

HealthSecure Digital Certificate User Guide

Preparing to Install Your Digital Certificate

Introduction

This section contains the list of things that you need to do prior to installing your digital certificate. To ensure the installation runs smoothly, it is recommended that you follow these steps.

Be aware that the certificate can be installed into the browser of any computer that needs it, but the certificate for Special Authority requests to Pharmac *must* be installed onto the computer that has the HealthLink software running on it.

What should I already have?

In the digital certificate courier pack from HealthLink, you should have received:

- The CD containing the digital certificate

Your computer must be connected to the Internet for verification of the certificate.

What do I need for the installation?

- You will require your **Challenge Phrase** to obtain the Digital Certificate Passphrase. This will have been created when the HealthSecure Server Registration form was filled in, located in Section 3.
- You will require the **Digital Certificate Passphrase** for installation. It is recommended that you call to obtain this prior to commencing the installation. This will only be given to you (the digital certificate holder) upon reciting the Challenge Phrase when requested by the HealthLink Helpdesk.
- You will require access to the computer that has the HealthLink client running on it. The Special Authority certificate can only be installed here.
- You will also require your HealthLink Client Connection Password for testing purposes. This can also be obtained from the helpdesk if required.

How do I get my Certificate Passphrase?

Call HealthLink on 0800 288 887 and request your digital certificate passphrase.

HealthLink will ask you for the “Challenge Phrase” (or ‘unique sequence’) that you wrote on your digital certificate application form to verify your identity

Where do I install the Certificate?

The digital certificate must be installed:

- On the workstation that has the HealthLink application running on it (especially for Special Authorities)
- On a workstation that has access to relevant software required for use with the digital certificate e.g. your practice management system

Note: The installation must be done with the log on that you intend to use it with (i.e. your usual log on), and can only be installed into Internet Explorer (IE). If IE is not your default browser, it will still be installed into IE.

How can I contact the Helpdesk?

You can contact the HealthLink Helpdesk via the following methods:

- Telephone: 0800 288 887
- Facsimile: 0800 288 885
- Email: helpdesk@healthlink.net

Operating Hours: 8.00 am – 6.00 pm Monday to Friday

Will anything change in my computer setup?

There will be no changes made to the system or the browser, apart from the installation of the new certificate.

The types and minimum versions of web browser required to

Successfully install your digital certificate are:

- Internet Explorer version 5.5 (or higher) with 128bit encryption.

Instructions for Installing Your Digital Certificate

Overview

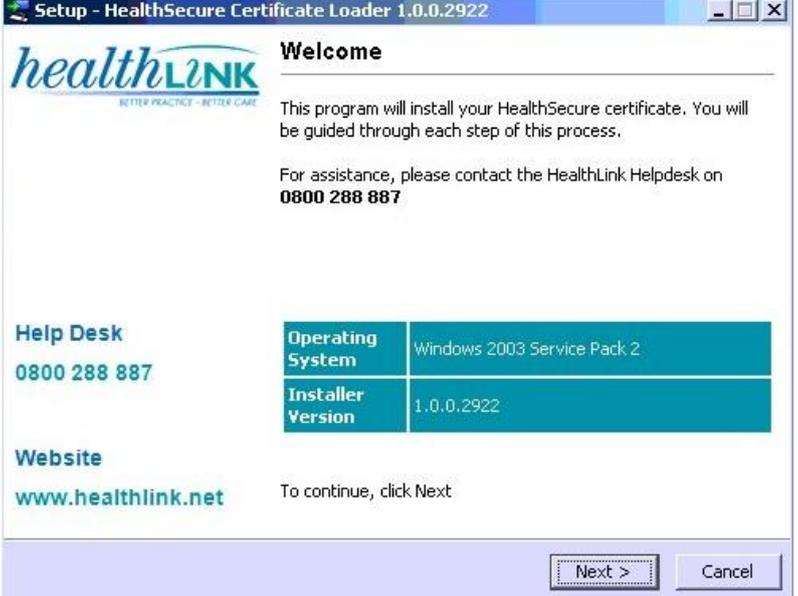
The digital certificate CD Rom contains an automated program for installing your digital certificate. The screen will prompt you to click on the appropriate instruction as you go along.

This is a step-by-step guide to what you will see onscreen and provides explanations for each step of the process. If you encounter an error at any stage of the install process, please contact the [HealthLink Helpdesk](#).

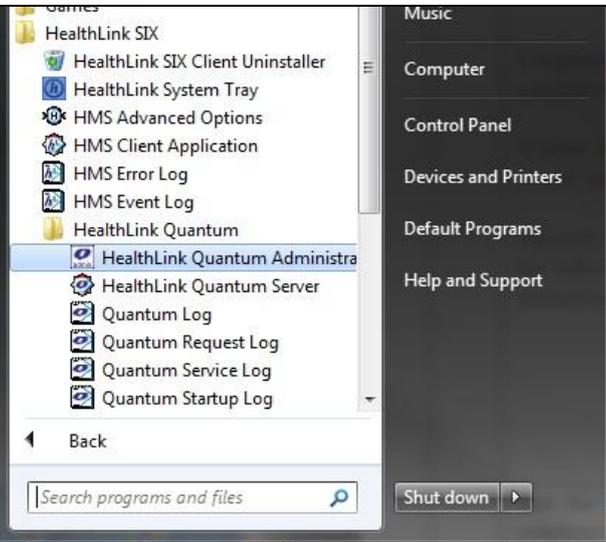
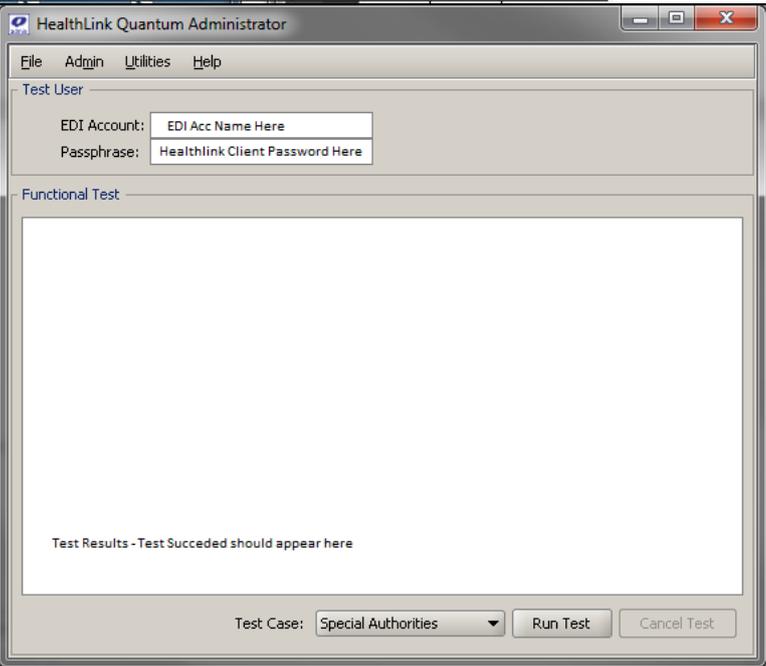
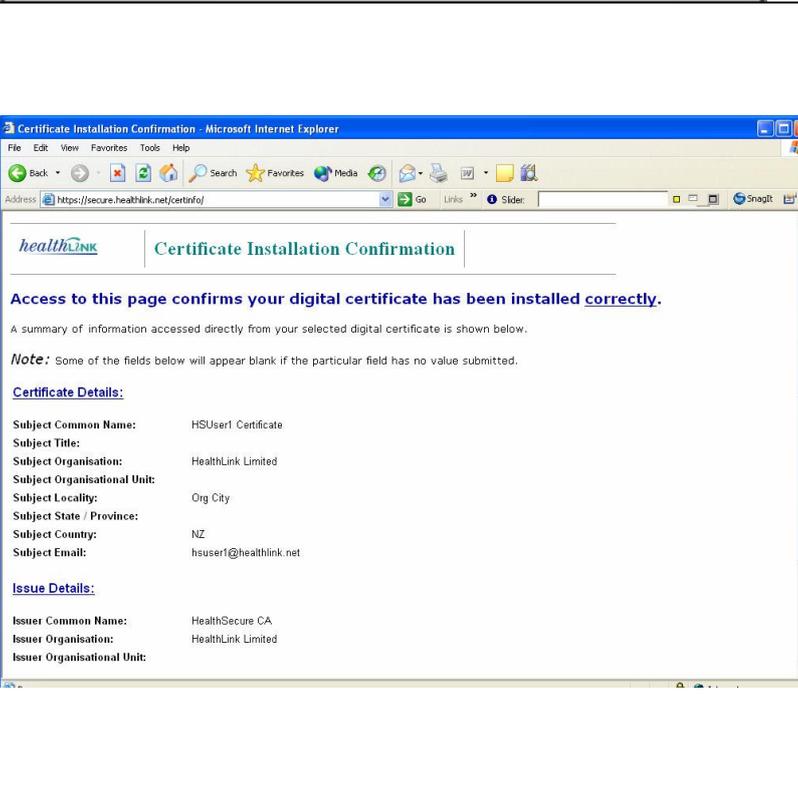
Installing your digital certificate:

The following instruction will assist you in the installation of the Digital Certificate into your Internet browser and into the HealthLink Client to allow Special Authority requests to Pharmac to be carried out.

If at any stage you encounter a problem, or have a question, please contact the [helpdesk](#)

Step	Action	PC Display Results
1	Insert the CD into the appropriate drive on your computer. The CD should auto-run once inserted.	Intentionally Blank
2	Click NEXT to continue	
3	<p>If you have not already done so, please contact the HealthLink Helpdesk, and have your Challenge phrase ready to attain your Certificate Passphrase.</p> <p>If you have the passphrase, enter it here and click Next.</p>	

<p>4</p>	<p>If you make Special Authority requests to Pharmac using MedTech, My Practice or Houston VIP</p>	
<p>5</p>	<p>Check Yes and click Next</p>	
<p>6</p>	<p>The installation is complete, with testing left to be carried out.</p> <p>If there are any errors indicated, please contact the helpdesk.</p> <p>Skipped items will be indicated the following way and are not classed as an error:</p> <p>● Skipped</p>	

<p>7</p>	<p>Test for Special Authority connectivity (If required)</p> <p>Go to “Start > Programs > HealthLink SIX > HealthLink Quantum” and open “Quantum Administrator”.</p>	
<p>8</p>	<p>Click “Utilities > Test Server” and enter your EDI account name and the connection password. Click “Run Test”, wait for it to finish, and check that it states that the test has succeeded.</p> <p>If you have any problems, please contact the helpdesk.</p>	
<p>9</p>	<p>To check the Browser Certificate, open Internet Explorer and go to one of the following:</p> <ul style="list-style-type: none"> • If you have an internet connection then use: https://secure.healthlink.net/certinfo • If you do not have an internet connection and use the HealthLink dial up VPN use: https://extranet.healthlink.net/certinfo <p>If you are presented with a Security Alert or Warning, click Yes or Approve to proceed.</p> <p>If all goes well, you should be presented with the Certificate Installation Confirmation page (As displayed right).</p> <p>If you have any problems, please contact the helpdesk.</p>	

Digital Certificate Helpdesk Support

Introduction

In its role as Certification Authority, HealthLink operates the Helpdesk for HealthSecure digital certificates.

When should I call the HealthLink Helpdesk?

Call the helpdesk for assistance with HealthSecure digital certificates when:

- You need your passphrase for your Digital Certificate
- You require digital certificate installation advice
- You are unable to access the electronic service that you normally use your digital certificate for e.g. Health Intranet, Electronic Special Authorities, NHI
- Upgrades and changes to systems can occasionally cause problems with digital certificates e.g. Unable to connect to a secure site that you normally use the digital certificate to access. Try re-installing the certificate, or call the HealthLink Helpdesk for advice.

Need Helpdesk assistance?

Contact the HealthLink Helpdesk:

- Telephone: 0800 288 887
- Facsimile: 0800 288 885
- Email: helpdesk@healthlink.net

What are the helpdesk hours?

Monday – Friday (except New Years Day, Easter, Anzac Day, Christmas Day, Boxing Day.)
8.00am – 6.00pm

Digital Certificate Security and Storage

Introduction

Your digital certificate belongs to you and should not be shared.

Storage is very important because it is possible for a digital certificate to be installed on more than one computer. If an unauthorised person obtained your disk and installation password they could use your digital certificate fraudulently.

Storing a digital certificate

It is recommended that the digital certificate disk is stored in a locked cupboard or safe.

Password security

Passwords must:

- Be kept confidential at all times
- Not be shared.
- Not be stored

Forgotten your password?

Contact the HealthLink helpdesk to get your password:

Telephone: 0800 288 887

HealthLink will ask you some questions to verify your identity. Your challenge phrase will be required.

Digital Certificate Renewal

Introduction

A digital certificate has a life of one year. At the end of that year if not renewed the digital certificate will expire.

What does a renewal cost?

A HealthSecure digital certificate renewal currently costs \$80.00.

Note: Many health provider organisations are eligible for free digital certificates from the Ministry of Health, ACC and HealthPAC. To check eligibility contact NZHSRA: 0800 117 590 or email registrar@nzhsra.co.nz

Renewal via HealthLink VPN

If you use the HealthLink VPN, your digital certificate renewal will be sent to you on a CD. The table below outlines the process steps for digital certificate renewal.

Step	Process	User Action Required
1	<p>Two months prior to the expiry date, the NZHSRA will contact you by letter to:</p> <ul style="list-style-type: none">a. Confirm that you require the certificate to be renewedb. Identify if any of your personal details have changed since your original application was completedc. Inform you of any costs associated with renewing your certificate	Respond promptly to the NZHSRA
2	<p>Prior to the expiry date, HealthLink will send you a renewal certificate on a CD and a letter. The instructions for installing the renewal certificate will be on the CD</p>	Follow the instructions in the PDF on the CD

Digital Certificate Revocation

Introduction

In some circumstances digital certificates need to be revoked i.e. permanently disabled.

When should the digital certificate be revoked?

The table below describes the circumstances when a digital certificate should be revoked and who is likely to request it:

Circumstance for Revocation	Who is likely to request the Revocation?			
	Digital Certificate Holder	An Authorized Signatory	NZHSRA	Healthlink
The Cert Holder leaves the Organisation	✓	✓		
The organisation ceases to exist	✓	✓		
It is suspected that the Certificate has been compromised	✓	✓	✓	✓

How to request the revocation of a digital certificate

The table below outlines the process for requesting the revocation of a digital certificate:

Step	User Action	Details
1	Obtain the HealthSecure Revocation Request Form	Website: www.nzhis.govt.nz/moh.nsf/pagesns/494?Open Email: registrar@nzhsra.co.nz Phone: NZHSRA 0800 117 590
2	Complete the HealthSecure Revocation Request Form	
3	Fax the HealthSecure Revocation Request Form to NZHSRA	Fax No: 04 918 3713
4	Receive confirmation phone call from NZHSRA prior to digital certificate revocation	Receive call from NZHSRA and confirm revocation request

More information

Detailed information on digital certificate revocation can be found in the 'Health Certificates CPS' (Certification Practice Statement) located on the HealthLink website: <http://www.healthlink.net/resources>

Changing Personal and Organisation Details

Introduction

It is necessary to complete a **HealthSecure Change of Details Form** if any personal or organisation details change from those supplied on the original application forms.

What type of changes are there?

Changes to details fall into the following two categories:

- Personal changes e.g. change of name
- Organisation changes e.g. change of address or change of authorised signatories

I need more information on changing details?

Contact NZHSRA:

- Email: registrar@nzhsra.co.nz
- Phone: 0800 117 590

Where do I get the change of details form

- The form is available on the Ministry of Health's website or can be requested by email or phone:
- Website: www.nzhis.govt.nz/moh.nsf/pagesns/494?Open
- Email: registrar@nzhsra.co.nz
- Phone: NZHSRA 0800 117 590