Security question 1

Select question

Answer 1

Security question 2

Select question

Answer 2

Security question 3

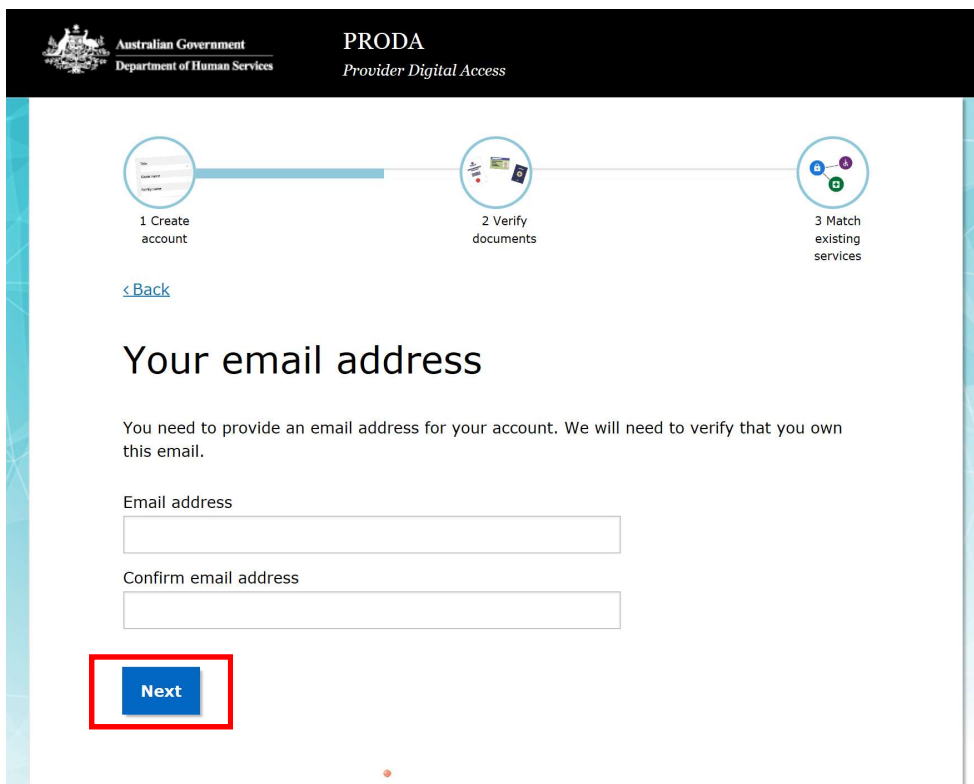
Select question

Answer 3

**Next**

### 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



Australian Government  
Department of Human Services

PRODA  
Provider Digital Access

1 Create account

2 Verify documents

3 Match existing services

[< Back](#)

## Your email address

You need to provide an email address for your account. We will need to verify that you own this email.

Email address

Confirm email address

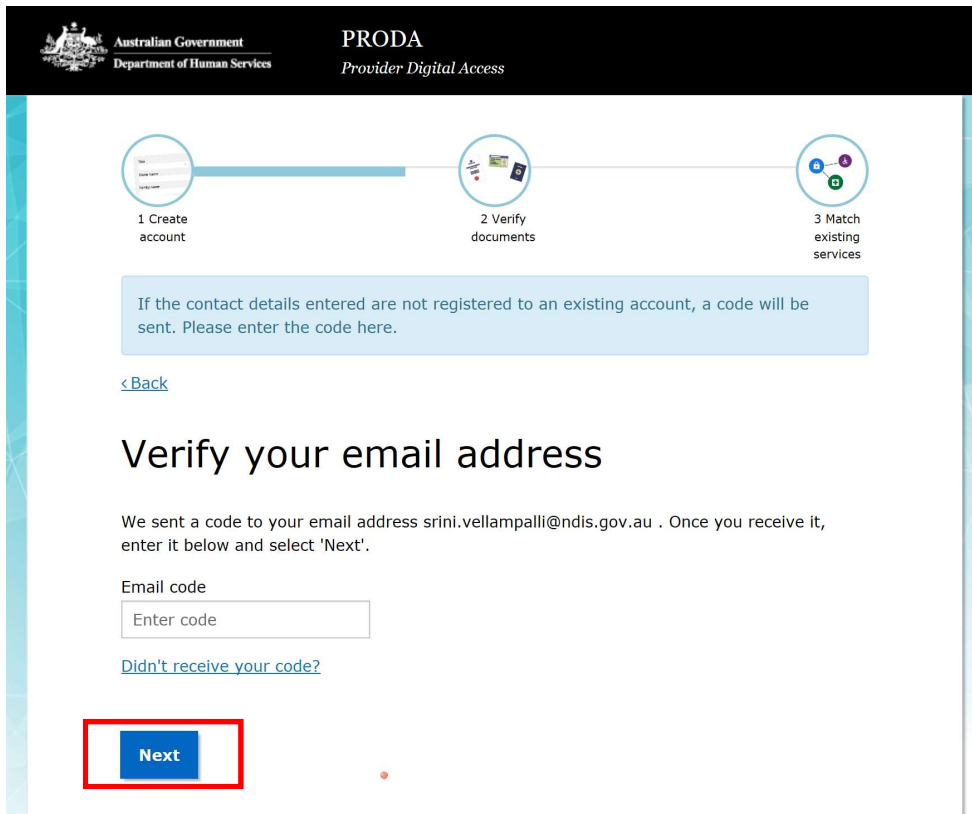
**Next**

### 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.



Australian Government  
Department of Human Services

PRODA  
Provider Digital Access

1 Create account

2 Verify documents

3 Match existing services

If the contact details entered are not registered to an existing account, a code will be sent. Please enter the code here.

[< Back](#)

## 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'.

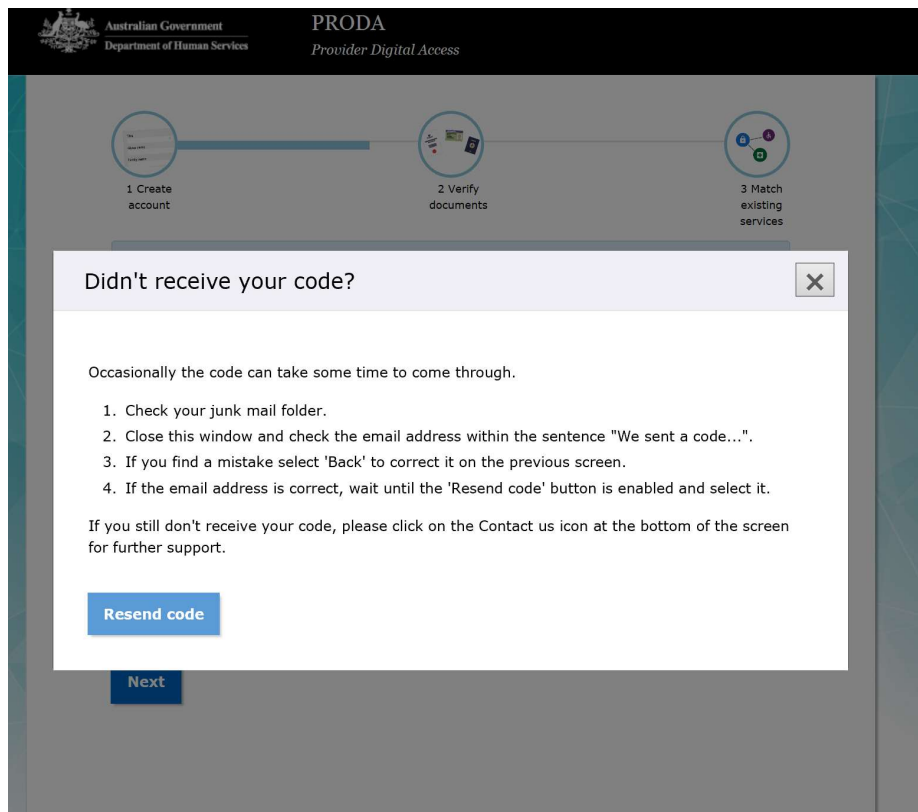
Email code

[Didn't receive your code?](#)

**Next**

**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](mailto:performance.stress.testing@humanservices.gov.au)

**Date:** 5 October 2018 at 10:56:40 am AEST

**To:** [youremailaddress@example.com](mailto: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.

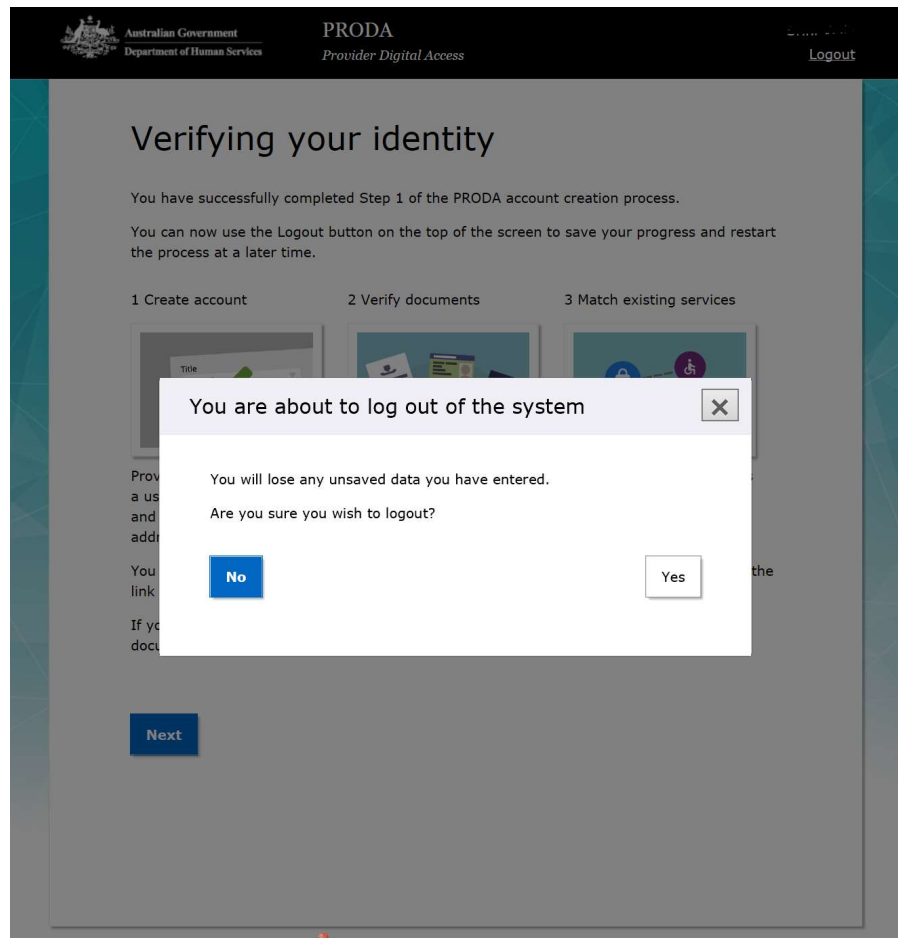
**You have now completed Step 1 and created your PRODA account.**

The next step is to verify your documents.

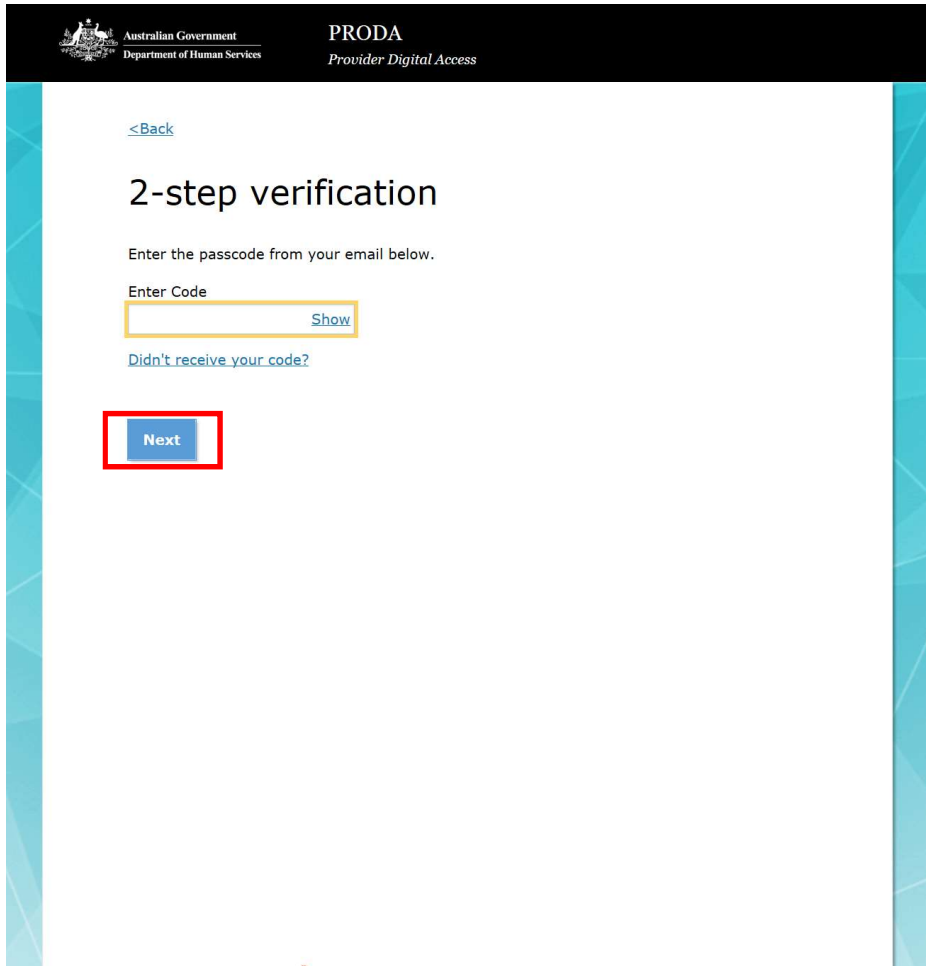
## 3.2 Verify your documents

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.



Australian Government  
Department of Human Services

PRODA  
Provider Digital Access

[<Back](#)

## 2-step verification

Enter the passcode from your email below.

Enter Code

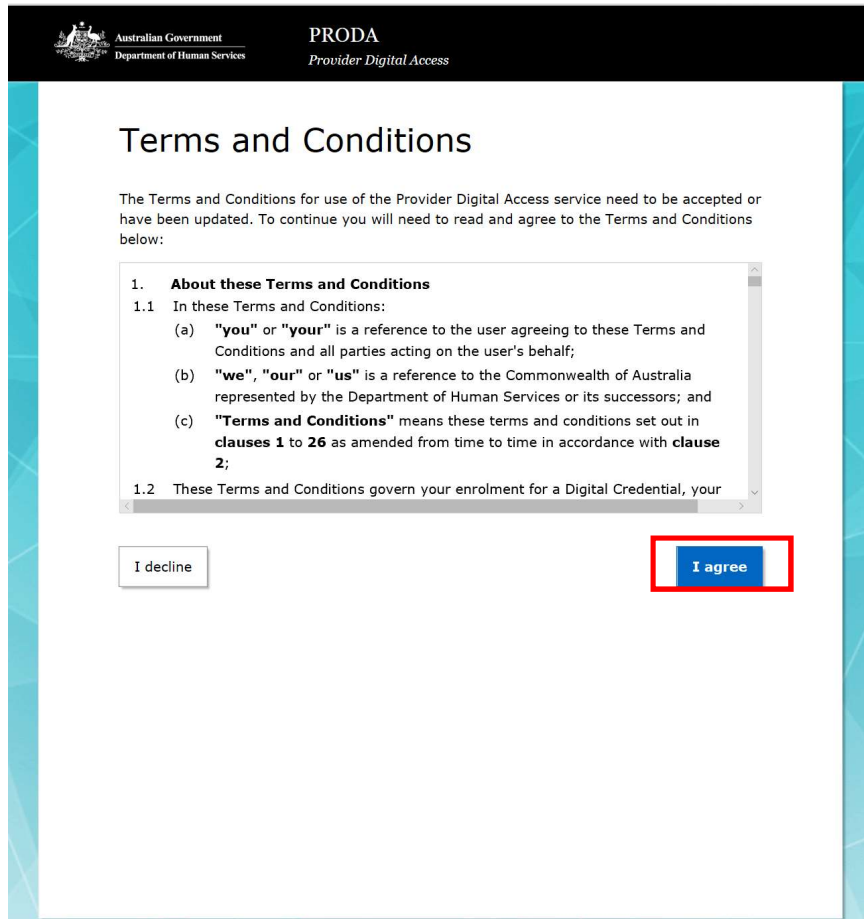
[Show](#)

[Didn't receive your code?](#)

**Next**



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.



Australian Government  
Department of Human Services

PRODA  
Provider Digital Access


## Terms and Conditions

The Terms and Conditions for use of the Provider Digital Access service need to be accepted or have been updated. To continue you will need to read and agree to the Terms and Conditions below:

1. **About these Terms and Conditions**
  - 1.1 In these Terms and Conditions:
    - (a) "you" or "your" is a reference to the user agreeing to these Terms and Conditions and all parties acting on the user's behalf;
    - (b) "we", "our" or "us" is a reference to the Commonwealth of Australia represented by the Department of Human Services or its successors; and
    - (c) "Terms and Conditions" means these terms and conditions set out in **clauses 1 to 26** as amended from time to time in accordance with **clause 2**;
  - 1.2 These Terms and Conditions govern your enrolment for a Digital Credential, your

I decline **I agree**

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



Australian Government  
 Department of Human Services


PRODA  
 Provider Digital Access

Logout

## 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.

- First evidence of identity document to be verified
- Second evidence of identity document to be verified
- Third evidence of identity document to be verified

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



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 user services

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](#).





Australian Government

Department of Human Services

PRODA

Provider Digital Access

Logout

## Verifying your identity

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

Identity documents

**Two** of the following documents:

- Medicare card
- Australian driver's licence
- ImmiCard
- Australian passport

and

**One** of the following documents:

- Australian passport
- Australian birth certificate
- ImmiCard
- Citizenship certificate
- Australian Visa (supported by a Foreign passport, which is needed for verification)
- Certificate of registration by descent

and

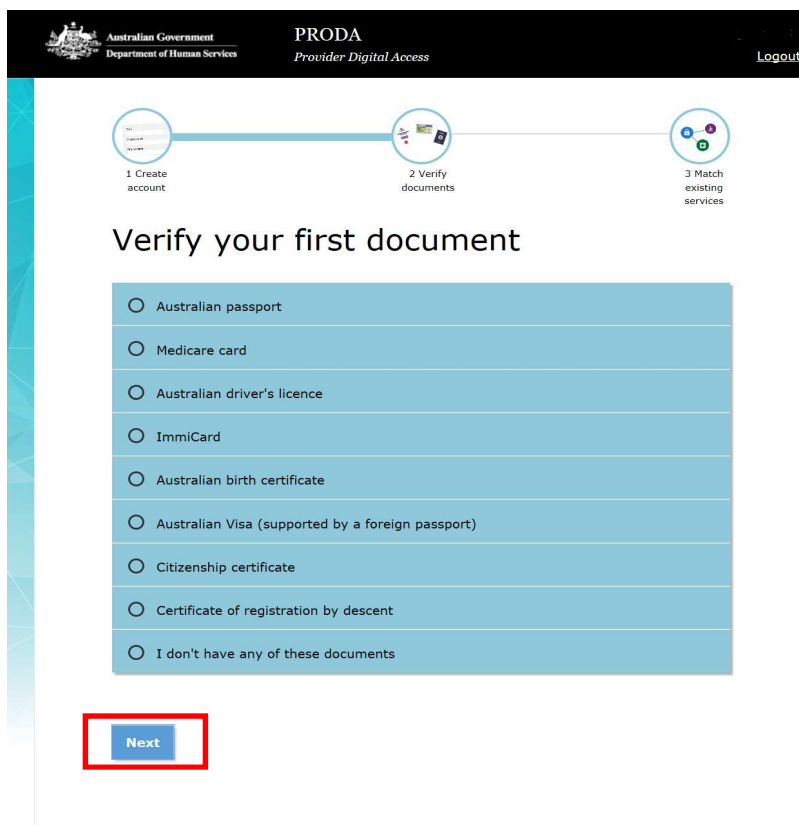
If your current name is different to the name on any of your documents you will need to provide **one** change of name document:

- Marriage certificate
- Change of name certificate

Close

**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.




The screenshot shows the PRODA (Provider Digital Access) interface. At the top, there is a header with the Australian Government logo, the text "Australian Government Department of Human Services", the title "PRODA Provider Digital Access", and a "Logout" link. Below the header, a progress bar indicates three steps: "1 Create account", "2 Verify documents" (which is the current step), and "3 Match existing services". The main heading is "Verify your first document". Below this, there is a list of document types, each with a radio button for selection:

- ☐ Australian passport
- ☐ Medicare card
- ☐ Australian driver's licence
- ☐ ImmiCard
- ☐ Australian birth certificate
- ☐ Australian Visa (supported by a foreign passport)
- ☐ Citizenship certificate
- ☐ Certificate of registration by descent
- ☐ I don't have any of these documents

At the bottom of the form, there is a blue button labeled "Next", which is highlighted with a red rectangular border.

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.



Australian Government

Department of Human Services

PRODA

Provider Digital Access

Logout

1 Create account

2 Verify documents

3 Match existing services

[< Back](#)

Australian passport


First name

Additional names

Surname

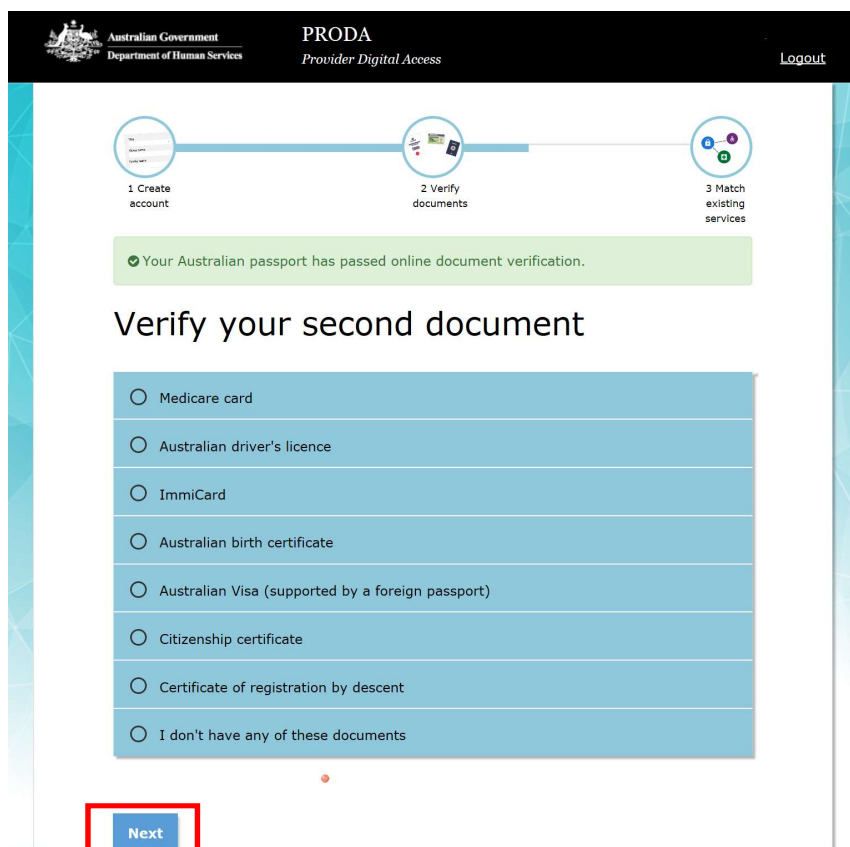
Document number

Select a sample



Next

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.




The screenshot shows the PRODA (Provider Digital Access) interface. At the top, there is a header with the Australian Government logo, the text "Australian Government Department of Human Services", the title "PRODA Provider Digital Access", and a "Logout" link. Below the header, a progress bar indicates three steps: "1 Create account", "2 Verify documents", and "3 Match existing services". The second step, "2 Verify documents", is currently active. A green message box states: "Your Australian passport has passed online document verification." Below this, the heading "Verify your second document" is displayed. A list of document types is shown, each with a radio button for selection:

- ☐ Medicare card
- ☐ Australian driver's licence
- ☐ ImmiCard
- ☐ Australian birth certificate
- ☐ Australian Visa (supported by a foreign passport)
- ☐ Citizenship certificate
- ☐ Certificate of registration by descent
- ☐ I don't have any of these documents

At the bottom of the form, a blue "Next" button is highlighted with a red border.


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.




Australian Government  
Department of Human Services

PRODA  
Provider Digital Access


Logout



1 Create account



2 Verify documents



3 Match existing services

[< Back](#)

## Medicare card

☐ The name on my Medicare card is displayed across multiple lines

First name

Additional names

Surname

Medicare card number

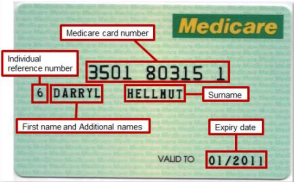
Individual reference number

Card colour  

Green

Expiry date (Green - MM/YYYY, Blue/Yellow - DD/MM/YYYY)  
 For example 16 03 2020 or 03 2020  
 /

Select a sample

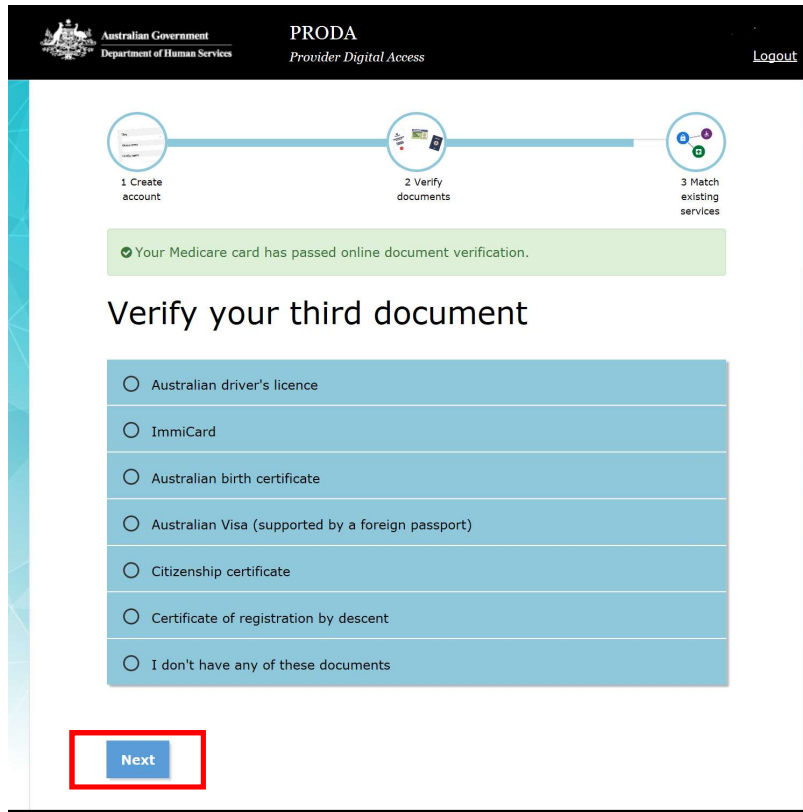


Medicare card green  
[Show all available samples](#)

Next



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.



Australian Government  
Department of Human Services

PRODA  
Provider Digital Access

[Logout](#)

1 Create account

2 Verify documents

3 Match existing services

✓ Your Medicare card has passed online document verification.

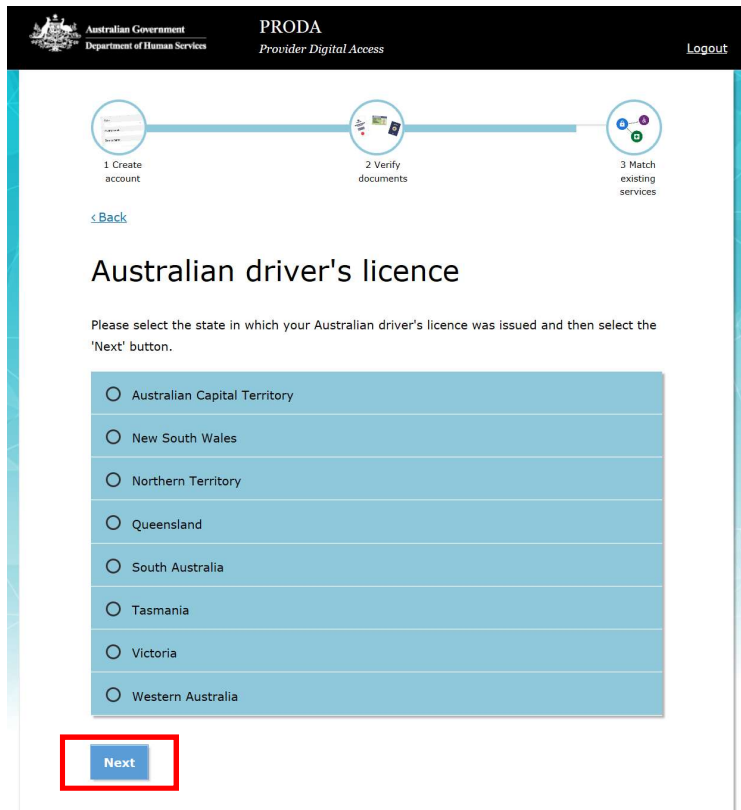
### Verify your third document

- ☐ Australian driver's licence
- ☐ ImmiCard
- ☐ Australian birth certificate
- ☐ Australian Visa (supported by a foreign passport)
- ☐ Citizenship certificate
- ☐ Certificate of registration by descent
- ☐ I don't have any of these documents

**Next**

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.



Australian Government  
Department of Human Services

PRODA  
Provider Digital Access

Logout

1 Create account

2 Verify documents

3 Match existing services

[Back](#)


## Australian driver's licence

Please select the state in which your Australian driver's licence was issued and then select the 'Next' button.

- ☐ Australian Capital Territory
- ☐ New South Wales
- ☐ Northern Territory
- ☐ Queensland
- ☐ South Australia
- ☐ Tasmania
- ☐ Victoria
- ☐ Western Australia

**Next**

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.



Australian Government

Department of Human Services

PRODA

Provider Digital Access

Logout

1 Create account

2 Verify documents

3 Match existing services

[< Back](#)

Victoria driver's licence


First name

Additional names

Surname

Licence number

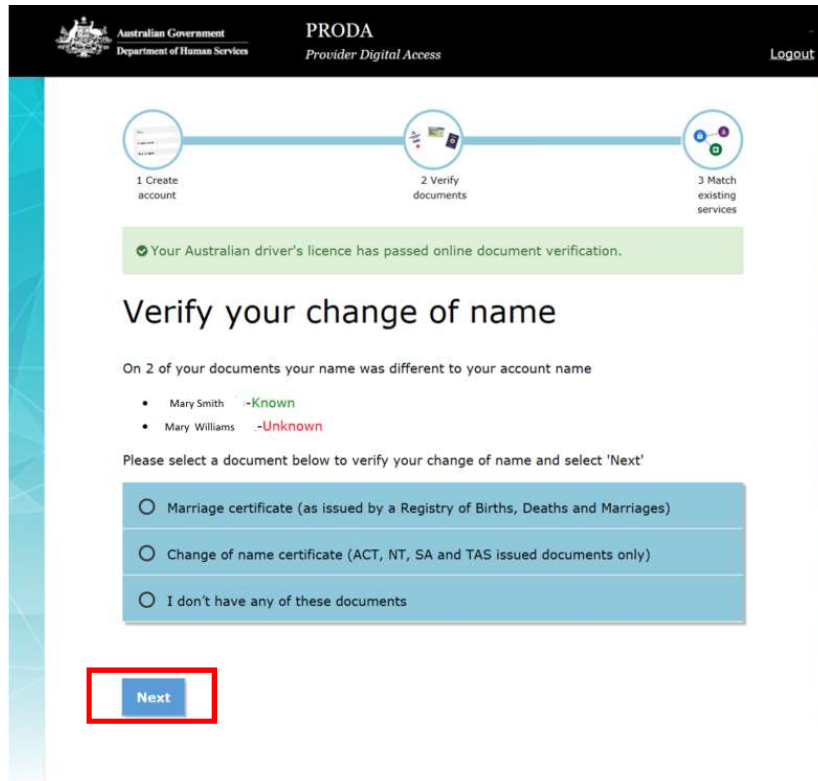
Select a sample



Next

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.

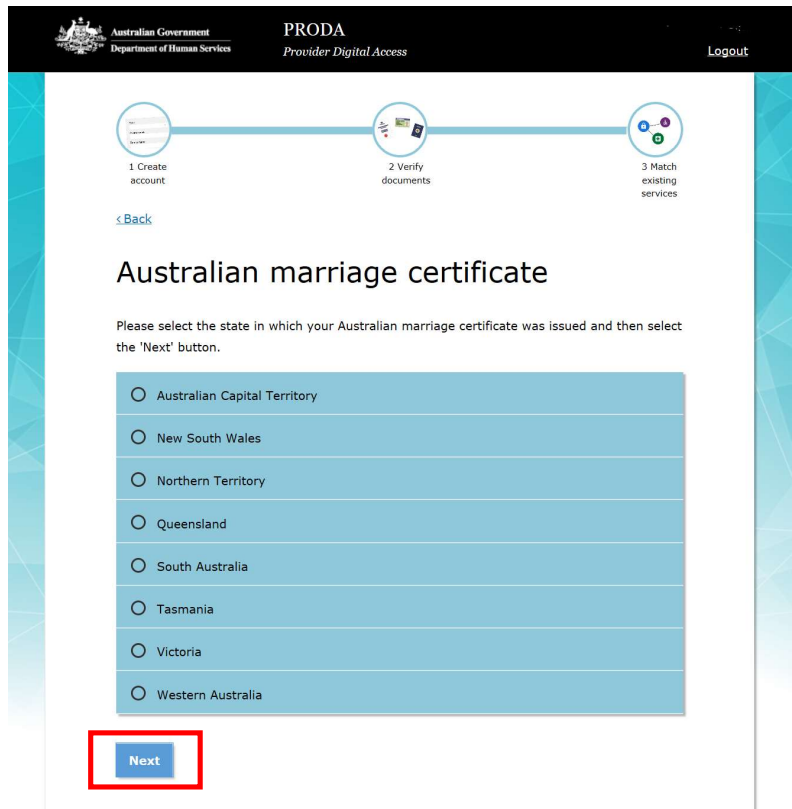


If you select the option – **I don't have any of these documents**, you will be redirected to download and complete the **Manual identity verification for Provider Digital Access (HW080) form**. Please note that once this option is selected you will not be able to submit any online verification documents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



Australian Government  
Department of Human Services

PRODA  
Provider Digital Access

Logout

1 Create account

2 Verify documents

3 Match existing services

[< Back](#)


## Australian marriage certificate

Please select the state in which your Australian marriage certificate was issued and then select the 'Next' button.

- ☐ Australian Capital Territory
- ☐ New South Wales
- ☐ Northern Territory
- ☐ Queensland
- ☐ South Australia
- ☐ Tasmania
- ☐ Victoria
- ☐ Western Australia

**Next**


Provide the details of marriage certificate and click the **Next** button highlighted with red border at the bottom of the page.




Australian Government  
Department of Human Services

PRODA  
Provider Digital Access


Logout



1 Create account



2 Verify documents



3 Match existing services

[< Back](#)

## Victoria marriage certificate

Date of marriage

For example, 20 03 1976

/  /

Select a sample

[Handwritten certificate](#)

[Printed certificate](#)

Registration year

Registration number

Groom's First name

Groom's Additional names

Groom's Surname

Bride's First name

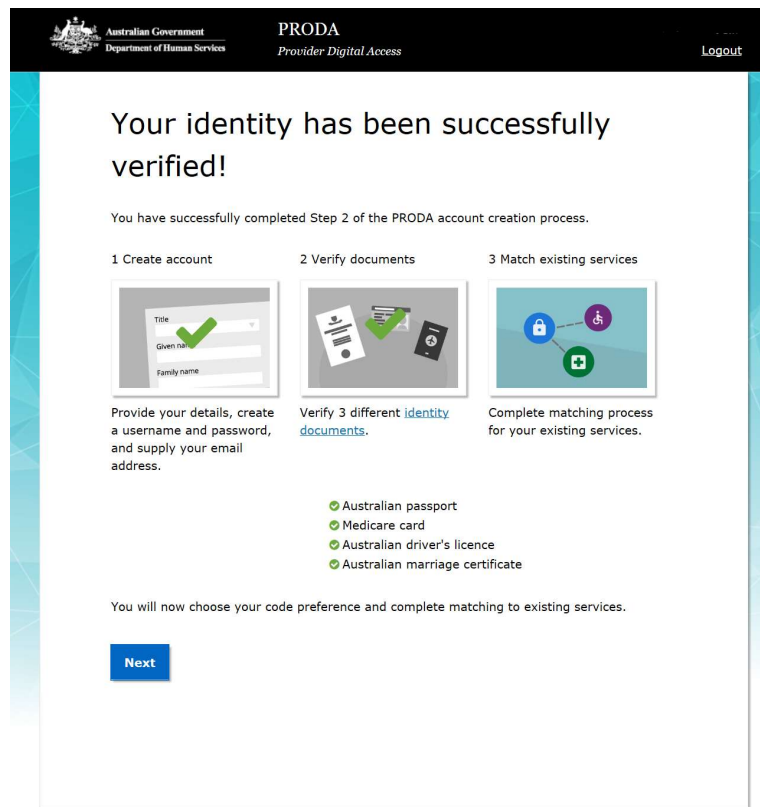
Bride's Additional names

Bride's Surname

Next

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.




### 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:

 The identity documents entered were unable to be verified. Please try again, or choose a different document.

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

 Your document has failed verification. You have attempted to verify your Australian drivers licence 3 times. For security reasons you are no longer able to use your Australian drivers licence as proof of identity electronically.

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:

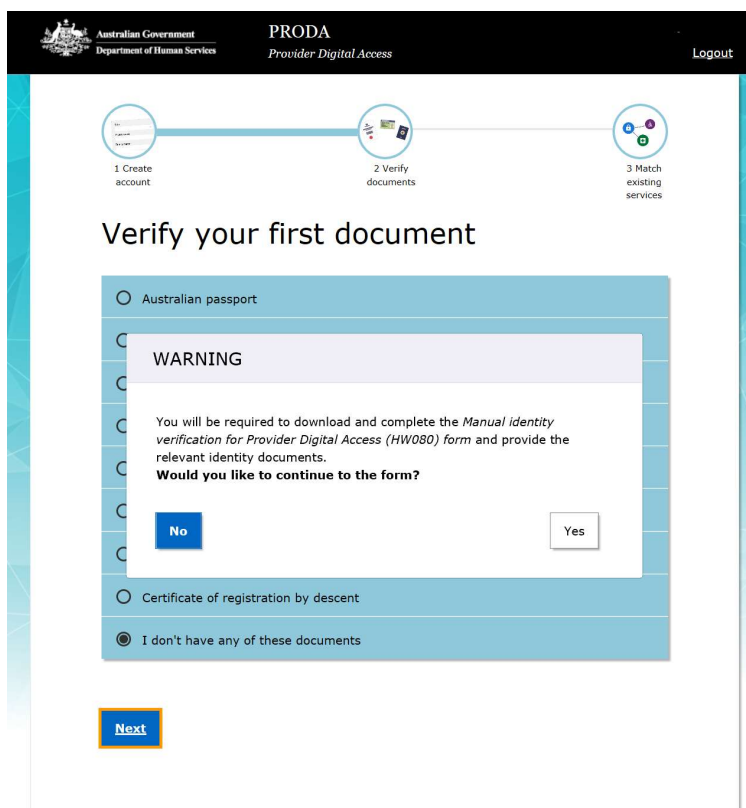
 Online document verification is unavailable for Medicare cards issued in that period. Please choose a different document to verify.

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

 The Document Verification System is unavailable at this time. Please try again later.



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.



Australian Government  
Department of Human Services

PRODA  
Provider Digital Access

Logout

1 Create account

2 Verify documents

3 Match existing services

### Verify your first document

☐ Australian passport

**WARNING**

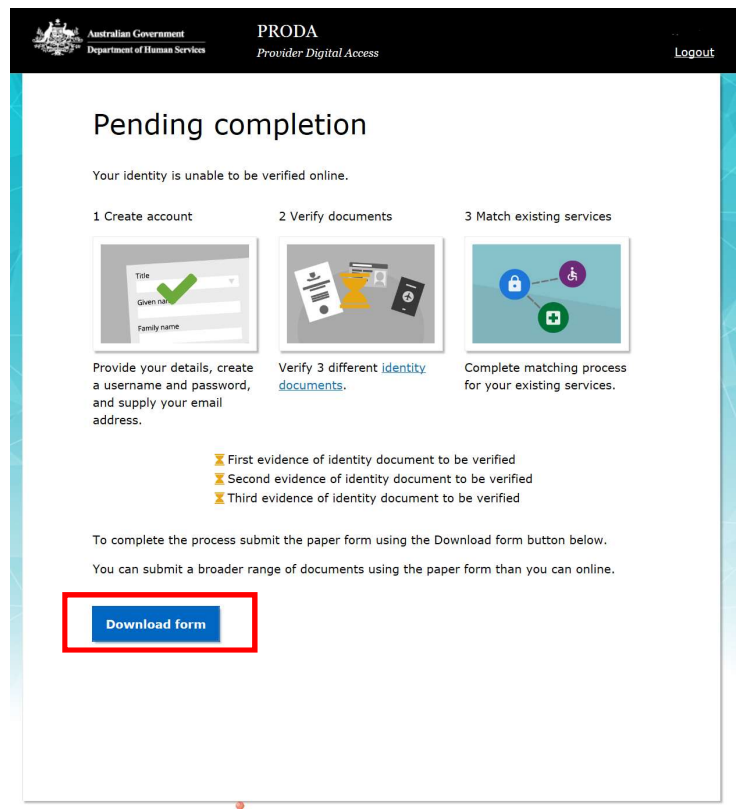
You will be required to download and complete the *Manual identity verification for Provider Digital Access (HW080)* form and provide the relevant identity documents.

**Would you like to continue to the form?**

☐ Certificate of registration by descent

☒ I don't have any of these documents

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.




**PRODA**  
Provider Digital Access

Logout

## Pending completion


Your identity is unable to be verified online.

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.

- ✗ First evidence of identity document to be verified
- ✗ Second evidence of identity document to be verified
- ✗ Third evidence of identity document to be verified

To complete the process submit the paper form using the Download form button below.

You can submit a broader range of documents using the paper form than you can online.


**Download form**

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](mailto:NDIS.PRODA@humanservices.gov.au). This may take up to 21 working days to process.



**Australian Government**  
Department of Human Services

## Manual identity verification for Provider Digital Access

---

**Purpose of this form**

Complete this form if you were unable to successfully verify your identity online for the Australian Government Department of Human Services Provider Digital Access (PRODA) account and/or a name change is required.

**Evidence of Identity**

PRODA account creation requires you to verify your identity by providing at least 3 identity documents from 2 categories. If you have successfully validated some identity documents online, you do not need to provide them again. Only attach the documents you were unable to verify online to this form.

If your name differs between the documents you provide, you will also be required to provide a Change of Name document.

**Use in the Community documents**

**Choose 2 of the following Category One documents**

Select at least 1 from the primary documents category.

**Primary documents**

- Australian driver licence
- ImmiCard
- Australian passport
- Foreign passport
- Australian Government issued proof of age card/photo card
- Australian secondary student document (issued by a government agency or Australian school only)

**Secondary documents**

- Medicare card
- Department of Foreign Affairs and Trade (DFAT) issued Certificate of identity
- DFAT issued Document of identity
- DFAT issued United Nations convention travel document
- Foreign government issued documents (e.g. driver licence)
- Enrolment with the Australian Electoral Commission
- Security Guard/Crowd control photo licence
- Evidence of right to a government benefit (Department of Veterans' Affairs (DVA) or Centrelink)
- Consular photo identity card issued by DFAT
- Police force officer photo identity card
- Australian Defence Force photo identity card
- Commonwealth or state/territory government photo identity card
- Aviation security identification card
- Maritime security identification card
- Firearms licence
- Credit reference check
- Australian tertiary student photo identity document

- Australian secondary student photo identity document
- Certified academic transcript from an Australian university
- Bank card
- Credit card

**Commencement of Identity documents**

**Choose 1 of the following Category Two documents**

This document must differ to previous documents chosen.

- Australian passport
- Australian birth certificate
- Australian citizenship certificate
- Australian immigration visa (copy of foreign passport required for verification)
- Certificate of registration by descent

**Provide Change of Name documents**

- Marriage certificate
- Change of Name certificate
- Amended Australian birth certificate

**For more information**

For more information about PRODA, go to [humanservices.gov.au/proda](http://humanservices.gov.au/proda)

For assistance completing this form

- National Disability Insurance Scheme (NDIS) providers – call **1800 800 110** Monday to Friday, between 9.00 am and 5.00 pm, Australian Eastern Standard Time
- all other services – call **1800 700 199** Monday to Friday, between 8.30 am and 5.00 pm, Australian Eastern Standard Time.

**Note:** Call charges may apply from mobile phones.

**Returning your form**

Check that all required questions are answered and that the form is signed and dated.

Scan and email this form and relevant identity documents to:

- NDIS providers – [NDIS.PRODA@humanservices.gov.au](mailto:NDIS.PRODA@humanservices.gov.au)
- all other services – [PRODA@humanservices.gov.au](mailto:PRODA@humanservices.gov.au)

HW080.1605
1 of 2



Australian Government  
Department of Human Services

## 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](https://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](https://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

Date

**Reset form**

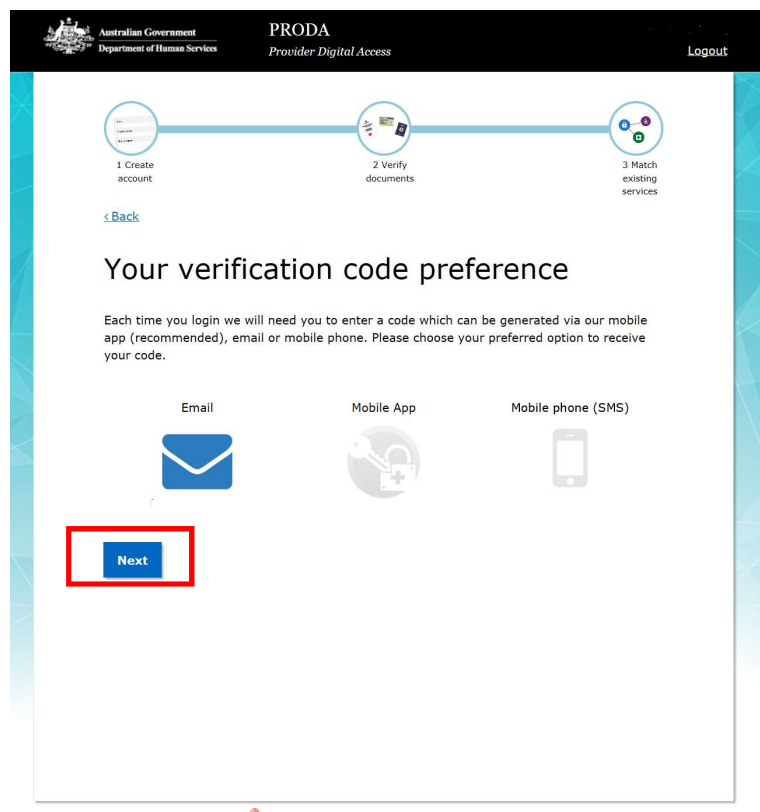
**Print form**

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 be directed to the PRODA services screen.



Australian Government  
Department of Human Services

PRODA  
Provider Digital Access

Logout

1 Create account

2 Verify documents

3 Match existing services

< Back

### Your verification code preference

Each time you login we will need you to enter a code which can be generated via our mobile app (recommended), email or mobile phone. Please choose your preferred option to receive your code.

Email

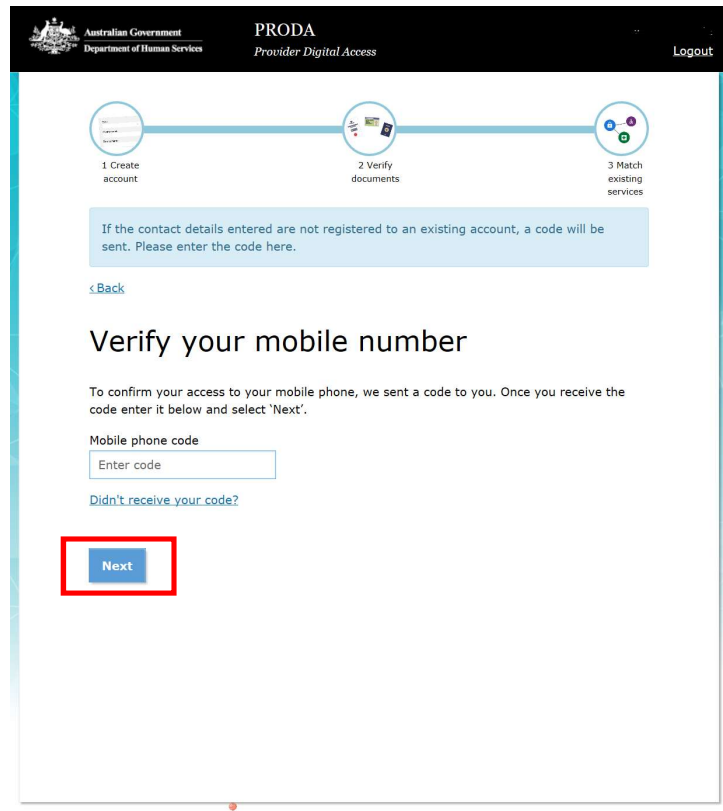
Mobile App

Mobile phone (SMS)

Next

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



Australian Government  
Department of Human Services

PRODA  
Provider Digital Access

Logout

1 Create account

2 Verify documents

3 Match existing services

If the contact details entered are not registered to an existing account, a code will be sent. Please enter the code here.

[< Back](#)

## Verify your mobile number

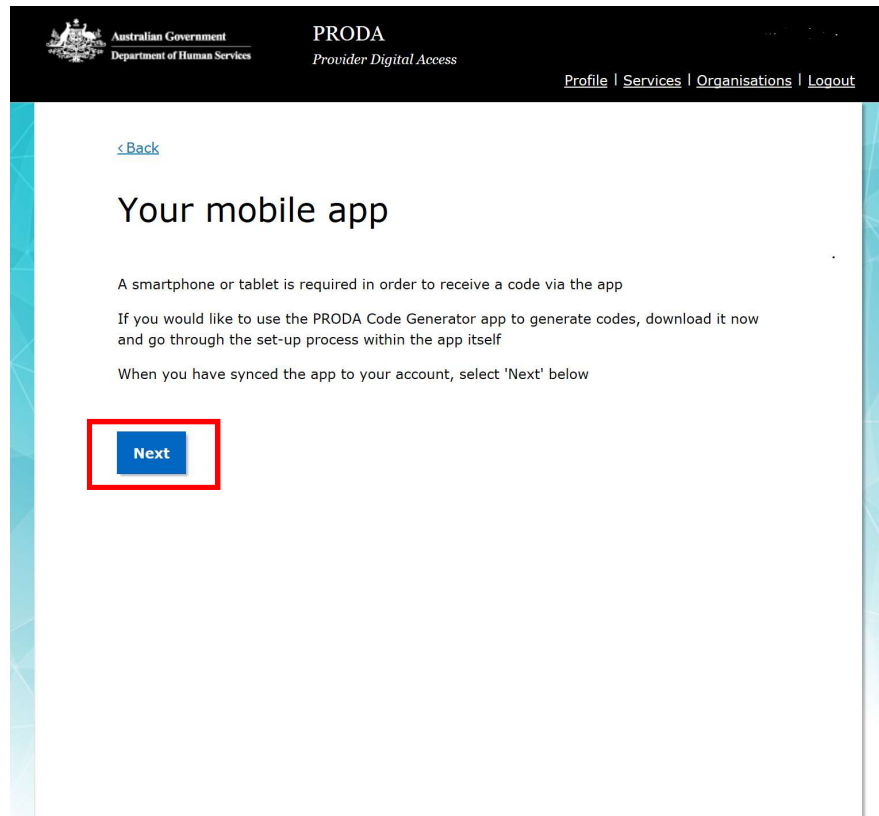
To confirm your access to your mobile phone, we sent a code to you. Once you receive the code enter it below and select 'Next'.

Mobile phone code

[Didn't receive your code?](#)

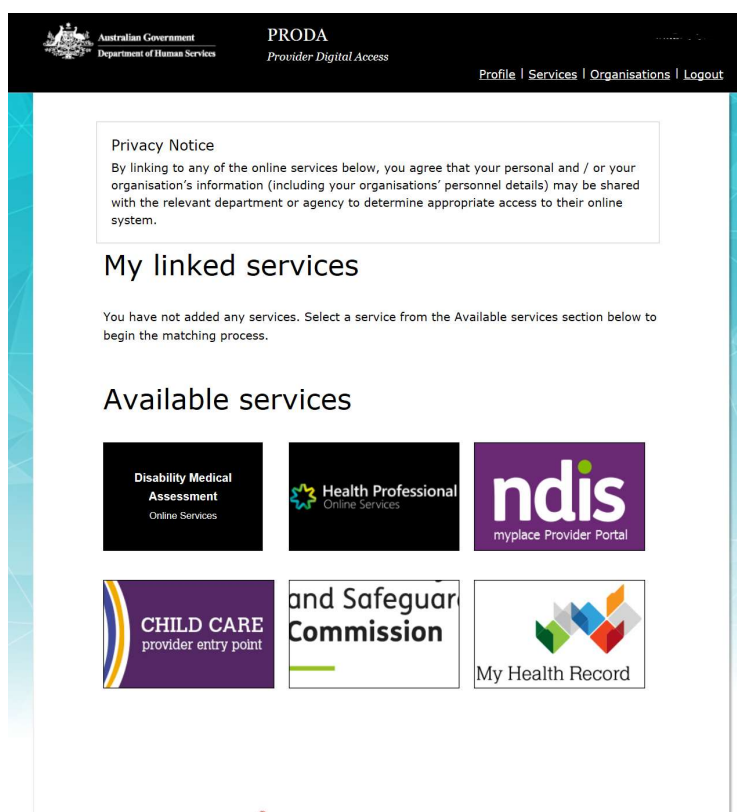
**Next**

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.



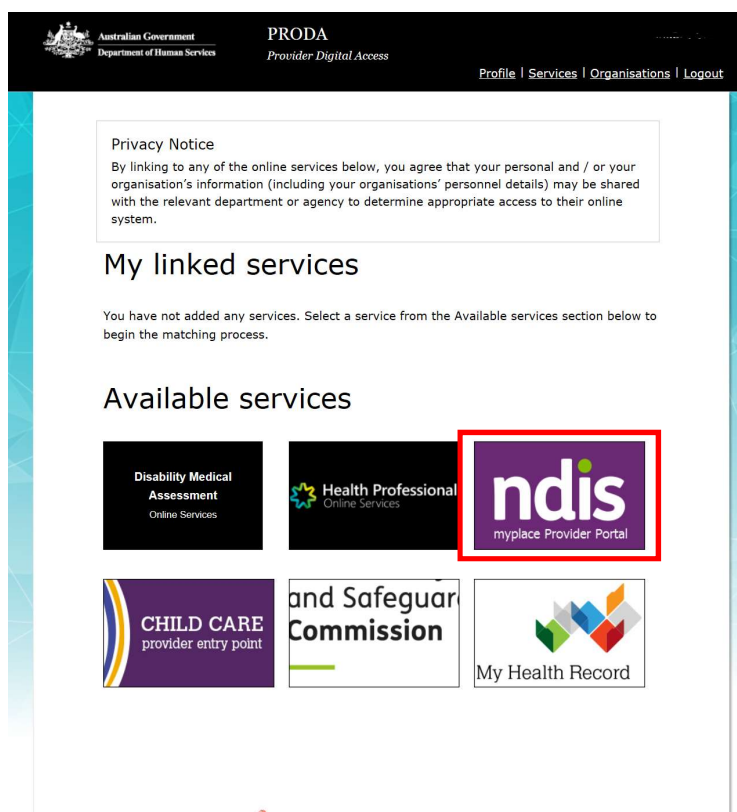
**You have now completed Step 2 of the PRODA account creation and verify documents process.**

The next and final step is to match existing services.

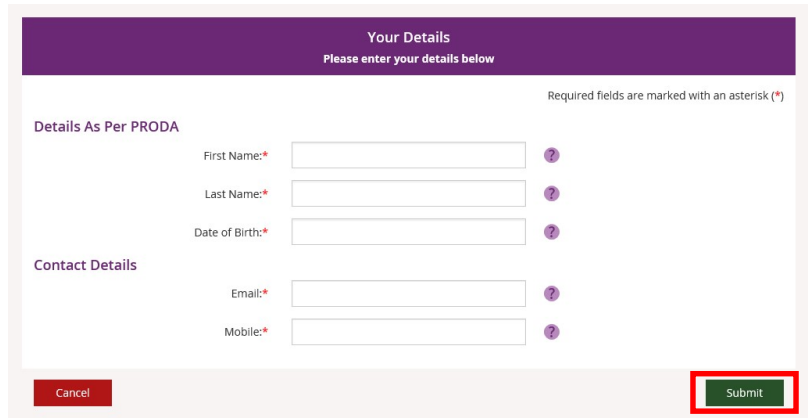


## 4 Match Existing Services

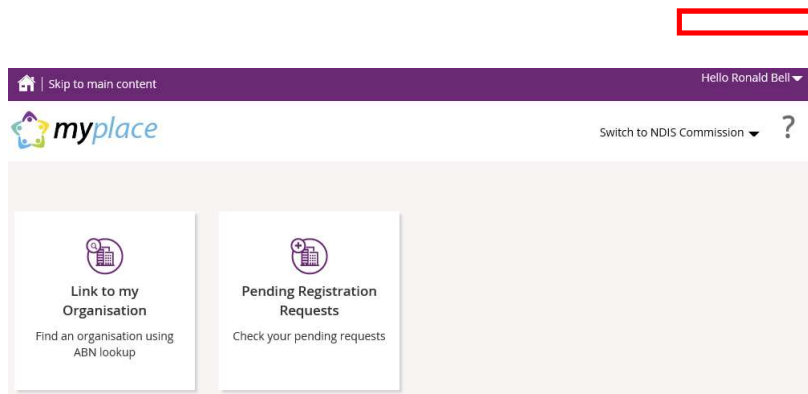
Select the NDIS **myplace** Provider Portal tile highlighted with red border to link your PRODA account to the **myplace** Provider Portal



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.



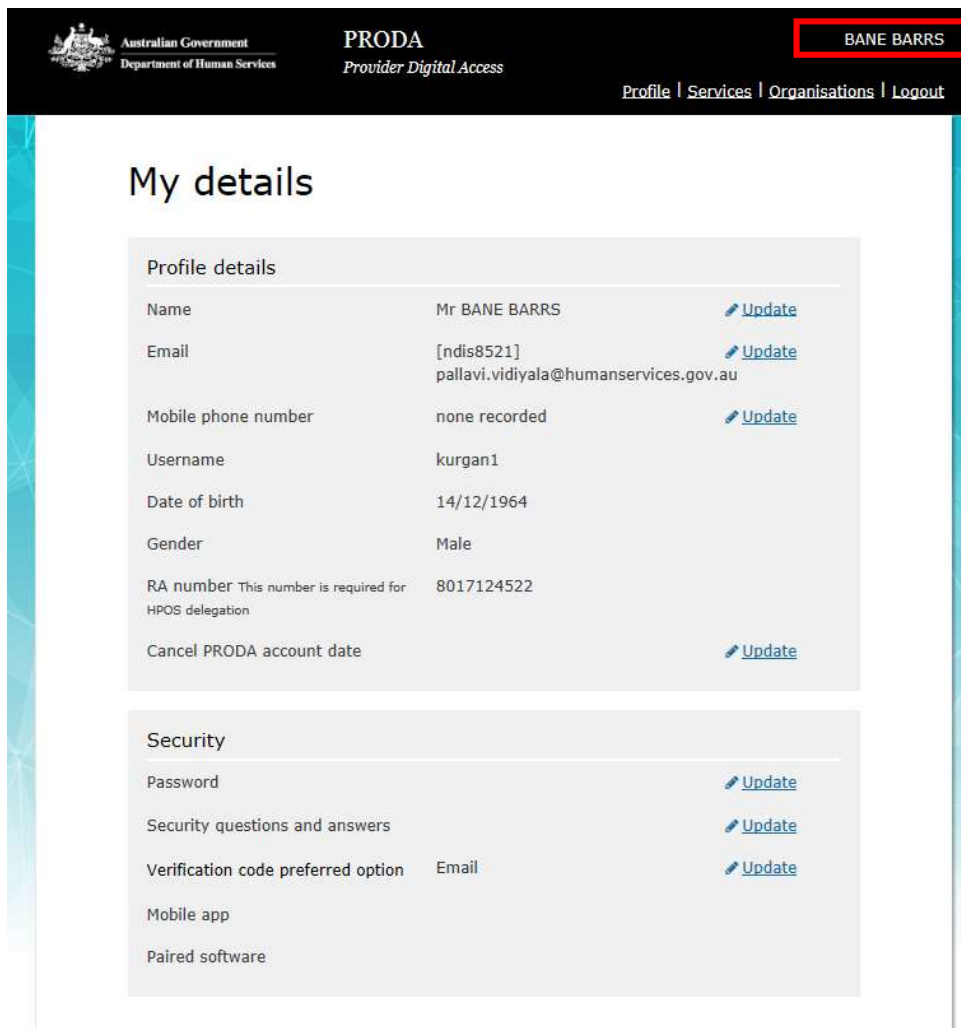
**You have now successfully completed your authentication with PRODA and linked to the NDIS **myplace** Provider Portal.**

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.



**My details**

**Profile details**

Name	Mr BANE BARRS	<a href="#">Update</a>
Email	[ndis8521] pallavi.vidiyala@humanservices.gov.au	<a href="#">Update</a>
Mobile phone number	none recorded	<a href="#">Update</a>
Username	kurgan1	
Date of birth	14/12/1964	
Gender	Male	
RA number This number is required for HPOS delegation	8017124522	
Cancel PRODA account date		<a href="#">Update</a>

**Security**

Password		<a href="#">Update</a>
Security questions and answers		<a href="#">Update</a>
Verification code preferred option	Email	<a href="#">Update</a>
Mobile app		
Paired software		

### 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.