Registering a Provider Digital Access (PRODA) account and Registration Authority (RA) number

Provider Digital Access (PRODA) is an online identity verification and authentication system used to securely access online health care provider services.

Registering an individual PRODA account

To access the available online services using your own PRODA account, follow the steps outlined below to register an individual PRODA account.

> **Tip:** When registering an individual account, use your personal (non-work related) email address to ensure you will be able to access your account if you change employers in the future.

Step 1: Create your individual account

Visit the PRODA registration page and click **Register now** to begin the process. You will need to:
- enter your details as they appear on your identity documents
- create your login details
- create a user name and password
- select three security questions and provide the answers
- verify your personal email address.

> Your **Registration Authority (RA) number** will be emailed to you after your account has been created. Your RA number is unique to your account and you can provide it to the PRODA team if you need to email or call for support.

Step 2: Verify your identity documents

A list of documents will appear for you to select from. You need to verify three identity documents to confirm your identity and you can only use an identity document once.

An identity document will be removed from the list of documents after:
- its verification is successful
- three failed verification attempts.

Accepted identity documents

You can use two of the following documents:
- Medicare card
- Australian driver's licence
- ImmiCard (immigration card)
- Australian passport.

You can also use one of the following documents:
- Australian passport
- Australian birth certificate
- ImmiCard (immigration card)
- Australian citizenship certificate
- Australian visa, supported by a foreign passport
- Certificate of registration by descent.

A change of name document will be required if:
- your name is different on any of your documents
- you create your account in a different name to your documents.

Accepted change of name documents include a:
- marriage certificate
- change of name certificate
- amended Australian birth certificate.

Documents that will not be accepted include:
- birth extracts
- ceremonial or commemorative certificates
- expired or illegible documents.

Step 3: Link to existing services

To access existing services, you need to link your individual PRODA account to the service.

To link your individual PRODA account to the service:
- select **Services** from the PRODA header
- select the relevant service tile from the **My Linked Services** page
- complete the required fields.

Further information

- Contact the PRODA team: call 1800 700 199 or email proda@servicesaustralia.gov.au
- Services Australia – PRODA