



Pharmacy Programs
Administrator

PORTAL USER GUIDE – USER PROFILE

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PHARMACY PROGRAMS ADMINISTRATOR PORTAL USER GUIDE – USER PROFILE

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INTRODUCTION

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

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

This document also outlines how to change passwords, and apply Multi-Factor Authentication onto your PPA account.

For best performance, we recommend the most recent version of the **Google Chrome** browser is used when accessing the PPA Portal. Whilst you can successfully use the Portal with other internet browsers, they may not have all the features required to provide you with the best user experience. If you require further assistance with using the PPA Portal, please do not hesitate to contact the Pharmacy Programs Administrator Support Centre on 1800 951 285 or email support@ppaonline.com.au.

UPDATE USER PROFILE DETAILS

1) Firstly, log in to the **Pharmacy Programs Administrator Portal**.

Email

Password

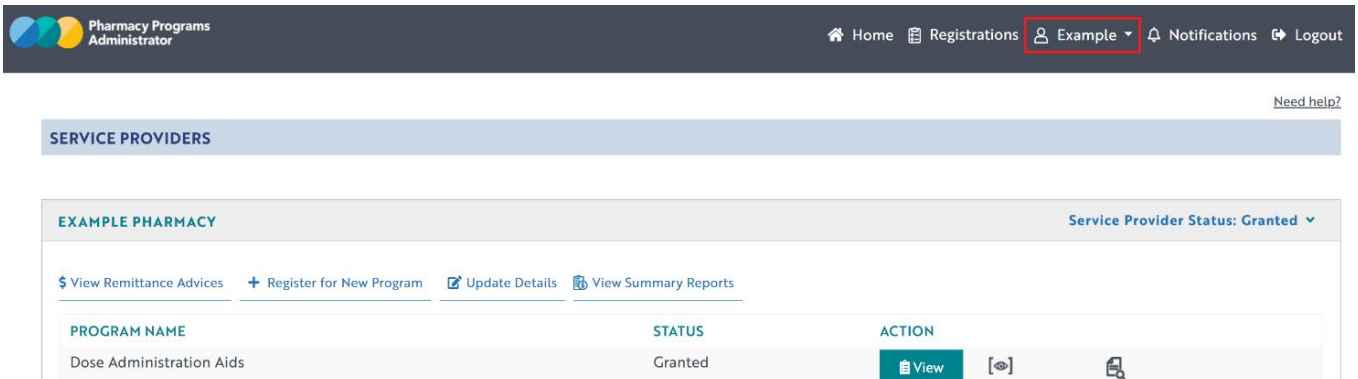
Remember me?

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.



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]

Pharmacy Programs Administrator Portal User Guide – User Profile

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



- 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 --:-- --

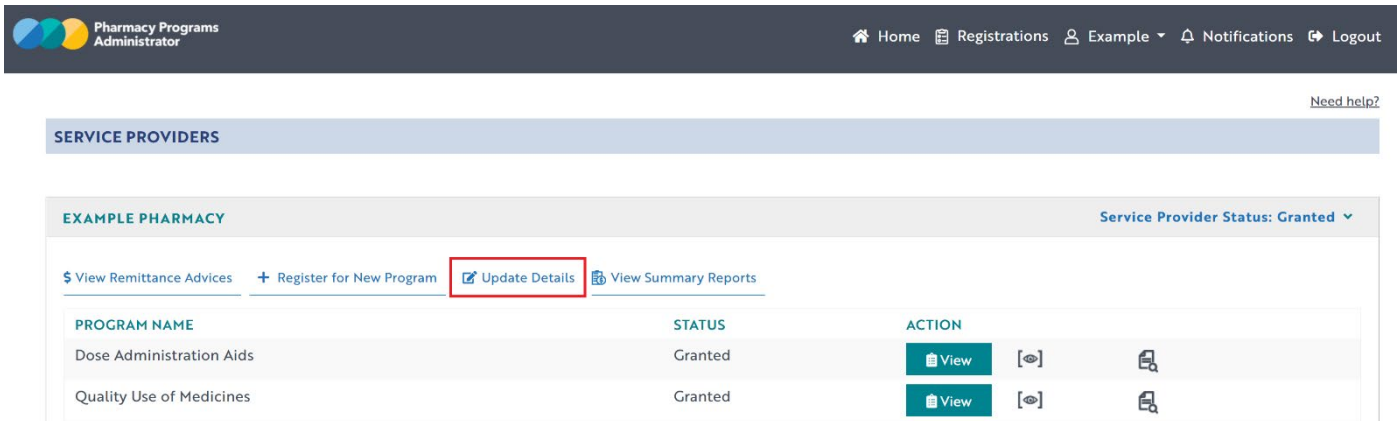
Valid To
dd/mm/yyyy --:-- --

- 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.

Please note **only** the Main Authorised Person of a Service Provider can update details.



[Need help?](#)

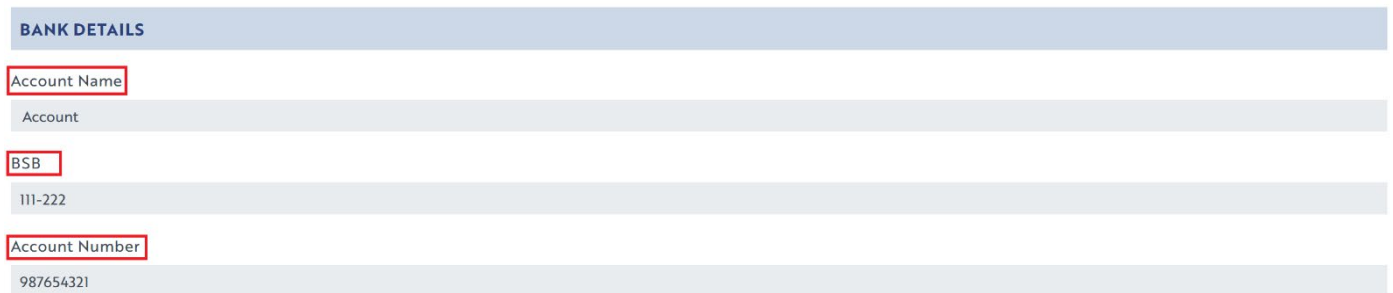
SERVICE PROVIDERS

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 [👁] [📄]
Quality Use of Medicines	Granted	View [👁] [📄]

- 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. If you encounter any difficulties, contact the Support Centre for assistance on 1800 951 285 or via support@ppaonline.com.au.

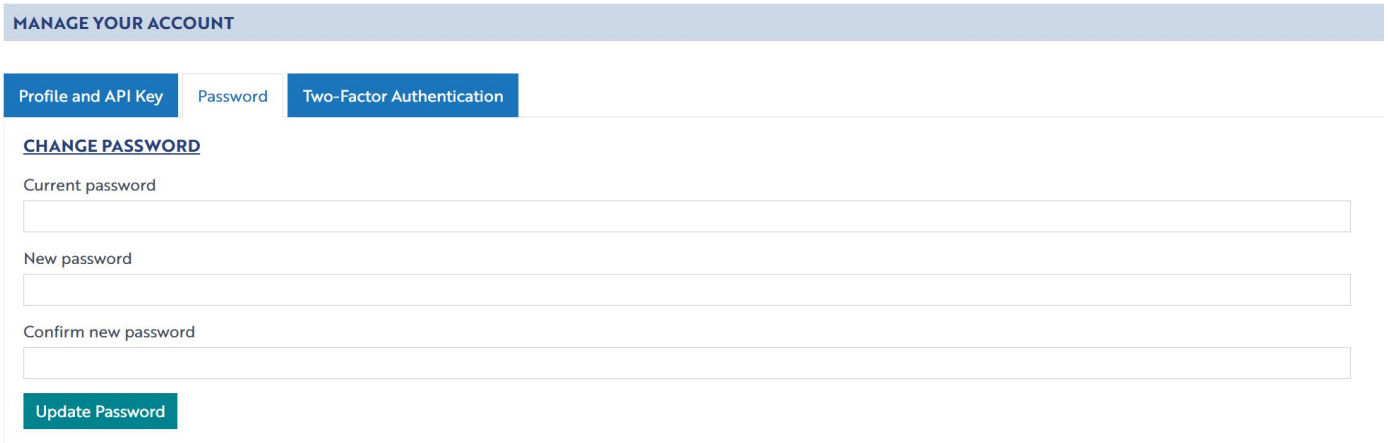
CHANGE YOUR PASSWORD

You can change the **password** that you use to access the PPA Portal under your log in account at any time.

- 1) Navigate to the **Manage your Account** screen by selecting your Profile icon at the top of the page and then selecting the *Change Password* option.



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

A screenshot of the 'CHANGE PASSWORD' screen. The page has a 'MANAGE YOUR ACCOUNT' header. Below it are three tabs: 'Profile and API Key', 'Password', and 'Two-Factor Authentication'. The 'CHANGE PASSWORD' section contains three input fields: 'Current password', 'New password', and 'Confirm new password'. At the bottom of the form is an 'Update Password' button.

- 3) 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

To protect your privacy, mitigate security risks and add additional safety, you can apply **Two-Factor authentication** to your PPA Portal account. From early 2023, new PPA Portal users will have the option to turn on two-factor authentication when they first register to use the Portal. If you were using the PPA Portal prior to 2023 and would like to turn on two-factor authentication, please follow the below steps.

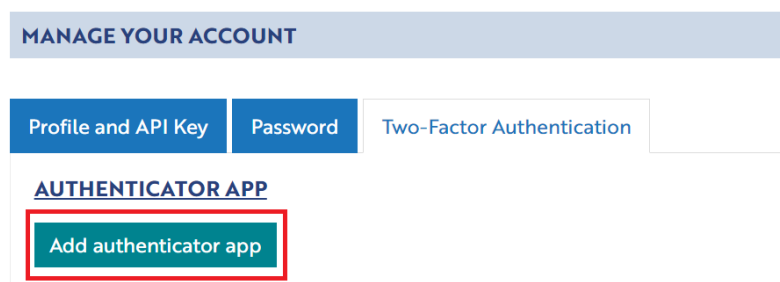
- 1) Navigate to the **Manage Your Account** screen by selecting your Profile at the top of the page



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



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



- 4) The **Configure authenticator app** details will display. An example is shown below. You will be required to download a two-factor authentication app such as Microsoft Authenticator for Windows Phone, Android and iOS or the Google Authenticator for Android and iOS

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MANAGE YOUR ACCOUNT

Profile and API Key

Password

Two-Factor Authentication

Configure authenticator app

To use an authenticator app go through the following steps:

1. Download a two-factor authenticator app like Microsoft Authenticator for Windows Phone, Android and iOS or Google Authenticator for Android and iOS.
2. Scan the QR Code or enter this key `ja4y 7rw6 cr53 zhjj ei6t j4cn og3g 3kp7` into your two factor authenticator app. Spaces and casing do not matter.



3. Once you have scanned the QR code or input the key above, your two factor authentication app will provide you with a unique code. Enter the code in the confirmation box below.

Verification Code

Verify

- 5) You will then need to use your smart phone or other device to scan the QR code on your screen, or enter the displayed key into your two-factor authenticator app
- 6) Once you have completed that step, your app will provide you with a unique code. Enter that code into the **Verification Code** field on your PPA Portal screen
- 7) Click on the **Verify** button to finish applying **Two-Factor Authentication** to your account
- 8) 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.