

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.

Certification authentication failed - Mozilla Firefox
<u>Eile E</u> dit <u>V</u> iew Hi <u>s</u> tory <u>B</u> ookmarks <u>T</u> ools <u>H</u> elp
Applying for certificates - Medicare Austr × CC Certification authentication failed × +
Medicare Australia (AU) https://www2.medicareaustralia.gov.au:5443/pcert/hpos/home.do
Online Claiming 🚺 Easyclaim 🚺 Aged Care 🚺 PBS Online 🚺 Medclaims\EDI 🚺 Health Identifers 🚺 PCEHR
An attempt to authenticate with a client certificate failed. A valid client certificate is required to make this connection.

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



⁹ and press the **comma** key.

The Options dialog box is displayed.

Australian Government

Department of Human Services

Options							×
		5		D	9	0	iğ;
General	Tabs	Content	Applications	Privacy	Security	Sync	Advanced
General Da	ata Choice	s Network	Update Certifi	cates			
When a s	server requ	lests my per	sonal certificate				
⊚ Se <u>l</u> eo	c <mark>t one aut</mark> o	omatically	Ask me eve	<mark>ry ti</mark> me			
View Ce	ertificate <u>s</u>	Revocati	ion Lists <u>V</u> a	lidation	Security D	evices	
				ОК	Cance		Help

Select the Advanced tab.

Select Certificates tab.

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

Australian Government

Department of Human Services

🥹 Certificate Manager	
Your Certificates Jeople Servers Authorities Others	
You have certificates from these organisations that identify you:	
Certificate Name Security De	v Seri E E9
View Backup Backup All Import Delete	
	ОК

Select the Your Certificates tab and select the Import button.



Step 3: Installing the fac_sign.p12 file.

$\bigcirc \bigcirc \bigcirc \bigcirc$	File Name to Restore						
< > III	≣ III (6556093893						
 ▼ DEVICES ieopard Macinto iDisk 655 △ ▼ PLACES ▼ Desktop ☆ CSETS ☆ Applicati ☆ Documents ⓒ Untitled ⓒ Untitled ▼ MEDIA ☑ Music 	fac_encrypt.p12 fac_sign.p12 hic_encrypt.crt hic_sign.crt pki-certifimanager ▷ trust.p12 Name fac_encrypt.p1 2 Size 10 KB Kind personal information exchange file II						
Hide exten	sion Cancel Open						

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.

Current password:	(not set)
New password:	-
New password (again):	
assword quality met	ter
assword quality met	ter

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

File Name to Restore						
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Hide exten	sion Cancel Open					

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

$\bigcirc \bigcirc \bigcirc \bigcirc$	File Name to Restore
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	The created - II
Hide exten	sion Cancel Open

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 <u>humanservices.gov.au/pki</u> Email <u>ebusiness@humanservices.gov.au</u> Call eBusiness Service Centre on **1800 700 199***.

*Call charges apply from mobile and pay phones.