



Installing a Site Certificate to access HPOS using Firefox (Mac 10.4/10.5/10.6/10.7/10.8)

Some Health Professional Online Services (HPOS) users may be presented with the following error message if their Site Certificate is not installed correctly.



This step-by-step guide will help you the process of installing your Site Certificate for the following operating systems:

- Mac 10.4
- Mac 10.5
- Mac 10.6
- Mac 10.7
- Mac 10.8

This guide has been written using Firefox 23. If your computer has a different version of Firefox, there may be slight differences getting to the dialog box required.

If at any time you need help, please contact the eBusiness Service Centre on 1800 700 199*.

*Call charges apply from mobile and pay phones.



Step 1: Opening Firefox and finding out your version

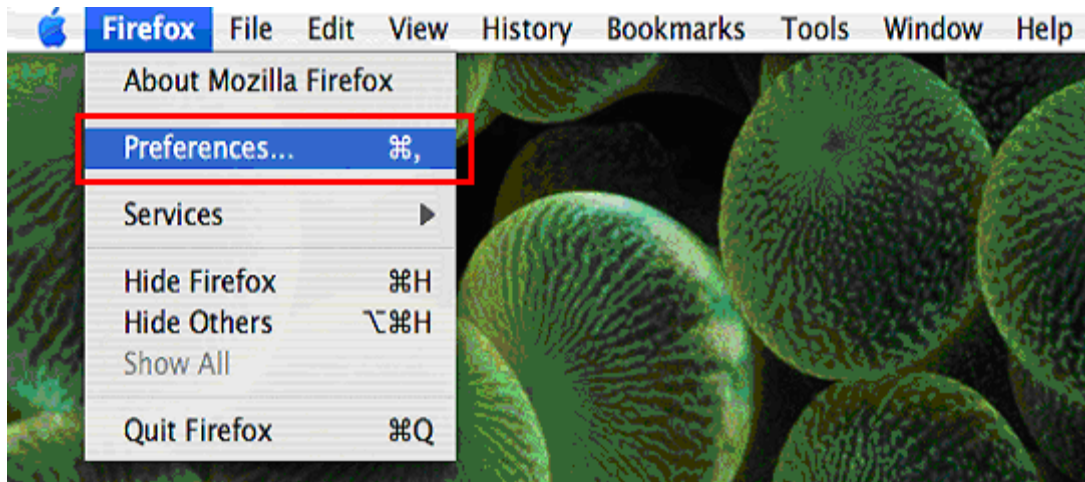
Open your Firefox browser.

Select the **Firefox** menu.

Select the '**About Mozilla Firefox**' option. The version number is displayed.

Select **Ok**.


Step 2: Importing the certificates



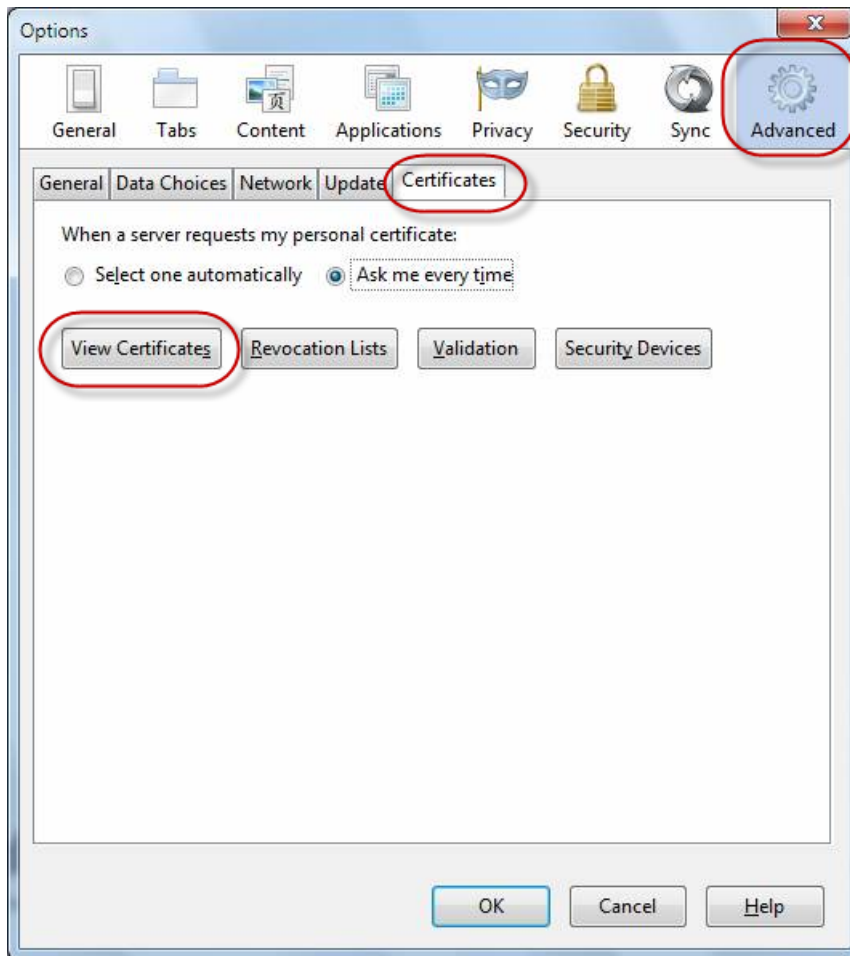
Select the **Firefox** menu.

Select **Preferences**.

Or

On your keyboard hold down the **Command** button  and press the **comma** key.

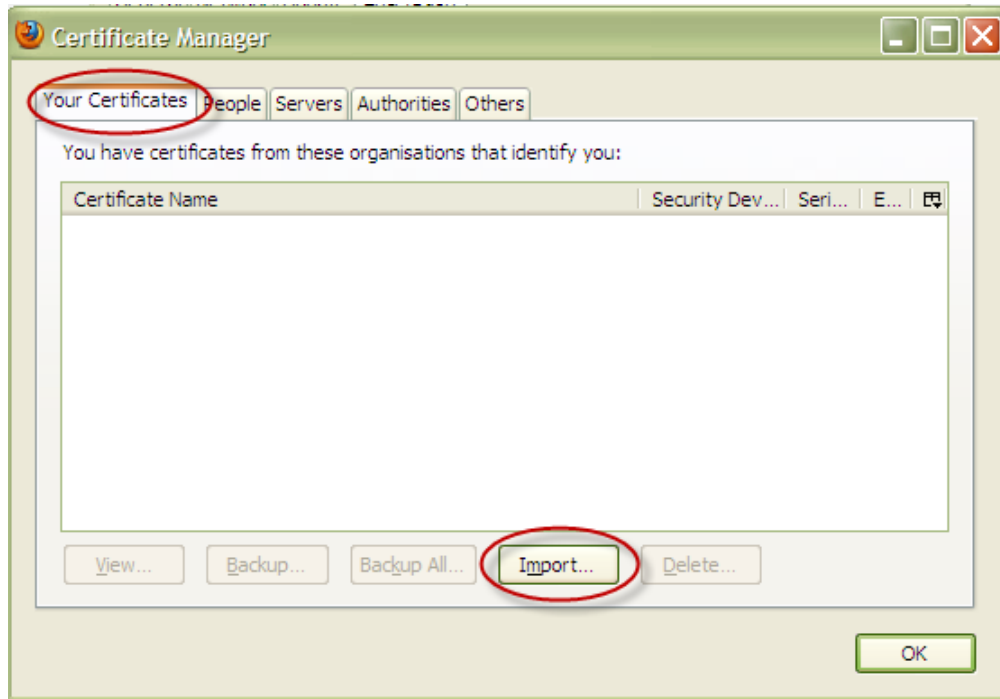
The Options dialog box is displayed.



Select the **Advanced** tab.

Select **Certificates** tab.

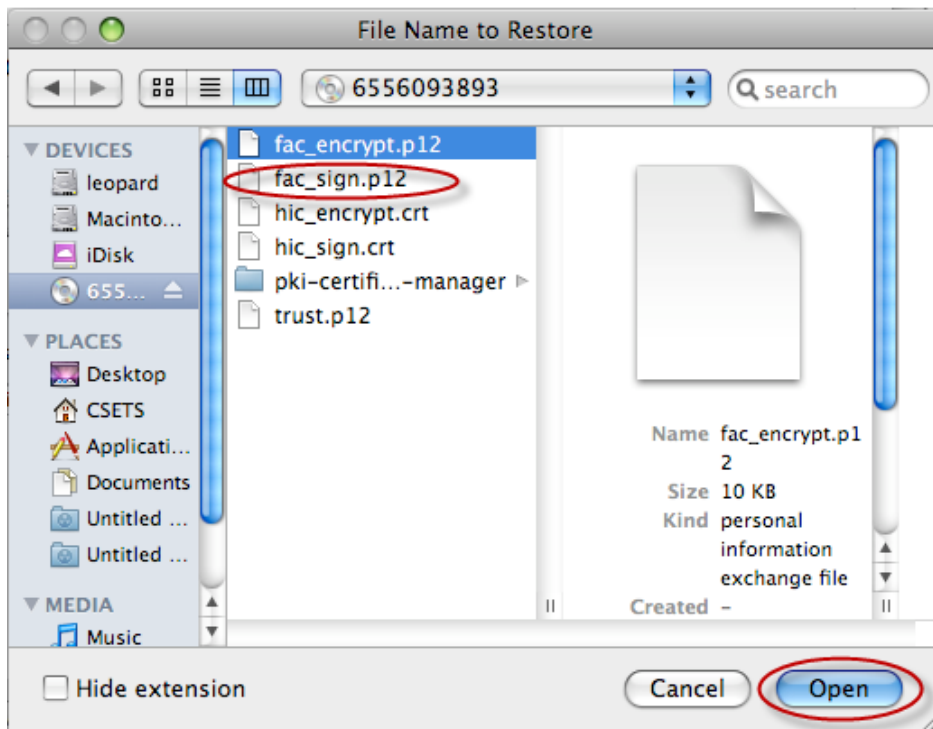
Select **View Certificates** button. The Certificate Manager dialog box is displayed.



Select the **Your Certificates** tab and select the **Import** button.



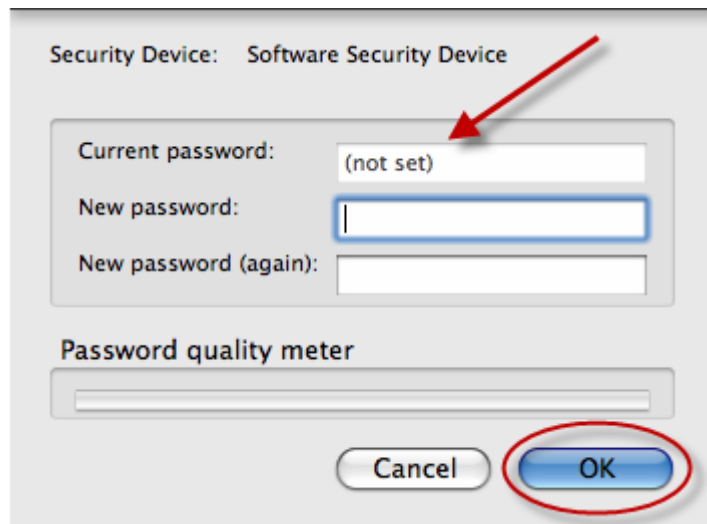
Step 3: Installing the fac_sign.p12 file.



In order to install your Site Certificate you will need to install 3 files.

Locate your cd-rom drive and select the **fac_sign.p12** file

Select the **Open** button – the Security Device dialog box is displayed.



Important: this screen allows you to select your own password for future use. It is **not** the PIC passphrase you received under separate cover when you received your Site Certificate CD.

It is **not mandatory** to enter a password at this step. Once entered your system will prompt for this password each time you access the certificate when you log in to HPOS.



If you **do not** wish to enter in a password every time you log onto HPOS, select **OK to pass** to the next screen.

OR

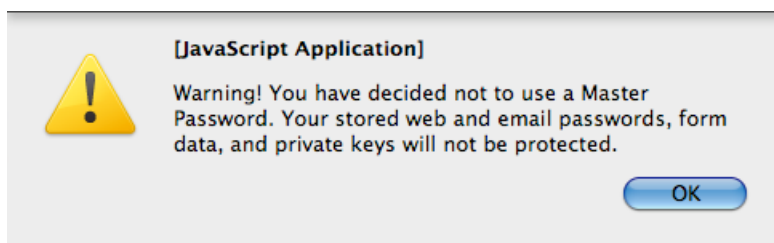
If you **wish** to enter in a password every time you log onto HPOS, choose a friendly password and key it in the New password field.

Re-enter your password in the New password (again) field.

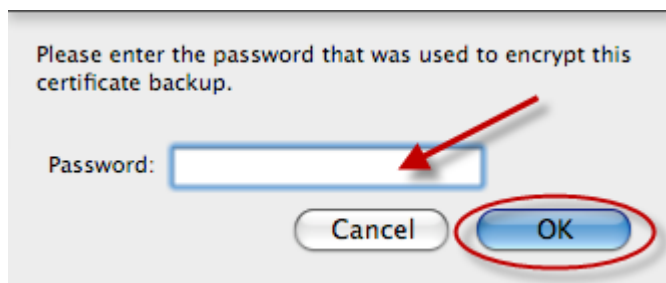
Select **OK** to continue.

Important: Please memorise this password as you will be prompted for this each time you use the certificate to log on to HPOS.

The following screen will appear if you decided not to use a password.



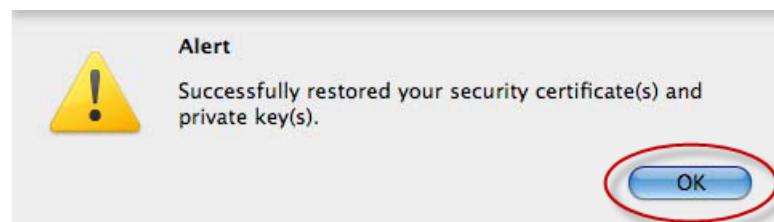
Select **OK** – The following screen will display.



Important: The site certificate password is the PIC passphrase, you received under separate cover when you received your Site Certificate CD.

Enter your site certificate password into the '**Password**' field.

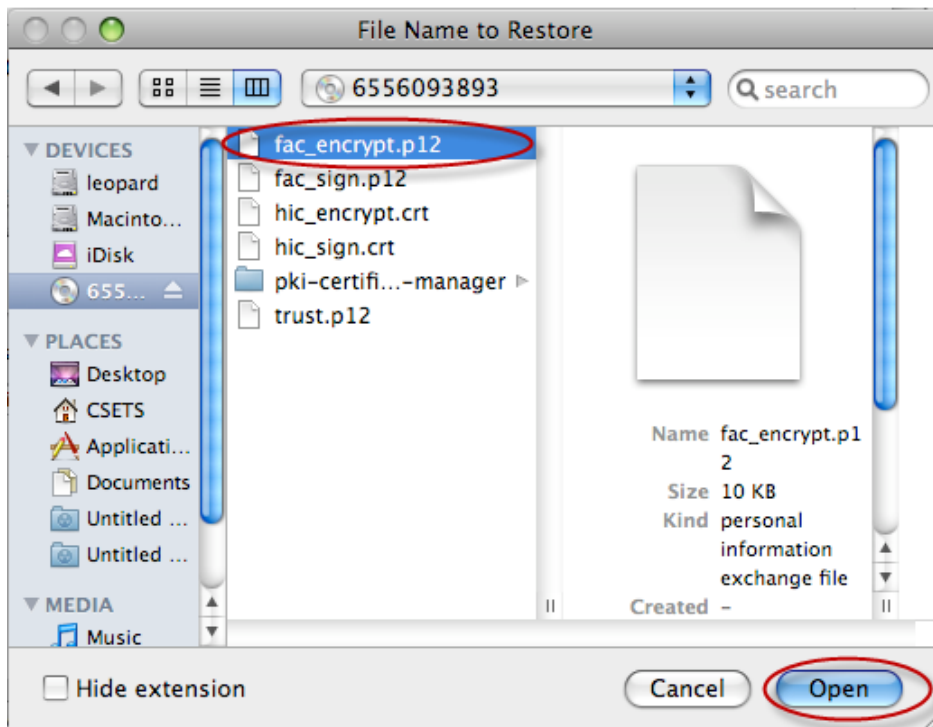
Select **OK** to continue - The following screen will be displayed.



Select **OK**.



Step 4: Installing the fac_encrypt.p12 file

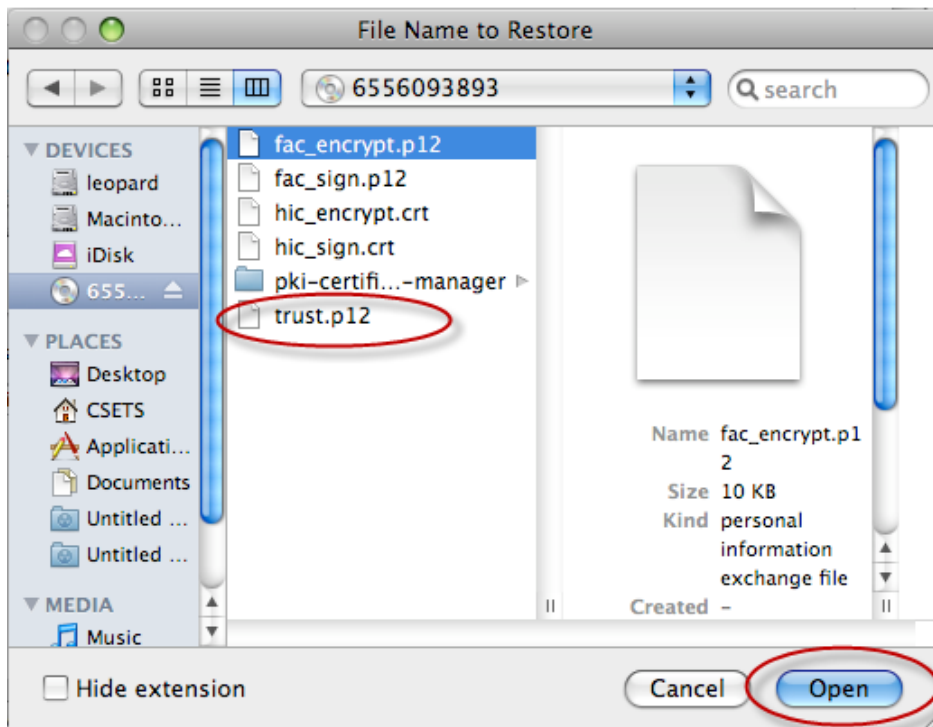


Select the **fac_encrypt.p12** file.

Select the **Open** button and follow the same procedure as Step 2.



Step 5: Installing the trust_.p12 file



Note: The password for installing the **trust.p12** file is **Pass-123** and not the PIC (passphrase).

Select the **trust.p12** file.

Select the **Open** button and follow the same procedure as Step 2.

You have successfully completed installing the 3 components of your Site Certificate.

Step 6: Restart the Computer

Step 7: Reopen Firefox you should now be able to access the HPOS website again.

For more information

Online humanservices.gov.au/pki

Email ebusiness@humanservices.gov.au

Call eBusiness Service Centre on **1800 700 199***.

*Call charges apply from mobile and pay phones.