HealthGoldCert Certificate User Guide

Purpose	This guide is intended to provide you with the information you need to install and use a **HealthGoldCert** digital certificate and dongle.
HealthGoldCert digital certificates	HealthGoldCert digital certificates are only installed on a dongle. HealthGoldCert digital certificates are used to access Special Authority forms online.

1. Preparing to Install Your Digital Certificate

Introduction   This section contains the list of things that you need to do prior to installing your digital certificate. To ensure the installation runs smoothly, it is recommended that you follow these steps.

What should you already have?   In the digital certificate courier pack from HealthLink, you should have received:

- A dongle containing your HealthGoldCert certificate

- An installation CD

- Installation instructions (See section 2)

Your computer must have internet access.

What do you need to get?   The installation **password** (also known as the **'passphrase'**)

Note: the installation password is required during the installation process. It is recommended that you call to obtain this prior to commencing the installation. This password will only be given to you (the digital certificate holder)

Getting your installation password   Call HealthLink on 0800 288 887 and request your digital certificate password. HealthLink will ask some questions to verify your identity e.g. the **challenge phrase** (or **'unique sequence'**) that you wrote on your digital certificate application form.

What are the Computer System requirements?   To successfully install your HealthGoldCert:

- Internet Browser - Internet Explorer version 5.5 (or higher) or Netscape 4.75 (or Higher)

- The cipher strength of your browser needs to be 128 bit. Please note if you are running Windows 2000 version you will need the high encryption pack installed. Contact your system administrator for further assistance.

- Access to the USB port so you can plug the dongle in.

Preparing to Install Your Digital Certificate, Continued

Need advice on where to install it?

Contact the HealthLink Helpdesk:

- Telephone: 0800 288 887

- Facsimile: 0800 288 885

- Email: helpdesk@healthlink.net

Operating Hours: 8.00 am – 6.00 pm Monday to Friday

Will anything change in my computer set up?

During the installation procedure you may be prompted to change your browser or browser settings. These changes can be made within the installation program.

1. The types and minimum versions of web browser required to successfully install your digital certificate are:

2. The cipher strength of your browser needs to be 128 bit

You will be advised if either of these need to be changed during the installation procedure and given the opportunity to exit the program or make the changes.
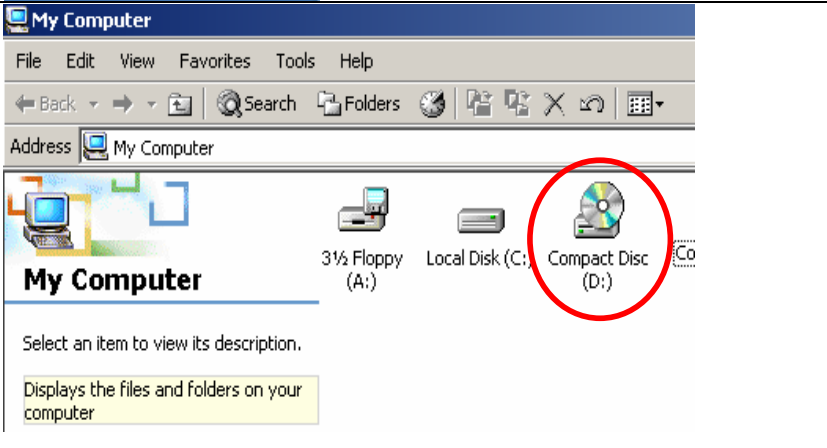
2. Instructions for Installing Your Digital Certificate

Overview The digital certificate CD Rom contains all the files required for installing your HealthGoldCert digital certificate and dongle.

This is a step-by-step guide to what you will see onscreen and provides explanations for each step of the process.

Installing your digital certificate Follow the steps below:

Step	Action	PC Display results
1	**Insert** the CD Rom into the appropriate drive on your PC	
2	On the desktop **Double click** on **My Computer**	
3	**Double click** on the **CD Rom Drive**	

Installing your digital certificate (continued)
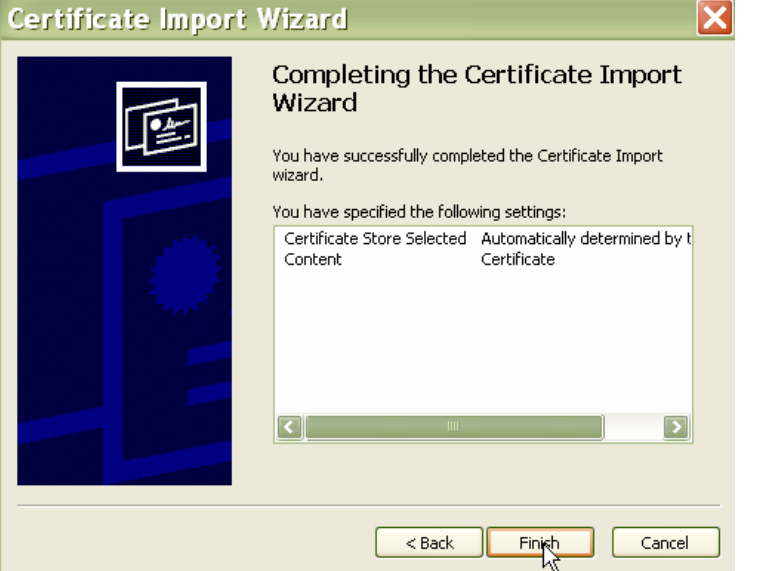
Step	Action	PC Display results
4	View the files in the dongle install directory	
5	**Ensure that your dongle is NOT inserted into the USB port during the installation process.**	

Instructions for Installing Your Digital Certificate, Continued

Installing your Root and Sub CA digital certificate

These certificates must be installed to confirm your personal HealthGoldCert digital certificate was issued by a trusted authority. You will only have to do this once.

Follow the steps below:

Step	Action	PC Display results
6	To install the sub CA certificate From the CD find the **HealthGoldCertCA.cer** file.	HealthGoldCertCA.cer Security Certificate 1 KB
7	**Double Click** on the **HealthGoldCert.cer** file. The certificate details window will display. Select the **Install Certificate** button.	

Step	Action	PC Display results
8	The Certificate Import Wizard will appear. Click **Next**	**Certificate Import Wizard** **Welcome to the Certificate Import Wizard** This wizard helps you copy certificates, certificate trust lists, and certificate revocation lists from your disk to a certificate store. A certificate, which is issued by a certification authority, is a confirmation of your identity and contains information used to protect data or to establish secure network connections. A certificate store is the system area where certificates are kept. To continue, click Next. < Back Next > Cancel
9	Do not change the default values. Click **Next**	**Certificate Import Wizard** **Certificate Store** Certificate stores are system areas where certificates are kept. Windows can automatically select a certificate store, or you can specify a location for ⊙ Automatically select the certificate store based on the type of certificate ○ Place all certificates in the following store Certificate store: _____ Browse... < Back Next > Cancel
10	Click **Finish**	**Certificate Import Wizard** **Completing the Certificate Import Wizard** You have successfully completed the Certificate Import wizard. You have specified the following settings: Certificate Store Selected Automatically determined by t Content Certificate < Back Finish Cancel

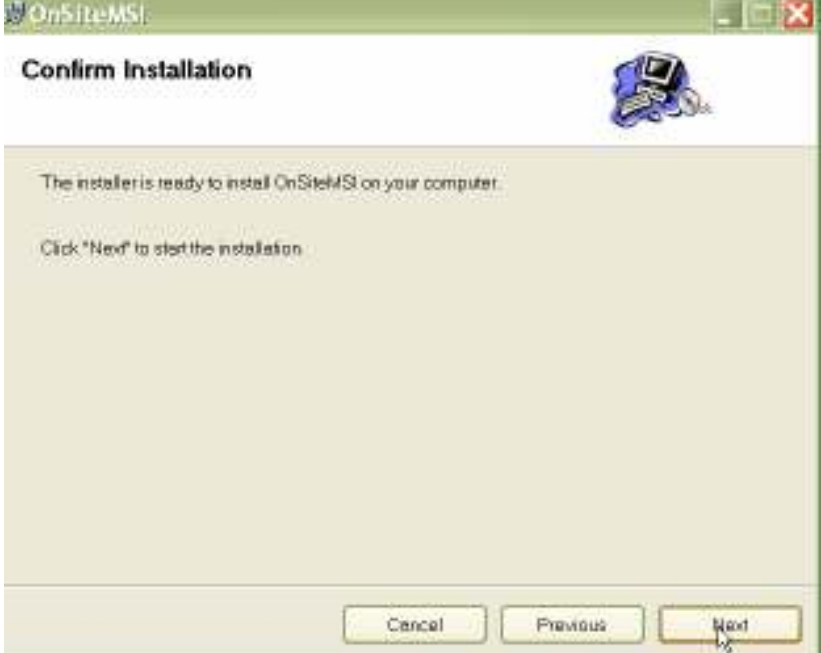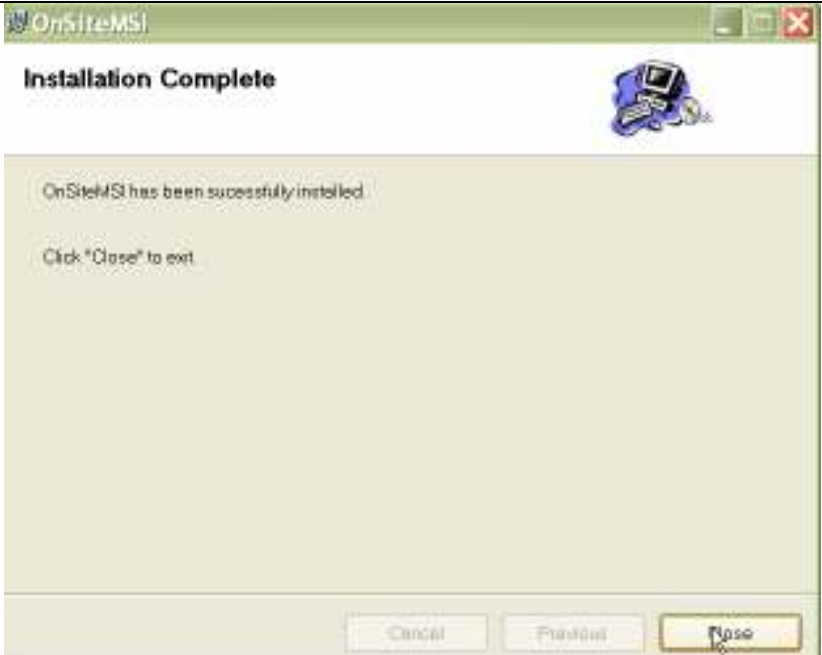| Step	Action	PC Display results
11	This message will confirm the certificate was installed correctly.	
12	To install the root CA certificate: From the CD find the **NZHealthCA.cer** file.	
13	Repeat steps 7 to 11	

Instructions for Installing Your Digital Certificate, Continued

Installing Active X controls

Active X controls are required for renewing your HealthGoldCert digital certificate (see section 5 - Renewals). Please install this file.

Follow the steps below:

Step	Action	PC Display results
14	To install the Active X Controls From the CD find the **OnSiteMSI.msi** file.	OnSiteMSI.msi Windows Installer Package 587 KB
15	**Double Click** on the OnSiteMSI.msi file. The OnSite MSI Setup Wizard will display. Click **Next** to continue	**Welcome to the OnSiteMSI Setup Wizard** The installer will guide you through the steps required to install OnSiteMSI on your computer. Click "Next" to continue. WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law. Cancel Previous Next

Step	Action	PC Display results
16	Click **Next** to continue	
17	Click **Next** to continue	

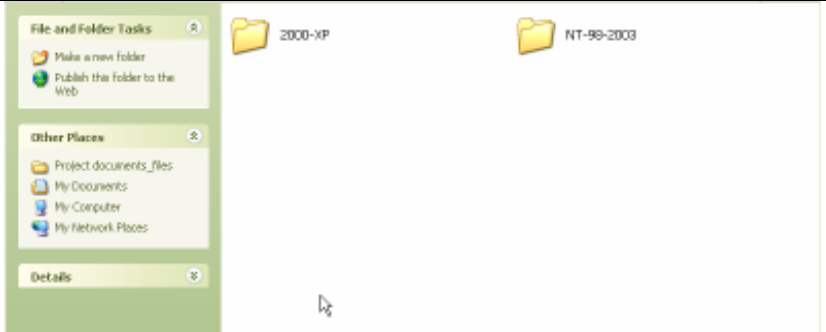| Step	Action	PC Display results
18	The installation is complete. Click the **Close** button to exit.	

Instructions for Installing Your Digital Certificate, Continued

Installing dongle software and drivers	The iKey (SafeNet Client) software and iKey drivers are required so you can:
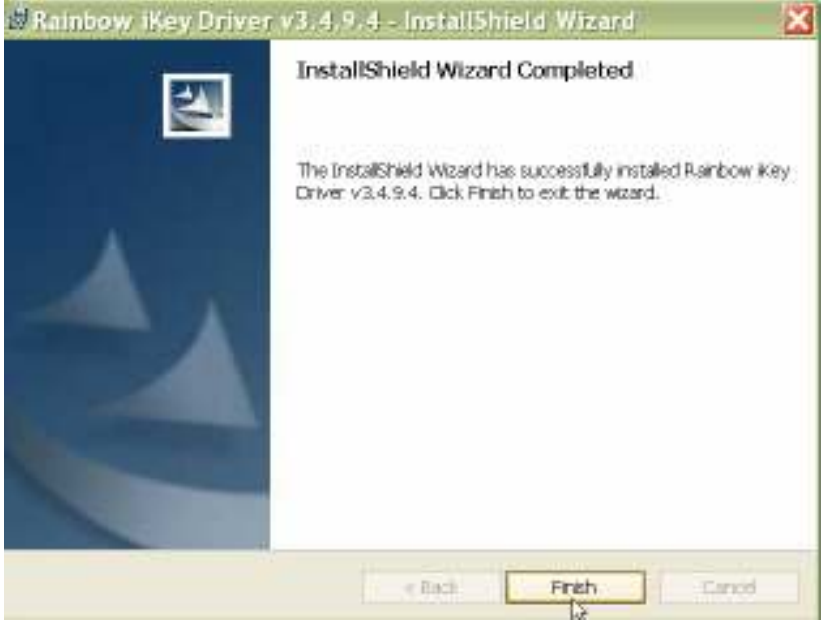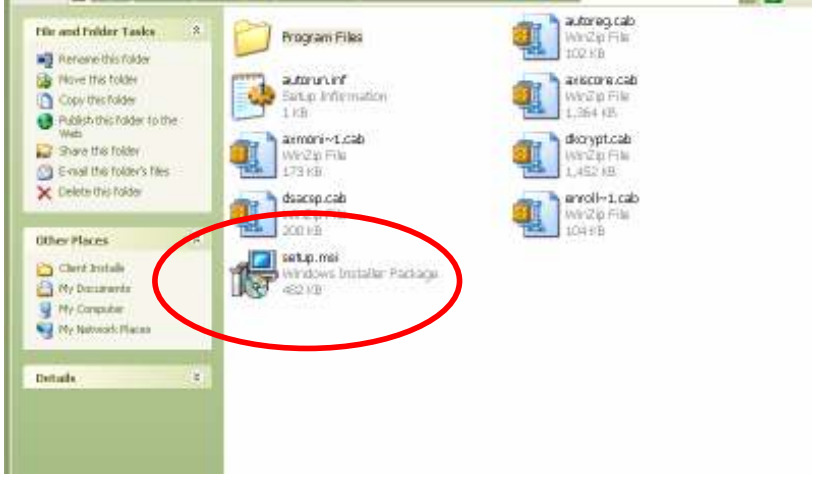
- Use the dongle in a PC or Laptop
- View the HealthGoldCert digital certificate details on the dongle
- Change your dongle passphrase
- Import other digital certificates onto the dongle
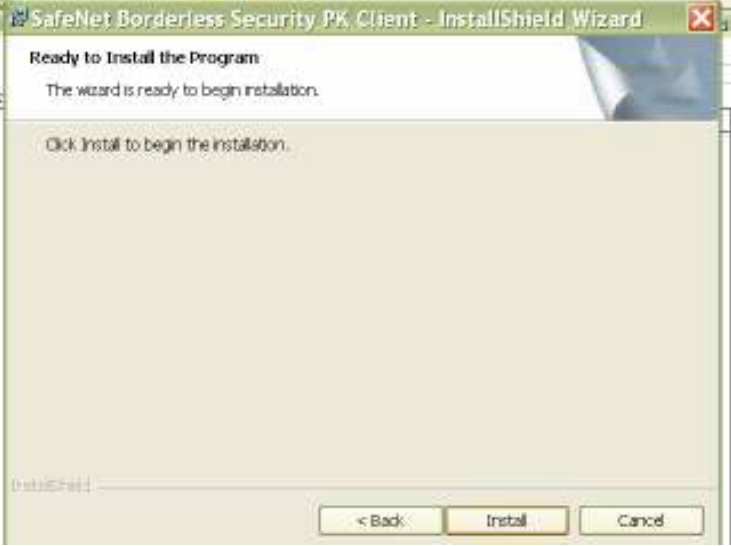
Please install this software by following the steps below:

Step	Action	PC Display results
19	Select the **iKey Drivers** directory. Open the folder appropriate to your operating system.	
20	Double click on the **.msi** file	IKEYDRVR2KXP.MSI Windows Installer Package 1,657 KB
21	The Install Wizard will open Click **Next** to continue	Welcome to the InstallShield Wizard for Rainbow iKey Driver v3.4.9.4 The InstallShield(R) Wizard will allow you to install Rainbow iKey Driver v3.4.9.4. To continue, click Next.

Step	Action	PC Display results
22	Click **Install** to continue	
23	The driver installation status bar will display the progress.	

Step	Action	PC Display results
24	When the installation is completed the completion window will display. Click **Finish**.	**Rainbow iKey Driver v3.4.9.4 - InstallShield Wizard** **InstallShield Wizard Completed** The InstallShield Wizard has successfully installed Rainbow iKey Driver v3.4.9.4. Click Finish to exit the wizard. < Back Finish Cancel
25	Select the **iKey software (SafeNet Client)** directory **Double click** the **setup.msi** file**.**	File and Folder Tasks Rename this folder Move this folder Copy this folder Publish this folder to the Web Share this folder E-mail this folder's files Delete this folder Other Places Client Install My Documents My Computer My Network Places Details Program Files autorun.inf – Setup Information 1 KB axmoni~1.cab – WinZip File 173 KB dsacsp.cab – 200 KB setup.msi – Windows Installer Package 482 KB autoreg.cab – WinZip File 102 KB axiscore.cab – WinZip File 1,364 KB dkcrypt.cab – WinZip File 1,452 KB enroll~1.cab – WinZip File 104 KB
26	The InstallShield Wizard window will appear. **Click Next** to continue	**SafeNet Borderless Security PK Client - InstallShield Wizard** Welcome to the InstallShield Wizard for SafeNet Borderless Security PK Client The InstallShield(R) Wizard will install SafeNet Borderless Security PK Client on your computer. To continue, click Next. Continuing the installation may disable Fast User Switching and replace the Windows welcome screen. WARNING: This program is protected by copyright law and international treaties. < Back Next > Cancel

Step	Action	PC Display results
27	The **Ready to Install Program** window will appear. **Click Install** to Continue .	
28	The installation progress window will show the installation status.	

Continued on next page

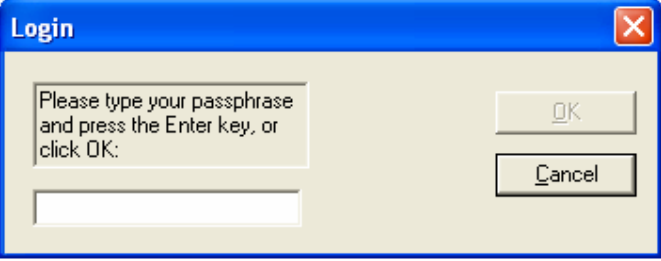# Instructions for Installing Your Digital Certificate, Continued

(continued)
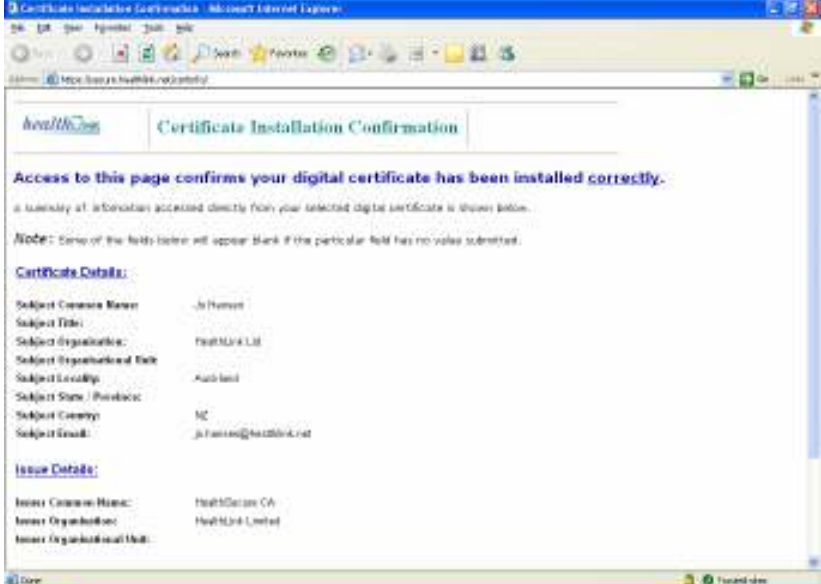
Step	Action	PC Display results
29	The InstallShield Wizard completion window will show. **Click Finish** to Continue	

Instructions for Installing Your Digital Certificate, Continued

Does my digital certificate work?

This section describes how to test your digital certificate. Follow the steps in the table below to connect to HealthLink's' secure website.

Step	Action	PC Display results
1	**Plug** your dongle into the **USB port**	
2	**Double click** the **Browser Icon** on your PC desktop to connect to the Internet in the usual way e.g. Internet Explorer	
3	**Type in** the following URL into the address field	https://secure.healthlink.net/certinfo
4	The 'Choose a Digital Certificate' window will display **Select** your **HealthGoldCert** certificate Click on **OK**	

Step	Action	PC Display results
5	The login window will appear. Enter your dongle password in. The dongle password is **case-sensitive.** **Click OK**	
6	The certificate Installation confirmation window will appear. If this is not successful contact the Helpdesk. You will need to provide all information on this window.	

Testing problem?   If you experience any problems during the testing of your certificate contact the HealthLink Helpdesk:

Telephone: 0800 288 887
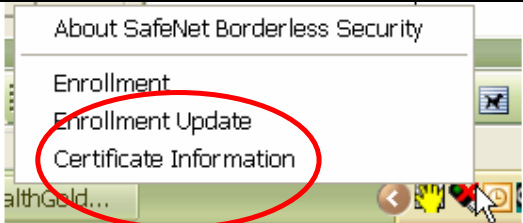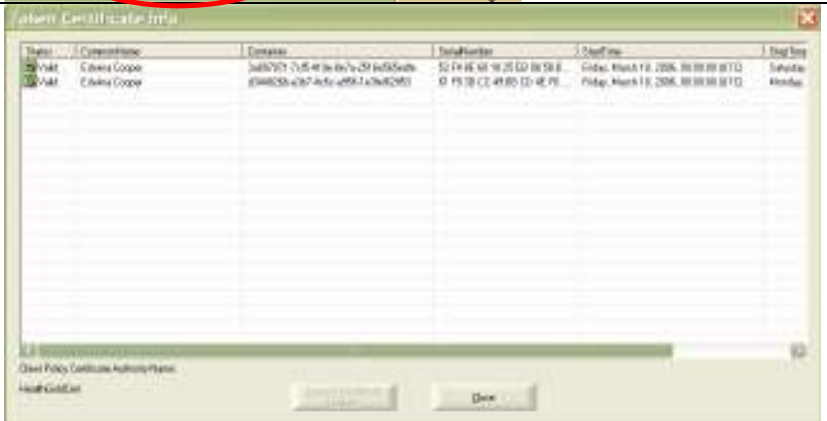
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3. Managing Your Dongle

Introduction   In its role as Certification Authority, HealthLink operates the Helpdesk for HealthGoldCert digital certificates.

There are several functions you can perform yourself with your new HealthGoldCert dongle and certificate once the software is installed:

1. View all the certificates on your dongle
2. Change your password
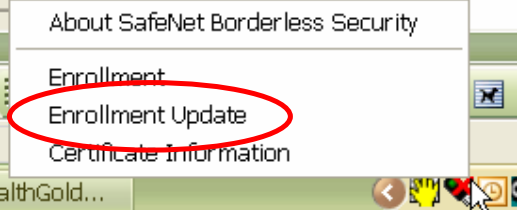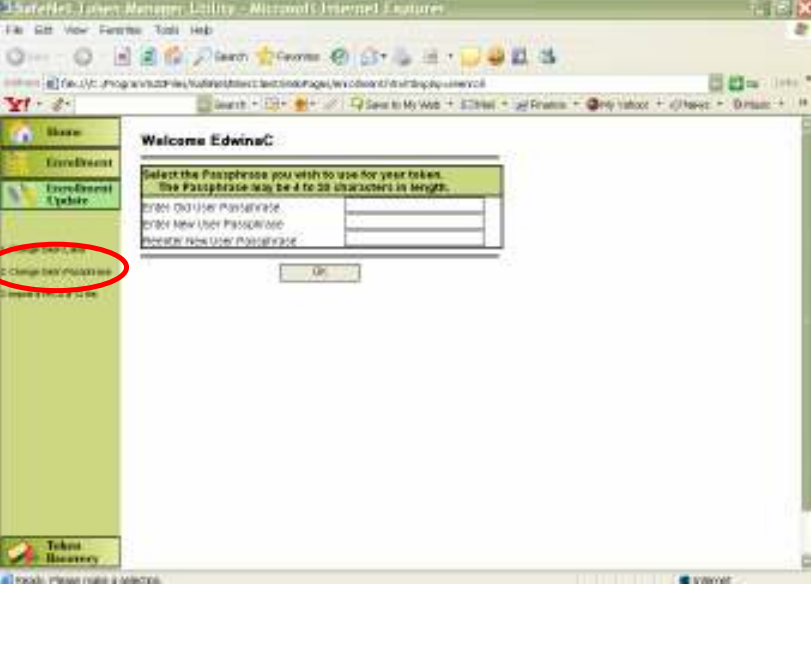3. Import other certificates onto the dongle.

To view all the digital certificates on your dongle   This allows you to view all the certificates on the dongle including the status, Common Name, Serial number and Expiry Date.

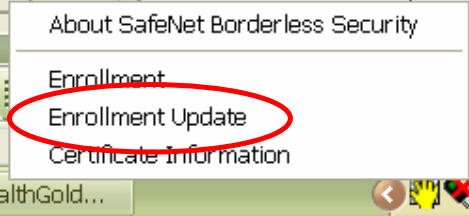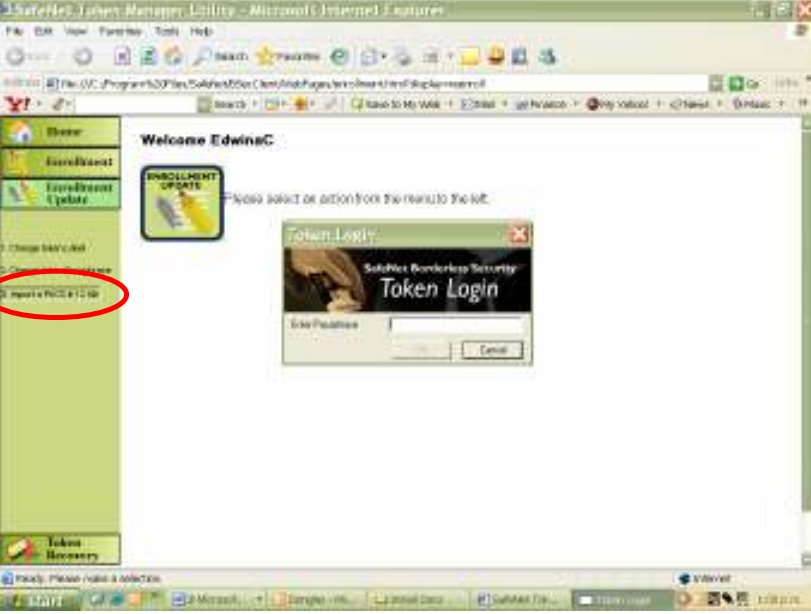| Step	Action	PC Display results
1	**Plug** your dongle into the **USB port**	
2	Go to the Taskbar and R) click on the dongle icon to display **Certificate Information**	
3	The following screen **Token Certificate Info** screen appears.	

**To change
your password**
You can choose to change the password on your dongle. If you do change the password from the one that was configured during the install process, **you must remember the new password**. The HealthLink support team will not be able to access your new dongle password.
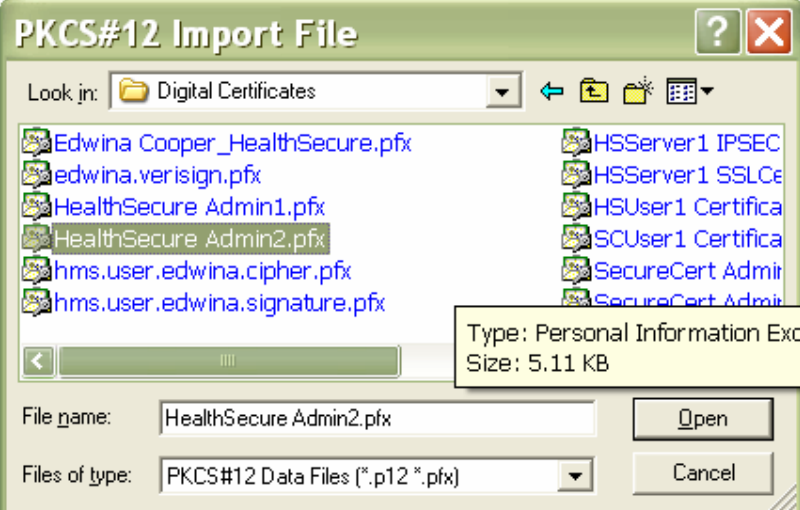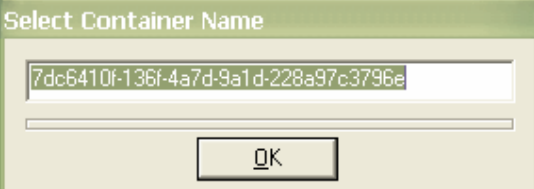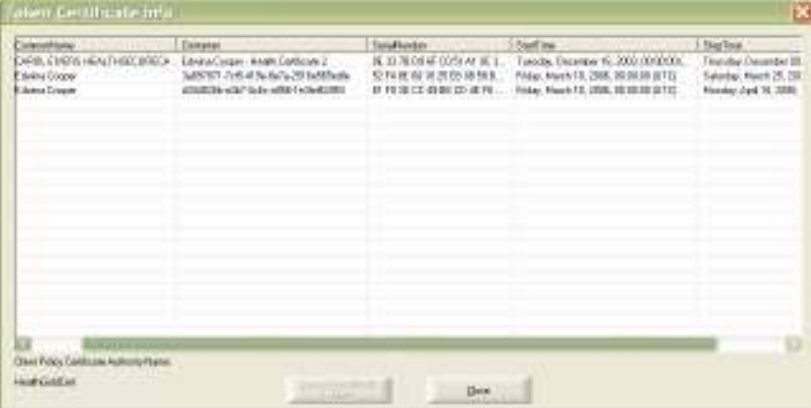
Step	Action	PC Display results
1	**Plug** your dongle into the **USB port**	
2	Go to the Taskbar and R) click on the dongle icon to display **Enrollment Update**	
3	Click on the link for **Change token Passphrase** Type in the old user passphrase once and your new user passphrase twice. Click OK.	

To import another certificate onto the dongle   This allows you to import another PKCS #12 file onto the dongle.

Step	Action	PC Display results
1	**Plug** your dongle into the **USB port**	
2	Go to the Taskbar and R) click on the dongle icon to display **Enrollment Update**	
3	Click on the link for Import a **PKCS #12 file** Type in your dongle passphrase to the Token Login window. Click OK.	

Step	Action	PC Display results
4	Select the .pfx file for import. **Click Open**	**PKCS#12 Import File** Look in: Digital Certificates Edwina Cooper_HealthSecure.pfx HSServer1 IPSEC edwina.verisign.pfx HSServer1 SSLCe HealthSecure Admin1.pfx HSUser1 Certifica HealthSecure Admin2.pfx SCUser1 Certifica hms.user.edwina.cipher.pfx SecureCert Admin hms.user.edwina.signature.pfx SecureCert Admin Type: Personal Information Exc Size: 5.11 KB File name: HealthSecure Admin2.pfx Open Files of type: PKCS#12 Data Files (*.p12 *.pfx) Cancel
5	Type in the original installation passphrase for the digital certificate you are importing Click OK.	**Enter password for i...** **** OK Cancel
6	Click OK to the Container Name or change to your own preference. Click OK.	**Select Container Name** 7dc6410f-136f-4a7d-9a1d-228a97c3796e OK
7	The Successful Import window will display. Click OK.	**SafeNet Borderless Security** PKCS#12 import successful OK
8	Confirm the new certificate is on the dongle by using the **Certificate Information** steps.	

4. Digital Certificate Helpdesk Support

Introduction
In its role as Certification Authority, HealthLink operates the Helpdesk for HealthGoldCert digital certificates.

When should I call the HealthLink Helpdesk?
Call the helpdesk for assistance with HealthGoldCert digital certificates when:

- You require digital certificate installation advice

- You are unable to access the electronic service that you normally use your digital certificate for e.g. Electronic Special Authorities

- Your digital certificate has expired and you have not been contacted about renewal

System upgrades can cause problems
Upgrades and changes to systems can occasionally cause problems with digital certificates e.g. a routine upgrade to your practice management system. Call the HealthLink Helpdesk for advice.

For example:

- **Problem:** Unable to connect to a secure site that you normally use the digital certificate to access

- **Action:** Call the Helpdesk

Need helpdesk assistance?
Contact the HealthLink Helpdesk:

- Telephone: 0800 288 887

- Facsimile: 0800 288 885

- Email: helpdesk@healthlink.net

What are the helpdesk hours?
Monday – Friday (except national public holidays)
8.00am – 6.00pm

4. Digital Certificate Security and Storage

Introduction   The dongle with the digital certificate belongs to you and should not be shared.

Storage of the dongle is very important. If an unauthorised person obtained your dongle and installation passphrase they could use your digital certificate fraudulently.

Passphrase security   Passphrases must:

- Be kept confidential at all times

- Not be shared.

- Not be stored

Forgotten your password?   Contact the HealthLink helpdesk to get your dongle password:

Telephone: 0800 288 887

HealthLink will ask you some questions to verify your identity. Your challenge phrase will be required.

Remember that if YOU change your password using the steps in Section 3, the HealthLink Helpdesk will not be able to access the new combination.

5. Digital Certificate Renewal

Introduction   A digital certificate has a life of one year. At the end of that year if the digital certificate is not renewed the dongle will cease to function.

What does a renewal cost?   A HealthGoldCert digital certificate renewal currently costs $80.00.

Note: Many health provider organisations are eligible for free digital certificates from the Ministry of Health, ACC and HealthPAC. To check eligibility contact NZHSRA: 0800 117 590 or email registrar@nzhsra.co.nz

Reissued certificates   When your renewal is due, the NZHSRA will contact you to establish if:
1) you want your certificate to be renewed
2) whether your personal details have changed

If your **Name**, **Organisation** or **Email address** require changes or updates, the Certification Authority will issue a new certificate and dongle to you with your new details included.
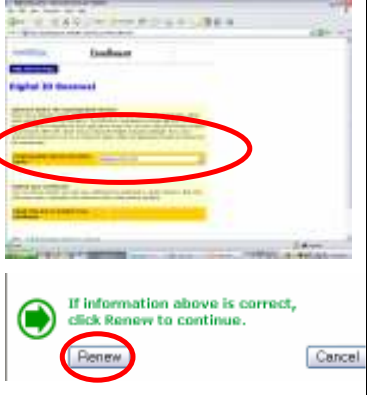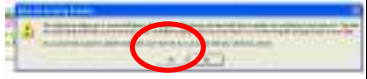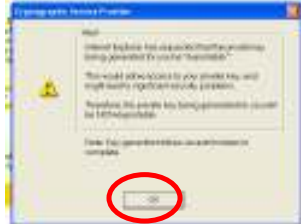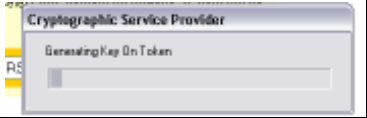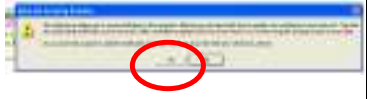
Please return your old dongle to: HealthLink Ltd, PO Box 8273, Auckland.

Renewal via email   If your **Name**, **Organisation** or **Email address** do **not** require changes or updates, your digital certificate renewal instructions will be sent to you by email.

The table below gives an overview of the process steps for digital certificate renewal via email:

Step	Process	User Action Required
1	**Two months** prior to the expiry date, the NZHSRA will contact you to: a. Confirm that you require the certificate to be renewed b. Identify if any of your personal details have changed since your original application was completed c. Inform you of any costs associated with renewing your certificate	Respond promptly to the NZHSRA and clearly advise them of the most appropriate email address to use for the renewal process.

2	**One month** prior to the expiry date, HealthLink will send you an email advising: • A website link where you can download online renewal guides and instructions. • A website address where you can pickup your renewal • A summary of the main steps to follow.	1. Ensure you renew **BEFORE** your existing certificate expires. 2. Ensure you have the **renewal instructions** to hand before starting. 3. **Follow** the steps in the email or the online guides.
3	**Plug** your existing dongle into the **USB port**	
4	**Active X controls** are required for the renewal process If this file have not already been installed on the computer you are renewing on, find the **OnSiteMSI.msi** file on your original **Dongle Installation Software CD**. If your CD is no longer available, please call **0800 288 887.**	Refer to **Section 2** "Instructions for Installing Your Digital Certificate", **steps 14-18** in this guide for installation.
5	Go to the https://healthgoldcert.healthlink.net/ website.	
6	Select the **Renew** link.	
7	A pop-up window will display all certificates that are currently installed on your dongle. Select the digital certificate you wish to **renew** by highlighting the correct row. Select the **Renew** button	

8	Enter your **personal dongle password** when prompted. Press **OK**.	
9	You will now return to the main Renewal webpage. Ensure that the value **'Datakey RSA CSP'** is displayed in the **Cryptographic Service Provider** field. **Scroll down** and select the **Renew** button.	
10	A **'Potential Scripting Violation'** message may display. Select **Yes** to this message.	
11	A **'Cryptographic Service Provider'** message may display. Select **OK** to this message.	
12	A **progress bar** will display as the renewal process occurs.	
13	A **'Potential Scripting Violation'** message may display again. Select **Yes** to this message.	
14	Once the digital certificate has been **renewed successfully**, a 'Congratulations' window will be displayed.	
15	To continue accessing the Special Authorities website, a copy of your **renewed certificate's public key** needs to be forwarded to **HealthPac** for verification. Please call **0800 243 666 Option 1** to receive instructions on how to do this.	

5.   Digital Certificate Renewal, Continued

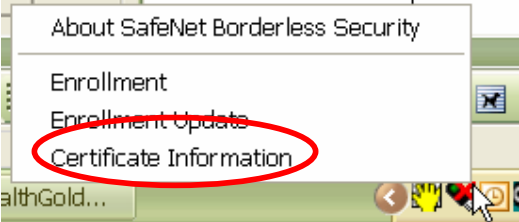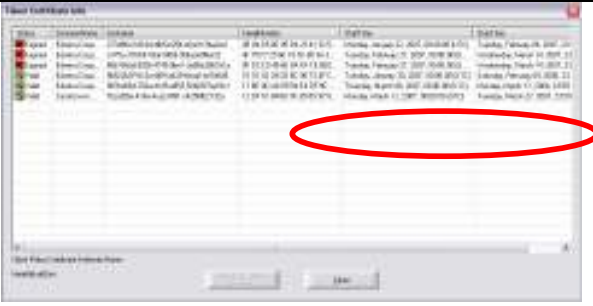|	
Need help or information on dongle renewals?	Contact the HealthLink Helpdesk: • Telephone: 0800 288 887 • Facsimile: 0800 288 885 • Email: Helpdesk@healthlink.net

When does your digital certificate expire?	Follow the steps in the table below to check the expiry date of your digital certificate. Note: The screenshots are of Internet Explorer. If you have Netscape and need assistance with this, call the HealthLink helpdesk.

Step	Action	PC Display Results
16	**Plug** your dongle into the **USB port**	
17	Go to the Taskbar and R) click on the dongle icon to display **Certificate Information**	
18	Note the **Start time** and **Stop time** to determine the validity period of the certificate on the dongle.	

6. Digital Certificate Revocation

Introduction In some circumstances digital certificates need to be revoked i.e. permanently disabled.

When should your digital certificate be revoked? The table below describes the circumstances when a digital certificate should be revoked and who is likely to request it:

Circumstances for revocation	Who is likely to request the revocation?			
	Digital certificate holder	An organisation authorised signatory	NZHSRA	HealthLink
The digital certificate holder leaves the organisation	✔	✔		
The organisation ceases to exist e.g. Two medical practices merge	✔	✔		
It is suspected that the security of the digital certificate has been compromised	✔	✔	✔	✔

How to request the revocation of a digital certificate The table below outlines the process for requesting the revocation of a digital certificate:

Step	User Action	Details
1	Obtain the Revocation Request Form	• Website: www.hin.moh.govt.nz • Email: registrar@nzhsra.co.nz • Phone: NZHSRA 0800 117 590
2	Complete the Revocation Request Form	

6.   **Digital Certificate Revocation,** Continued

How to request the revocation of a digital certificate (continued)

Step	User Action	Details
3	Fax the Revocation Request Form to NZHSRA	Fax No: 0800 288 885
4	Receive confirmation phone call from NZHSRA prior to digital certificate revocation	Receive call from NZHSRA and confirm revocation request

More information   Detailed information on digital certificate revocation can be found in the 'Health Certificates CPS' (Certification Practice Statement) located under Digital Certificates on the HealthLink website: www.healthlink.net

7. Changing Personal and Organisation Details

Introduction It is necessary to complete a Change of Details Form if any personal or organisation details change from those supplied on the original application forms.

What type of changes? Changes to details fall into the following two categories:

- Personal changes e.g. change of name

- Organisation changes e.g. change of address or change of authorised signatories

Need more information on changing details? Contact NZHSRA:

- Email: registrar@nzhsra.co.nz

- Phone: 0800 117 590

Where to get the change of details form The form is available on the Ministry of Health's website or can be requested by email or phone:

- Website: www.hin.moh.govt.nz

- Email: registrar@nzhsra.co.nz

- Phone: NZHSRA 0800 117 590