

Accessing the Aged Care Provider Portal

For Aged Care Providers and their administrative staff with an Aged Care User ID
(also known as an 'A' Number)

Create an individual PRODA Account and link to the Aged Care Provider Portal (ACPP) from the Services Australia website

1



Create an individual PRODA account

- Provide your details - create your username and password.
- Set up your security questions and verify your email address.
- Verify your identity using 3 government issued documents, (for example, Australian passport; drivers licence; Medicare card).
- Choose your verification code delivery preference.

2



Request access to the ACPP

- After setting up your individual PRODA account, request access to the ACPP by getting/ updating an 'A' Number.
- Complete and return the 'Register, amend or remove users for Aged Care Provider Portal (AC004)' form available on Services Australia.
- If your service has an Organisation Administrator set up, this person can request a new 'A' Number through the ACPP.

3



Select the ACPP tile to enter your 'A' Number

- Once you receive confirmation of your 'A' Number from Services Australia, log on to PRODA using your individual PRODA account.
- Under Services - Available Services choose the ACPP tile.
- Enter your 'A' Number into the field provided and select Enter.
- Under the My linked services heading, re-select the ACPP tile.

For help go to: servicesaustralia.gov.au/PRODA or servicesaustralia.gov.au/agedcareportal

