Pharmacy Programs Administrator

PORTAL USER GUIDE – USER PROFILE

September 2025

PHARMACY PROGRAMS ADMINISTRATOR PORTAL USER GUIDE – USER PROFILE

INTRODUCTION

This document outlines how you can:

- View your Pharmacy Programs Administrator (PPA) Portal user profile
- Update bank details (for your Service Provider, Sole Trader or Individual accounts)
- Change your user account password
- Apply two-factor authentication on your user account.

For best performance, we recommend the most recent version of the **Google Chrome** browser is used when accessing the PPA Portal. Whilst you can successfully use the Portal with other internet browsers, they may not have all the features required to provide you with the best user experience. If you require further assistance with using 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.

VIEWING YOUR USER PROFILE DETAILS

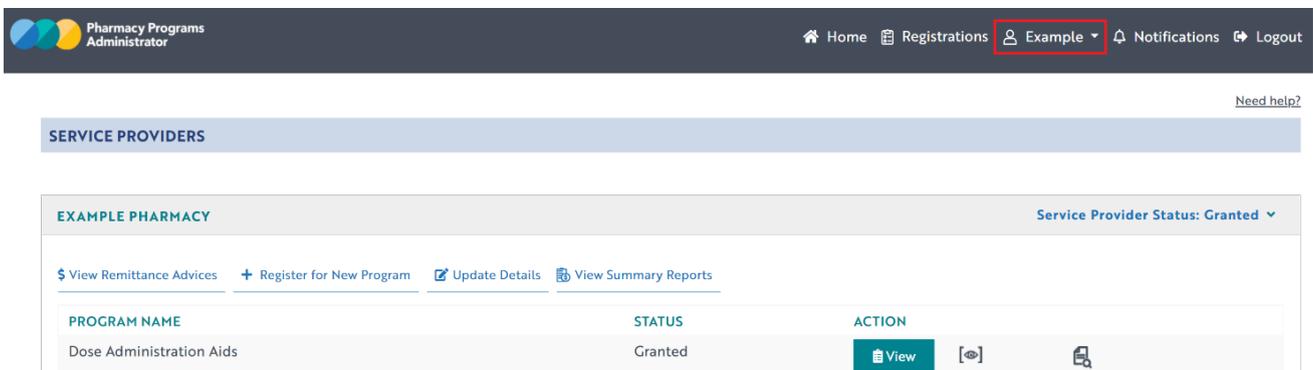1) Firstly, log in to the Pharmacy Programs Administrator Portal.

Email

Password

☐ Remember me?

Log in

Forgot your password?

Register as a new user

2) Your Portal home page will display. In the menu at the top of the screen, click on your profile icon.

SERVICE PROVIDERS

EXAMPLE PHARMACY   Service Provider Status: Granted ⌄

$ View Remittance Advices   + Register for New Program   ✎ Update Details   ⬚ View Summary Reports

PROGRAM NAME	STATUS	ACTION		
Dose Administration Aids	Granted	View	[👁]	🗄

3) Select the *Profile* option from the drop-down menu.

4) The **Manage Your Account** screen will display. Here you will be able to view your user details.

5) If you believe any of your details on this screen are incorrect, you will need to contact the Support Centre for assistance on 1800 951 285 or via support@ppaonline.com.au. Please note you may need to provide supporting evidence.

UPDATE YOUR SERVICE PROVIDER BANK DETAILS

1) After you log in the system will display your home page. This will show the Service Providers for which you are either the Main Authorised Person or linked to as an Authorised Person. To update a Service Provider's details, click on the **Update Details** button for the relevant

> Please note **only** the Main Authorised Person of a Service Provider can update details.

Service Provider.

2) On the following screen you will be able to update details for the Service Provider. An example of the bank details section is provided below. Please note **only** the Main Authorised Person of a Service Provider can enter and update bank details.

3) Complete the bank details - claims cannot be paid until this is done. Click the **Save** button to save these details. If you encounter any difficulties, contact the Support Centre for assistance on 1800 951 285 or via support@ppaonline.com.au.

UPDATE YOUR INDIVIDUAL BANK DETAILS

1) If you are registered for programs which you claim as an individual e.g. the Rural Intern Training Program, the Rural Pharmacy Scholarship Mentor Scheme etc, you can update the bank details that these programs are paid to.

2) To do this log into the system. This will display your home page.

3) You will see a **My Programs** heading on the home page. To update your individual bank details, click on the **Update Details** button underneath the My Programs heading.

4) On the following screen you will be able to update details. An example of the bank details section is provided below. Please note updating these bank details will update the bank account that all claims submitted under your My Programs are paid to.

BANK DETAILS

Account Name

Account

BSB

111-222

Account Number

987654321

5) Click the **Save** button to save any changes to these details. If you encounter any difficulties, contact the Support Centre for assistance on 1800 951 285 or via support@ppaonline.com.au.

CHANGE YOUR PASSWORD

You can change the **password** that you use to access the PPA Portal under your log in account at any time.

1) Navigate to the **Manage your Account** screen by selecting your Profile icon at the top of the page and then selecting the *Change Password* option.
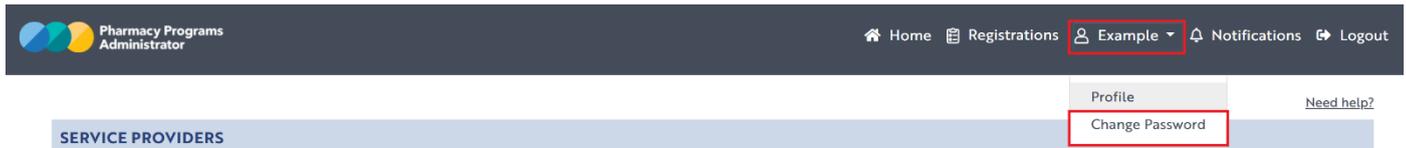
2) The **Change Password** screen will display.

3) Complete the fields as required and click on the **Update password** button to submit the form. The system will display a **confirmation message** that your password has been changed.

Important Information!

- Please note your user account is your own personal account. **The password for your account should not be shared.** Each individual Portal user (i.e. person) should have their own user account and login details, with each user then linked or enabled to undertake activities for the Service Provider (e.g. pharmacy) account by the Main Authorised Person. To find more information on how to create a new user account or link a user account to one or more Service Providers, please see the PPA Portal New User Registration user guide.

- Ensure that you use a unique password to access the Portal and that you do not use the same password to access other online accounts or services. Recycling your Portal password across multiple accounts or services increases the risk of your Portal login credentials being compromised in a data breach on a third-party site or service, which increases the risk of unauthorised access to the Portal.

APPLY TWO-FACTOR AUTHENTICATION TO YOUR ACCOUNT

To protect your privacy, mitigate security risks and add additional safety, you must apply **two-factor authentication** to your PPA Portal account. If you have an existing PPA Portal account but have not yet set up two-factor authentication, please follow the below steps to turn this on.

1) Navigate to the **Manage Your Account** screen by selecting your Profile at the top of the page.

2) Select the tab labelled **Two-Factor Authentication.**
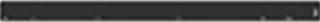

3) Click on the **Add authenticator app** button.

4) The **Configure authenticator app** details will display. An example is shown below. You will be required to download an authentication app such as Microsoft Authenticator for Windows Phone, Android and iOS or the Google Authenticator for Android and iOS.

The following steps show how to set up multi-factor authentication using an authenticator app:

1. Download an authenticator app like Microsoft Authenticator for Windows Phone, Android and iOS or Google Authenticator for Android and iOS.

2. Scan the QR Code or enter this key ████████████████████ into your authenticator app. Spaces and casing do not matter.
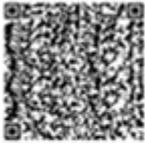
EXAMPLE ONLY
DO NOT SCAN

3. Once you have scanned the QR code or input the key above, your authenticator app will provide you with a unique code. Enter the code in the confirmation box below

Verification Code

[   ]

[Verify]

5) 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. Please ensure the device you use is one that belongs to you and that you have ongoing access to.

6) 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.

7) Click on the **Verify** button to finish applying two-factor authentication to your account.

8) Two-factor authentication will be applied to your account from this point onwards.
If you have any queries, you can contact our Support Centre on 1800 951 285 or via support@ppaonline.com.au.

TWO-FACTOR AUTHENTICATION RECOVERY CODES

Two-factor authentication recovery codes are unique, one-time use codes that allow you to bypass using your authenticator app if you lose access to it, providing a backup method to regain access to your account.

1) When first setting up two-factor authentication you will be prompted to generate recovery codes. Do this by clicking on the **Generate Recovery Codes** button
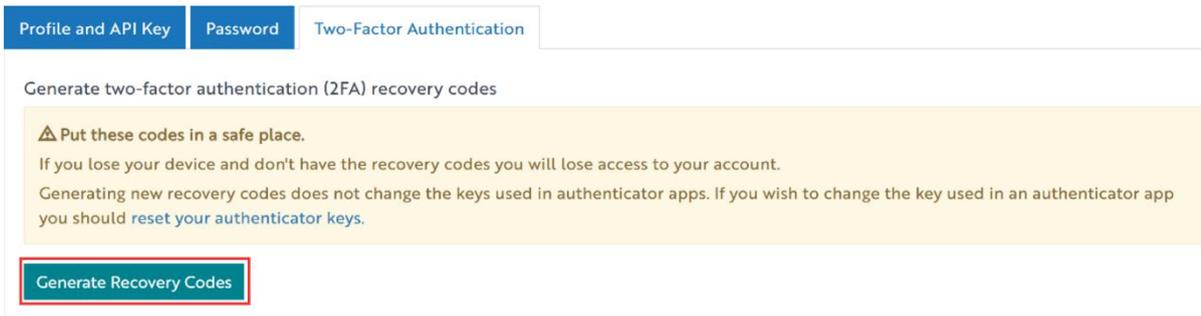
2) Save the generated recovery codes in a safe place

3) If you lose access to the device that has your authenticator app you can instead use these recovery codes to sign in. To do this, on the page you would normally enter your authenticator code you can instead click on the **log in with a recovery code** link

4) Enter one of your recovery codes (you can use any of the 10 codes you were provided) and click the **Log in** button


5) Once a recovery code has been used it will no longer work. Therefore, once you have used all ten of your recovery codes you will need to re-generate new codes. To do this follow steps 1 and 2 above.
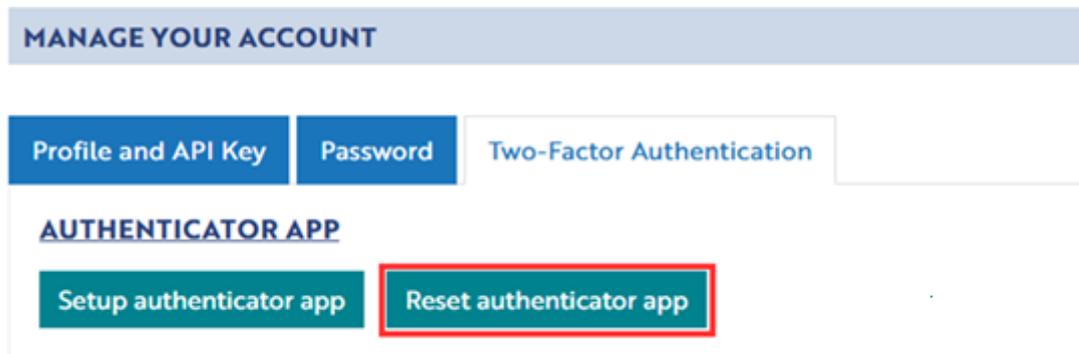
RESET TWO-FACTOR AUTHENTICATION ON YOUR ACCOUNT

1) If you no longer have access to the device on which your prior authenticator app was downloaded on you can first use your recovery codes to access your PPA Portal account

2) Once in your account, navigate to the **Manage Your Account** screen by selecting your Profile at the top of the page
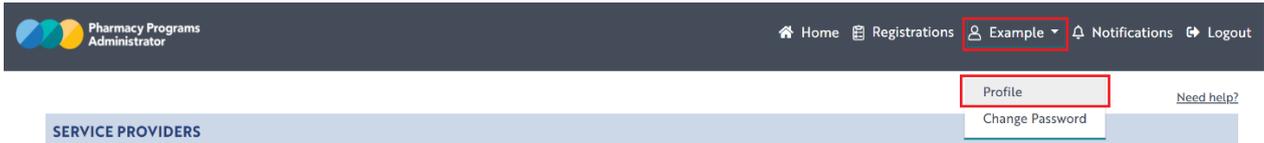
3) Select the tab called **Two-Factor Authentication**
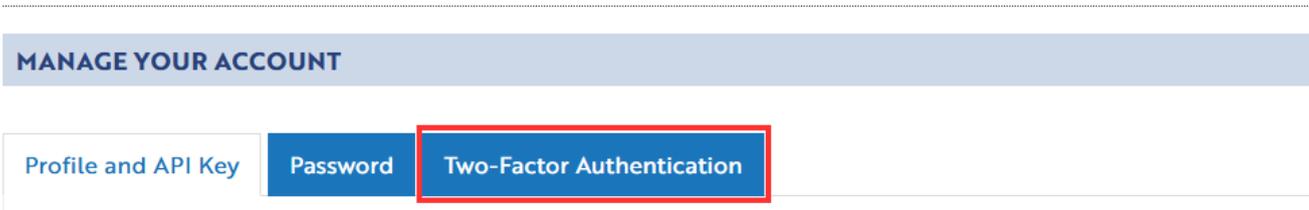
4) Then select the **Reset authenticator app** button, follow the prompts then click **Verify**

5) Two-factor authentication will be applied to your account using your new authenticator app listing from this point onwards.