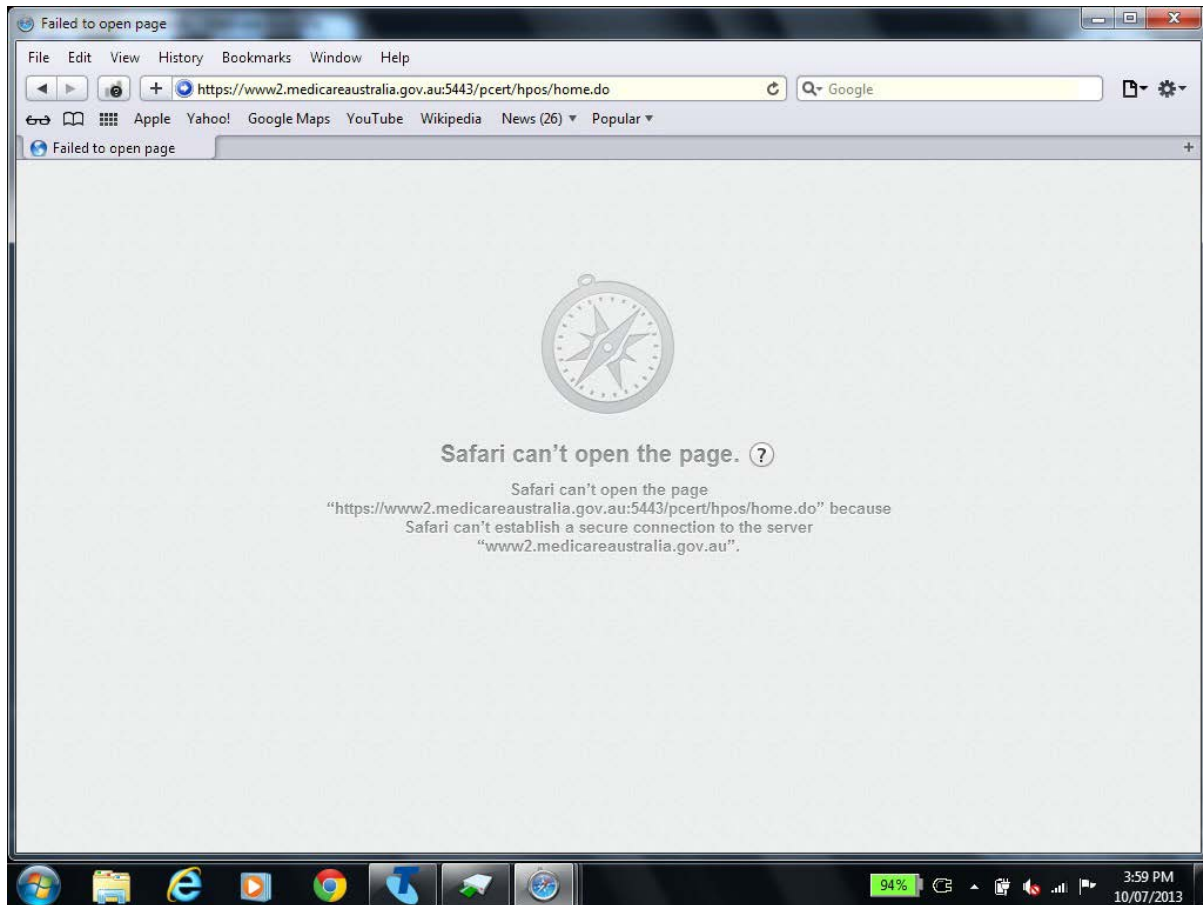




Installing a Site Certificate to access HPOS using Safari (Windows XP/Windows Vista/Windows 7)

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:

- Windows XP
- Windows Vista
- Windows 7

This document has been written using Safari 5. If your computer has a different version of Safari, 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: Finding out your Safari version

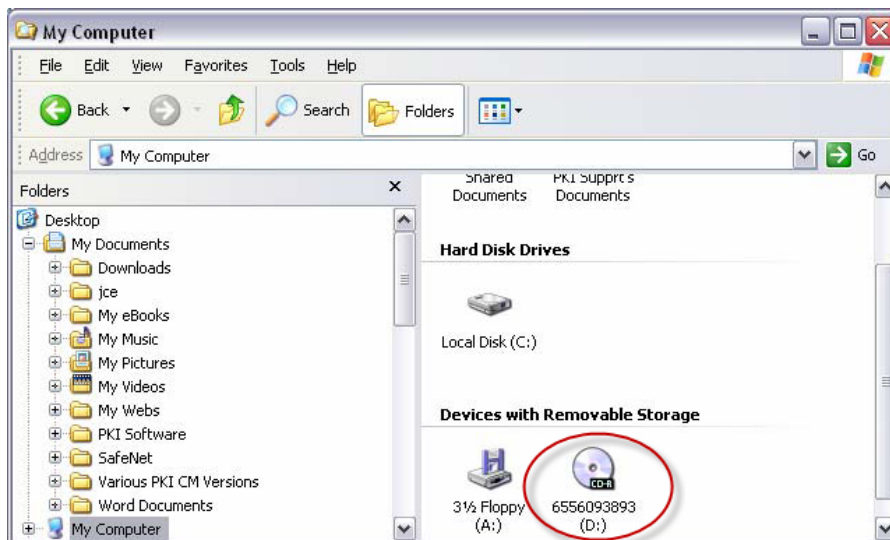
Open your Safari Explorer browser.

Select **Help** then **About Safari**. The version number is displayed.

Step 2: Finding the 3 files to install

Insert your Site Certificate CD-ROM into your CD-ROM drive.

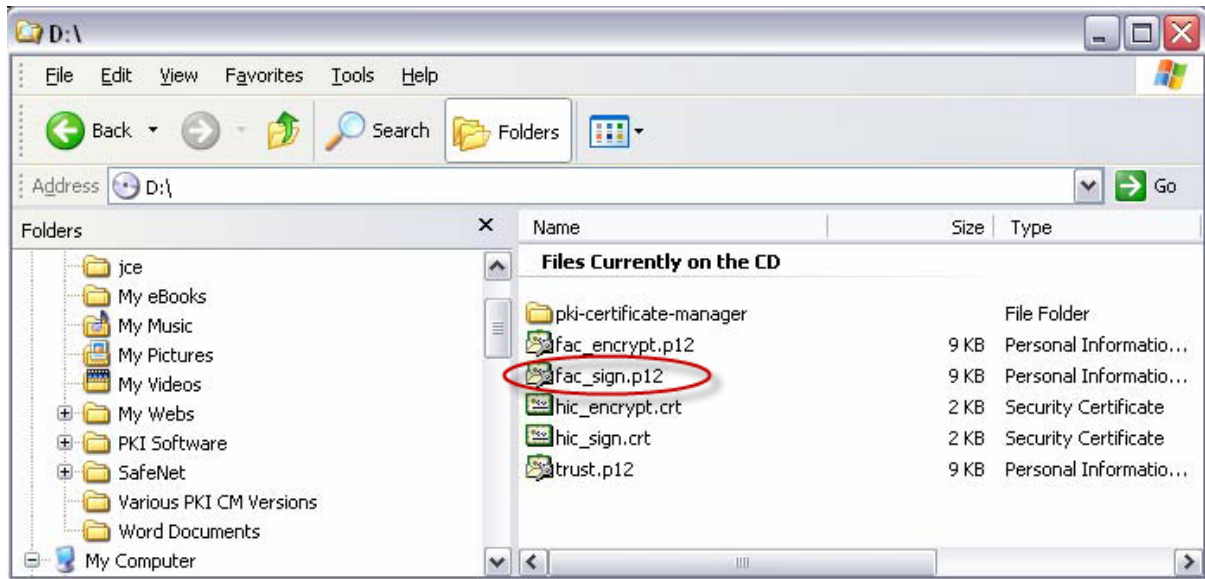
Select **Start > Programs > Windows Explorer > My Computer**.



Select your **CD-ROM** drive



Step 3: Installing the fac_sign.p12 file.



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

Firstly double click on the **fac_sign.p12** file – the Certificate Import Wizard opens up.

Select **Next** > Select **Next**.

Enter the **password** supplied with your new certificate - key in the (PIC) passphrase.

If you **do not** wish to enter in a password every time you log onto HPOS ensure there is **no tick** in the 'Enable strong private key protection. You will be prompted every time the private key is used by an application if you enable this option' area.

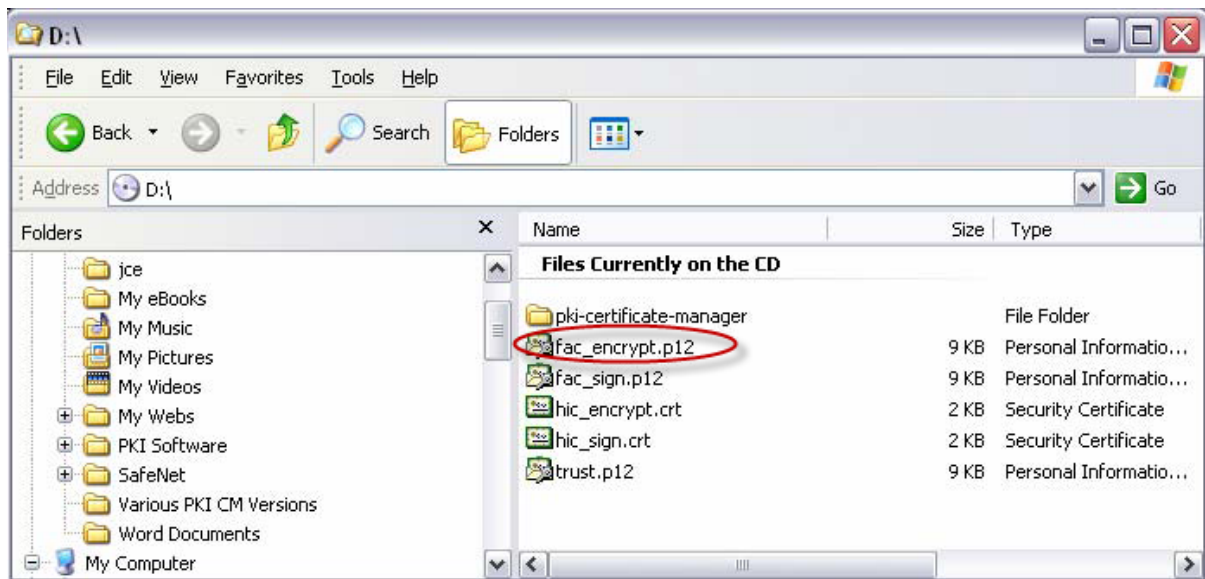
OR

If you **wish** to enter in a password every time you log onto HPOS ensure there is **a tick** in the 'Enable strong private key protection. You will be prompted every time the private key is used by an application if you enable this option' area.

Select the **Next buttons** and follow the prompts until you select the **Finish** and **Ok** buttons.

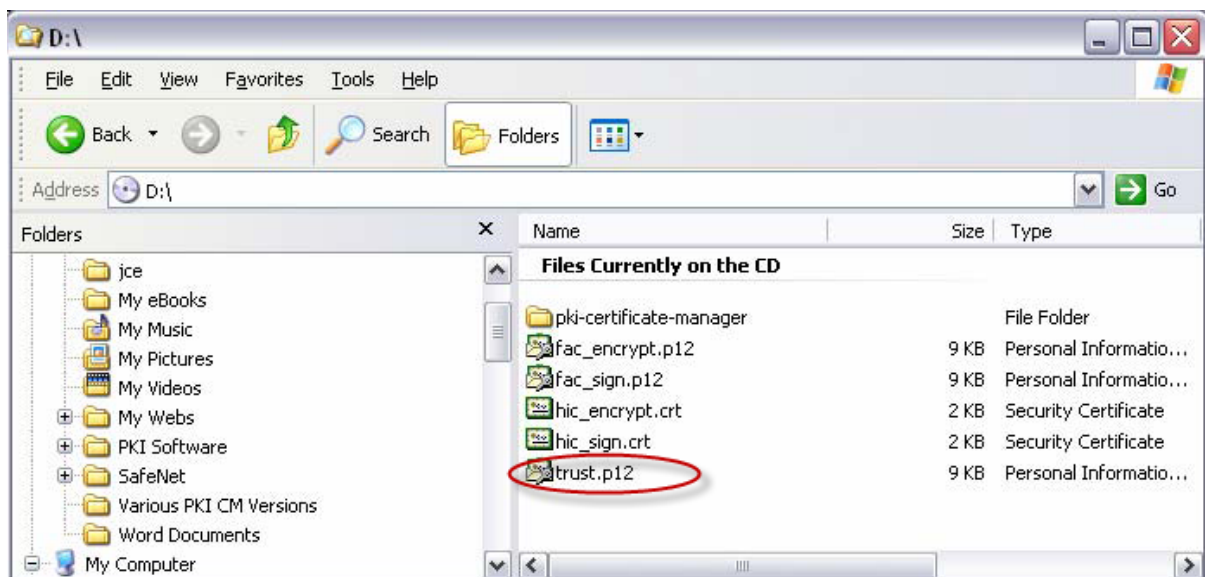


Step 4: Installing the fac_encrypt.p12 file



Double click on the **fac_encrypt.p12** file 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).

Double click on the **trust.p12** file 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 Safari 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.