

Accessing the DORA website

To access the DORA website, it is suggested that you use:

- Google Chrome on Windows 10
- Edge on Windows 10
- Internet Explorer on Windows 7

To access the DORA homepage your browser needs to provide a current, valid National Authentication Service for Health Public Key Infrastructure (NASH PKI) certificate. If you can successfully access DORA, the below page will appear. If the below page does not appear, you will need to contact your IT support to configure your NASH PKI certificate.

Welcome to the DORA website.

Please be advised that as a registered health practitioner you are bound by your professional code of conduct, the *Commonwealth Privacy Act 1988*, the *Health Records (Privacy and Access) Act 1997* and the *Medicines, Poisons and Therapeutic Goods Act 2008* when accessing and using information via the DORA website.

The DORA website contains sensitive patient information and should only be accessed by relevant health practitioners in order to inform decisions relating to the treatment or care of a person under their care.

Please note that access to DORA patient files is logged and may be audited by the ACT Government. Any person found to be accessing and/or using DORA inappropriately or unlawfully may be subject to disciplinary action including cancellation of their authority to deal with medicines, referral to a relevant Health Professional Board, or prosecution.

I accept the terms of use

Email or Username

Password

[Log In](#) [Register](#) [Forgot your password?](#)

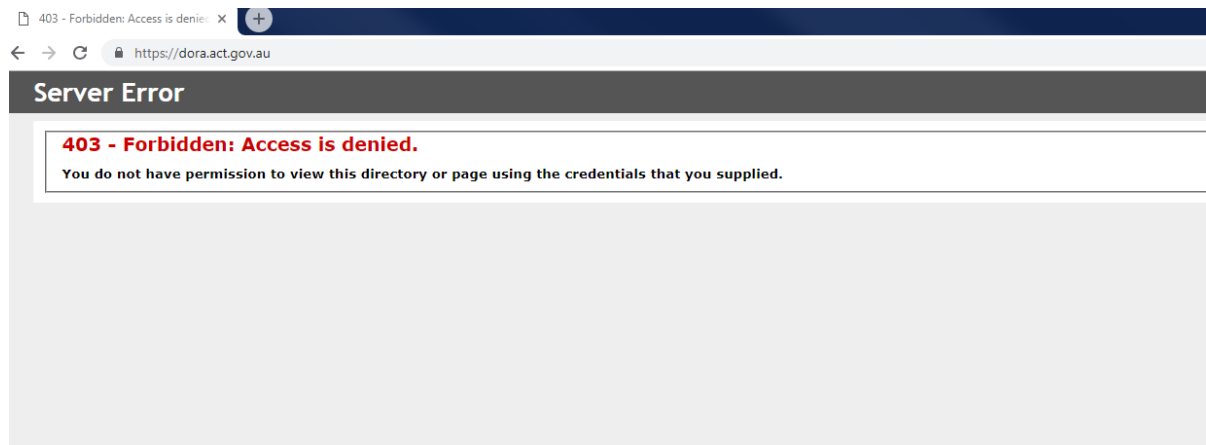
NASH Public Key Infrastructure (PKI) Certificates

There are two types of PKI certificates used in the Australian health system issued and managed by the Department of Human Services:

- 1) Medicare (commonly used for PBS claims and payments)
- 2) **NASH PKI certificate** (commonly used to access My Health Record)

A NASH PKI certificate is used to secure the connection from DORA to the health professional's computer in order to ensure the security of patient records within DORA.

DORA utilises the same NASH PKI certificate that the Department of Human Services (DHS) uses for secure communication between different health sites such as My Health Record. If a health professional can access My Health Record through their browser, then it is likely they can also access DORA. If you do not have a valid certificate, your web browser will display an error message (see below), indicating that your NASH PKI certificate is not configured correctly in the browser.



Instructions for Installing a NASH PKI Certificate

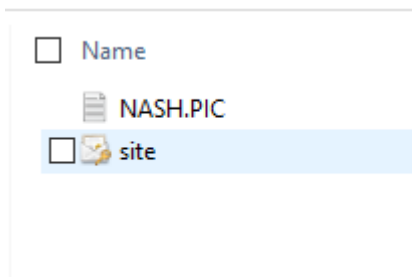
We highly recommend that this installation is done by your local IT support.

You will need:

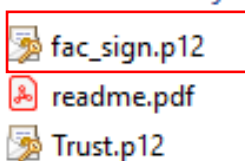
- 1) To have a NASH PKI certificate (either on a CD mailed to you by the DHS or via Provider Digital Access, known as PRODA)
- 2) A password for your NASH PKI certificate (known as a PIC)

The following instructions assume that you are using a personal user profile.

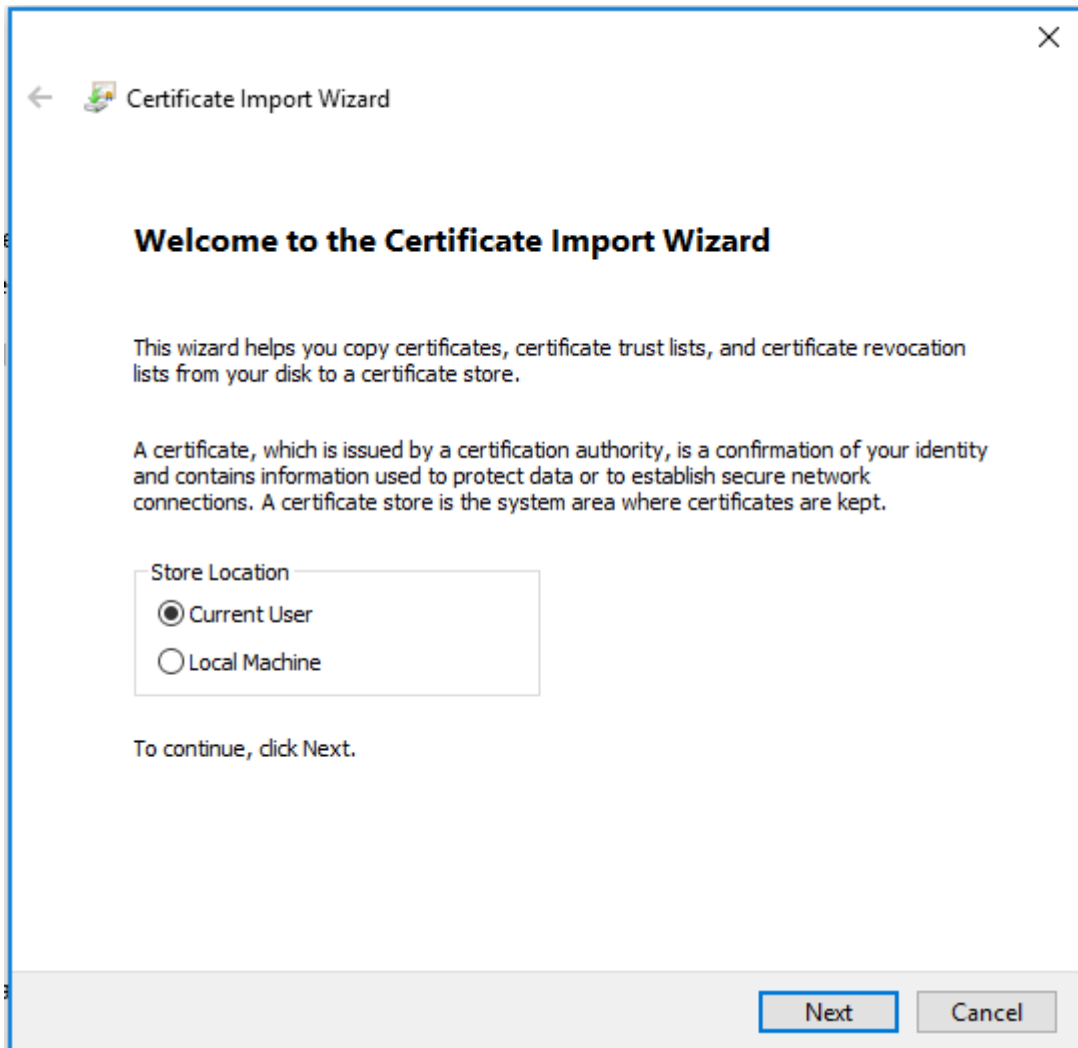
1. Double click on the Certificate file, which will most likely be named either 'site' or 'fac_sign.p12' depending on how you received the certificate from DHS (see examples of these below).



Files Currently on the Disc (3)

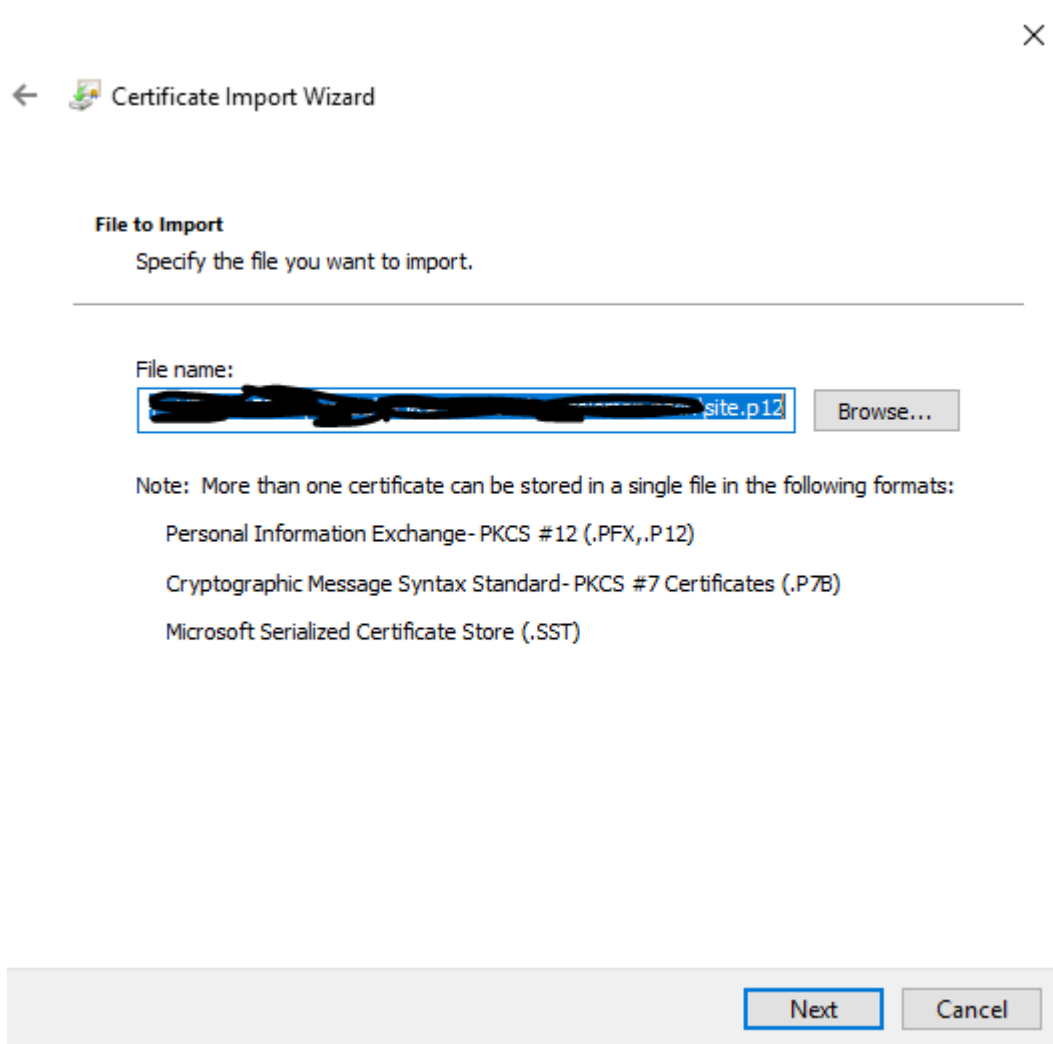


2. The Certificate Import Wizard will be displayed.



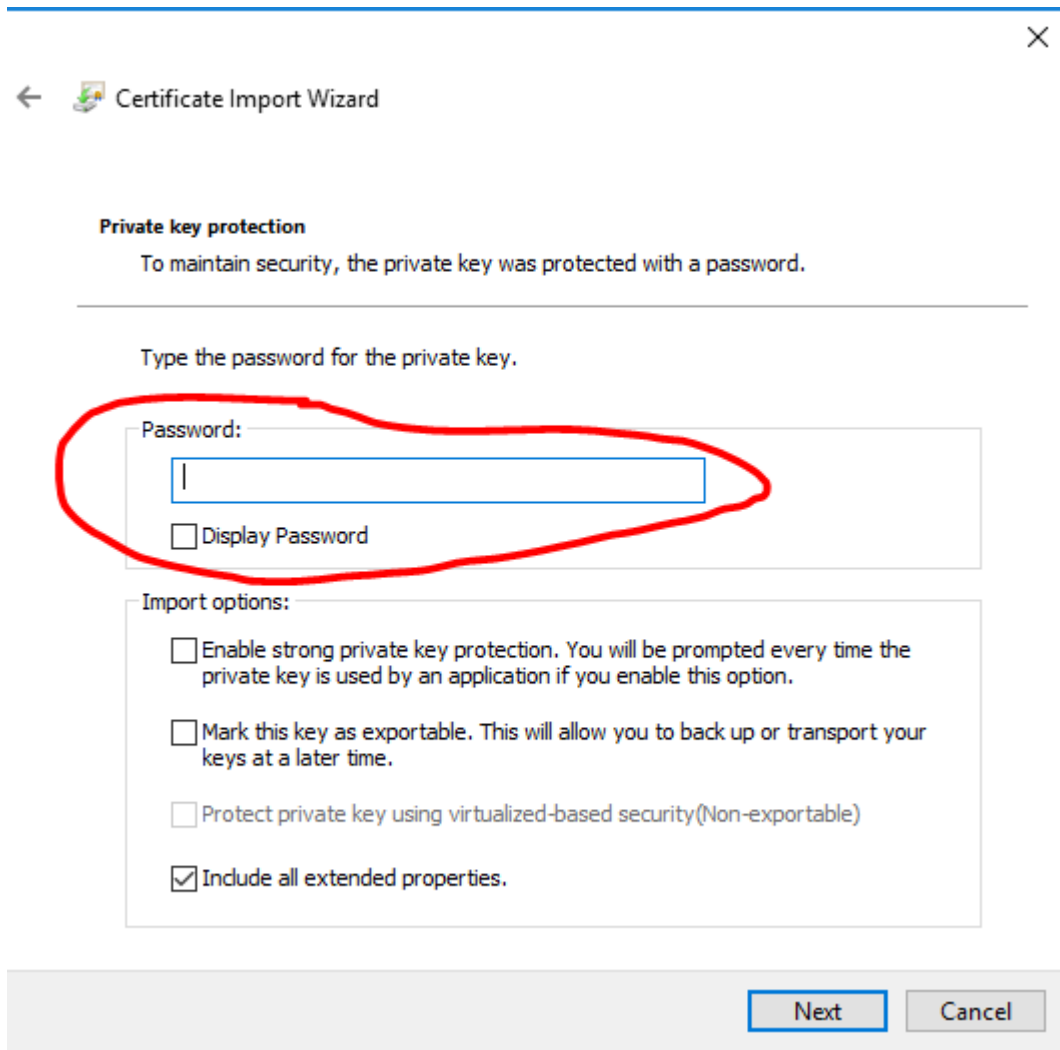
3. Choose “Current User” for the store location.
4. Click the “Next” button.

5. The location of the certificate file you selected will be displayed.



6. Click the “Next” button.

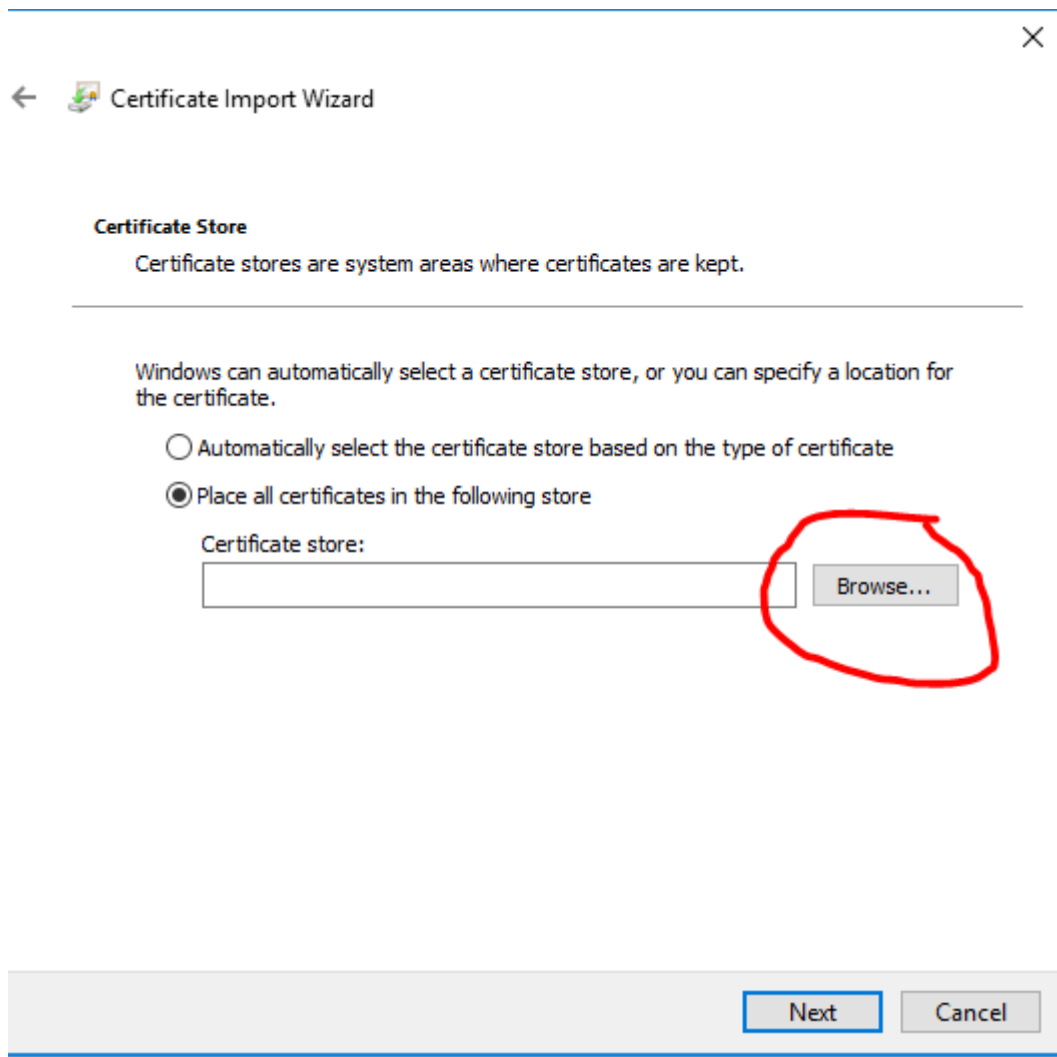
7. Type the password for the private key that was been provided to you with the digital certificate into the “Password” field.



Note: If this is a shared user account, do not mark the private key as exportable, as anyone with access to the user account will be able to export the certificate and set a new certificate password.

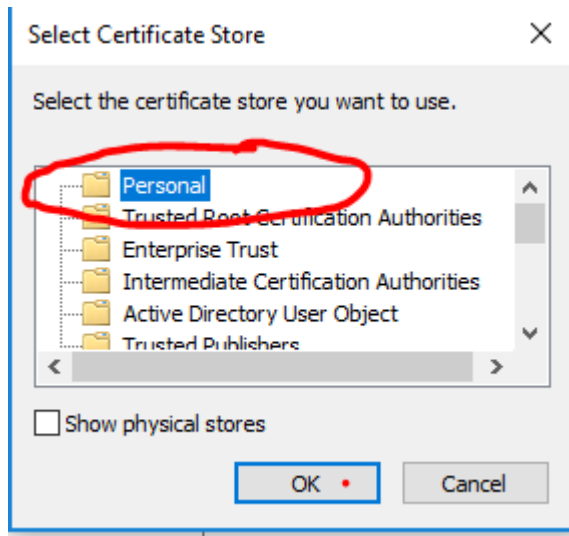
8. Click the “Next” button.

9. Select the “Place all certificates in the following store” radio button.

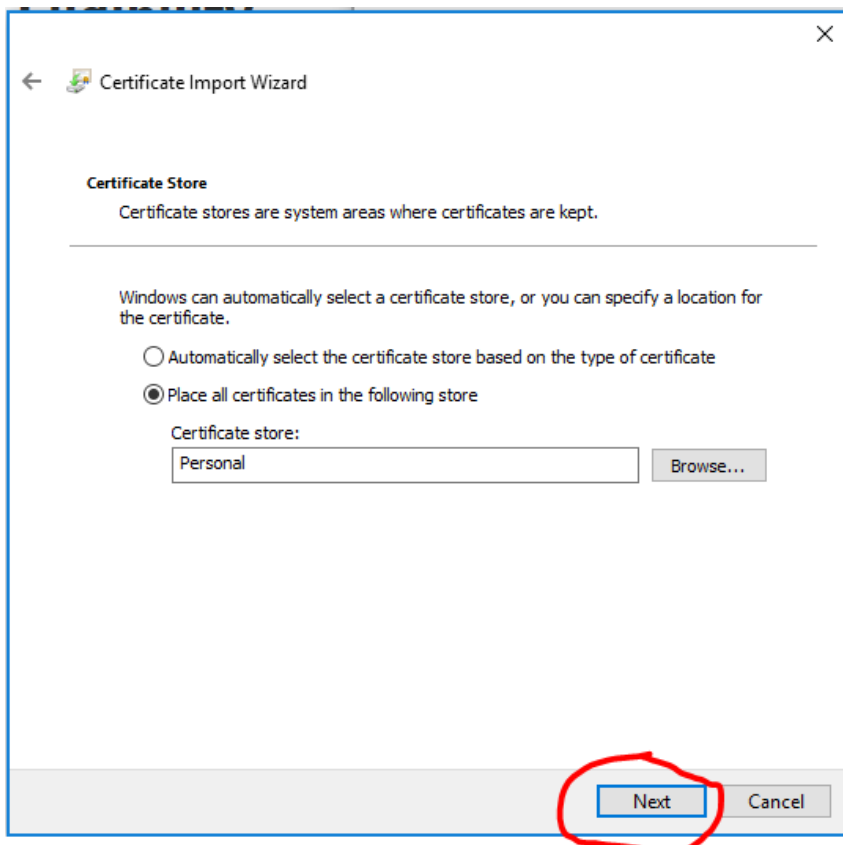


10. Click the Browse button.

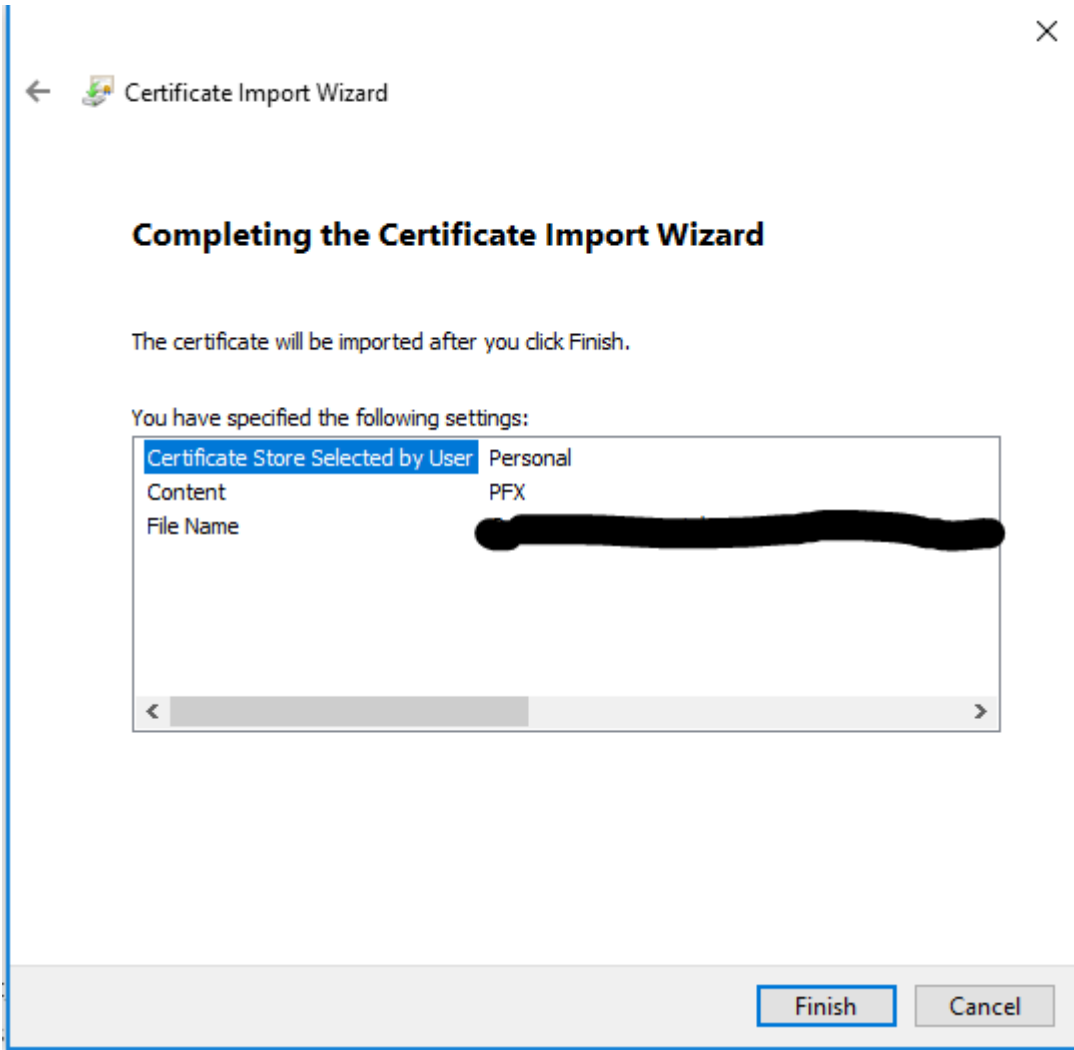
11. Choose the “Personal” store.



12. Click the Next button.



13. Click the Finish button.



Further Information

You can also install certificates directly in your browser. By default, this will update your Windows Certificate Store if you are using Microsoft Internet Explorer, Microsoft Edge or Google Chrome as your browser. Other browsers (e.g. Firefox) may use their own certificate store by default. <https://www.semphn.org.au/pki/> provides instructions for installing individual certificates (HPI-I certificates) in Firefox.

For more information about NASH PKI certificates, including information about how to obtain a NASH PKI certificate, installing your certificate or locating lost or forgotten passwords visit the [Department of Human Services website](#), or call 1800 700 199

Alternatively, contact your IT support or the Pharmaceutical Services section of Health Protection Service via phone: (02) 5124 9208 or via email: pss@act.gov.au

Accessibility

If you have difficulty reading a standard printed document and would like an alternative format, please phone 13 22 81.



If English is not your first language and you need the Translating and Interpreting Service (TIS), please call 13 14 50.

For further accessibility information, visit: www.health.act.gov.au/accessibility

www.health.act.gov.au | Phone: 132281 | Publication No HPS-00-1171

© Australian Capital Territory, Canberra September 2020