

NASH certificates are getting an upgrade



The National Authentication Service for Health (NASH) is a Public Key Infrastructure (PKI) tool used to authenticate and securely access a range of digital health services and platforms, sign documents digitally, and encrypt information for secure exchange. NASH certificates enable access to services including My Health Record, Healthcare Identifiers Service, Electronic Prescribing, and Secure Messaging.

NASH certificates are being updated from SHA-1 to SHA-2 (Secure Hash Algorithm) in order to provide enhanced security. There will not be an option to request a SHA-1 certificate after 13 March 2022. All software products that use NASH must be updated to SHA-2 by that date. If you are not able to transition to SHA-2 (for example, because you do not have SHA-2 ready software), up until 13 March 2022 you can receive a NASH SHA-1 certificate with a 2-year validity. The version requirements of some widely-used clinical software products are as follows:

- Communicare: version 21.3
- Medical Director: version 4.1
- Bp Premier: version 1.11.0.924
- BpVIP.net: version 2.1.526
- Dispense Works: version 1.1
- Helix: version 1.6
- Minfos: version 6.5.1
- Aquarius: version 3.121.0.0

You are able to check the expiry date of a NASH certificate, and request, renew and download, in HPOS. To request or renew a NASH certificate, an Organisation Maintenance Officer (OMO) needs to [log on](#) to their individual PRODA account, then:

1. *Select* Go to service on the HPOS tile.
2. *Select* My programs.
3. *Select* Healthcare Identifiers and My Health Record tile.

4. *Select* Healthcare Identifiers - Manage existing records.
5. *Select* the required organisation record. You may need to navigate to the correct record. Refer to [view the organisation's network map](#), [manage HPI-O details](#) and [manage your OMO](#) procedures.
6. *Select* the Certificates tab.
7. *Select* Request a NASH PKI site certificate.
8. Select your software product version from the first drop down list. This list contains software product versions that are SHA-2 ready. If you cannot locate your software from the drop down list, please select the most appropriate reason from the second drop down list:
 - I don't know my product: if you are unsure of what software product or version is used in your organisation.
 - My product is not on the list: if your product version is not listed as SHA-2 ready.
 - I have multiple products: if your organisation has multiple products that require a NASH certificate, select this option to proceed.
 - I wish to select my SHA level explicitly: only when you have been advised by your software developer or you are certain which SHA level you need.
9. *Enter* a mobile number. This is required to send a text message with your Personal Identification Code (PIC) when your certificate is ready to download.
10. *Tick* the check box to confirm you have read and understood the terms and conditions.
11. *Save* changes and submit.
12. Once you have received a text message, your certificate is ready to download. Log into HPOS and use the PIC to download the certificate.

For additional support, Services Australia recommend reaching out to your IT professionals or software developers for support. You can also contact the WQPHN Digital Health Help Desk at laura.leyden@wqphn.com.au, and eBusiness Service Centre (Medicare) on 03 9605 7981 or ebusiness@servicesaustralia.gov.au. Software developers requiring

FAQs

What is NASH?

The National Authentication Service for Health (NASH) makes it possible for healthcare providers and supporting organisations to securely access and exchange health information.

Healthcare Identifier (HI) and NASH credentials make it easier for healthcare providers to securely refer patients to specialists. It also allows consumers to securely keep track of their medical history in the My Health Record system.

NASH provides Public Key Infrastructure (PKI) certificates that help healthcare organisations and individuals to:

- Access the My Health Record system
- Send and receive messages securely using software that meets the requirements of Secure Message Delivery
- Access the NASH PKI directory

Healthcare providers require an up-to-date NASH certificate to:

- Access the My Health Record system

- Register individuals for a My Health Record
- Send and receive clinical information via Secure Message Delivery services

What is PKI?

Public key infrastructure (PKI) is a catch-all term for everything used to establish and manage public key encryption. These keys also help authenticate the identity of the communicating parties. PKI governs digital certificates to protect sensitive data, provide unique digital identities for users, devices and applications and secure end-to-end communications.

What is a SHA?

Secure Hash Algorithms, or SHAs, are a family of coding functions designed to keep data safe. They are designed to be one-way, meaning that once they're transformed into their hash values, it's virtually impossible to transform them back into the original data.

Services Australia rolled out SHA-2 NASH PKI Certificates in September 2021.