



PRIMARY SENSE

Best Practice Halo Connect Integration

May 2026

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1. Introduction

Halo refers to Halo Connect, which is a cloud based, interoperability platform created to allow secure, real-time access to data held in Best Practice Premier via a single, standardised API.

Halo is designed to be the only supported way for third party tools like Primary Sense to access Best Practice data going forward.

Best Practice has activated settings that allow you to generate a pairing code for third-party integration.

The following instructions will guide you on how to enable HALO Connect for your Primary Sense extractions and connectivity.

These instructions are best completed on a PC connected to the server where the Primary sense extractor and Best Practice software are located. The required actions can be performed by your IT support provider or by following the steps outlined below.

If you encounter any issues with the following instructions please contact primarysense@wapha.org.au or call Practice Assist on 08 6278 7900.

2. Pre-requisites for Best Practice

The Pairing Code feature was released in Spectra SP1 Revision 3.

Pre-requisite 1

- Upgrade Best Practice to **Spectra SP1 Revision 3** or later

Pre-requisite 2

- Install the latest Data releases from Best Practice as per your normal processes.

A backwards-compatible standalone utility version of the configuration screen will also be made available to practices using Orchid SP2 by contacting Best Practice for instructions, however **we strongly suggest that you install the Spectra SP1 Revision 3** or later.

3. Pre-requisites for Primary Sense

The latest Primary Sense Extractor **must** be installed. The current extractor version must be v2.48.162.36785 or later.

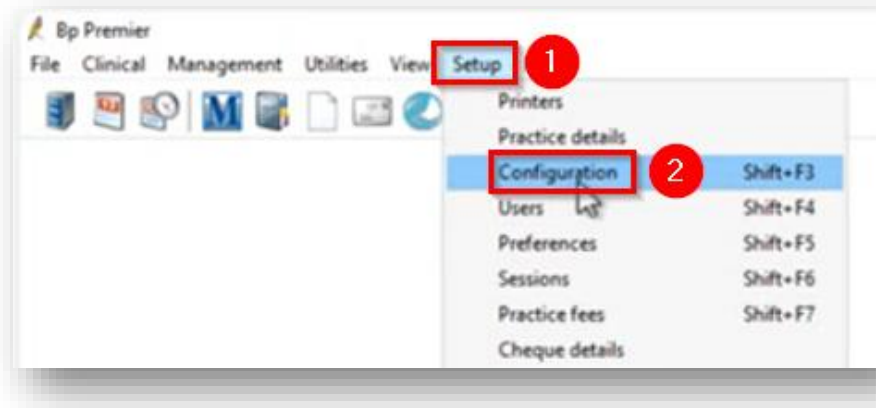
Please follow the instructions for upgrading and installing the extractor found [here](#) on the Primary Sense website.

You will be contacted by the team at WAPHA if your extractor version is not up to date.

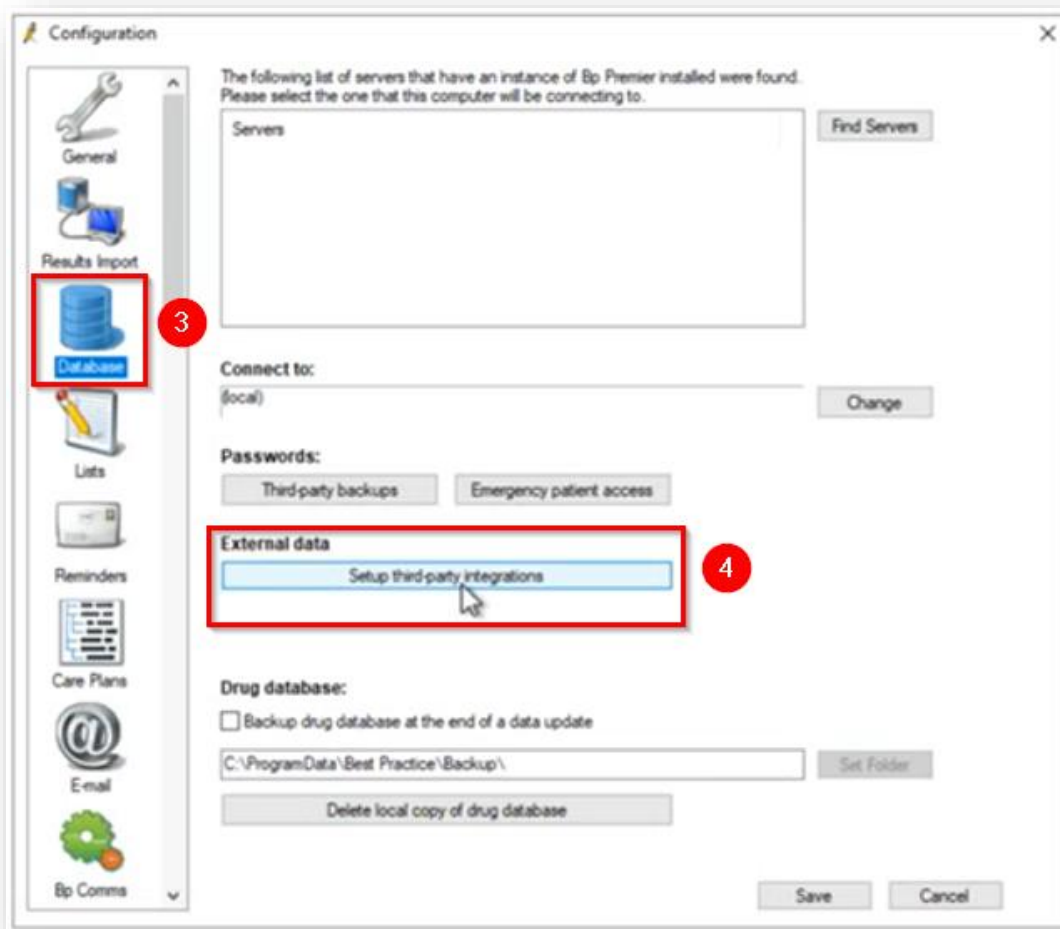
4. Connecting to Halo in Best Practice

Within Best Practice complete the following steps:

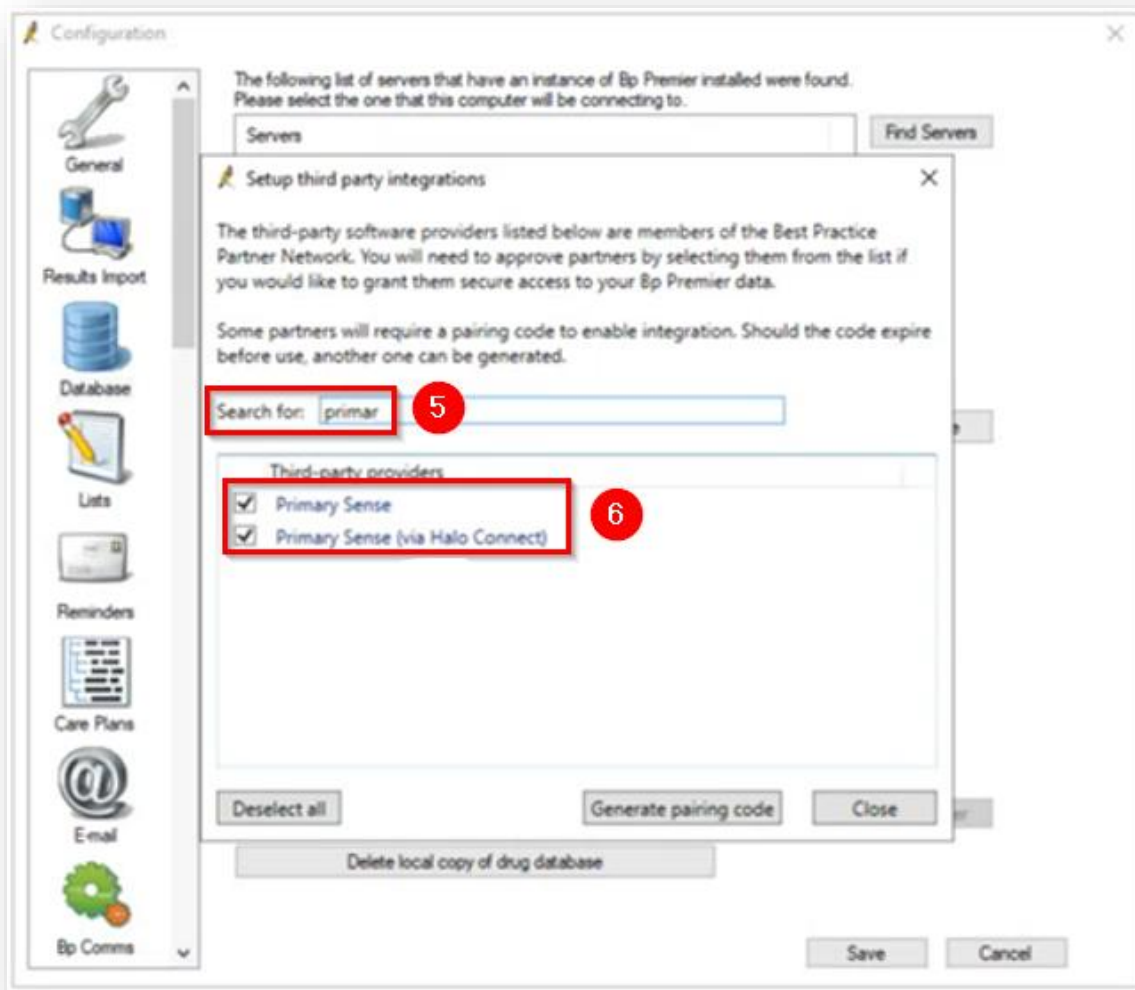
1. Navigate to Setup (1) > Configuration (2)



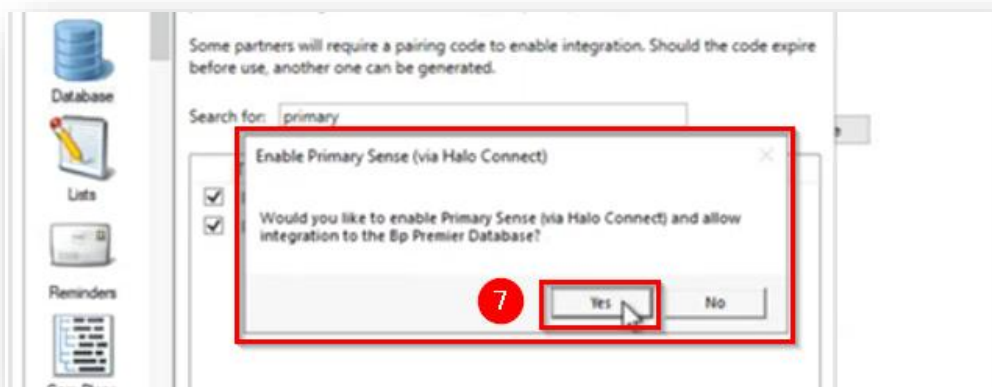
2. Database (3) > Setup third-party integrations (4).



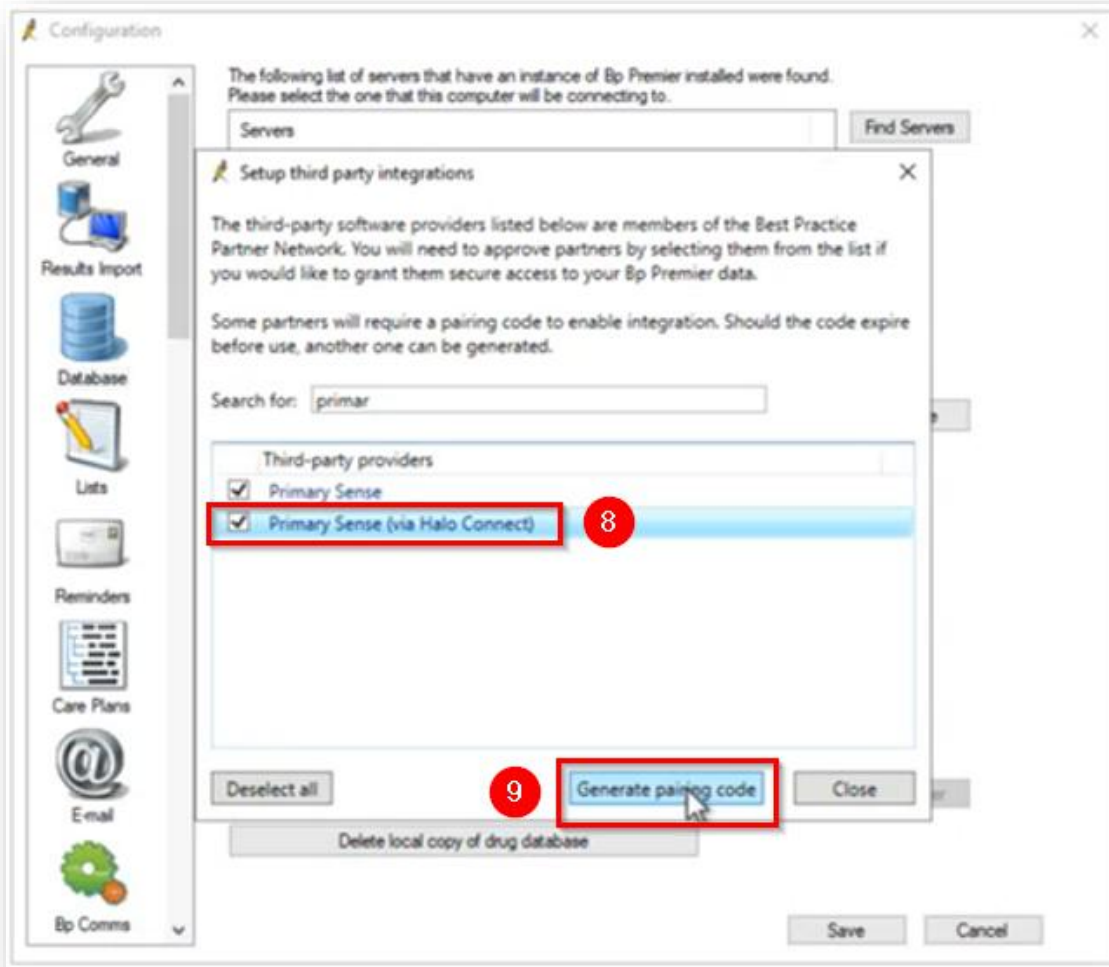
- In the third-party providers list search for **Primary Sense (5)** and tick **BOTH Primary Sense AND Primary Sense (via Halo Connect) (6)**. **IF BOTH BUTTONS ARE NOT TICKED, PRIMARY SENSE WILL NOT WORK.**



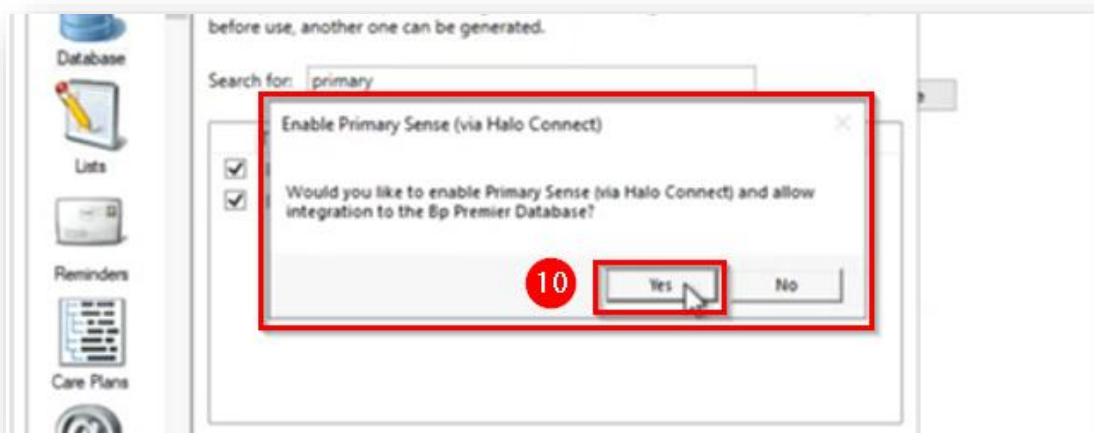
- When you tick **Primary Sense (via Halo Connect)** you will get a pop up confirming that you want to enable Primary Sense (via Halo Connect). Select **[Yes]** (7)



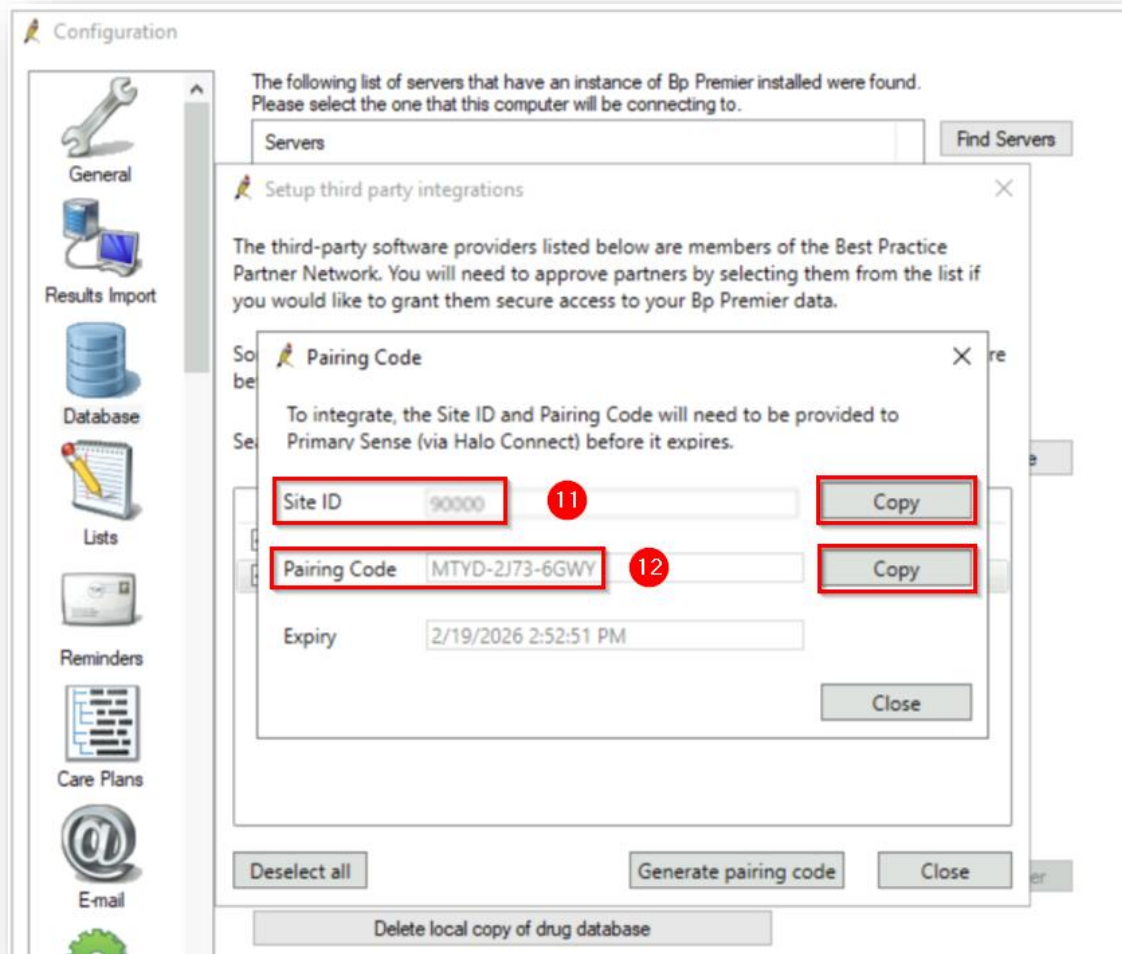
- Highlight the line **Primary Sense (via Halo Connect)** line so it becomes blue (8) and click **[Generate pairing code]** (9)



6. You will get another pop up confirming that you want to enable Primary Sense (via Halo Connect). Select **[Yes]** (10)



7. A screen will open displaying your **Site ID (11)** and **Pairing Code (12)** with the expiry date of the pairing code.



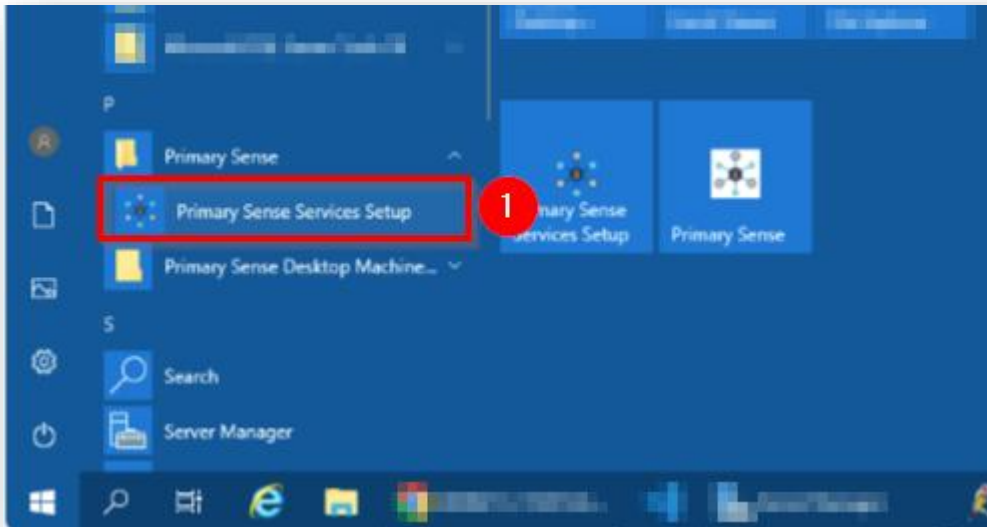
8. Use the **[Copy]** button and record the Site ID and Pairing Code. This site ID and Pairing code will be used in the HaloConnect Setup screen later. Alternatively, you can prepare the Primary Sense Halo Setup below first and paste directly.
9. Click **[Close]**, then **[Close]** again
10. Click **[Save]**, then **[Save]** again



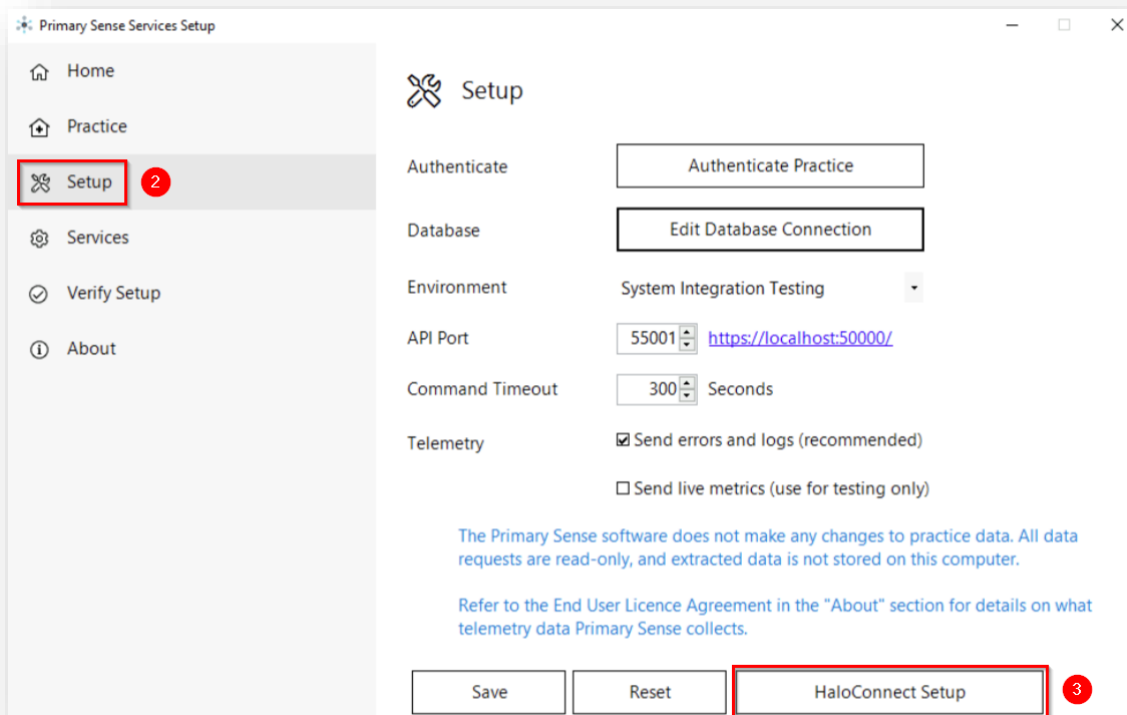
NOTE: You can regenerate a pairing code if required by following the previous steps.

5. Primary Sense Halo Setup

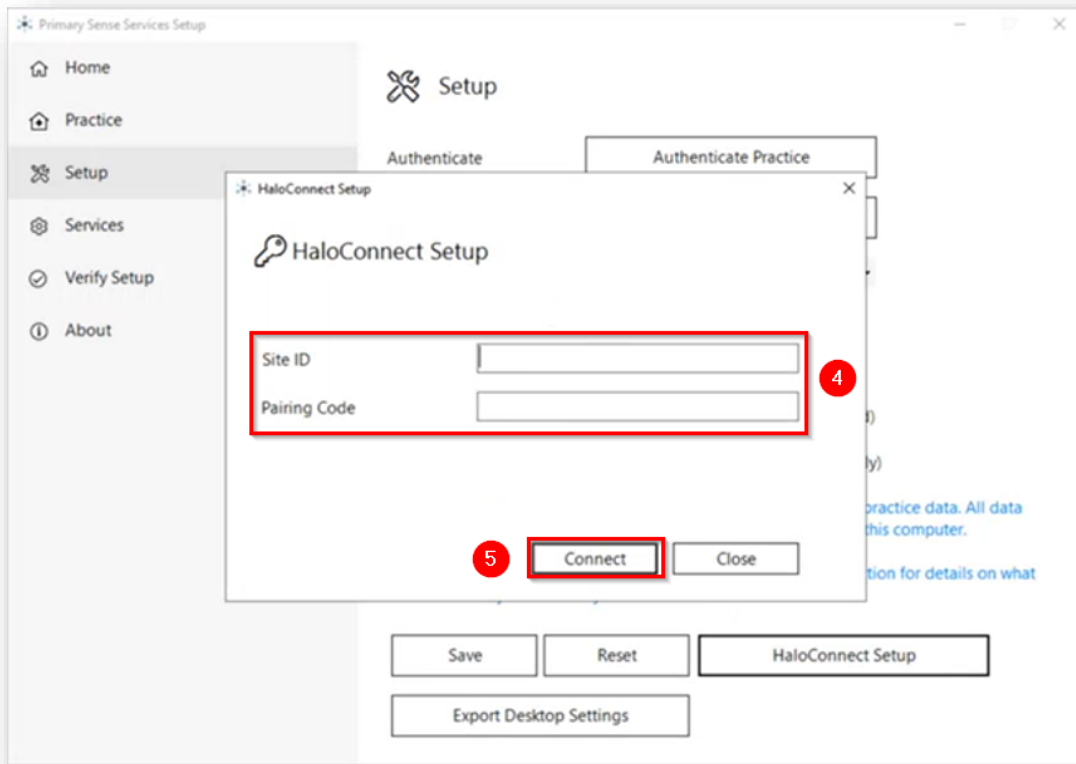
1. From your Windows menu open Primary Sense Services Setup **(1)** This is available on a PC connected to the server where the Primary Sense extractor is installed.



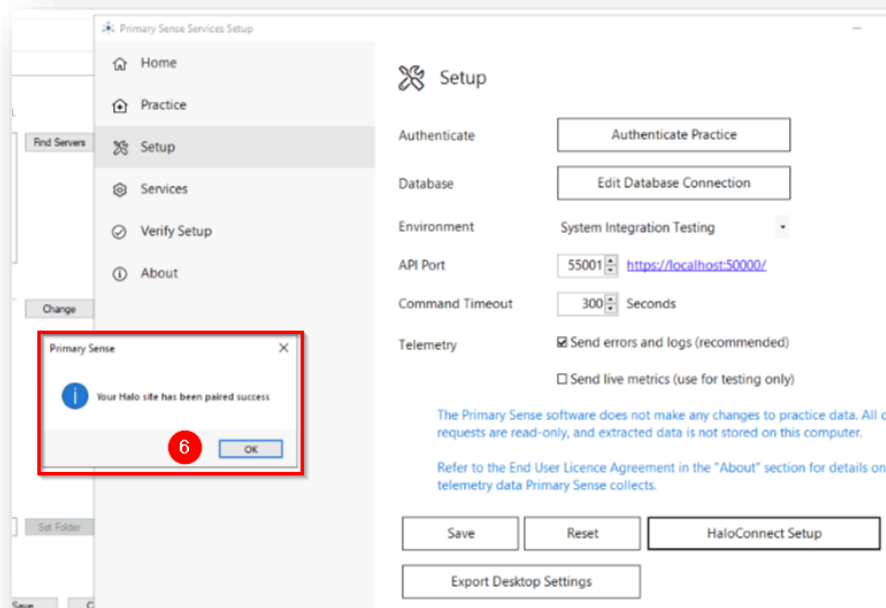
2. Select Setup **(2)** > HaloConnect Setup **(3)**. **Note:** Do not select Edit Database Connection button, this is not relevant to this process.



- The HaloConnect Setup screen will open. Paste the saved Site ID and Pairing Code (4). Click [Connect] (5).



You will receive a message 'Your Halo site has been paired success', Click [OK] (6).





Despite following these instructions, you may receive an Error when ‘Connecting’.

If this occurs, contact ps.technical.support@phinsights.org.au at Primary Sense to allow the team to do the required troubleshooting and contact the Halo Support team if required.