



Request to renew, revoke or reissue a Public Key Infrastructure certificate (HW003)



When to use this form

Use this form if you need to:

- renew your current Public Key Infrastructure (PKI) certificate
- revoke your current PKI certificate
- revoke your current PKI certificate and request a new one (using the details you provide on this form)
- record details for a new Certificate Manager and/or Authoriser.

Who can complete this form

Complete this form if you are:

- the individual who owns the PKI individual certificate that is to be renewed, revoked or reissued
- the Certificate Manager of the PKI site/organisation certificate that is to be renewed, revoked or reissued
- the Authoriser of the site/organisation.

Certificate Manager

The Certificate Manager is responsible for managing the certificate such as renewing, revoking and reissuing. The Certificate Manager is the primary contact for correspondence relating to the certificate and its uses.

If you are not the Certificate Manager on the current certificate then you will need to provide your Provider Digital Access (PRODA) RA number and the Authoriser will need to submit this form.

Authoriser

An Authoriser is an individual who has legal authority to act on behalf of the site/organisation. Examples of an Authoriser include an owner of a business, a trustee of a trust or a partner of a partnership. The Authoriser must authorise any new Certificate Manager to act on the site/organisation's behalf.

The Authoriser may also be the Certificate Manager.

Reissuing Public Key Infrastructure certificates

Individual PKI certificates are reissued on a USB token.

Site PKI certificates are issued on a CD.

For more information

Go to servicessaustralia.gov.au/pki or call 1800 700 199 Monday to Friday, 8 am to 5 pm, local time.

Filling in this form

You can complete this form on your computer using Adobe Acrobat Reader and some browsers.

Where you see a box like this Go to 1 skip to the question number shown.

Individual certificate holder/Certificate Manager's details

1 Dr Mr Mrs Miss Ms Mx Other

Family name

First given name

Second given name

2 Individual PRODA RA number

3 Business name

4 Business address

Postcode

Postal address (if different to above)

Postcode

5 Business phone number (including area code)

Mobile phone number

6 Business email

This email may be used for secure mail. Secure mail uses technology that ensures an email message is encrypted at the source and can only be viewed and opened by its intended recipient.

Current Public Key Infrastructure certificate details

7 Registration Authority (RA) number

8 What would you like to do?

Tick one only

Renew your current PKI individual certificate **Go to 9**

Renew your current PKI site certificate **Go to 10**

Revoke your current PKI certificate **Go to 10**

Revoke and reissue your
PKI individual certificate **Go to 9**

Revoke and reissue your
PKI site certificate **Go to 10**

Record a new Certificate Manager **Go to 12**

Record a new Authoriser or
change business details **Go to 13**

9 You will need to register and use your PRODA account to access Health Professional Online Services (HPOS).

Do you require a PKI individual certificate for other purposes?

No Use your PRODA account or create one

Yes

10 What is the reason for the requested action?

Privacy notice

11 The privacy and security of your personal information is important to us, and is protected by law. We collect this information to provide payments and services. We only share your information with other parties where you have agreed, or where the law allows or requires it. For more information, go to servicesaustralia.gov.au/privacypolicy

Certificate Manager declaration

Question 12 must be completed by the Certificate Manager responsible for managing the site certificate or the individual who owns the PKI individual certificate.

12 I declare that:

- I am the Certificate Manager responsible for managing the site certificate, **or**
- I am the health professional legally responsible for the individual certificate.
- I have read the **Privacy notice** at question 11.
- the information I have provided in this form is complete and correct.

I understand that:

- giving false or misleading information is a serious offence.

Certificate Manager's full name

I have read, understood and agree to the above.

Date (DD MM YYYY)

Authoriser declaration

Question 13 must only be completed by the Authoriser if recording a new Certificate Manager and/or Authoriser or changing business details.

13 I declare that:

- I represent the site/organisation named in this form.
- I have advised the nominated Certificate Manager and they are aware of their role and responsibilities.
- I have read the **Privacy notice** at question 11.
- the information I have provided in this form is complete and correct.

I authorise:

- the Certificate Manager named in this form to act on behalf of the site/organisation.

I understand that:

- giving false or misleading information is a serious offence.

Authoriser's full name

Authoriser's legal position

Individual PRODA RA number

I have read, understood and agree to the above.

Date (DD MM YYYY)

Returning this form

Return the completed form online using your PRODA account and the Form upload function in Health Professional Online Services (HPOS). For more information, go to servicesaustralia.gov.au/hpos