



## Summary

### Objective

This process is used to register a user for Digital Certificate Issuance with New Zealand Health and Disability Sector Registration Authority (NZHSRA). Users must register with NZHSRA if they wish to be issued a digital certificate.

Prerequisite: The user's organisation must register their organisation with NZHSRA before a user can complete a registration application.

### Background

This process is performed by ACC on behalf of NZHSRA.

A Digital Certificate is an electronic "password" that allows a person or organisation to exchange data securely over the Internet using the public key infrastructure (PKI). Digital Certificate is also known as a public key certificate or identity certificate. PKI comprises of the technology to enables secure e-commerce and Internet based communication.

Owner [Name withheld]

Expert

## Procedure

### 1.0 Assess HealthSecure user registration application

#### Provider Vendor Administrator

- a** In Salesforce, search to see if the user is already registered as a user with the organisation

**NOTE** What if the user is already registered?

Check if their digital certificate has expired and they need to re-register. If they do, continue to process the application. If the user is already registered with the organisation and this is a duplicate record, no further action taken. This process ends.

- b** Verify the authorised signatories for the organisation have approved the user to hold a Digital Certificate on behalf of the organisation

**NOTE** How do I check who the authorised signatories are for the organisation?

You can check the historic Health Secure Organisation Registration form to see who was listed. Any change of authorised signatories should be loaded in Salesforce under Notes and attachments. Remember to check foot notes for DHBs when verifying the latest authorised signatories.

**NOTE** What if the authorised signatories have not approved the user to hold a Digital Certificate?

- Create a contact for the applicant in Salesforce
- Save the organisation/user application form in the incomplete document folder (W:\PSD\01 Team\08 Provider Servicing\03 Performance\03 Reports\02 PVR\Registration Authority Folder\NZHSRA - Production\3. Incomplete Documents)
- Save the form using the following formatting:  
For an Organisation: Name of the OrganisationORG.pdf eg.ACCOrg.pdf.  
For a User: John Smith.pdf e.g.: John Smith.pdf.
- Send an email to the applicant via Salesforce using the Incomplete Application email template. In the email outline why the request can not be processed.  
-This process ends.

- c** Check all field on Health Secure organisation registration form are completed.

 HealthSecure - User Registration.pdf

**NOTE** What if any of the field on the form are incomplete/incorrect?

- Create a contact for the applicant in Salesforce
- Save the organisation/user application form in the incomplete document folder (W:\PSD\01 Team\08 Provider Servicing\03 Performance\03 Reports\02 PVR\Registration Authority Folder\NZHSRA - Production\3. Incomplete Documents)  
Save using the following formatting:  
For an Organisation: Name of the OrganisationORG.pdf eg.ACCOrg.pdf.  
For a User: John Smith.pdf e.g.: John Smith.pdf.
- Send an email to the applicant via Salesforce using the Incomplete Application email template outlining why the request cannot be processed.
- This process ends.

- d** Check that the challenge phrase listed in Section 3 of the form is correct.

**NOTE** How do I know if the challenge phrase is correct?

The challenge phrase must:

- have a minimum of 8 characters and maximum of 32. However if it has less than 8 characters but more than 4, you can add spaces to make it to 8 characters.
- not include any special characters

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## 2.0 Process request for Digital User Certificate

### Provider Vendor Administrator

- In Salesforce, create a new contact for the applicant under the relevant organisation
- Create a new job in Salesforce by entering the application access the user has applied for. This will generate a job for HealthLink to issue the user a Digital Certificate.

**NOTE** What if the access requested is for special authority?

Tick the special authority tick-box in Salesforce

- Select the appropriate party to charge for the Digital Certificate
- Select the appropriate charge rate.

**NOTE** What is the appropriate charge rate?

- MOH access: Charge MOH \$100.
- ACC access: Charge ACC \$100.
- If both ACC and MOH access then charge both ACC and MOH.
- If Care Connect access is required charge Care Connect \$100
- Server Certificate 1st Cert \$400.00, 2nd Cert \$200.00
- Site Certificate \$100.00

- Ensure the email address under the Digital Certificate is unique by using the email search tool

**NOTE** What if the email address is not unique?

If an active job exists with the same email address on the application add a default email (First initial\_Last name@Healthsecure.net)

- Add special instructions for delivery if required

**NOTE** When are special delivery instructions required?

Special delivery instructions are required when sending digital certificates to a number of organisations which include DHB, MOH, Southern Cross, ACC Staff, Datam, Department of Corrections.

See document to view Special Delivery Instructions and the full list of organisations.

The special Instruction document is located W:\PSD\01 Team\08 Provider Servicing\03 Performance\03 Reports\02 PVR\Registration Authority Folder\NZHSRA - Production\6. Admin\Updated RA Process\Special Instructions.doc

**NOTE** Where do I find Special Instructions?

Special Instructions are located in the I-Drive - File Path: I:\PUBLIC\Hutt Processing Centre\Provider Registration Team\Registration Authority\NZHSRA - Production\Admin\Updated RA Process\Special Instructions.doc

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## 3.0 Authorise request for Digital User Certificate

### Provider Vendor Administrator

**NOTE** Before you begin

A different team member must perform this activity. A record cannot be activated by the same team member who created the original record.

- Check all information loaded in the record is correct and complete.

**NOTE** What information should I check?

Check that

- the user form has been signed by an authorised signatory
- the user has completed the three security questions on the registration form
- the access requested has been entered correctly in Salesforce
- If access request is for a Special Authority, the Special Authority tickbox has been checked on the request in Salesforce

- If request is correct/completed, change the status from "Verification required" to "Awaiting Digital Certificate Issuance". This must be done before HealthLink will issue the Digital Certificate.

**NOTE** What if the information loaded in the record is incorrect?

Advise the original processor to correct the record or request the required information.