

# Australian Childhood Immunisation Register

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## Guide to logging on to the secure internet site

You will need to request access to the secure area of Medicare Australia's website and have received a letter identifying your Authentication File Name before proceeding.

If you experience any difficulty with this process, call the ACIR Internet helpdesk on

**1300 650 039**



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## The 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 their authentication file.

In order to access Medicare Australia's website, the following table illustrates the minimum hardware and software requirements recommended.

### Hardware and software requirements

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

## Accessing the ACIR secure site

Medicare Australia's website at [www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au) has four options to choose from:

- ABOUT MEDICARE AUSTRALIA
- YOUR HEALTH
- HEALTH CARE PROVIDERS
- HEALTH SOFTWARE VENDORS.

To access the ACIR secure site, first click on **HEALTH CARE PROVIDERS**.

A menu bar will appear on the left side of the web page. From the menu bar:

- click on **Programs & Services**
- then click on **Australian Childhood Immunisation Register**
- then click on **Secure site – For Immunisation Providers**.

**If your Authentication file has previously been downloaded, go straight to page 6.**

# First time clients—downloading the Authentication File

When accessing the ACIR secure site for the first time, you will need to download your Authentication File. Do this by clicking on the [click here](#) link on the web page (*do not enter your Authentication File name in the box*).

**Logon**

Please click on the 'Browse' button to locate your authentication file and press the 'Send Authentication File' button.

If you have not already downloaded your authentication file, please [click here](#).

<b>Authentication Filename</b>	<input type="text"/>	<input type="button" value="Browse..."/>
<input type="button" value="Send Authentication File"/>		

In the fields provided, enter your **provider number** as your **User Name** and your **Authentication File Name** (you will find this in the welcome letter you have received from Medicare Australia). Then click on the **Download File** button.

**Obtain Authentication File**

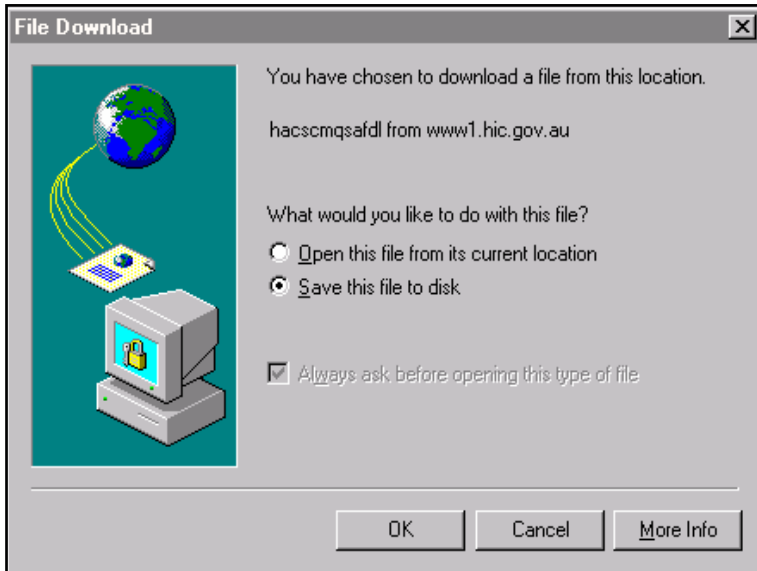
To obtain your authentication file, enter your details in the boxes below and click on the Download File button. Once you have downloaded your authentication file, please select the program from the navigational bar on the left.

<b>User Name</b>	<input type="text" value="....."/>
<b>Authentication File Name</b>	<input type="text" value="A1B2C&amp;3"/>
<input type="button" value="Download File"/>	

**If you have lost your User Name and/or Authentication File Name, contact the ACIR internet helpdesk on 1300 650 039.**

If you are using **Microsoft Internet Explorer**, a pop-up box will appear. Select the **Save this file to disk** option and click on the **OK** button.

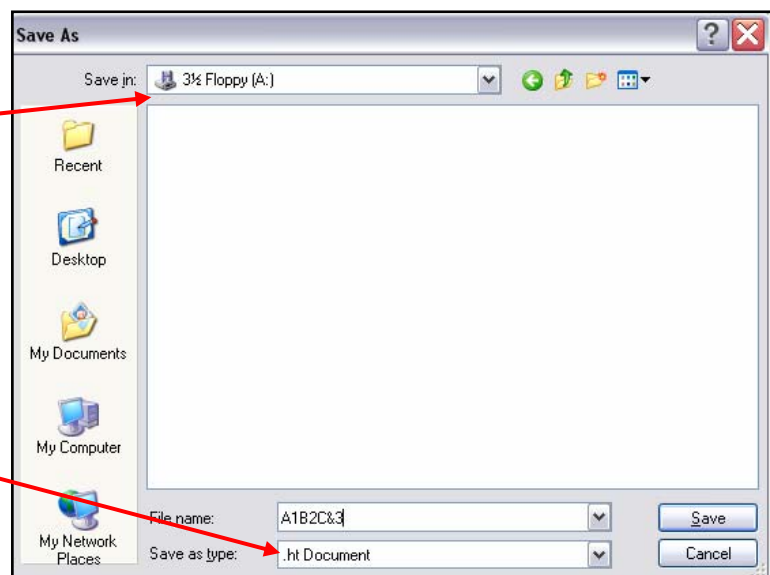
### Microsoft Internet Explorer example



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

Save the Authentication File to a disk or the hard drive on your computer

Ensure that the file name has the extension .ht



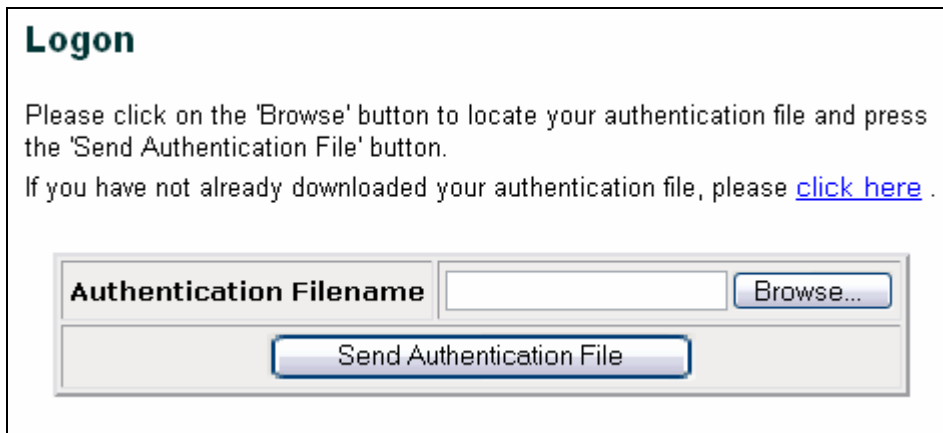
**You have now successfully downloaded your Authentication File.**

To return to the logon page, click on the following options from the menu bar:

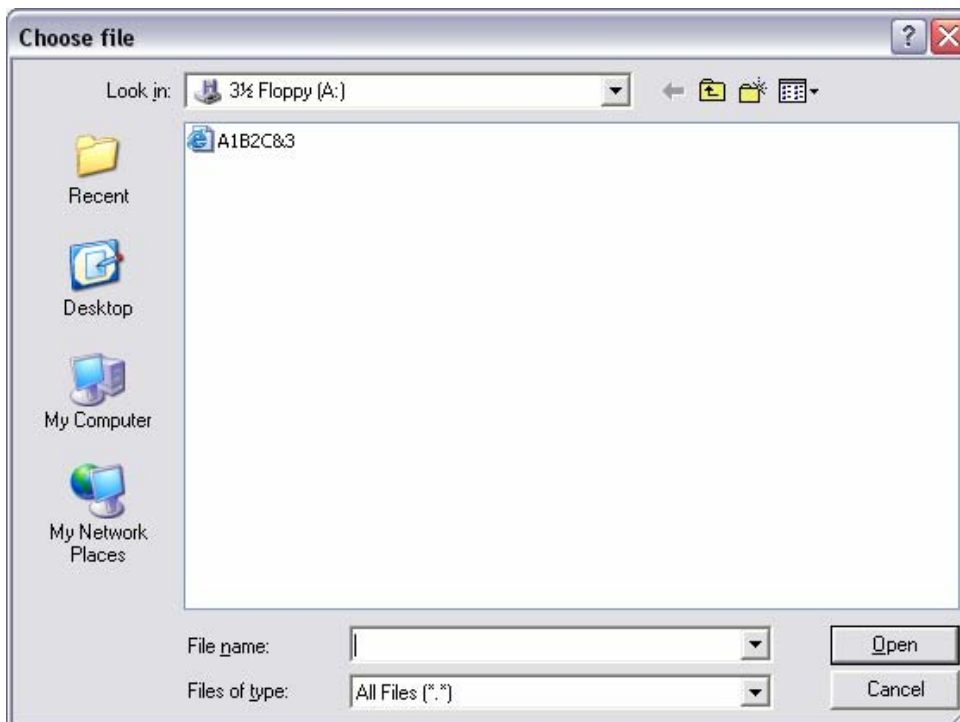
**Programs & Services**, then **Australian Childhood Immunisation Register** and then **Secure site – For Immunisation Providers**.

# Logging on to the secure site

To log on to the secure site, click on the **Browse** button in the Logon screen to locate the saved Authentication File (*do not enter your Authentication File name in the box*).



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



The file name will then appear in the Authentication Filename box. Click on the **Send Authentication File** button.

**Logon**

Please click on the 'Browse' button to locate your authentication file and press the 'Send Authentication File' button.

If you have not already downloaded your authentication file, please [click here](#) .

<b>Authentication Filename</b>	A:\A1B2C&3.ht	Browse...
<b>Send Authentication File</b>		

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.

**Microsoft Internet Explorer example**

26/09/2005-15:40:55

User name: [ ]

Password: [ ]

Remember my password

OK Cancel

## Accepting terms and conditions

The **Accept terms and conditions** page will be 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. A copy of this agreement is attached to the welcome letter that you received from Medicare Australia.

Once you have accepted and confirmed your acceptance of the terms and conditions, you will be passed to 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.

## Main Menu

This menu provides access to the following:

- [Reports Menu](#) lists the reports available for you to produce. This includes a variety of statistical and detailed reports.
- [Claims Menu](#) allows you to display details of claims submitted to the Immunisation Register and your current Statement of Payment.
- [Identify Child](#) allows you to display the immunisation history for a child.
- [Provider Menu](#) allows you to amend your Internet contact details.

### 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 and to submit Electronic Data Interchange (EDI) claims where applicable. The claims menu also allows you to view and/or request your current Statement of Payment.

### Identify child

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

### Provider menu

Allows you to amend your internet contact details.

# Change password process

**STEP 1**—The **New Password** screen below will be displayed every 186 days (6 months) from your initial request for access. To change your password enter an 8 alpha and/or numeric code for your new password. Repeat your new password in the verify field, then click on the **Set New Password** button.

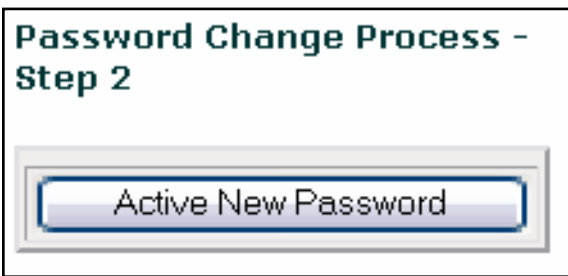


New Password

Verify New Password

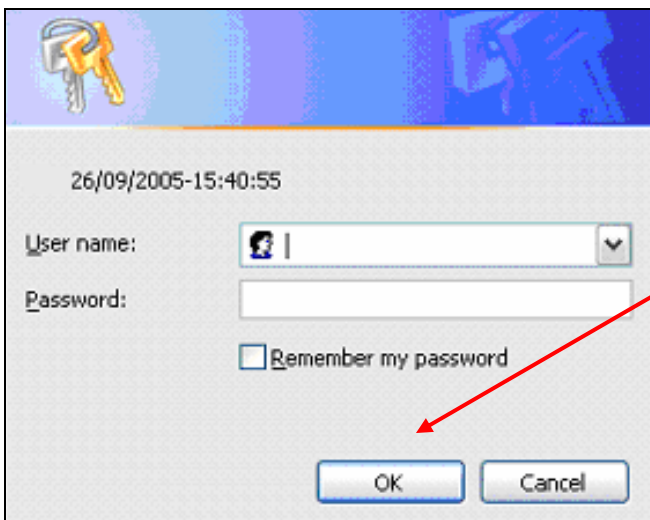
**Your new password has now been saved.**

**STEP 2**—A page will appear with an **Active New Password** button. Click this button now.



**Password Change Process - Step 2**

**Microsoft Internet Explorer example**



26/09/2005-15:40:55

User name:  |

Password:

Remember my password

Enter your User Name and new Password then click on OK

**Your new password is now active.**

## Feedback reporting facility

General Practitioners may also use their User Name, Password and Authentication File Name to log on to the secure site of the feedback reporting facility (FRF).

This facility provides:

- access to your most up-to-date Medicare services
- peer group comparisons
- access to patient demographics and historical trends.

The URL for FRF is [www1.medicareaustralia.gov.au/general/prdfiprghome](http://www1.medicareaustralia.gov.au/general/prdfiprghome)

## Contact details

<b>ACIR general enquiries:</b>	1800 653 809
<b>ACIR Internet helpdesk:</b>	1300 650 039
<b>ACIR Internet address:</b>	<a href="http://www.medicareaustralia.gov.au">www.medicareaustralia.gov.au</a>
<b>ACIR email:</b>	<a href="mailto:acir@medicareaustralia.gov.au">acir@medicareaustralia.gov.au</a>
<b>ACIR fax number:</b>	(08) 9214 8163
<b>ACIR address:</b>	Australian Childhood Immunisation Register Medicare Australia GPO Box M933 Perth WA 6843
<b>GPII general enquiries:</b>	1800 246 101
<b>Feedback reporting facility email:</b>	<a href="mailto:provider.feedback@medicareaustralia.gov.au">provider.feedback@medicareaustralia.gov.au</a>

Help Desk operators are on hand to assist you with general enquiries and to provide support with accessing the ACIR or feedback reporting facility sites. Please email [\*\*acir@medicareaustralia.gov.au\*\*](mailto:acir@medicareaustralia.gov.au) with ACIR enquiries, and [\*\*provider.feedback@medicareaustralia.gov.au\*\*](mailto:provider.feedback@medicareaustralia.gov.au) with feedback reporting enquiries, or telephone the Internet helpdesk on **1300 650 039**.

## 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 capable of uploading (Netscape 4.7 or higher, Internet Explorer 5.5 or higher for PC). 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 Filename 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.