



**Australian Government**

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**Department of Education**

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**Department of Human Services**

# **Transition to PRODA for TCSI**

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**Phase 1: Get Ready**

# Transition to PRODA for TCSI

Phase 1: Get Ready

Questions?  
TCSI.Support@humanservices.gov.au

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# Transition to PRODA for TCSI

## Phase 1: Get Ready

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## Background

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### What is PRODA?

As the authentication method selected for TCSI, PRODA provides you a way to securely access government online services, which includes TCSI APIs and the Portal.

### How do I get set-up with PRODA in preparation for TCSI?

The set-up process for PRODA will comprise the following three phases. At the commencement of each phase, we will provide detailed support material to guide you.



This document is for **Phase 1**, and is about making sure you have the right information and have engaged the right people within your organisation, before commencing your organisation registration (Phase 2).

This includes getting your ABR associate to create an individual PRODA account. The information on the next few pages will help you get started.

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### Getting Ready for PRODA

Follow the steps below to complete Phase 1 of PRODA set-up.



#### 1 Find out who has access to HITS in your organisation:

This can be anyone in your organisation that has access to Department of Education HITS (HEIMS IT System). HITS allows you to manage and view details about your provider organisation.



#### 2 Identify the ABN for your provider code:

Ask your HITS user to login to HITS, navigate to the "Organisation Details" section and note down the ABN (Australian Business Number). This will be used for your PRODA organisation registration in Phase 2.



#### 3 Identify someone with access to your ABR Record:

This may be an authorised contact listed against the ABN you have noted down, or an associate (e.g. a Director) for your ABN. Engage them in the registration process. If this person is not the associate, they are responsible for identifying the associates listed against your ABR record.



#### 4 Access your ABR Record:

Ask the person you have identified in step 3 to access your ABR record and make note of your ABR details. If this person is not the associate, make sure they also note down the associates. During the organisation registration process, your associate will be asked to provide certain details from your ABR record, exactly as they appear.



#### 5 Engage your Associate:

Contact your ABN associate and engage them in the process. Your associate is responsible for registering your organisation within PRODA using their individual account, during Phase 2.



#### 6 Create an Individual PRODA Account:

Ask your associate to create an individual PRODA account (if they don't have one already), by navigating to: <https://proda.humanservices.gov.au/> and clicking "Register Now"

Make sure they have all their personal documentation ready before starting the process. Refer to the personal documentation checklist on the next page for more details.



#### 7 Recommended step - think about your organisation structure

Before the commencement of Phases 2 and 3, have a think about the people in your organisation that are best placed to maintain and manage your PRODA organisation. This includes asking anyone in your organisation that will be using the Portal to create their own individual PRODA accounts.

And that's it for Phase 1!

A HITS user guide and training videos: <https://www.education.gov.au/hits-user-guide-and-training-videos>

B ABR website: <https://abr.gov.au/>

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### Personal Documentation List

Before you begin creating your individual PRODA account, make sure you have the following personal documentation ready for online verification.

1

Two of the following documents:

- Medicare Card
- Australian Driver's License
- ImmiCard
- Australian Passport

2

One of the following documents (in addition to any of the previous documents):

- Australian Passport
- Australian Birth Certificate
- ImmiCard
- Citizenship Certificate
- Australian Visa (supported by a foreign passport, which is needed for verification)
- Certificate of registration by descent

3

And if your current name is different to the name on any of your documents...

- Official Marriage Certificate (ceremonial marriage certificates can't be verified online) **or**,
- Change of Name Certificate



Make sure your personal details used to set up your account match the exact details on your identity documents and any information held on the ABR. If your name is Brad Smith, but your name on your identity documents is Bradley Smith, then you should create your account using Bradley Smith. Alternatively, you can provide additional documents verifying your change of name.

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### Frequently Asked Questions

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#### **What is PRODA and why do I have to use it?**

PRODA is the authentication method selected for TCSI. It provides both government and your organisation assurance that the correct people have access to view and report data using TCSI services.

#### **What is an individual PRODA account?**

An individual PRODA account represents you as a person within PRODA, with your own set of credentials. Using your individual PRODA account, you can create organisations in PRODA (if you are the ABN associate) or join existing organisations, to act on behalf of them.

#### **What is a PRODA organisation?**

A PRODA organisation is the representation of an organisation within PRODA – for TCSI, this will be the Education Provider you work for.

#### **What happens if I'm unable to provide sufficient proof of identity when creating my PRODA account?**

In this scenario, you will need to select "I don't have any of these documents" in the document selection screen. This will prompt you to download and complete a form, which needs to be sent to the PRODA team for manual verification of your identity.

#### **What email address should I use when creating my individual PRODA account?**

Make sure your email address is your personal and unique email address and not a shared email account. For example, don't use an email such as admin@business.com.au. Use an account you access at work in your name or a personal email account you can always access. We'll also send an activation code to your registered email address, which you'll need to activate your PRODA account.

#### **How can I receive PRODA verification codes?**

Your verification code will be sent to you by SMS, email or generated on the PRODA mobile iOS or android app. If you choose the mobile app option, you can download the app from the App Store or Google Play. You must download the app before you set your account profile preference for verification codes to mobile app.

#### **Why do I need my ABN, and ABR contact details?**

PRODA checks against the Australian Business Register when registering an organisation for verification purposes, and only the associate (using their individual account) for an organisation can register their organisation in PRODA. The ABN for the organisation you create and use in PRODA, must also be the same ABN as the one listed against your provider code.

#### **How do I know who to talk to about my organisations ABN and ABR record?**

It may be worth reaching out to your organisation's financial function as a starting point, to find out details about your ABN authorised contact or associate. It is also likely that your associate is a senior member of your organisation, e.g. a director, CEO, CFO, partner etc.

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## Frequently Asked Questions

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### **My organisation will only be using the portal to submit data. Will we still need to use PRODA?**

Yes, the portal will use PRODA as its authentication method. This means that anyone in your organisation who will be using the portal will need to create their own individual PRODA accounts and verify their own personal identification documentation. This process will be described in more detail in Phase 2.

### **Can I register my PRODA organisation now?**

We highly recommend that you wait until Phase 2 of the PRODA set-up process to ensure the process is as streamlined and smooth as possible. We will also have the necessary support in place at this time to guide you through any issues.

### **What should I do if I am combining reporting for multiple subsidiary organisations?**

If you have a reporting structure, where you need to report on behalf of another organisation, you may need to be added to that provider's PRODA organisation as a delegate or personnel. If you plan to use APIs to report for multiple organisations through a single SMS product, you will need to discuss how your software will handle multiple PRODA credentials with your SMS developer.

### **My Student and Staff information are in two separate systems. Do I need two separate PRODA accounts?**

No. You can only register your organisation (Phase 2) once in PRODA, and all reporting should be done through this organisation. You should consult with your SMS developer on how they will manage your PRODA details across multiple systems, as there is some flexibility in how this can be achieved.

### **Who can I contact if I have issues with PRODA set-up?**

Please contact [TCSI.SUPPORT@humanservices.gov.au](mailto:TCSI.SUPPORT@humanservices.gov.au) if you have any questions or issues.