

SecureCert Digital Certificate User Guide

Purpose This guide is intended to provide you with the information you need to install and use a SecureCert digital certificate.

Is this relevant to you? If you have a SecureCert digital certificate, you need this guide

What if I don't have a digital certificate? You need the 'SecureCert Digital Certificate Information Sheet' available on the Ministry of Health's website or by email or phone request:

- Website: www.nzhis.govt.nz/moh.nsf/pagesns/494?Open
- Email: registrar@nzhsra.co.nz
- Phone: NZHSRA on 0800 117 590

This will provide some general information about digital certificates and instructions for applying for one.

Contents This guide contains the following sections:

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Glossary
Registration Authority: The body responsible for approving and administering applications for digital certificates

Certification Authority: The body responsible for issuing, renewing and supporting digital certificates

NZHSRA: New Zealand Health and Disability Sector Registration Authority

Encryption: In simple terms this means that the information is 'scrambled' so that it cannot be understood by anyone other than the intended recipient

Revocation: The 'canceling' of a digital certificate

VPN: Virtual private network

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:

- The floppy disk containing the digital certificate (or CD ROM if requested at time of application)
- The installation instructions (See section 2)

Your computer must have Dial-Up Networking. See 'Have you got Dial-Up Networking' below.

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.

Where do I install it? The digital certificate must be installed:

- On a workstation (PC) that has access to the network you intend to use e.g. HealthLink, Health Intranet, Internet
- On a workstation that has access to relevant software required for use with the digital certificate e.g. your practice management system

Note: The installation must be done with the log on that you intend to use it with i.e. your usual log on

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Preparing to Install Your Digital Certificate, Continued

Have you got Dial-up Networking?

This is a standard feature of the Windows operating system and it is likely that you have it installed.



If you have Microsoft Windows:

- 2000
- Millennium Edition
- XP

Dial-up Networking will always be installed.

If you have Microsoft Windows 95/98 or NT:

- Refer to the table below for instructions on checking if you have Dial-up Networking installed

Step	Action	PC Display Results
1	On the desktop Double click on My Computer	
2	If Dial-up Networking is installed you will see the Dial-up Networking Icon. If Dial-up Networking is Not installed GO to Appendix 1.	

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

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Preparing to Install Your Digital Certificate, Continued

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


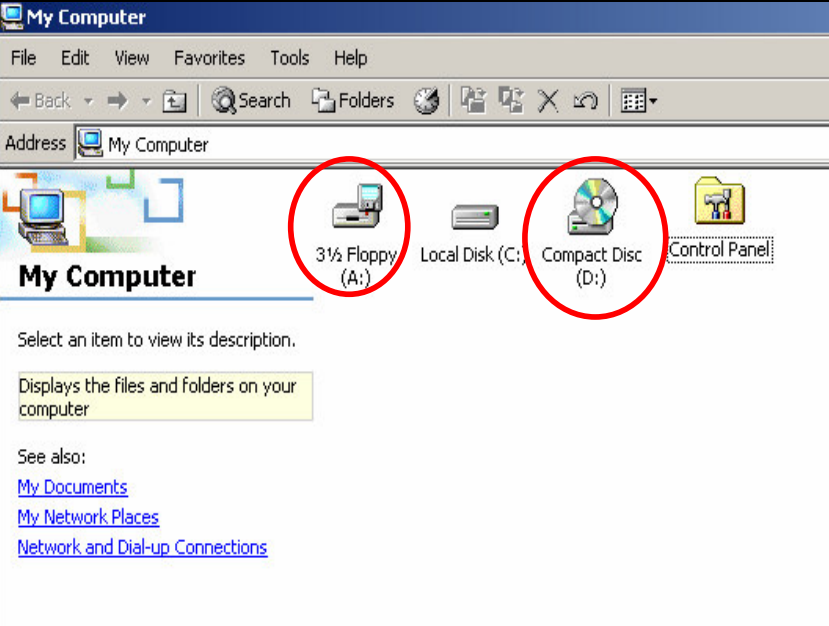
2. Instructions for Installing Your Digital Certificate

Overview

The digital certificate floppy disk (or CD Rom) contains an automated program for installing your digital certificate. The screen will prompt you to click on the appropriate instruction as you go along.

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

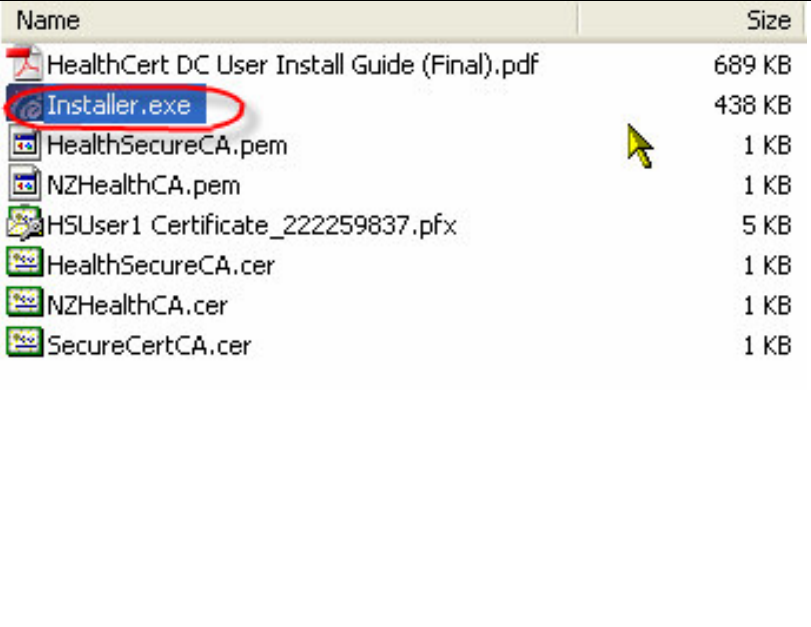
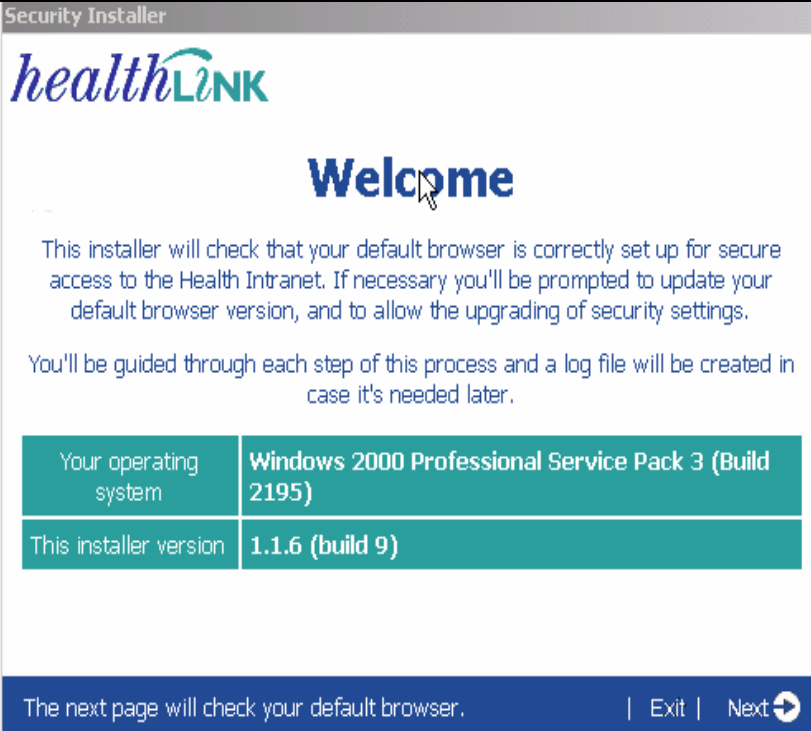
Installing your digital certificate Follow the steps below:

Step	Action	PC Display results
1	Insert the floppy disk or CD Rom into the appropriate drive on your PC	Intentionally blank
2	On the desktop Double click on My Computer	
3	If you have a floppy disk: <ul style="list-style-type: none"> Double click on the 3½ Floppy Drive A If you have a CD Rom: <ul style="list-style-type: none"> Double click on the CD Rom Drive 	

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Instructions for Installing Your Digital Certificate, Continued


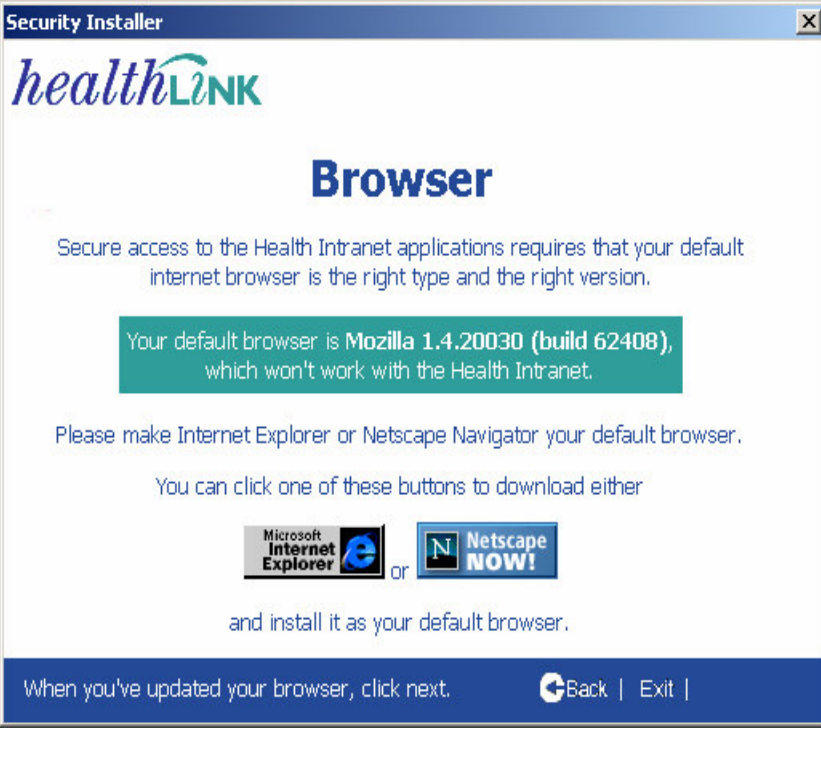
Installing your digital certificate (continued)

Step	Action	PC Display results																		
4	<p>The files contained in your digital certificate will be displayed</p> <p>Double click the Installer.exe file.</p>	 <table border="1"> <thead> <tr> <th data-bbox="592 409 1161 441">Name</th> <th data-bbox="1161 409 1386 441">Size</th> </tr> </thead> <tbody> <tr> <td data-bbox="592 441 1161 472">HealthCert DC User Install Guide (Final).pdf</td> <td data-bbox="1161 441 1386 472">689 KB</td> </tr> <tr> <td data-bbox="592 472 1161 504">Installer.exe</td> <td data-bbox="1161 472 1386 504">438 KB</td> </tr> <tr> <td data-bbox="592 504 1161 535">HealthSecureCA.pem</td> <td data-bbox="1161 504 1386 535">1 KB</td> </tr> <tr> <td data-bbox="592 535 1161 567">NZHealthCA.pem</td> <td data-bbox="1161 535 1386 567">1 KB</td> </tr> <tr> <td data-bbox="592 567 1161 598">HSUser1 Certificate_222259837.pfx</td> <td data-bbox="1161 567 1386 598">5 KB</td> </tr> <tr> <td data-bbox="592 598 1161 630">HealthSecureCA.cer</td> <td data-bbox="1161 598 1386 630">1 KB</td> </tr> <tr> <td data-bbox="592 630 1161 661">NZHealthCA.cer</td> <td data-bbox="1161 630 1386 661">1 KB</td> </tr> <tr> <td data-bbox="592 661 1161 693">SecureCertCA.cer</td> <td data-bbox="1161 661 1386 693">1 KB</td> </tr> </tbody> </table>	Name	Size	HealthCert DC User Install Guide (Final).pdf	689 KB	Installer.exe	438 KB	HealthSecureCA.pem	1 KB	NZHealthCA.pem	1 KB	HSUser1 Certificate_222259837.pfx	5 KB	HealthSecureCA.cer	1 KB	NZHealthCA.cer	1 KB	SecureCertCA.cer	1 KB
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SecureCertCA.cer	1 KB																			
5	<p>Click Next to continue</p> <p>Note: The installer checks and advises what your operating system is.</p>	 <p data-bbox="586 1031 755 1060">Security Installer</p> <p data-bbox="586 1071 852 1144">healthLINK</p> <p data-bbox="885 1176 1096 1239">Welcome</p> <p data-bbox="625 1260 1372 1354">This installer will check that your default browser is correctly set up for secure access to the Health Intranet. If necessary you'll be prompted to update your default browser version, and to allow the upgrading of security settings.</p> <p data-bbox="609 1375 1388 1438">You'll be guided through each step of this process and a log file will be created in case it's needed later.</p> <table border="1" data-bbox="609 1459 1388 1596"> <tbody> <tr> <td data-bbox="609 1459 820 1543">Your operating system</td> <td data-bbox="820 1459 1388 1543">Windows 2000 Professional Service Pack 3 (Build 2195)</td> </tr> <tr> <td data-bbox="609 1543 820 1596">This installer version</td> <td data-bbox="820 1543 1388 1596">1.1.6 (build 9)</td> </tr> </tbody> </table> <p data-bbox="609 1711 1047 1753">The next page will check your default browser.</p> <p data-bbox="1209 1711 1388 1753"> Exit Next ➔</p>	Your operating system	Windows 2000 Professional Service Pack 3 (Build 2195)	This installer version	1.1.6 (build 9)														
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Instructions for Installing Your Digital Certificate, Continued

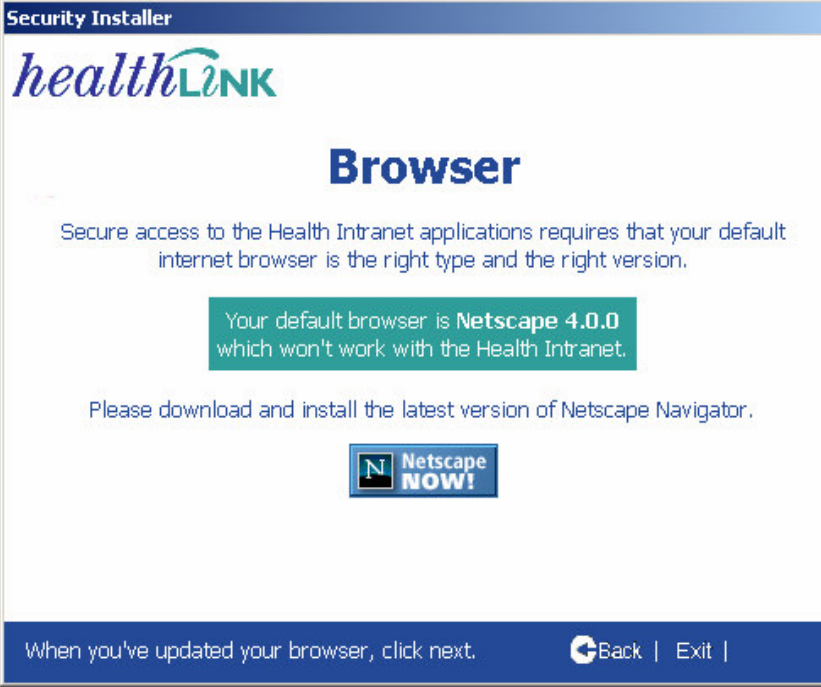

Installing your digital certificate (continued)

Step	Action	PC Display results
6a	<p>The installer has checked your browser. This screen will be displayed if you have the correct browser type and version.</p> <p>Click Next to Continue</p> <p>Go to step 7a</p> <p>Note: If this screen is not displayed, find the screen that is displayed in one of steps 6b, 6c, and 6d.below. Go to that step.</p>	 <p>Security Installer</p> <p>healthLINK</p> <h3>Browser</h3> <p>Secure access to the Health Intranet applications requires that your default internet browser is the right type and the right version.</p> <p>Your default browser is Internet Explorer 6.0.2800 (build 1106), which is fine. Please proceed to the next page.</p> <p>The next page will check your browsers security. Back Exit Next</p>
6b	<p>You Do Not have the correct browser type. To install the correct type of browser Click:</p> <ul style="list-style-type: none"> • Microsoft Internet Explorer <p>Or</p> <ul style="list-style-type: none"> • Netscape Now <p>Click Next to Continue</p> <p>Go to step 7a</p> <p>WARNING! If you are not sure about browsers or making changes to your computer system Click Exit to stop and contact your computer administrator</p>	 <p>Security Installer</p> <p>healthLINK</p> <h3>Browser</h3> <p>Secure access to the Health Intranet applications requires that your default internet browser is the right type and the right version.</p> <p>Your default browser is Mozilla 1.4.20030 (build 62408), which won't work with the Health Intranet.</p> <p>Please make Internet Explorer or Netscape Navigator your default browser.</p> <p>You can click one of these buttons to download either</p> <p>Microsoft Internet Explorer or Netscape NOW!</p> <p>and install it as your default browser.</p> <p>When you've updated your browser, click next. Back Exit </p>

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Instructions for Installing Your Digital Certificate, Continued


Installing your digital certificate (continued)

Step	Action	PC Display results
6c	<p>You Do Not have the right version of Netscape. It needs to be updated to a later version.</p> <p>Click Netscape Now to download the latest version over the Internet.</p> <p>When you've updated your browser:</p> <p>Click Next to Continue</p> <p>Go to step 7a</p>	
6d	<p>You Do Not have the right version of Internet Explorer. It needs to be updated to a later version</p> <p>Click Microsoft Internet Explorer to download the latest version over the Internet.</p> <p>When you've updated your browser:</p> <p>Click Next to Continue</p> <p>Go to step 7a</p>	

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Instructions for Installing Your Digital Certificate, Continued

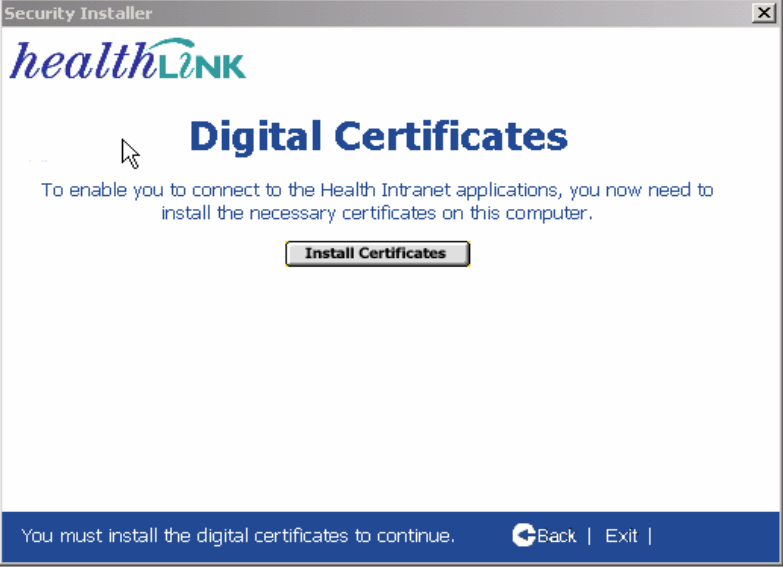
Installing your digital certificate (continued)

Step	Action	PC Display results
7a	<p>Your browser security settings are correct</p> <p>Click Next to continue</p> <p>Go to Step 8</p> <p>Note: If this screen is not displayed Go to step 7b</p>	
7b	<p>Your browser security settings are not correct.</p> <p>Click Upgrade Security to upgrade your browser encryption level.</p> <p>Go to Step 8</p> <p>WARNING! If you are not sure about browsers or making changes to your computer system Click Exit to stop and contact your computer administrator</p>	

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Instructions for Installing Your Digital Certificate, Continued



Installing your digital certificate (continued)

Step	Action	PC Display results
8	<p>Click Install Certificates to install your certificate</p> <p>Go to Step 9</p>	
9	<p>Type your password in. The password is case-sensitive.</p> <p>Click OK</p> <p>Go to Step 10</p>	
10	<p>Click OK to continue</p> <p>Note: Do not adjust the security level settings</p> <p>Go to Step 11</p>	

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Instructions for Installing Your Digital Certificate, Continued

Installing your digital certificate (continued)



Step	Action	PC Display results
11a	<p>Your digital certificate is installed.</p> <p>Read the screen displayed and Click Exit</p> <p>Note: If this screen is not displayed Go to Step 11b</p>	 <p>Security Installer</p> <p>healthLINK</p> <h3>Installation Successful</h3> <p>Your digital certificate and browser are now configured to connect to Health Intranet applications and websites. To test your digital certificate please restart your browser and connect to //https://secure.healthlink.net if you have an internet connection, or //https://testcertypn.healthlink.net if you use the HealthLink VPN dial up network.</p> <p>This installer session has been logged to file C:\HealthlinkLog 20030929 140949.txt</p> <p>If you need to, you can check one of the following boxes to</p> <ul style="list-style-type: none"> <input type="checkbox"/> view this log file when the installer closes or <input type="checkbox"/> delete this log file when the installer closes. <p>Exit</p> <p>About this installer. Back </p>
11b	<p>Your digital certificate did not install correctly.</p> <p>For assistance Contact the HealthLink Helpdesk: 0800 288 887</p>	 <p>Security Installer</p> <p>healthLINK</p> <h3>Installation Incomplete</h3> <p>Digital Certificates, necessary to connect to the Health Intranet, could not be installed on your computer.</p> <p>Please inspect the installer log file with your system administrator. If you can't resolve the problem, please contact Healthlink for assistance.</p> <p>Click exit to end this installer session. Back Exit </p>

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Instructions for Installing Your Digital Certificate, Continued

Does my digital certificate work?

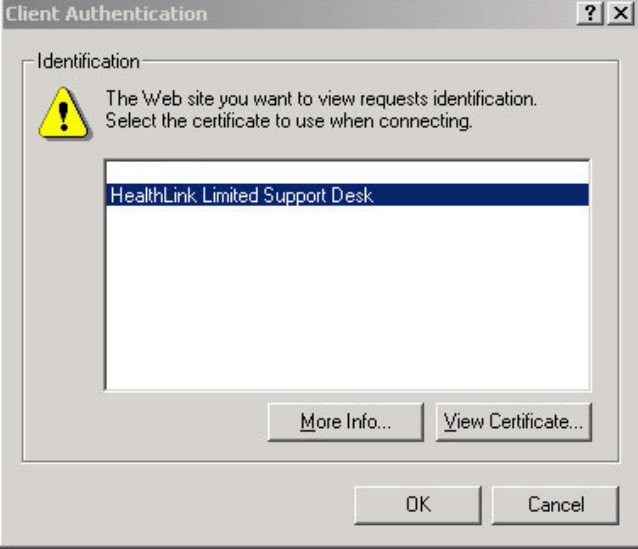
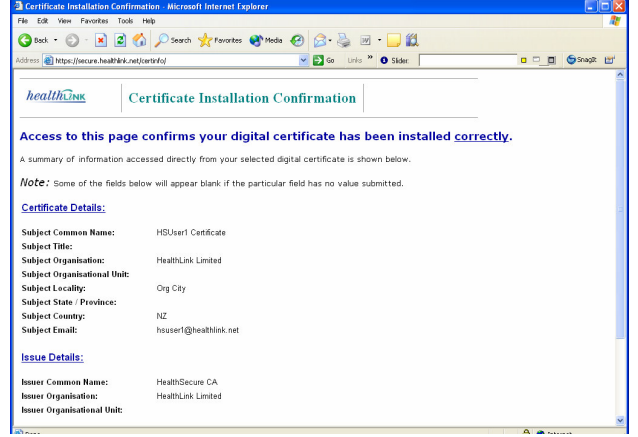
This section describes how to test your digital certificate. Follow the steps in the table below to connect to HealthLink's secure website.

Step	Action	PC Display results
1	<p>Double click the Browser Icon on your PC desktop to connect to the Internet in the usual way e.g. Internet Explorer</p>	
2	<p>Type the HealthLink Secure Website Address in the Address Bar of your Internet Browser to start the Logon process</p> <ul style="list-style-type: none"> If you have an internet connection then use https://secure.healthlink.net/certinfo/ If you do not have an internet connection and use the HealthLink dial up VPN then use https://extranet.healthlink.net/certinfo <p>Note:</p> <ul style="list-style-type: none"> If you are presented with a Security Alert, click Yes to proceed If you are presented with a Security Warning, click Yes to proceed 	

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Instructions for Installing Your Digital Certificate, Continued

Does my digital certificate work? (continued)

Step	Action	PC Display results
3	<p>Highlight your certificate and Click OK</p>	
4	<p>The Main page of the HealthLink Certificate Installation Confirmation website will now be displayed. A summary of the details contained in the certificate you selected in Step 3 is displayed.</p> <p>Your digital certificate is installed correctly if you see this page.</p> <p>Close the HealthLink Screen when finished.</p>	

Testing problem?

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

Telephone: 0800 288 887

3. Digital Certificate Helpdesk Support

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

When should I call the HealthLink Helpdesk? Call the helpdesk for assistance with SecureCert 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. Health Intranet, Electronic Special Authorities, NHI
- 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 Your digital certificate belongs to you and should not be shared.

Storage is very important because it is possible for a digital certificate to be installed on more than one computer. If an unauthorised person obtained your disk and installation password they could use your digital certificate fraudulently.

Storing a digital certificate It is recommended that the digital certificate disk is stored in a locked cupboard or safe.

Password security Passwords must:

- Be kept confidential at all times
- Not be shared.
- Not be stored

Forgotten your password? Contact the HealthLink helpdesk to get your password:
Telephone: 0800 288 887

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

5. Digital Certificate Renewal

Introduction A digital certificate has a life of one year. At the end of that year if not renewed the digital certificate will expire.

What does a renewal cost? A SecureCert 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

Renewal via HealthLink VPN If you use the HealthLink VPN your digital certificate renewal will be sent to you on a floppy or CD. The table below outlines the process steps for digital certificate renewal.

Step	Process	User Action Required
1	<p>Two months prior to the expiry date, the NZHSRA will contact you by letter to:</p> <ul style="list-style-type: none">a. Confirm that you require the certificate to be renewedb. Identify if any of your personal details have changed since your original application was completedc. Inform you of any costs associated with renewing your certificate	Respond promptly to the NZHSRA
2	<p>One month prior to the expiry date, HealthLink will send you a renewal certificate on a floppy disc or CD and a letter.</p> <p>The instructions for installing the renewal certificate will be on the CD or Floppy disc.</p>	Follow the instructions in the CD or Floppy disc

5. Digital Certificate Renewal, Continued


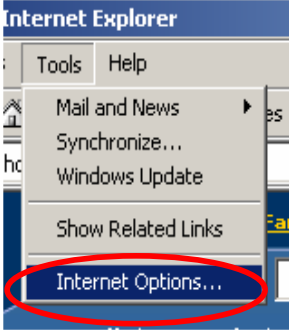

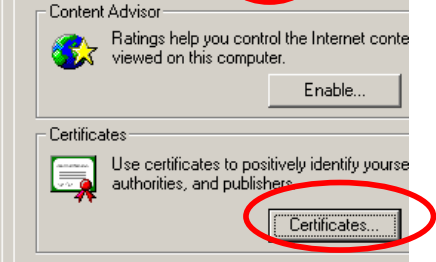
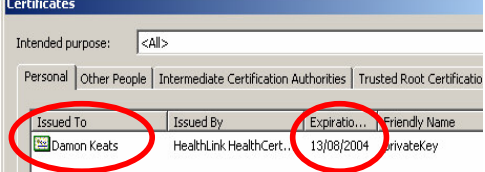
Need help or information on renewals?

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
1	Open your web browser e.g. Internet explorer by double clicking on the icon on your desktop view Or Select Start/Programs/Internet Explorer or Netscape	
2	Go to the Tools menu and select Internet Options	
3a	Click on the Content tab at top of window	
3b	Click on Certificates in the centre of the content window	
4	The Expiry Date and your Name will be displayed	

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 SecureCert Revocation Request Form	<ul style="list-style-type: none"> Website: www.nzhis.govt.nz/moh.nsf/pagesns/494?Open Email: registrar@nzhsra.co.nz Phone: NZHSRA 0800 117 590
2	Complete the SecureCert Revocation Request Form	

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6. Digital Certificate Revocation, Continued

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

Step	User Action	Details
3	Fax the SecureCert Revocation Request Form to NZHSRA	Fax No: 04 918 3713
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 on the HealthLink website: <http://www.healthlink.net/resources>

7. Changing Personal and Organisation Details

Introduction It is necessary to complete a SecureCert 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.nzhis.govt.nz/moh.nsf/pagesns/494?Open
- Email: registrar@nzhsra.co.nz
- Phone: NZHSRA 0800 117 590


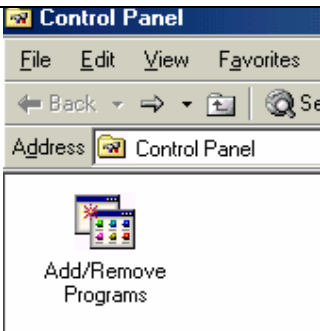
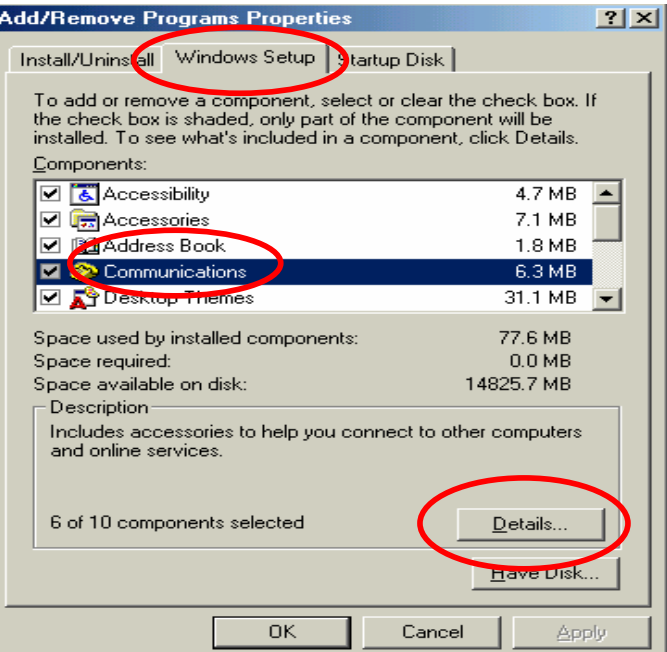
Appendix 1 – Installing Dial-up Networking

Do I need to install Dial-Up Networking?

Refer to Section 1 'Preparing to Install your Digital Certificate'.

If you have Windows 95/98

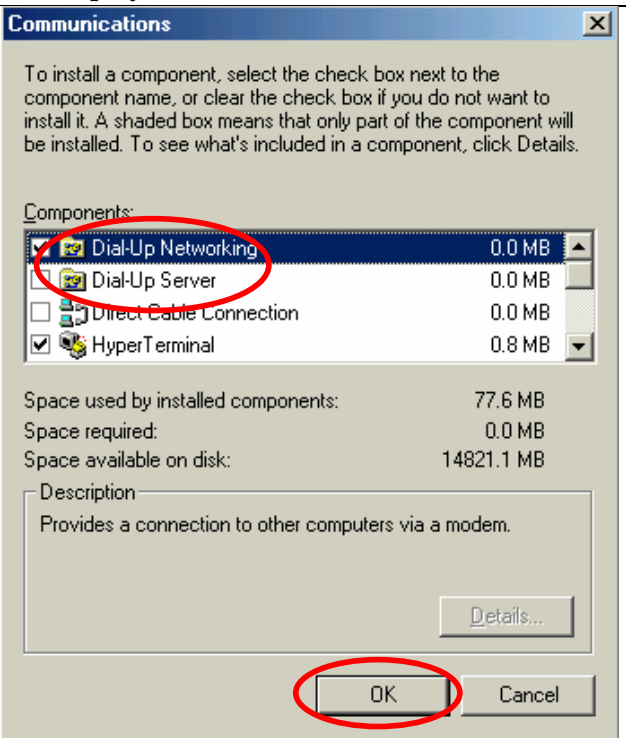
The table below describes how to install Dial-Up Networking:

Step	Action	PC Display Results
1	Insert your Windows 95/98 Installation CD	Intentionally Blank
2	Click the Start button Move up to Settings and Click Control Panel	
3	Double click Add/Remove Programs	
4	Click Windows Setup Select Communications Click Details	

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Appendix 1 – Installing Dial-up Networking, Continued

If you have Windows 95/98 (continued)

Step	Action	PC Display Results
5	<p>Tick the box next to Dial-Up Networking</p> <p>Click OK</p> <p>Click OK again</p> <p>Dial-Up Networking will install itself</p>	 <p>The screenshot shows the 'Communications' control panel window. At the top, there is a title bar with the text 'Communications' and a close button. Below the title bar is a text area with instructions: 'To install a component, select the check box next to the component name, or clear the check box if you do not want to install it. A shaded box means that only part of the component will be installed. To see what's included in a component, click Details.' Below this is a list of components under the heading 'Components:'. The list includes: 'Dial-Up Networking' (checked, 0.0 MB), 'Dial-Up Server' (checked, 0.0 MB), 'Direct Cable Connection' (unchecked, 0.0 MB), and 'HyperTerminal' (checked, 0.8 MB). Below the list, there is a summary of space usage: 'Space used by installed components: 77.6 MB', 'Space required: 0.0 MB', and 'Space available on disk: 14821.1 MB'. At the bottom, there is a 'Description' box containing the text 'Provides a connection to other computers via a modem.' and a 'Details...' button. The 'OK' and 'Cancel' buttons are at the bottom right, with the 'OK' button circled in red.</p>

If you have
Windows NT

It is recommended that you get a qualified technician to install Dial-Up Networking.