



Pharmacy Programs  
Administrator

# PORTAL USER GUIDE – USER PROFILE

July 2021

## PHARMACY PROGRAMS ADMINISTRATOR PORTAL USER GUIDE – USER PROFILE

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## INTRODUCTION

This document outlines how you can update your Pharmacy Programs Administrator Portal user profile, including:

- Personal and Contact details
- Bank details (for your Service Provider, your Sole Trader or Individual accounts).

This document also outlines how to change passwords, apply two-factor authentication onto your account.

## UPDATE USER PROFILE DETAILS

1) Log in to the **Pharmacy Programs Administrator Portal**.

**Email**

**Password**

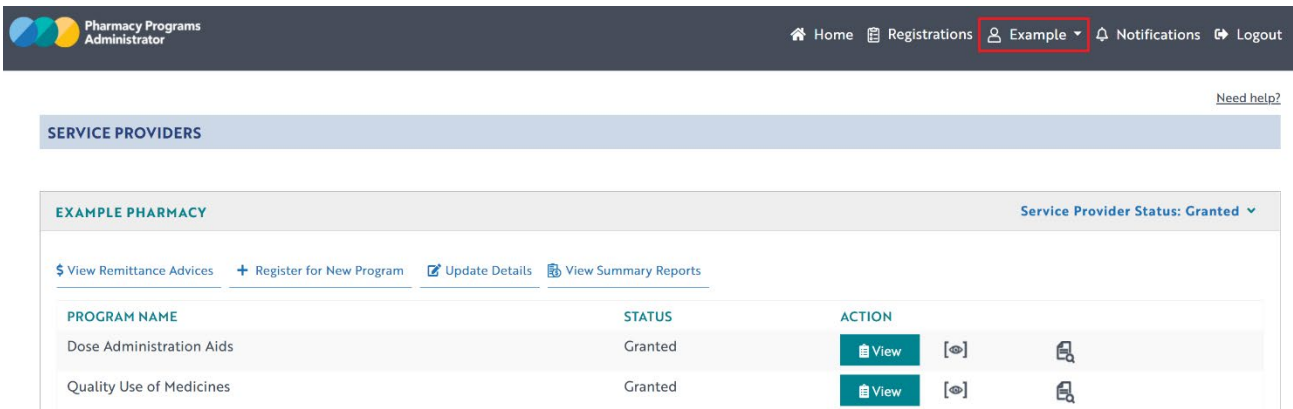
Remember me?

**Log in**

[Forgot your password?](#)

[Register as a new user](#)

2) Your Portal home page will display. In the menu at the top of the screen, click on your profile icon.



Need help?

**SERVICE PROVIDERS**

**EXAMPLE PHARMACY** Service Provider Status: **Granted** ▾

[View Remittance Advices](#)
[+ Register for New Program](#)
[Update Details](#)
[View Summary Reports](#)

PROGRAM NAME	STATUS	ACTION
Dose Administration Aids	Granted	<a href="#">View</a> [↔] [📄]
Quality Use of Medicines	Granted	<a href="#">View</a> [↔] [📄]

3) Select the *Profile* option from the drop-down menu



Need help?

**SERVICE PROVIDERS**

[Profile](#)  
[Change Password](#)

## Pharmacy Programs Administrator Portal User Guide – User Profile

- 4) The **Manage Your Account** screen will display. Here you will be able to view your contact details, including your preferred contact email.

**MANAGE YOUR ACCOUNT**

Profile and API Key | Password | Two-Factor Authentication

**EDIT PROFILE**

If any of the details shown in your profile are incorrect, you will need to contact the Support Centre for assistance.

ID  
75e80fe2-ef7a-4128-a64a-82eca2e9df13 [Copy ID](#)

Email  
test35user@gmail.com  
[Send verification email](#)

First name \*  
AM

Last name \*  
User

Date of Birth  
03/05/1996

Please note the API Key you generate will not work unless you click the **Save** button below.

API Key  
No assigned API key [Generate Key](#)  
This key will not be viewable in the Portal after you have clicked the **Save** button below. Please copy and keep somewhere safe for future reference.

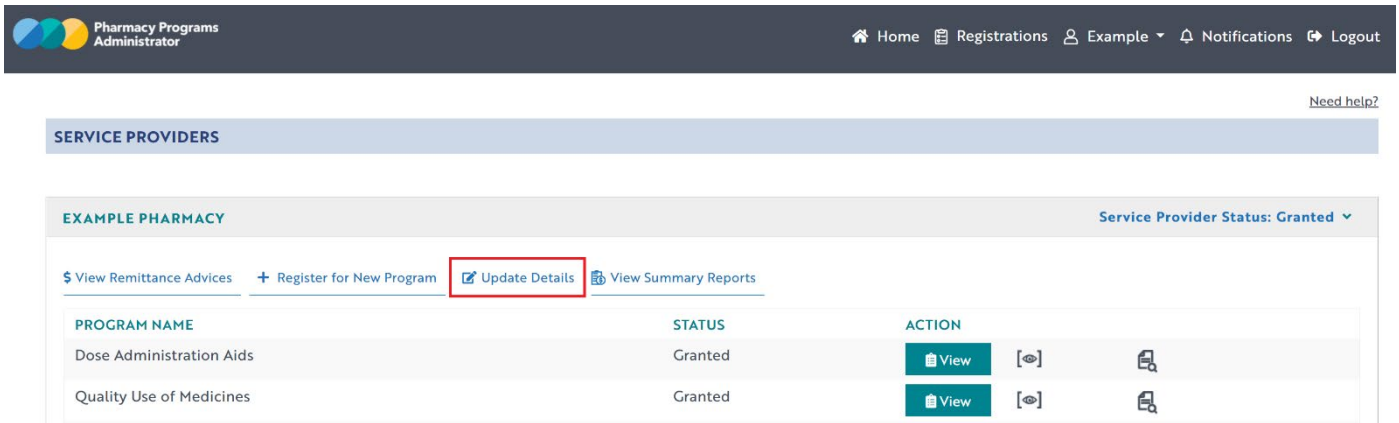
Valid From  
dd/mm/yyyy --:-- --

Valid To  
dd/mm/yyyy --:-- --

- 5) If you believe any of your details on this screen are incorrect, you will need to contact the Support Centre for assistance on 1800 951 285 or via support@ppaonline.com.au. Please note you may need to provide supporting evidence.

## UPDATE YOUR SERVICE PROVIDER BANK DETAILS

- 1) After you log in the system will display your home page. This will show the Service Providers for which you are either the Main Authorised Person or an Authorised Person. To update a Service Provider’s details click on the **Update Details** button for the relevant Service Provider.



Pharmacy Programs Administrator

Home Registrations Example Notifications Logout

Need help?

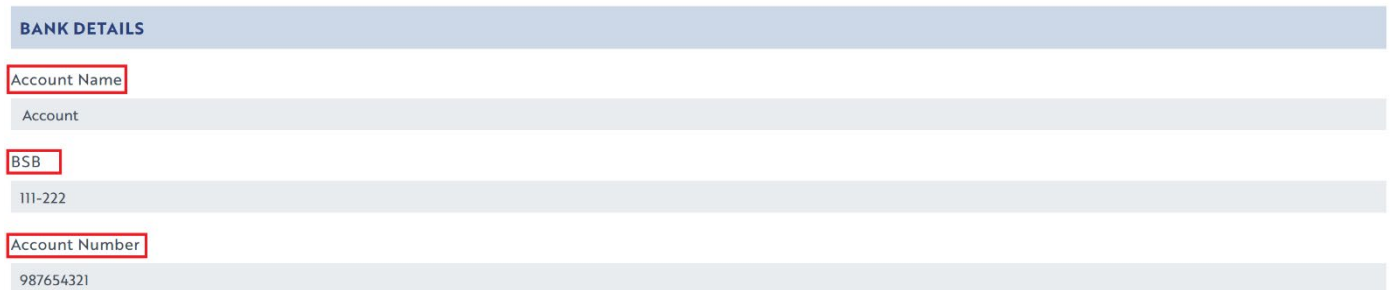
**SERVICE PROVIDERS**

EXAMPLE PHARMACY Service Provider Status: Granted

View Remittance Advices Register for New Program **Update Details** View Summary Reports

PROGRAM NAME	STATUS	ACTION
Dose Administration Aids	Granted	View [eye icon] [print icon]
Quality Use of Medicines	Granted	View [eye icon] [print icon]

- 2) On the following screen you will be able to update details for the Service Provider. An example of the bank details section is provided below. Please note **only** the Main Authorised Person of a Service Provider can enter bank details.



**BANK DETAILS**

Account Name  
Account

BSB  
111-222

Account Number  
987654321

- 3) Complete the bank details - claims cannot be paid until this is done. Click the **Save** button to save these details.

## CHANGE YOUR PASSWORD

You can change the **password** that you use to access the Pharmacy Programs Administrator Portal under your account at any time.

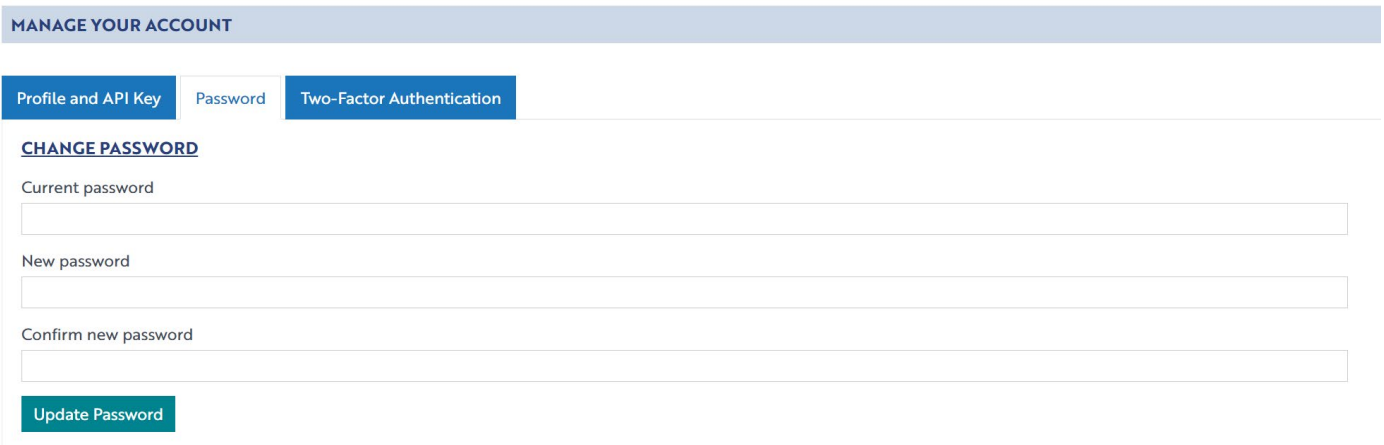
- 1) Navigate to the **Manage your Account** screen by selecting your Profile at the top of the page



- 2) The page will default to the Profile and API Key tab. Select the next tab over labelled **Password**.



- 3) The **Change Password** screen will display.

A screenshot of the 'CHANGE PASSWORD' screen. The screen has a dark grey header with the Pharmacy Programs Administrator logo and the text 'Pharmacy Programs Administrator Registration and Claiming Portal'. Below the header, there is a light blue bar with '<< Back'. Underneath, there is a 'MANAGE YOUR ACCOUNT' section with three tabs: 'Profile and API Key', 'Password', and 'Two-Factor Authentication'. The 'Password' tab is selected and highlighted with a blue background. Below the tabs, there is a 'CHANGE PASSWORD' section with three input fields: 'Current password', 'New password', and 'Confirm new password'. Below the input fields, there is an 'Update Password' button.

- 4) Complete the fields as required and click on the **Update password** button to submit the form. The system will display a **confirmation message** that your password has been changed.

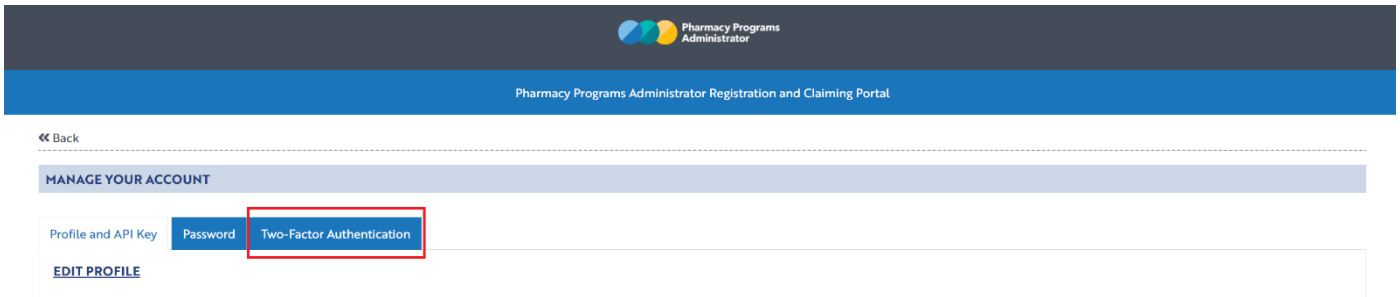
## APPLY TWO-FACTOR AUTHENTICATION TO YOUR ACCOUNT

Additional account security is available by applying **Two-factor authentication** to your account.

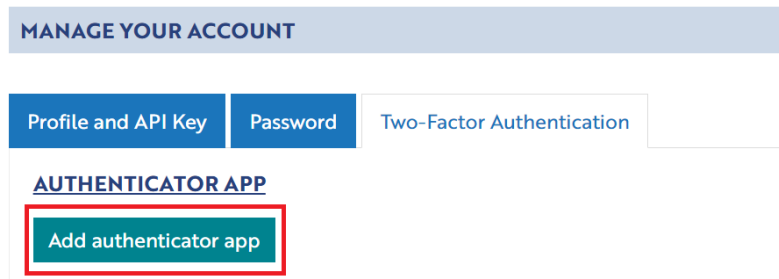
1) Navigate to the **Manage Your Account** screen by selecting your Profile at the top of the page



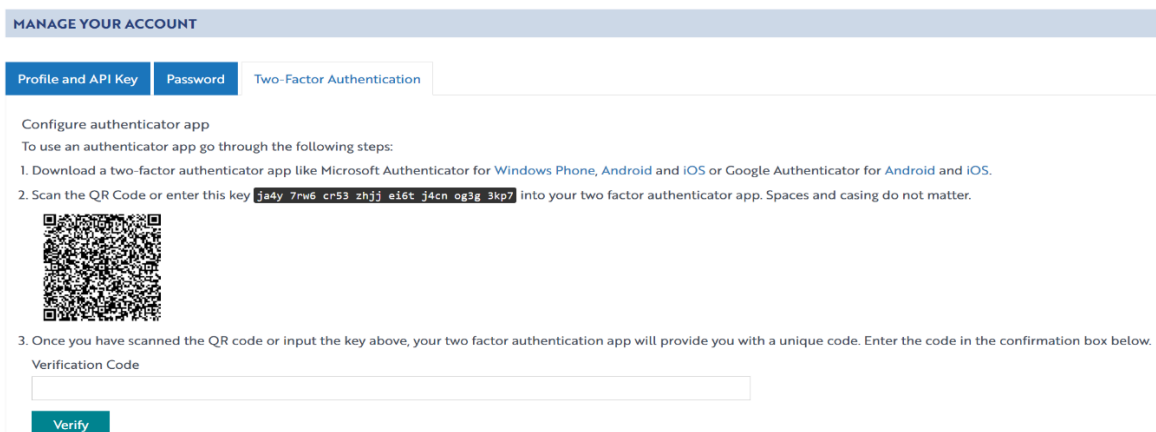
2) Select the tab labelled **Two-Factor Authentication**



3) Click on the **Add authenticator app** button.



The **Configure authenticator app** details will display. An example is shown below.



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- 4) Follow the on-screen instructions to configure the **authenticator app**.  
Click on the **Verify** button to finish applying **Two-factor authentication** to your account.
- 5) Two-factor authentication will be applied to your account from this point onwards.  
If you have any queries, you can contact our Support Centre on 1800 951 285 or via [support@ppaonline.com.au](mailto:support@ppaonline.com.au)