Pharmacy Programs Administrator

PORTAL USER GUIDE –NEW USER REGISTRATION

February 2023

Table of Contents

Introduction

This Pharmacy Programs Administrator (PPA) Portal User Guide provides a step by step process for registration as a new user. It describes how to:

- Set up a user account in the Portal
- Register for a Role
- Register or request to be linked to a Service Provider
- Register for the Program/s you plan to claim for.

For best performance, we recommend that you use the most recent version of **Google Chrome** as your internet browser. Whilst you can successfully submit your registration and make claims using other browsers, they may not have all the features required to provide you with the best PPA Portal user experience.

If you require further assistance regarding 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.

Important Portal Information

The PPA Portal is designed to allow multiple users to link to the same Service Provider (e.g. Community Pharmacy). Each new user should register on the Portal using an email address not yet registered on the Portal. Each new user can then follow this User Guide to link to their desired Service Provider(s).

Your user account belongs to you not to your pharmacy/business therefore, the Pharmacy Programs Administrator does not recommend sharing log-in details with other people. You will be held responsible for the information provided in the Portal submitted via your user account.

You should not use your account to attempt to register other people for roles. Instead, should you wish for other people to have access to a pharmacy/business you're already linked to, they should register as a user on the Portal themselves and follow this User Guide to link to the Service Provider.

You should only register for additional roles if you, as a user, need to register for another role, not because someone in your team would like to have access to a pharmacy/business on the Portal.

Payment and Claiming Information

The PPA Portal has been designed to facilitate prompt payment. For some major Programs, the Portal will check and validate claims in real-time. This means these eligible claims will be approved immediately, and payments made within **three business days** of submission. The PPA are committed to working with Software Vendors to enable automatic transfer of data for some Programs including Dose Administration Aids and Staged Supply.

Ongoing optimisation

Our team is committed to continually refining and improving your claiming experience. We'll be drawing on feedback and input from pharmacies, pharmacists and other stakeholders to continuously improve Users' claiming experience. Information about updates and improvements will be communicated to you as they progress.

Support is available

We have a large support team trained to provide assistance should you require it. Please do not hesitate to contact us by telephone (1800 951 285) between 9am and 8pm Australian Eastern Time or by email (support@ppaonline.com.au).

Portal Access and Accounts

The Portal has been developed to specifications from the Department of Health and Aged Care. An important aspect of these specifications is account security. The Portal provides Pharmacy Owners and other registrants with flexibility to control who can update important information and claim on their behalf.

Details are provided below under the following headings:

- Service Providers
- User Accounts
- Roles.

Service Providers

Three types of Service Providers can register to use the PPA Portal:

- Community Pharmacy
- Sole Trader - a registered or Accredited Pharmacist who provides Program services themselves
- Business entity or organisation - e.g. a company that undertakes RMMRs.

The Service Provider's type determines the Programs they can be registered to claim for.

User Accounts

The Portal allows a Service Provider (e.g. Section 90 Community Pharmacy) to have multiple people (Users) approved to view the Service Provider's account and undertake actions such as submitting claims.

Each User has their own login details and has defined actions they are authorised to perform. A User is either:

- The **Main Authorised Person (MAP)** - Actions permitted: Update contact and bank details, approve an AP, register for Programs, submit claims

  or

- **An Authorised Person (AP)** - Actions permitted: Submit claims.

A Service Provider can have only one MAP but any number of APs.

Each AP is granted approval to view/use the Service Provider account by the MAP. See the section in this Portal user Guide titled Main Authorised Person Functions for more information about how the MAP can approve AP Users.
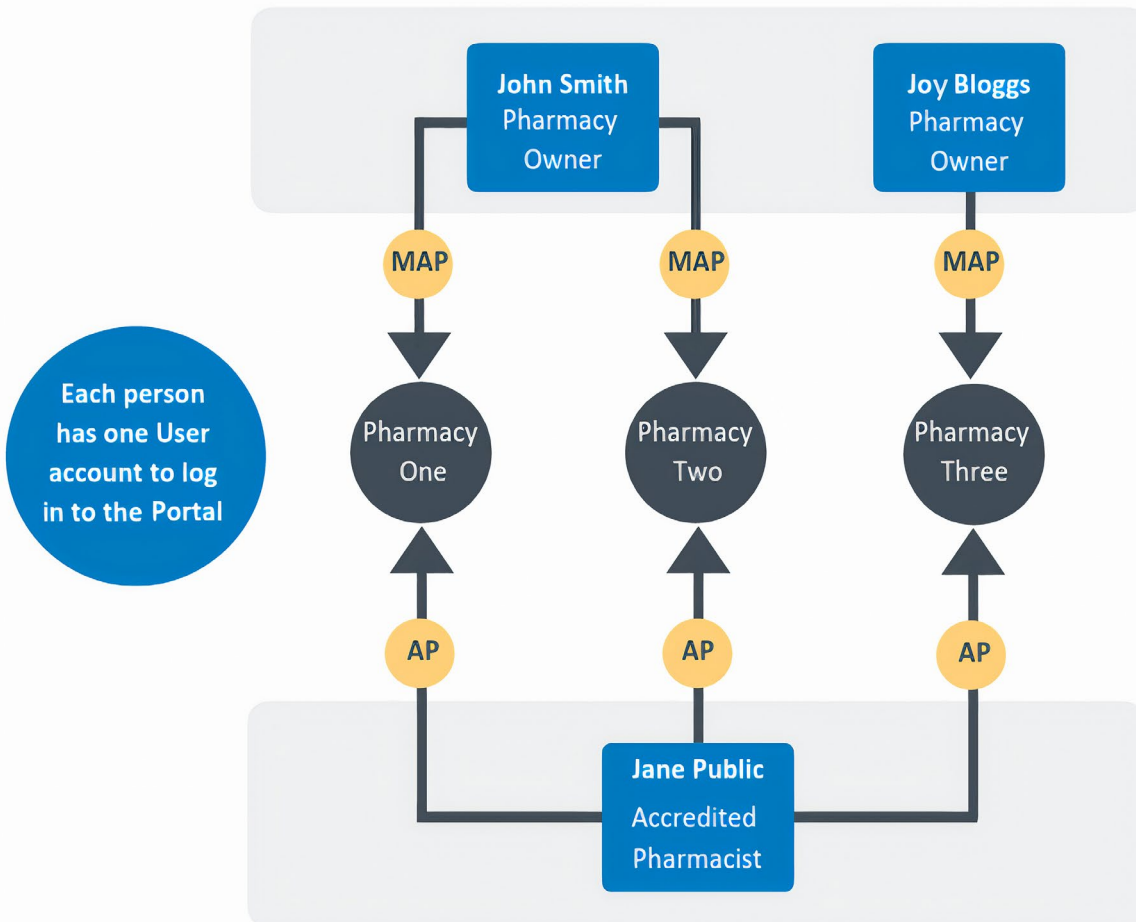
A User can act for multiple Service Providers

A User can be approved to act for multiple Service Providers. A User who acts for multiple Service Providers can have a different designated authority (MAP or AP) for each Service Provider.

For example, a User could be the MAP for one Service Provider but be an AP for another Service Provider. This provides flexibility and security for Pharmacy Owners, etc.

The following page provides an illustrative example.

In this scenario we have two pharmacy owners (John Smith and Joy Bloggs). John owns two pharmacies, and Joy owns one pharmacy. John and Joy are both the MAP for their respective pharmacies. They can edit Service Provider details, register for programs, approve other Users as APs and make claims.
Each owner can only see their pharmacies when they log into the Portal.

John Smith
Pharmacy Owner

Joy Bloggs
Pharmacy Owner

MAP

MAP

MAP

Each person has one User account to log in to the Portal

Pharmacy One

Pharmacy Two

Pharmacy Three

AP

AP

AP

Jane Public
Accredited Pharmacist

Jane Public, an Accredited Pharmacist, works at all three pharmacies. Both John and Joe have approved her to be an AP for their pharmacies, meaning Jane can claim on behalf of all three pharmacies.

When Jane logs into the Portal, she can select either Pharmacy to view their details.

To start claiming for Community Pharmacy Program services, you need to create a User account and link it to the Service Provider for which you wish to claim.
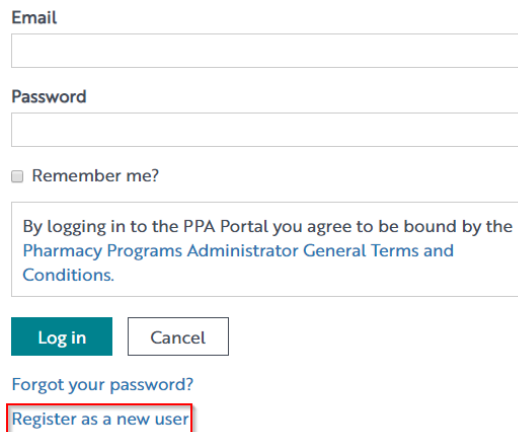
The steps to complete this are:

- Set up your User account for the PPA Portal
- Register your Role for a Service Provider
- Link your User account to a Service Provider (either existing or new Service Provider)
- Register your Service Provider(s) for Programs.

The following pages provide details of these steps, including screen shots.
If you have any questions or would like support, please do not hesitate to get in touch with our Support Centre team.

Set up your user account for the PPA Portal
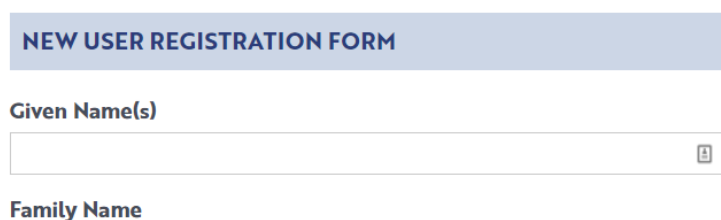
1) Navigate to the Portal via the website https://app.ppaonline.com.au and click **"Enter"**. The Pharmacy Programs Administrator Portal Login page will display

Email

[   ]

Password

[   ]

☐ Remember me?

By logging in to the PPA Portal you agree to be bound by the Pharmacy Programs Administrator General Terms and Conditions.

[Log in] [Cancel]

Forgot your password?

Register as a new user

2) Click on the **Register as a new user** link. The New User Registration Form will display

NEW USER REGISTRATION FORM

Given Name(s)

[⊞]

Family Name

3) Complete the fields as required and click **Register**. A confirmation email will be sent to your email address for verification

4) Once you have verified your email, you will be able to log in.

Apply Two-Factor Authentication to your account
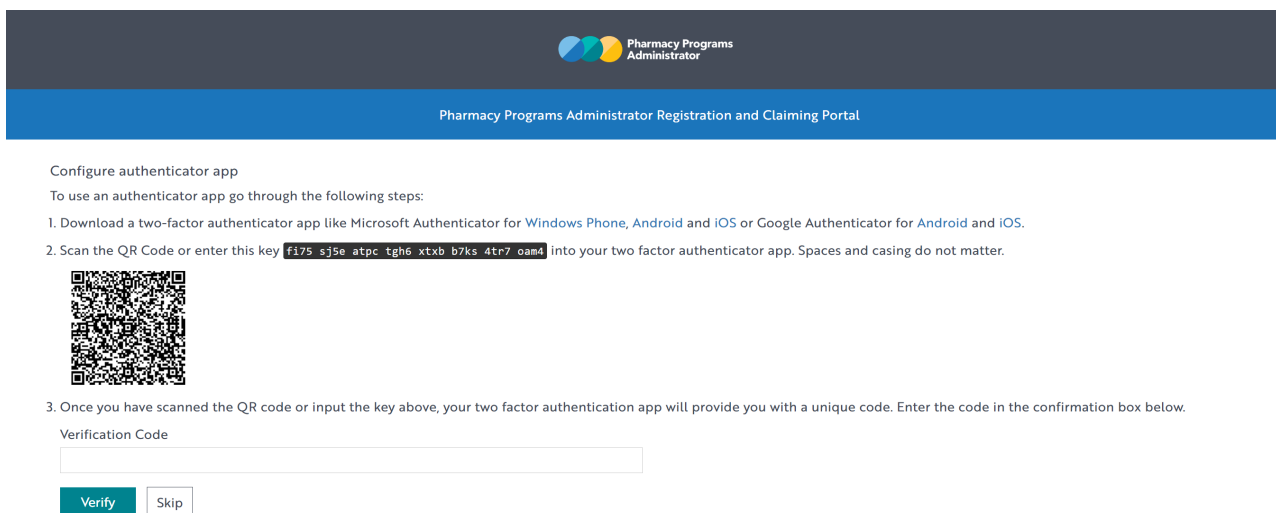
After you have registered your log in email address, you'll be taken to a screen titled **Configure Authenticator App**.

To protect your privacy, mitigate security risks and add additional safety, you can apply **Two-Factor Authentication** to your PPA Portal account.

Two-factor authentication is an extra layer of protection used to ensure the security of online accounts beyond just a username and password. You will be prompted to use an authenticator app before logging in to the PPA Portal to verify the correct person is logging into your account. All new PPA Portal users will have the option to turn on two-factor authentication when they first register to use the Portal.

These steps below will show you how to apply **Two-Factor Authentication** to your account, or otherwise opt-out of this functionality.

1) The **Configure authenticator app** details will display as 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

2) 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

3) 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

4) 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 and you'll be taken to the PPA Portal entry screen

6) However, if you would like to opt-out of this step, and not apply two-factor authentication to your account, you can simply select the **Skip** button instead of Verify. You'll then be taken to the PPA Portal entry screen.

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]   [Skip]

If you have any queries, you can contact our Support Centre on 1800 951 285 or via support@ppaonline.com.au.

Register for a Role

To undertake any claiming activities in the PPA Portal you must first register for a Role. The Role you select will affect what you may do in the Portal, including the type of Service Provider (e.g. Community Pharmacy) you can link yourself to in order to submit claims, and the type/s of Programs you can register for. The main roles in the Portal and possible Service Provider types you can link to with those roles are listed below. Please note that each user is able to register for multiple different roles and that some role registrations may take up to 24 hours to be approved. Please contact the Support Centre on 1800 951 285 if you need further assistance.

Role Type	May be the *Main Authorised Person* for the following Service Providers	May be an *Authorised Person* for the following existing Service Providers
Pharmacy Owner	• Section 90 Pharmacy – Community Pharmacy (Please note you must be an owner of the specific pharmacy to be its MAP)	• Section 90 Pharmacy – Community Pharmacy
Registered Pharmacist	• Sole Trader (Accredited Pharmacist / Registered Pharmacist)	• Section 90 Pharmacy – Community Pharmacy • Multi-purpose Service Centre (MPS) • A Proprietary Limited (P/L) Business entity that employs an Accredited Pharmacist • Sole Trader (Accredited Pharmacist / Registered Pharmacist)
Accredited Pharmacist	• Sole Trader (Accredited Pharmacist / Registered Pharmacist)	• Section 90 Pharmacy – Community Pharmacy • Multi-purpose Service Centre (MPS) • A Proprietary Limited (P/L) Business entity that employs an Accredited Pharmacist • Sole Trader (Accredited Pharmacist / Registered Pharmacist)
Service Provider Contact	*Not eligible for MAP status*	• Section 90 Pharmacy – Community Pharmacy • Multi-purpose Service Centre (MPS) Sole Trader (Accredited Pharmacist / Registered Pharmacist) • Proprietary Limited (P/L) Business entity that employs an Accredited Pharmacist • Aboriginal Community Controlled Health Organisation (ACCHO) • University School of Pharmacy
AHA/MPS Head Pharmacist	• Section 94 Pharmacy – Hospital Pharmacy • Multi-purpose Service Centre (MPS)	• Section 94 Pharmacy – Hospital Pharmacy • Multi-purpose Service Centre (MPS)
Director of Proprietary Limited (P/L) company	• Proprietary Limited (P/L) Business entity that employs an Accredited Pharmacist	• Proprietary Limited (P/L) Business entity that employs an Accredited Pharmacist

Role Type	May be the *Main Authorised Person* for the following Service Providers	May be an *Authorised Person* for the following existing Service Providers
Take Home Naloxone (THN) Participant	• THN – Authorised Alternative Supplier • THN – S92 Practitioner • THN – S94 Private Hospital • THN – S94 Public Hospital	• THN – Authorised Alternative Supplier • THN – S92 Practitioner • THN – S94 Private Hospital • THN – S94 Public Hospital
Intern Pharmacist	*MAP and AP status not applicable. Please use this role type for individual Programs only (Rural Intern Training Allowance and Rural Continuing Professional Education Allowance)*	
Mentor	*MAP and AP status not applicable. Please use this role type for the Rural Pharmacy Scholarship Mentor Scheme only*	
Student	*MAP and AP status not applicable. Please use this role type for Scholarship Programs only*	
Professional Educator	*MAP and AP status not applicable. Please use this role type for Rural Continuing Professional Education Allowance only*	

Please note

You may need to provide further information at the registration stage to confirm your eligibility for the role. The information required will depend on the role type that you have selected.

1) Navigate to the Portal via the website https://app.ppaonline.com.au. The login page will display. Enter your account details and click on the **Log In** button

Email

Password

☐ Remember me?

Log in

Forgot your password?

Register as a new user

2) The following will display (partial screenshot below)

WELCOME TO THE PHARMACY PROGRAMS ADMINISTRATOR PORTAL

To begin, you will need to finish setting up your account:

1. Register for a Role (Mandatory)
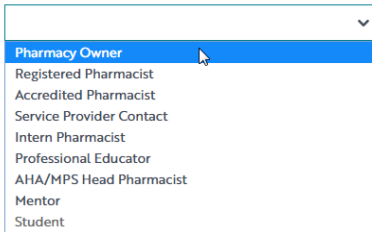
Click on the **register for a Role** link at the bottom of the welcome page

To begin please register for a Role.

3) You will be prompted to select a role type. For the purposes of this user guide, the role type **Pharmacy Owner** will be selected
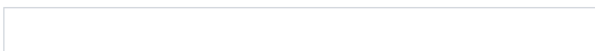
ROLE REGISTRATION

Select a role type to register for

| Pharmacy Owner |
| Registered Pharmacist |
| Accredited Pharmacist |
| Service Provider Contact |
| Intern Pharmacist |
| Professional Educator |
| AHA/MPS Head Pharmacist |
| Mentor |
| Student |
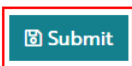
4) A Pharmacy Owner will be asked to provide a Section 90 Approval Number. Enter this number and click the **Submit** button

Select a role type

Pharmacy Owner

Section 90 Approval Number

[Submit]

5) Once you click **Submit**, a **Registration Submitted** notification will display

✔ Registration submitted.
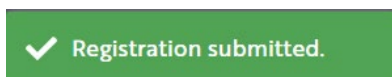
6) You are now ready to link yourself to:

    a. A Service Provider (e.g. Section 90 Community Pharmacy) already registered on the Portal by searching for existing Service Providers. This option is primarily for those wishing to be able to claim on behalf of someone else's pharmacy or business.

    b. A new Service Provider by registering this Provider on the Portal.

Both methods of linking yourself to a Service Provider are described in the following two sections

7) Please note for certain roles such as the role of Mentor and Intern, you will not need to link yourself to a Service Provider.

Link your Role to a Service Provider already on the Portal

After registering a Role on the Portal you will be able to link yourself to a Service Provider (e.g. Section 90 Community Pharmacy) already registered on the Portal. Once the link application is completed, the Main Authorised Person (MAP) of the Service Provider will be notified and asked to approve your requested link. If approved, you will be able to claim on behalf of the Service Provider.

Portal logins should not be shared. In the event a locum pharmacist needs to submit claims on behalf of a Service Provider they must create their own link to that Service Provider. This link can then be removed by the MAP when the pharmacist's tenure ends.

1) Once you have registered a Role you will then be able to **search** for a Service Provider already on the Portal (see screenshot below)

Registration Progress

Selected Role: Service Provider Contact

BUSINESS REGISTRATION DETAILS

Selected Service Providers

ID	BUSINESS NAME	ABN	TYPE	POSTCODE		
102	Portal Pharmacy	33051775556	Section 90 Pharmacy	3000		Select Service Provider

First « 1 » Last

Show 10 entries

ⓘ Total number of entries: 1

[Search Business Name or ABN]

2) Type in the search bar a query for the Service Provider you wish to link your Role to. A list of potential matches will be returned. **Select** the Service Provider you wish to link to

[Example Pharmacy]

#	BUSINESS NAME	ABN	TYPE	CREATED ON	
4	Example Pharmacy		Section90Pharmacy	25/01/2019	Select

First « 1 » Last

Show 10 entries

ⓘ Total number of entries: 1

3) You will then be asked for your contact details for acting in this Role. Enter your preferred contact details and click on the **Submit** button. Please ensure you complete this step or the system won't process your request to link properly

4) In order for you to be able to start claiming on behalf of the Service Provider, the Main Authorised Person (who originally registered the Service Provider) will need to approve your link request. Once approved, the Service Provider will appear on your Portal home screen.

Link your Role to a new Service Provider

To link your Role to a Service Provider not already on the Portal, you will need to register this new Service Provider. To do this you must be that Service Provider's **Main Authorised Person (MAP)**.

Further information about MAP functions can be found here.

1) Once you have registered your Role you will be shown the following screen. If you wish to register a new Service Provider, click on the **Register a new one** link

Registration Progress

Selected Role: Pharmacy Owner

BUSINESS REGISTRATION DETAILS

No entries found

[Search Business Name or ABN] [🔍]

Can't find your Service Provider? Register a new one.

2) The following screen will display. You will be informed that as you are registering a new Service Provider, you will be set as the Main Authorised Person for that Service Provider. You are the only person for that Service Provider who will be able to approve other users to act on behalf of the Service Provider (e.g. submit a service claim). You will also be the only person who is able to update information relating to this Service Provider

As the individual registering a new Service Provider (e.g. pharmacy or business), you agree that you are authorised to bind this Service Provider on behalf of all owners. You will become the Main Authorised Person for the Service Provider. The Main Authorised Person is the only person who can:

a. Approve other individuals to act on behalf of the Service Provider in terms of registering for programs or submitting claims.

b. Update information relating to the Service Provider including Bank Account details, Address details (physical and postal), and Contact details.

PHARMACY / BUSINESS DETAILS

Type of Pharmacy / Business

[▾]

3) Click on the drop-down box underneath **Type of Pharmacy / Business** to select the type of Service Provider you wish to register

4) Depending on what Service Provider type you select, the information requested in the registration form may change. Complete the required information and click on the **Next** button If a Service Provider is already registered on the Portal with the same ABN number you will see an orange warning notice. Please enter the ABN in the Search Bar to ensure you are not about to register a duplicate Service Provider. If it is not a duplicate Service Provider you can continue to submit your registration

Please note: All finance notifications for this Service Provider will be sent to the Service Provider's email address recorded in this step of the registration.

5) A new screen will display, asking you for your Main Contact Details in relation to this Service Provider. Enter in your preferred contact details for any formal communications regarding this

Service Provider. Click on the **Submit** button to complete the registration process. Please ensure you complete this step or the Service Provider registration cannot be finalised
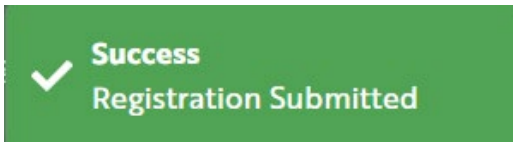
6) A confirmation message will appear. It may take up to 24 hours for your role and Service Provider registration to be reviewed and approved by an Operator. Once approved, the Service Provider will appear on your Portal home screen

7) To register for another Role or Service Provider follow the prompts on screen

8) If you wish to register a new Service Provider at a later date, on your Portal Home screen click on **Registrations** at the top of the page to find details of roles for which you are registered

9) Select the role you wish to create a new Service Provider with. To see which role type you must hold to create a particular type of Service Providers please refer to the table in the Register for a Role section of this User Guide

ROLE REGISTRATION DETAILS

Users must first register for a Role, and then link to new or existing Service Provider(s). You may need to register for multiple roles, as the selected role will determine the type of Service providers you can link with and the Programs you may register for.

Read more >>

YOUR REGISTERED ROLES

Click on the *Select Role* button for approved roles to link to new or existing Service Provider(s). You can use the same Role to link to as many Service Providers as you need. If you have a rejected role, you can register for this role again by selecting the role from the drop-down role types in the section below titled *New Role Registrations*.

ID	ROLE TYPE	DATE APPROVED	APPROVAL STATUS		
8	Pharmacy Owner	22/01/2019	Granted		Select Role

10) Follow steps 1-6 to create a new Service Provider.

Link your Role to multiple existing Service Providers

After registering a Role on the PPA Portal you will be able to link yourself at any time to multiple Service Providers (e.g. Section 90 Community Pharmacy) already registered on the Portal. Once the link application is completed, the Main Authorised Person (MAP) of the Service Provider will be notified and asked to approve your requested link. If approved, you will be able to claim on behalf of the Service Provider.

Portal logins should not be shared. In the event a locum pharmacist needs to submit claims on behalf of a Service Provider they must create their own link to that Service Provider. This link can then be removed by the MAP when the pharmacist's tenure ends.

1) From your Portal Home screen click on **Registrations** at the top of the page to find details of roles for which you are registered

2) Select the role you wish to link to a Service Provider. To see which role type you must hold to link to particular types of Service Providers please refer to the table in the Register for a Role section of this User Guide

3) Type in the search bar a query for the Service Provider you wish to link your Role to. A list of potential matches will be returned. **Select** the Service Provider you wish to link to

4) You will then be asked for your contact details for acting in this Role. Enter your preferred contact details and click on the **Submit** button

5) In order for you to be able to start claiming on behalf of the Service Provider, the Main Authorised Person, generally the person who originally registered the Service Provider, will need to approve your link request. Once approved, the Service Provider will appear on your Portal home screen

6) Repeat these steps to link to multiple Service Providers. Each Service Provider will then be listed on your Portal home screen using a single login.

Main Authorised Person Functions

The **Main Authorised Person (MAP)** holds the ultimate responsibility for the Service Provider, including all submitted claims. There can only be a one MAP authorised for each Service Provider.

The MAP is the only person who can:

- Manage requests from individuals to act on behalf of the Service Provider (to register for programs and submit claims)
- Transfer the MAP role to another eligible Authorised Person
- Removing authorisations for existing Authorised Persons
- Update information relating to the Service Provider including bank account details, and contact details (further information can be obtained in the Portal User Guide User Profile)

To be approved as a MAP, you must meet the MAP eligibility requirements for that Service Provider. Please refer to the table in the section titled Register for a Role for further information.

Managing requests from individuals to act on behalf of the Service Provider

1. Click on **Update Details** of the relevant Service Provider page on the Home Screen

2. The second section titled *Pending Authorised Persons Requests* lists all pending requests made by individuals to wish to become an Authorised Person for the Service Provider

3. Click on **Approve** or **Reject** to manage the request.

Transferring MAP role to an eligible Authorised Person

1. Click on **Update Details** of the relevant Service Provider page on the Home Screen

2. The first section of the page lists all Authorised Persons for the Service Provider. Click on the **Actions** button, and then click on **Assign as Main Authorised Person** for the Authorised Person that you wish for the MAP role will be transferred to
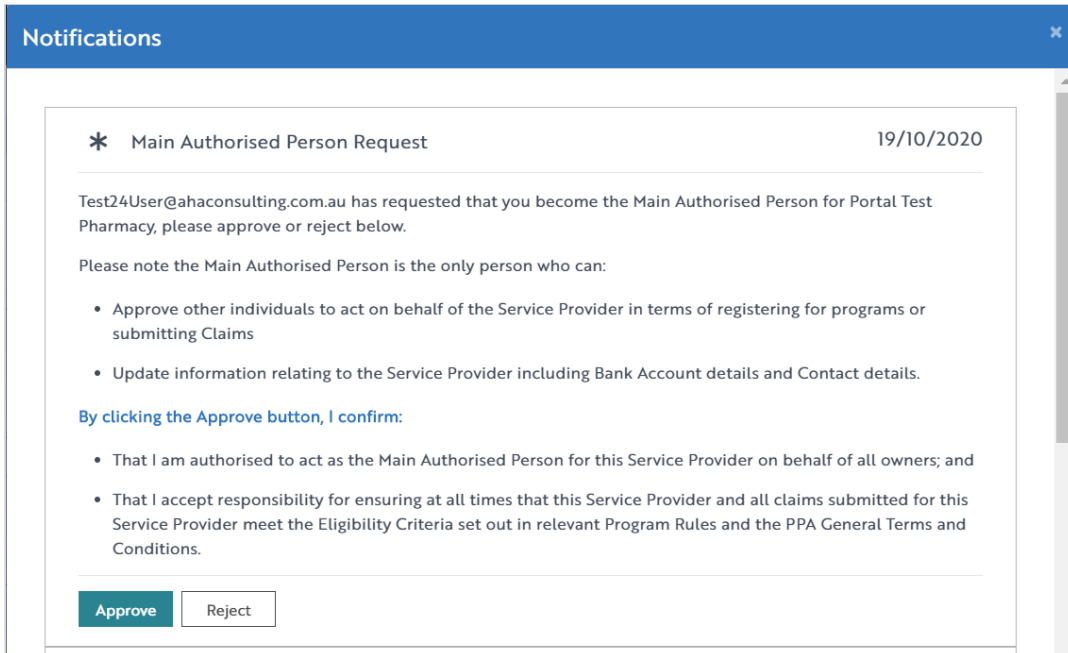
   Note: The MAP role can only be transferred to an individual who is an Authorised Person and meets the MAP eligibility criteria for that Service Provider. Please refer to the table in the section titled Register for a Role for further information about eligibility criteria

3. A notification will be sent to that Authorised Person who will then be able to accept or reject the request.

Accepting a MAP role from transfer request

1. If a MAP transfer request has been sent to you, an automatic *Main Authorised Person Request* notification will display the next time you log into the portal

2. Click on **Approve** or **Reject** button to action the MAP request for the Service Provider.

Removing authorisations for an existing Authorised Person

1. Click on **Update Details** of the relevant Service Provider page on the Home Screen

2. The first section of the page lists all Authorised Persons for the Service Provider. Click on the **Actions** button, and then click on **Remove Authorisation** for the relevant Authorised Person

3. The removed Authorised Person will receive an email notifying them that they are no longer authorised to act on behalf of the Service Provider.

Register for additional roles on the Portal

Each user also has the option to register for additional roles on the Portal. You may, for example, be registered on the Portal as a Pharmacy Owner but also be acting as a Mentor for a Rural Pharmacy Scholarship Scheme recipient. In this scenario you would be required to register as a Mentor on the Portal.

Please note that registering for additional roles should only be done if **YOU** require another role on the Portal. Should another member of your team wish to submit claims for your Service Provider (e.g. Section 90 Community Pharmacy) then they should register on the Portal as a new user and follow this user guide to link to the desired Service Provider.

Once you are successfully linked to a Service Provider with any role, there is no requirement to register in another role to link to the same Service Provider.

To register additional roles on the Portal:

1) From your Portal Home screen click on **Registrations** at the top of the page to find details of roles for which you are registered

2) Underneath your already approved roles select the desired new role from the drop-down menu listed under **Role Registration**

3) Complete the required information for your registration in this role and select **Submit** – (part of Mentor role shown below)

4) For some roles you will then also be asked to link yourself to or register a new Service Provider. To complete this step please follow either the **Link your Role to a Service Provider already on the Portal** or the **Link your Role to a new Service Provider** sections of this user guide

5) A confirmation message will appear. It may take up to 24 business hours for your role registration to be reviewed and approved by an Operator.

Please note that if you have requested to link to an existing Service Provider on the Portal, the Main Authorised Person for that Service Provider has to approve your request to link. Until this link has been approved the Service Provider will not appear on your home screen.

Register for Programs on the Portal

If you are the **Main Authorised Person** for a Service Provider, you will be able to register that Service Provider for new Programs. The type of Service Provider will determine what Programs you will be able to register it for. This section briefly details how to register a Section 90 Pharmacy for a Program.

1) Login to the Portal to display a list of your registered Service Providers and navigate to the Service Provider you wish to register a Program for. Click on the **Register for New Program** link. In the screen shot below, this user is registering **Portal Pharmacy** for a Program

2) The following page will display a drop-down list of all the Programs this Service Provider is eligible to register for. Select the desired Program. In this example, this user has selected the **Dose Administration Aids** Program. An excerpt of the screen is shown below

3) Read the declaration, complete any required fields and click on the **Submit Registration** button

4) The Program will now appear on your Portal home page underneath the relevant Service Provider with a 'pending' status. It may take up to 24 hours for your Program Registration to be approved by an Operator

5) Once approved, you will be able to begin claiming against the Program.