



PRODA Individual Account Registration

How to register step-by-step

PRODA individual account is a PRODA account set up by an individual for themselves



Step 1



Go to <https://proda.humanservices.gov.au/> and click on [Register now](#)

Login

If you have already created your PRODA account, login below.

Username

[Forgot your username?](#)

Password

[Forgot your password?](#)

Login

Do not have a PRODA account? [Register now](#)

or

Login using your Digital Identity

[Find out if this option is for you](#)

Click on [Register now](#) on the next screen

Register now

There are three steps to create a new account.

1 Create account



Provide your details, create a username and password, and verify your email address.

2 Verify documents



Verify 3 different [identity documents](#).

3 Match existing services



Complete matching process for your existing services.

By beginning the process you confirm that you acknowledge the [Terms and Conditions](#) and that your document information will be checked with the issuer or official record holder.

Select 'Register now' to begin the process.

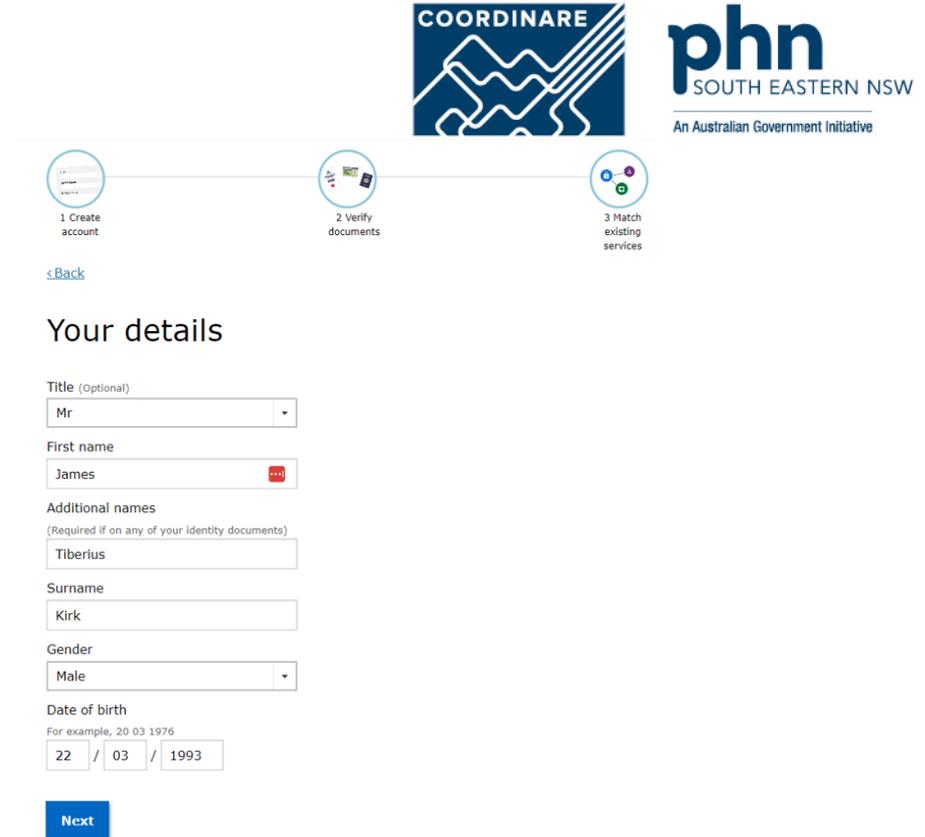
+ Your right to privacy

Register now

Step 2

Enter your details:

- Title (Optional)
- First Name
- Additional names (such as middle names)
- Surname
- Gender (Male, Female, Non-Binary)
- Date of Birth



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An Australian Government Initiative

1 Create account 2 Verify documents 3 Match existing services

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Your details

Title (Optional)
Mr

First name
James

Additional names
(Required if on any of your identity documents)
Tiberius

Surname
Kirk

Gender
Male

Date of birth
For example, 20 03 1976
22 / 03 / 1993

Next

Step 3

Create your login details



Create a Username

Recommended to use a variation of your name:

- JKirk
- JamesKirk
- JTKirk
- JamesTKirk

Create a strong password that contains

- A minimum of 10 characters
- At least 1 uppercase letter, lowercase letter, and 1 number or special character
- Example password requirements: **w3Akpswr!**

1 Create account

2 Verify documents

3 Match existing services

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Create your login details

Username

JKirk

Password

..... Show

Confirm Password

..... Show

- ✓ At least 10 characters
- ✓ At least 1 uppercase letter
- ✓ At least 1 lowercase letter
- ✓ At least 1 number or [special character](#)

Next



Step 4

Select 3 Security questions

Enter in the answers only you would know

Keep these secure and private!



1 Create account

2 Verify documents

3 Match existing services

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Your security questions

The following security questions and answers will help to recover your account if required.

Security question 1

What was my favourite place to visit as a child? ▾

Answer 1

Iowa

Security question 2

What is my most memorable moment in my adult life? ▾

Answer 2

Kobayashi Maru

Security question 3

What was my favourite subject at school? ▾

Answer 3

Physics

Next



Step 5

Enter your personal email address that you have access to

A **verification code** will be sent to your email address.

Enter the verification code into the next screen



1 Create account



2 Verify documents



3 Match existing services

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Your email address

You need to provide an email address for your account. We will need to verify that you own this email.

Email address

Confirm email address



Next

Step 6



Verifying your identity

You have successfully completed Step 1 of the PRODA account creation process.

You can now use the Logout button on the top of the screen to save your progress and restart the process at a later time.

Click [Next](#) button

1 Create account



Provide your details, create a username and password, and supply your email address.

2 Verify documents



Verify 3 different [identity documents](#)

3 Match existing services



Complete matching process for your existing user services

You will now begin to verify your identity documentation online using the documents from the link in Step 2 above.

If you cannot verify your documents online, you will need to submit a paper form with documents from this [extended list](#).



Step 7

Verifying your identity

Select **one** document at a time

- Driver's Licence > Australian Passport > Medicare card

You can use 2 of the following documents:

- Medicare card
- Australian driver's licence
- ImmiCard
- Australian passport

You can use 1 of the following documents:

- Australian passport
- Australian birth certificate
- ImmiCard
- Citizenship certificate
- Australian Visa, supported by a Foreign passport
- Certificate of registration by descent



Verify your first document

- Australian passport
- Medicare card
- Australian driver's licence
- ImmiCard
- Australian birth certificate
- Australian Visa (supported by a foreign passport)
- Citizenship certificate
- Certificate of registration by descent
- I don't have any of these documents

Next



Step 7a

Driver's Licence Example



- Select the Australian state your driver's licence was issued in.

Name will be auto-populated into the correct fields

Enter in missing details:

- Licence Number
- Card Number



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Queensland driver's licence

First name

Additional names

Surname

Licence number

Card number



QLD Licence - Front

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Next



Step 7b

Medicare Card Example

Name will be auto-populated into the correct fields

Enter in missing details

- Medicare card number
- Individual reference number
- Card colour
- Expiry date



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Medicare card

The name on my Medicare card is displayed across multiple lines

First name

James

Additional names

Tiberius

Surname

Kirk

Medicare card number

3501803151

Individual reference number

6

Card colour

Green

Expiry date(Green - MM/YYYY, Blue/Yellow - DD/MM/YYYY)

For example 16 03 2020 or 03 2020

01 / 2024

Select a sample



Medicare card green

[Show all available samples](#)

[Next](#)



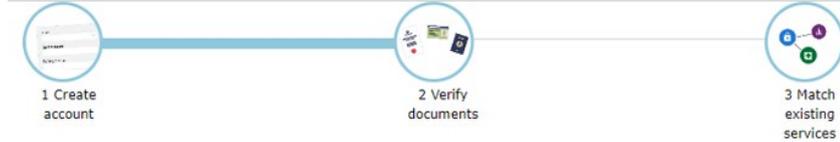
Step 7c

Australian Passport Example

Name will be auto-populated into the correct fields

Enter in missing details

- Document number



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Australian passport

First name

Additional names

Surname

Document number

Next



Step 8

Verification Code Preference

Choose a method to have a verification code sent to you when you login into your PRODA account:

- Email
- Mobile App
- SMS



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Update your verification code preference

To update your Verification code preference, please choose your preferred option below.

Email



jake.d.thorsen@gmail.com

Mobile App



Mobile phone (SMS)



0416776014

Next

Registration Authority (RA) number is a unique identifier issued to individuals and organisations when they register for a PRODA account. This number moves with an individual across organisations.



Profile details		
Name	James Kirk	Update
Email	James.Kirk@gmail.com	Update
Mobile phone number	0400 000 000	Update
Username	JKirk	
Date of birth	22/03/2233	
Gender	Male	
RA number This number is required for HPOS delegation	1234567890	
Cancel PRODA account date		Update

