



Australian Government
Medicare Australia

Trouble Shooting Guide

User Guide for Windows Crypto Store on XP and Vista
(Release date: June 2009)

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Introduction

This document contains instructions for verifying that your browser (Internet Explorer) has been correctly configured with *site/location certificates* or *individual certificates*, to enable access to the HPOS web application using a PKI login.

If after following these instructions, you are still unable to connect to the HPOS web application using a PKI login, please report this to the eBusiness Service Centre on 1800 700 199.

If you are using an ikey or smartcard, please ensure this token is plugged in to your personal computer.

Step 1

Windows XP

To check if your Internet Explorer (IE) browser is setup correctly:

Run IE by clicking on Start > All Programs > Internet Explorer

For classic Windows click on Start > Programs > Internet Explorer



Figure 1: Internet Explorer icon

Or double click the Internet Explorer icon as shown above on your Desktop.

Go to Step 2

Vista

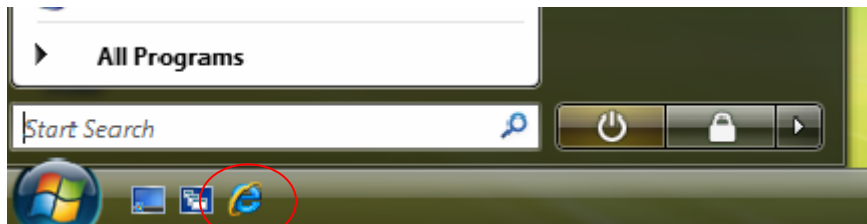


Figure 2 Internet Explorer

Double click on the Internet Explorer icon on the quick launch bar as seen in the above screenshot, or click on Start > All Programs > Internet Explorer

Go to Step 2

Step 2

Internet Explorer should launch on your computer with your selected homepage (the Medicare home page is displayed as an example only)

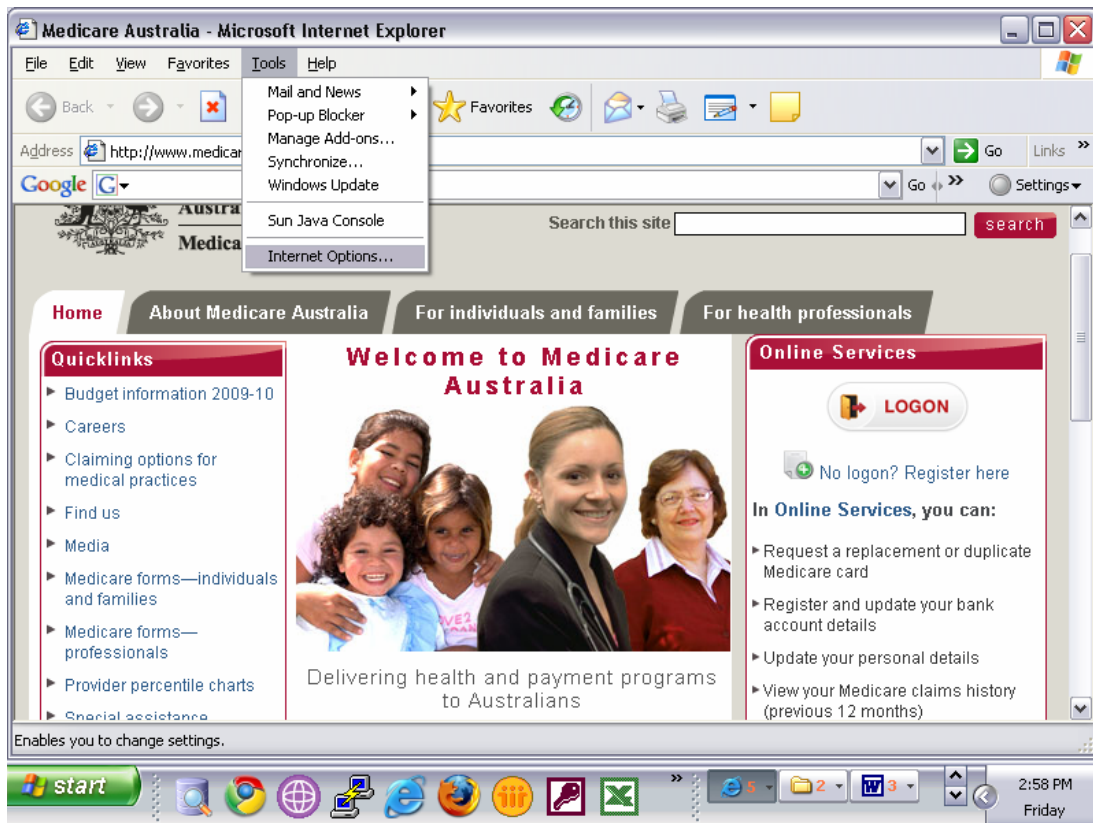


Figure 3: Selecting Internet Options

Click on the *Tools* selection in the menu bar and select *Internet Options* as shown above.

Step 3

The following screen will display:

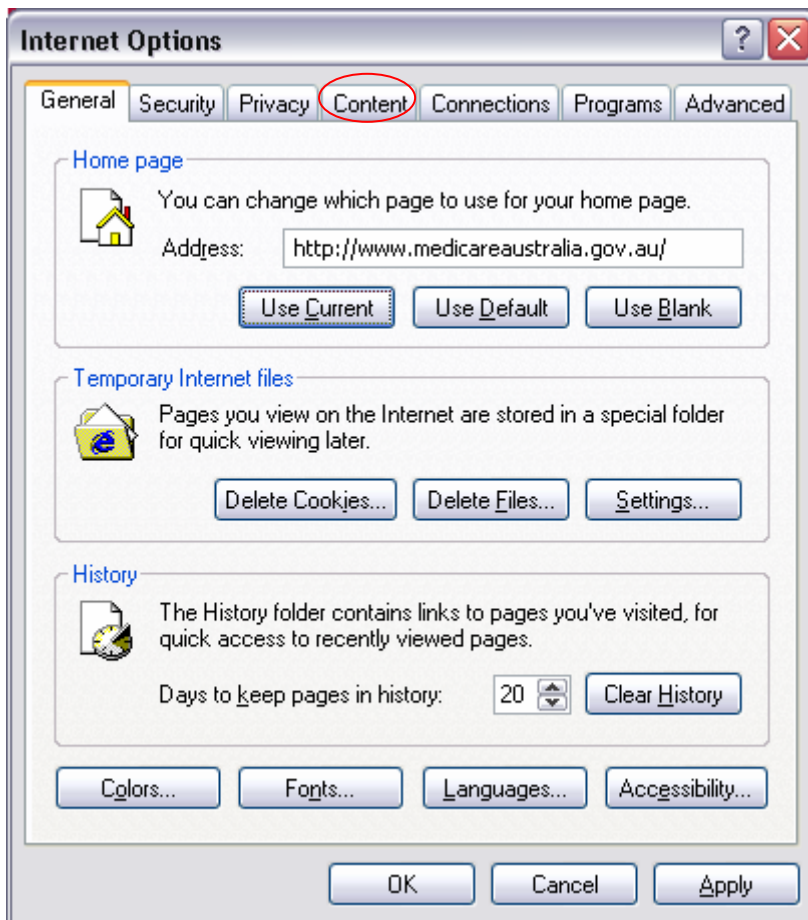


Figure 4 Internet Options

Click on the *Content* tab as shown above.

Step 4

The following screen will display:

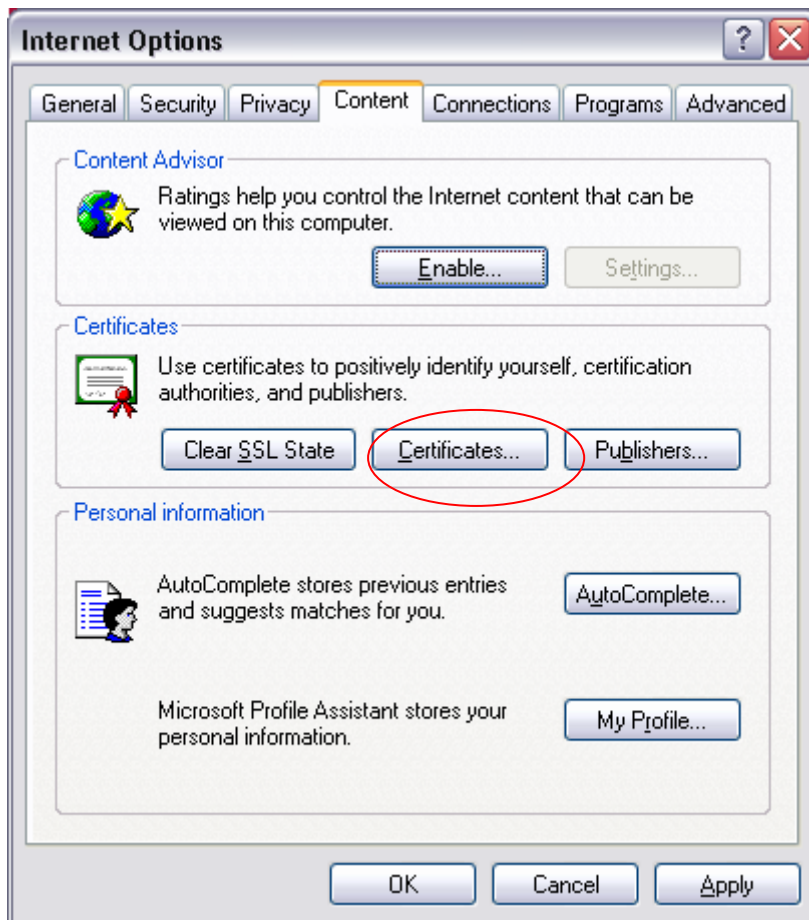


Figure 5: Content tab

Click on the *Certificates...* button area as shown above.

Step 5

If you have installed your individual certificates correctly, you will be able to see your own certificate under the *Personal* tab as shown in the following screenshot.

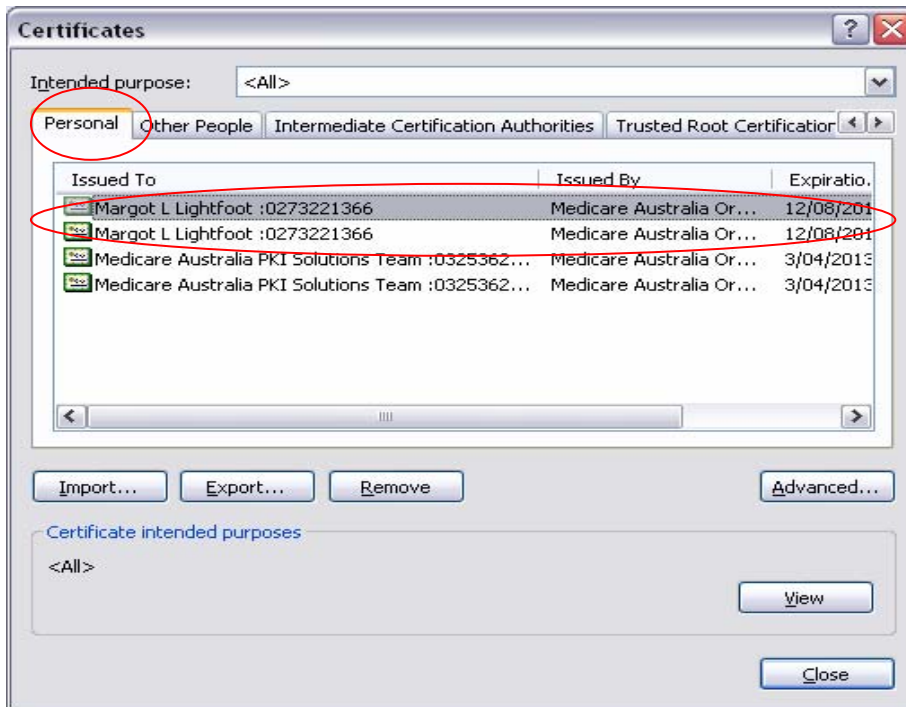


Figure 6: Individual certificates

If you have installed your site/location certificates correctly, you will be able to see your own certificates under the *Personal* tab as circled in red in Figure 7.

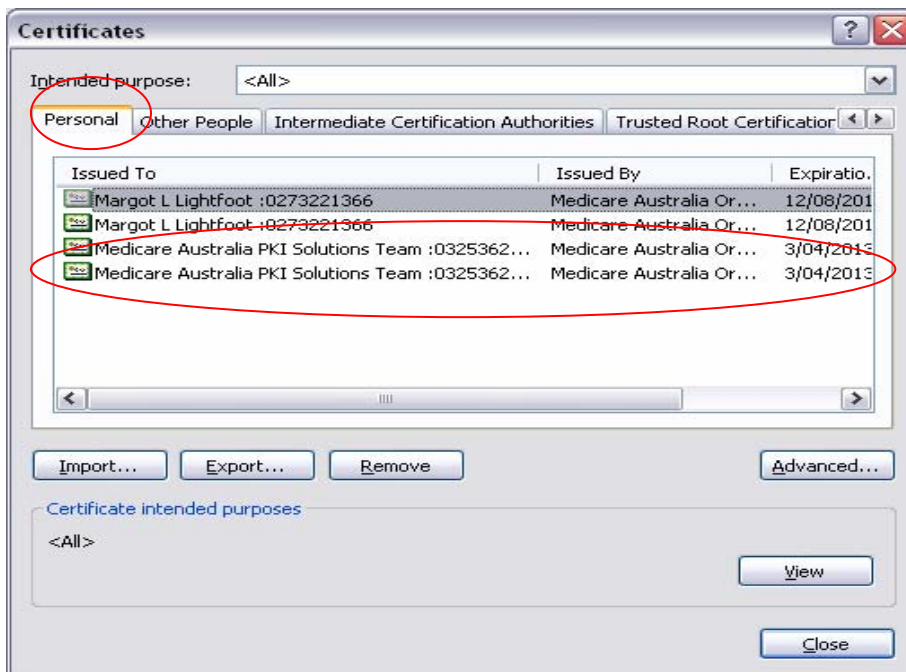


Figure 7: Location certificate

If you have located your certificates under the *Personal* tab go to *Step 6*.

If you could not locate your certificates, please refer to the appropriate installation guide for your computer and reinstall your certificates.

Important: Individual certificates must be plugged in to your computer.

Step 6

Make sure the Medicare Australia chain of trust is in place.

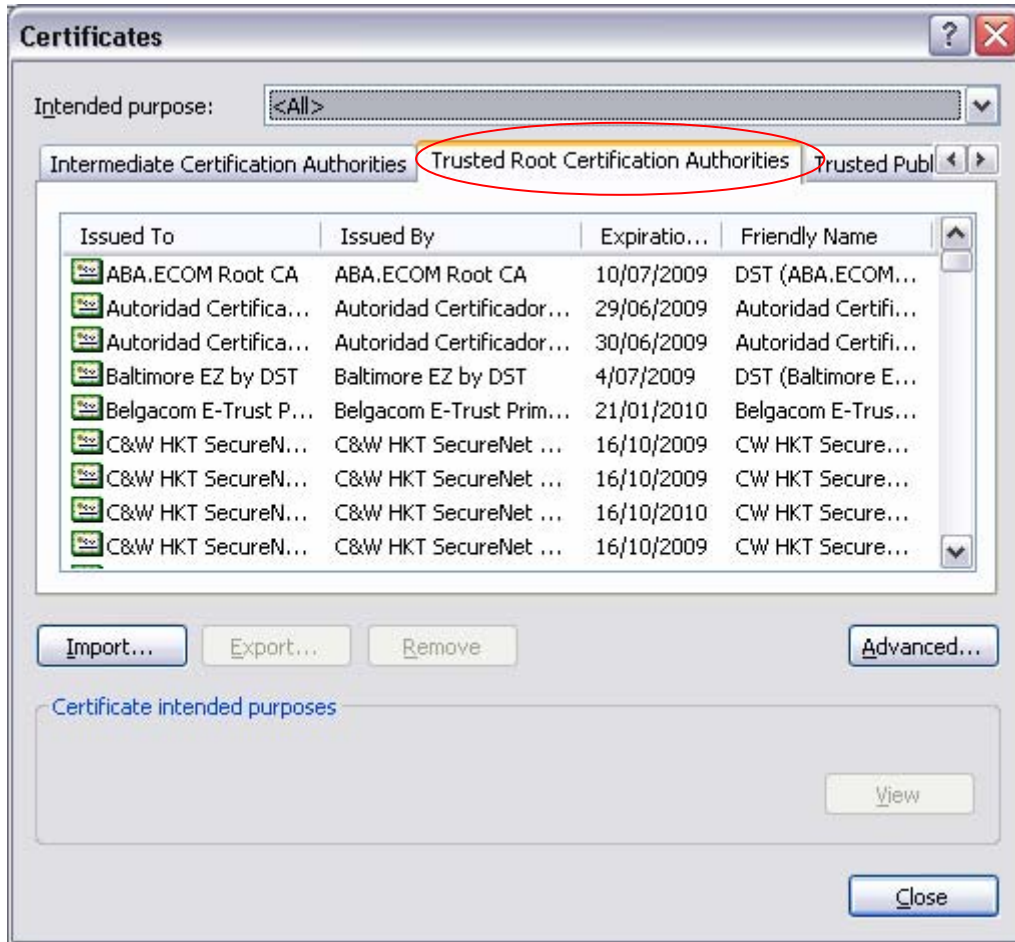


Figure 8: Trusted Root Certification Authorities

Click on the *Trusted Root Certification Authorities* tab as shown above.

Step 7

Trusted Root certificate authorities

Scroll down using the scroll bar on the right (circled), until you find the *Medicare Australia Root Certification Authority* entry as shown in the following screenshot.

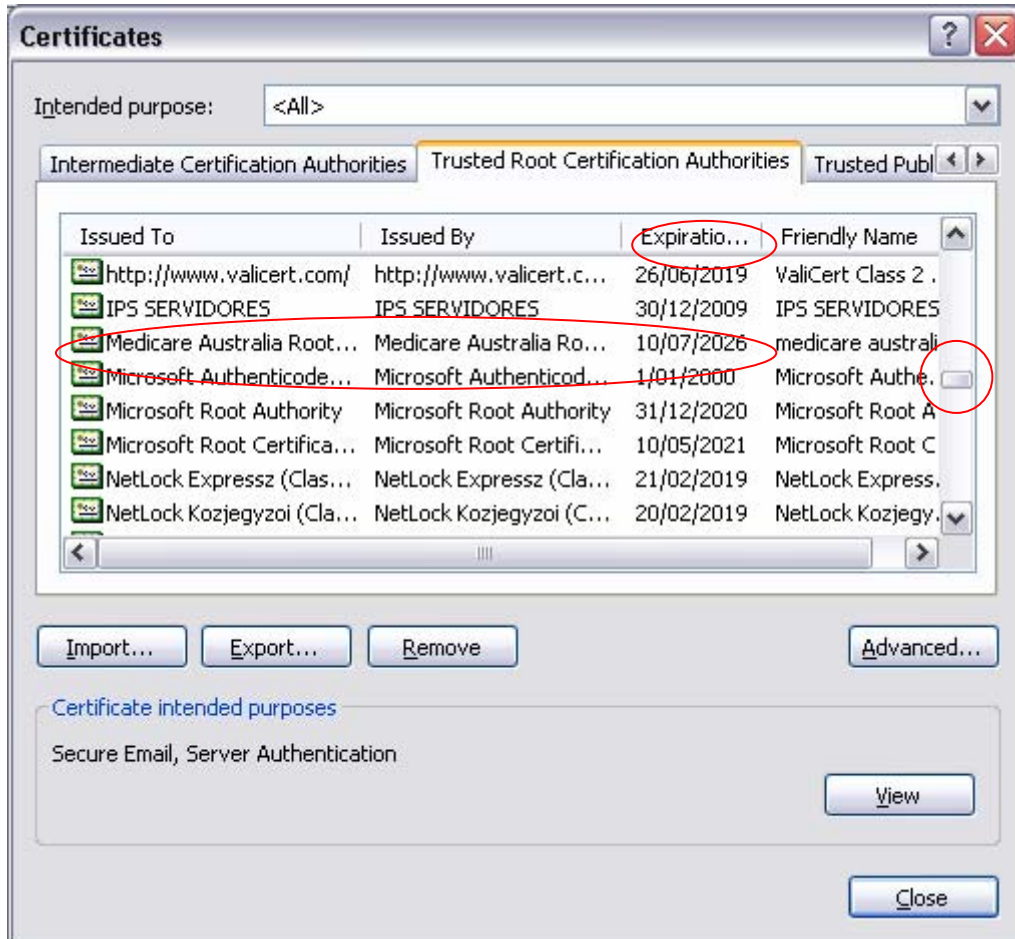


Figure 9: Medicare Australia Root Certification Authority

If you have the Medicare Australia Root Certification Authority, please check that the *Expiration date* seen as *Expiratio...* is '10/07/2026' as shown above.

If you do not have the Medicare Australia Root Certification Authority, please take note of this and go to *Step 8*.

If you do have the Medicare Australia Root Certification Authority go to *Step 8*.

Step 8

Intermediate certificate authorities

Click on the *Intermediate Certification Authorities* tab, you should then see the *Medicare Australia Organisation Certificate Authority* as shown in the following screenshot.

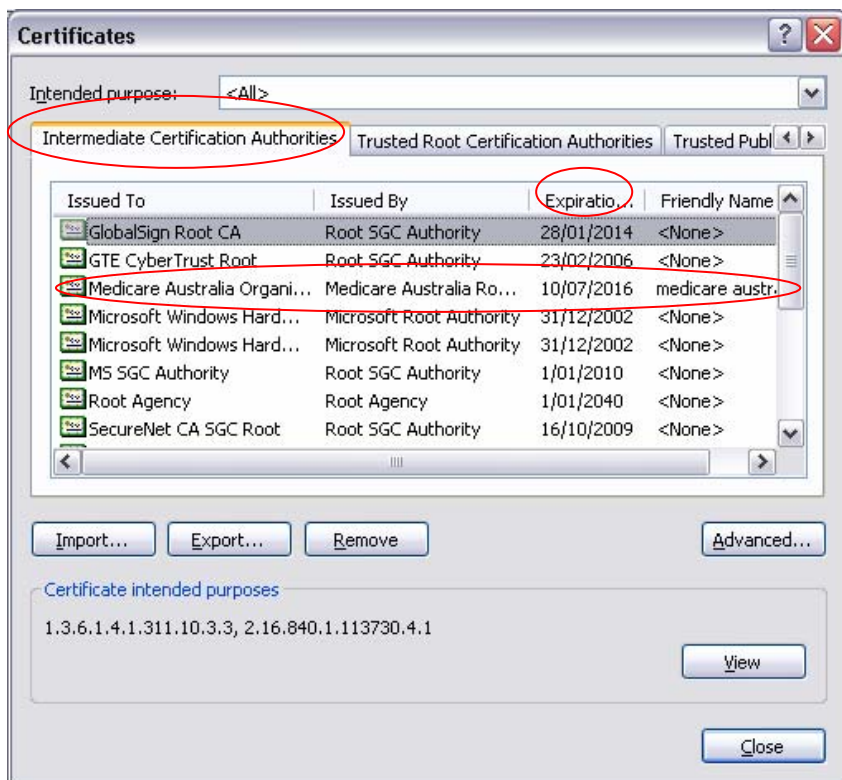


Figure 10: Intermediate Certification Authorities

If you have the Medicare Australia Organisation Certification Authority, please check that the *Expiration Date* seen as *Expiratio...* is '10/07/2016' as shown above.

If the certificates were not present in *step 7* or *step 8*, you will need to install the *Chain of trust* certificates. To install the trust certificates for:

- * Windows XP—go to the XP version of *Installing a location certificate to enable access to HPOS without prompting for a password at each log in* Step 12.
- * Windows Vista—go to the Vista version of *Installing a location certificate to enable access to HPOS without prompting for a password at each log in* Step 13

If the certificates were present or you continue to experience problems please contact the eBusiness service centre on **1800 700 199****

** Call charges apply from mobile and pay phones only.

Appendix A

If you are having problems seeing the entire *Issued To* name, for example, Medicare Australia... click and hold the vertical bar between *Issued To* and *Issued By* as shown in the following screenshot and move to your right until you see the entire name.

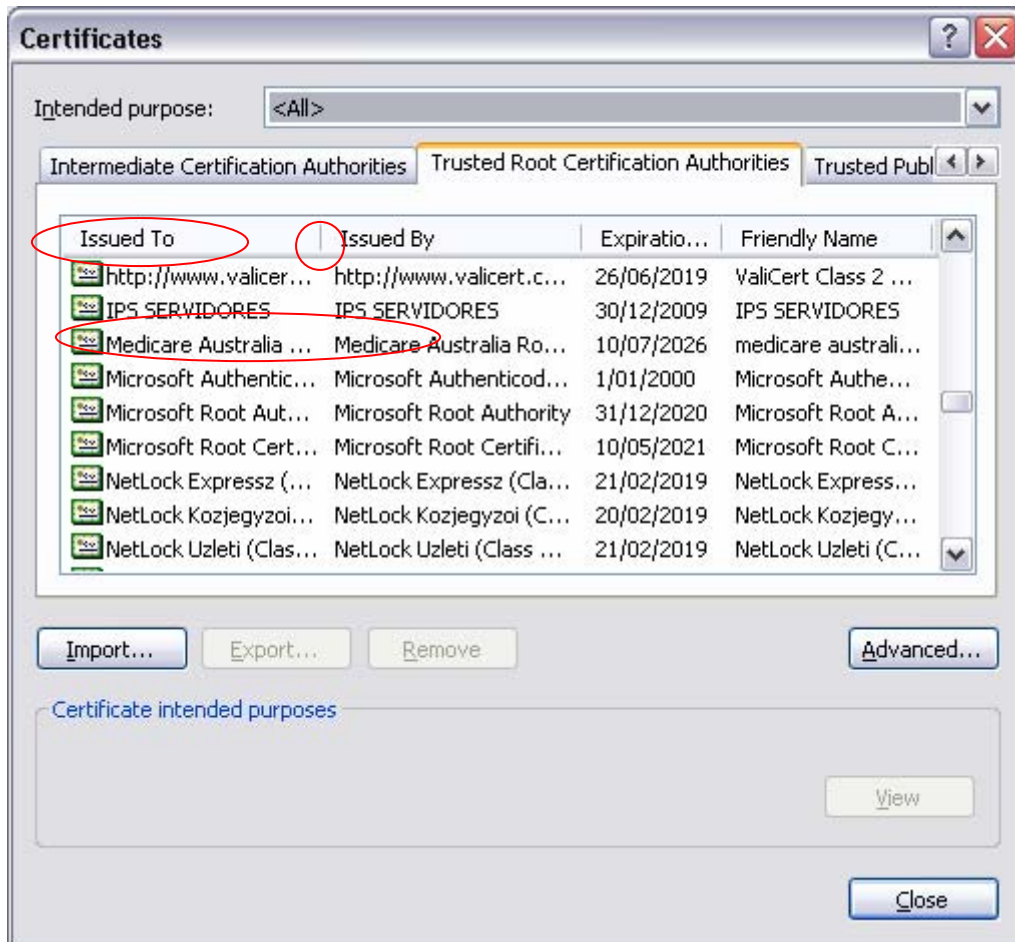


Figure 11 : Problem seeing the full name of Issue To

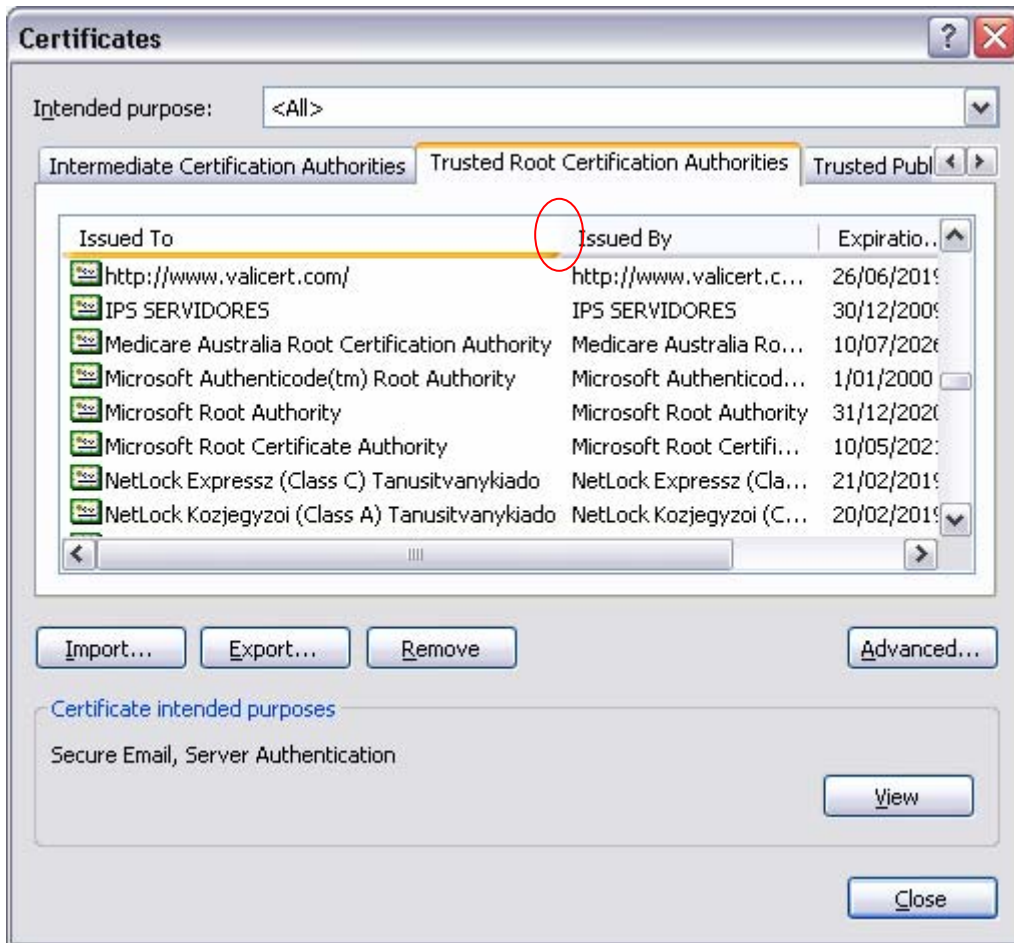


Figure 12: Moving vertical bar to the right