



Australian Government











Medicare Australia

Australian childhood
immunisation
register

Australian Childhood Immunisation Register

Guide to logging on to the secure Internet site

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The Australian Childhood Immunisation Register (ACIR) secure site

The Australian Childhood Immunisation Register (ACIR) secure site is a component of Medicare Australia's website. It allows you to check the immunisation history of a child, send immunisation data, and produce statistical and identified immunisation reports.

The secure area is only available to approved immunisation and information providers who have completed the online **Request Access** form and received the welcome letter from Medicare Australia containing an authentication file name.

If you experience any difficulty either requesting access or logging on to the secure site, call the ACIR Internet helpdesk on **1300 650 039**.

Hardware and software requirements

The following table displays the minimum hardware and software requirements recommended in order to access Medicare Australia's website.

Computer	A PC with a Pentium II processor or better
Operating system	Windows 98, NT, 2000, ME, XP or Vista operating systems
Memory	Minimum 64 Mb RAM (128 recommended)
Browser software	Internet Explorer 5.5 or higher
Modem	A modem to connect to the internet (56 kbps minimum)
Internet access	A connection to an Internet Service Provider (ISP)
Screen resolution	Minimum screen resolution is 800 by 600 pixels (1024 by 768 recommended)
Decompression software	PC based decompression utility

Accessing the ACIR secure site

Step 1

Go to the Medicare Australia website www.medicareaustralia.gov.au

Step 2

Click on the **For health professionals** tab on the Medicare Australia homepage.

Step 3

Select the **Health Professional Online Services Logon** at the top right.

The screenshot shows the Medicare Australia homepage with the 'For health professionals' tab selected. The page features a navigation menu on the left, a central content area with 'On this page' links, and a right-hand sidebar. A red arrow points to the 'Health Professional Online Services Logon' button in the top right corner of the sidebar.

Step 4

Select **Logon to ACIR only** from the panel at the top right.

The screenshot shows the 'Health Professional Online Services' page. The page includes a main menu on the left, a central content area with a header image of healthcare professionals, and a right-hand sidebar. A red arrow points to the 'ACIR Logon' button in the top right corner of the sidebar.

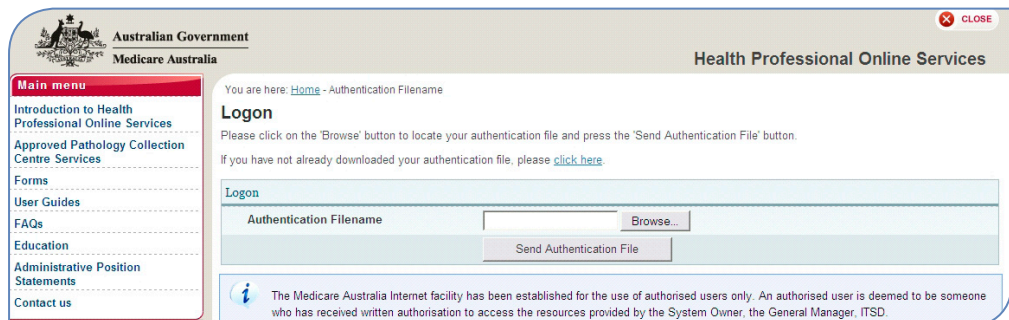
Step 5

The **Security Alert** pop up window appears. Click **Yes** to proceed.



Step 6

The **authentication logon** page appears.



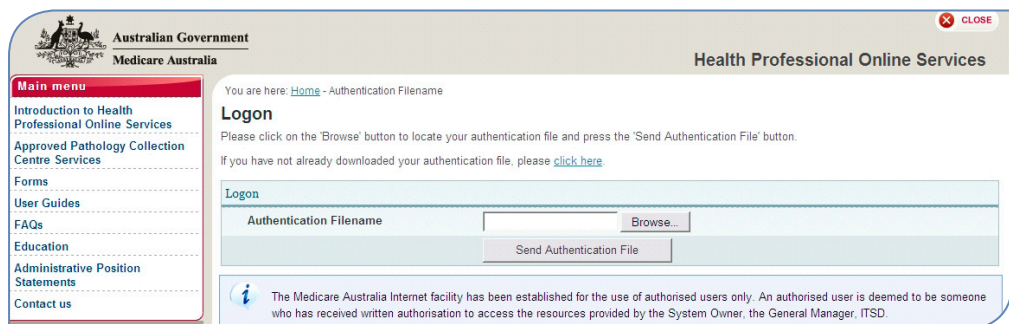
If your authentication file has previously been downloaded,
go straight to page 7.

First time clients—downloading the authentication file

When accessing the ACIR secure site for the first time, you need to download your authentication file.

Step 1

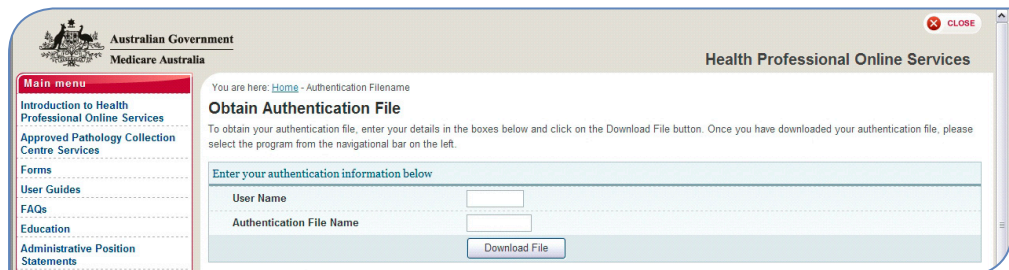
Click on the **click here** link on the web page. Do not enter your authentication file name in the box.



The screenshot shows the Medicare Australia Health Professional Online Services page. The header includes the Australian Government logo and the text 'Medicare Australia' and 'Health Professional Online Services'. A 'CLOSE' button is in the top right. The main content area is titled 'Logon' and contains the following text: 'You are here: [Home](#) - Authentication Filename', 'Logon', 'Please click on the 'Browse' button to locate your authentication file and press the 'Send Authentication File' button.', and 'If you have not already downloaded your authentication file, please [click here](#).'. Below this is a form with a 'Logon' title, an 'Authentication Filename' input field with a 'Browse...' button, and a 'Send Authentication File' button. A footer note states: 'The Medicare Australia Internet facility has been established for the use of authorised users only. An authorised user is deemed to be someone who has received written authorisation to access the resources provided by the System Owner, the General Manager, ITSD.'

Step 2

Enter your provider number as your **User Name** and your **Authentication File Name** (which is in the welcome letter you received from Medicare Australia), then click on the **Download File** button.

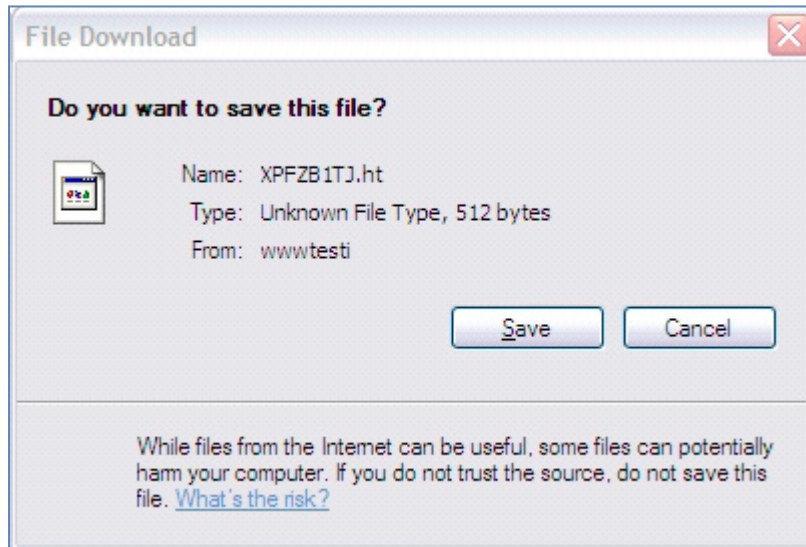


The screenshot shows the Medicare Australia Health Professional Online Services page. The header includes the Australian Government logo and the text 'Medicare Australia' and 'Health Professional Online Services'. A 'CLOSE' button is in the top right. The main content area is titled 'Obtain Authentication File' and contains the following text: 'You are here: [Home](#) - Authentication Filename', 'Obtain Authentication File', 'To obtain your authentication file, enter your details in the boxes below and click on the Download File button. Once you have downloaded your authentication file, please select the program from the navigational bar on the left.', and 'Enter your authentication information below'. Below this is a form with 'User Name' and 'Authentication File Name' input fields, and a 'Download File' button.

If you have lost your user name or authentication file name, contact the ACIR Internet helpdesk on 1300 650 039*.

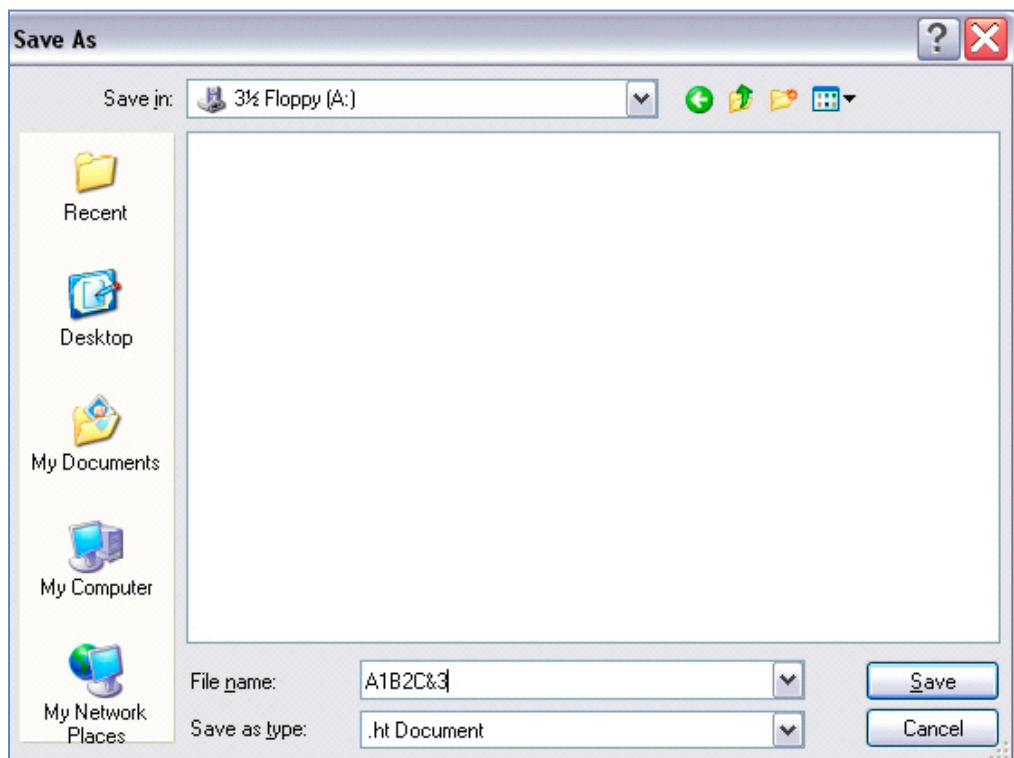
Step 3

If you are using Microsoft Internet Explorer, a **File Download** pop-up box appears. Click on the **Save** button to continue.



Step 4

The **Save As** dialogue box appears asking where you would like to save the file. If you want to save the file to a disk, insert a disk in your disk drive, select the **A:/** drive, and click on the **Save** button.



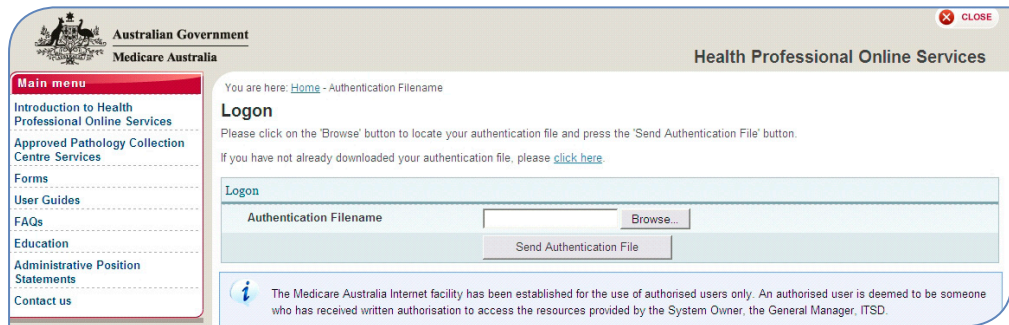
You have now successfully downloaded your authentication file.

To return to the logon page, click on **Introduction to Health Professional Online Services** in the menu bar, then click on the **Logon to ACIR only** link in the **ACIR Logon** menu on the right side of the web page.

Logging on to the secure site

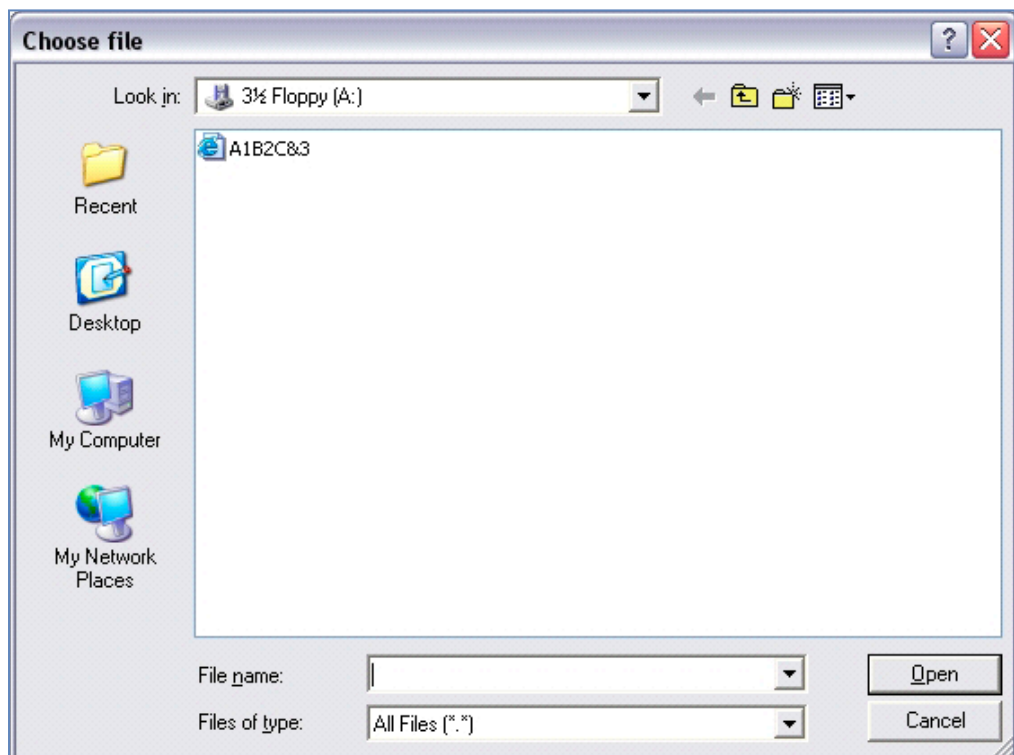
Step 1

Click on the **Browse** button in the **Logon** screen to locate the saved authentication file. Do not directly key your authentication file name in the box.



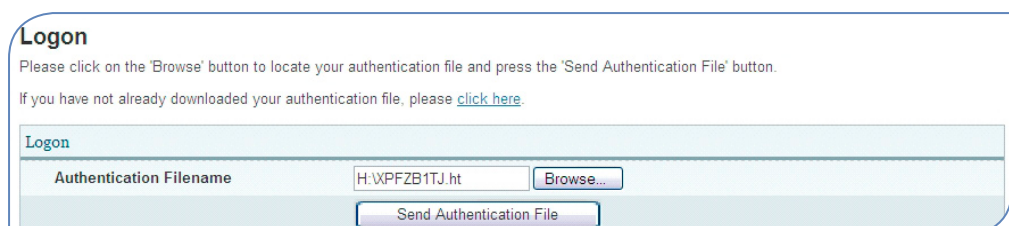
Step 2

Locate and select the previously saved authentication file from your disk or hard drive, and click on the **Open** button in the **Choose File** dialogue box.



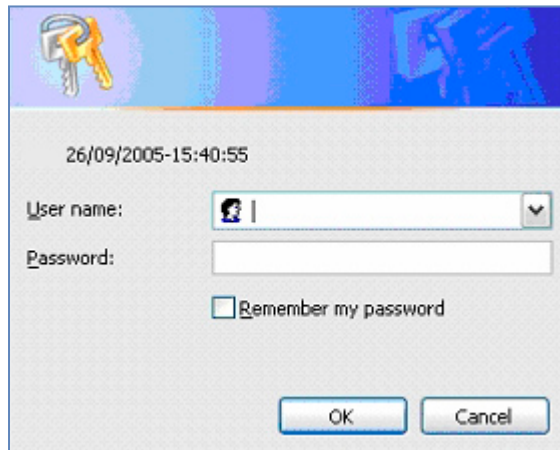
Step 3

The file name appears in the authentication filename box. Click on the **Send Authentication File** button.



Step 4

In the fields provided, enter your **provider number** as your **User Name**, enter the **Password** you chose when requesting access, and click on the **OK** button.



A screenshot of a login dialog box. At the top left, there is a yellow key icon. Below it, the date and time '26/09/2005-15:40:55' are displayed. The dialog contains two input fields: 'User name:' with a dropdown arrow and a 'Password:' field. Below the password field is a checkbox labeled 'Remember my password'. At the bottom, there are two buttons: 'OK' and 'Cancel'.

Accepting terms and conditions

The **Accept terms and conditions** page is displayed for first time clients only. The terms and conditions relate to the release of information and they remind you of your responsibilities with regard to the use and storage of sensitive information requested from the ACIR.

Once you have accepted and confirmed your acceptance of the terms and conditions, you can access the main menu of the secure site.

You have now successfully logged on to the secure site.

Main menu

The **Main menu** page is displayed below. From here you have access to check the immunisation history of a child, request immunisation reports and send immunisation data.

The screenshot shows the ACIR Main Menu page. At the top left is the Australian Government logo and Medicare Australia text. At the top right is the Health Professional Online Services (HPOS) logo and a LOGOUT button. The main content area is titled 'ACIR Main Menu' and contains a message: 'You have logged on using your Authentication method. To access the suite of screens within the HPOS application you will need to log on using an Individual Certificate'. Below this message, it states: 'This menu provides access to the following:' followed by a list of menu items: Reports Menu, Claims Menu, Identify Child, and Provider Menu. Each item has a brief description of its function. At the bottom of the page, there is a footer with copyright information: 'Copyright © Medicare Australia 2008' and links to 'Your Privacy' and 'Legal notices'. A 'Back to top' link is also present.

Reports menu

Allows you to request, view or modify a report.

Claims menu

Allows you to view a summary of claims you have submitted to the ACIR. The claims menu also allows you to view or request your current ACIR statement of payment.

Identify child

Allows you to view a child's immunisation history and to record immunisation encounters.

Provider menu

Allows you to amend your Internet contact details.

Change password process

The **New Password** screen below is displayed every 186 days (6 months) from your initial request for access.

Step 1

Enter an eight (8) alpha and/or numeric code in the **New Password** field. Repeat your password in the **Verify New Password** field, then click on the **Set New Password** button.

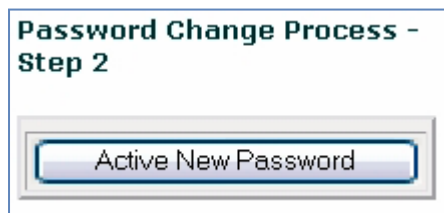


The screenshot shows a form with two input fields. The first field is labeled "New Password" and the second is labeled "Verify New Password". Below the fields is a button labeled "Set New Password".

Your new password has now been saved.

Step 2

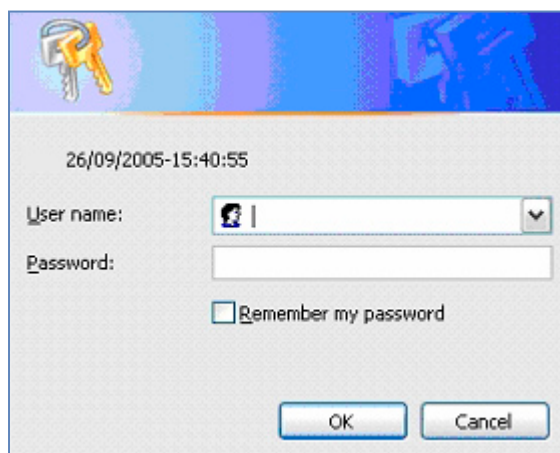
A page appears with an **Active New Password** button. Click this button now.



The screenshot shows a dialog box titled "Password Change Process - Step 2". It contains a single button labeled "Active New Password".

Step 3

Enter your **User name** and new **Password** in the dialogue box, then click on the **OK** button.



The screenshot shows a dialog box titled "Password Change Process - Step 3". It contains a date and time stamp "26/09/2005-15:40:55". Below the stamp are two input fields: "User name:" and "Password:". The "User name:" field has a dropdown arrow. Below the "Password:" field is a checkbox labeled "Remember my password". At the bottom are two buttons: "OK" and "Cancel".

Your new password is now active.

Error messages

Message number	Possible reason and suggestions
1001	This is an authentication file problem. Check that the file has been saved correctly with the file name and extension. Ensure you are using a browser (Netscape 4.7 or higher, Internet Explorer 5.5 or higher for PC) capable of uploading. A navigation button (back or forward) may have been pressed.
1002	The 'Send Authentication File' button has been pressed without submitting any file name. Ensure you have downloaded your file, and try clicking the browse button to locate where the file has been saved.
1003	Ensure you are using the correct browser version. Ensure that the authentication file has been saved with an extension of '.ht'. This extension may not be keyed after clicking the browse button. The file may be opened within the browser, and then the save as option used to ensure the file name is followed by the correct extension. The data in the authentication file may not match the data stored in Medicare Australia's system.
1004	The authentication file name that has been submitted is not correct. If the file name was keyed when attempting to upload, try using the browse button. Ensure that characters are not mistaken, ie O and 0 or l and 1.
1005	The best option may be to delete the authentication file and go through the download process again. Contact the help desk for assistance if required.
1013	This code indicates the browser does not support the file upload feature. Contact the help desk for assistance if required.
1014	If downloading, ensure the correct user name and file name is keyed. Where uploading, the authentication file may have been saved with an incorrect name.
1017	This code indicates the file name received does not contain the correct amount of characters. If the authentication file name was keyed to upload, try using the browse button. Ensure the file has been saved with the correct name.
1024	If Internet Explorer is used, ensure the authentication file was saved with the extension of '.ht'. This extension may not be keyed after clicking the browse button. The file may be opened within the browser and then saved with the correct extension. There must be no spaces, commas, apostrophes etc.

Contact details

ACIR general enquiries: **1800 653 809****

ACIR Internet helpdesk: **1300 650 039***

ACIR Internet address: **www.medicareaustralia.gov.au/acir**

ACIR email: **acir@medicareaustralia.gov.au**

ACIR fax number: **08 9254 4810**

ACIR address: **Australian Childhood Immunisation Register
Medicare Australia
GPO Box M933
Perth WA 6843**

GPII general enquiries: **1800 246 101****

Help Desk operators are on hand to provide support with accessing the ACIR secure site. Please email **acir@medicareaustralia.gov.au** or call **1300 650 039***.

* Call charges apply.

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