HealthLink

13/06/2025

Browser Enrolment User Guide

Welcome to the Browser Enrolment User Guide. This guide provides step-by-step instructions to help you securely download, install, and manage your digital certificate issued by HealthLink. The enrolment process is designed to ensure that only the authorised user can access and install the certificate, using a combination of email verification and a unique enrolment code sent via SMS. Before you begin, please review the key requirements and important notes to avoid any issues during installation. Following this guide carefully will help ensure a smooth and secure setup of your digital certificate.

Key points

- An EMAIL is sent to the registered user of the certificate.
- A text message containing an enrolment code is sent to the users mobile. Note: To ensure only the intended user receives the certificate this must be the users mobile.
- The enrolment code and the users registered identifier are required to complete the enrolment process. These should be only known by the user.

Few things to know before proceeding

- This is a **one-time** download, that cannot be downloaded a second time.
- You must complete the installation in **one sitting**. once you have clicked on "install certificate", you will not be able to return.
- You must use the email address that is registered with the HealthSecure application form.
- Make sure you have **copied** and **saved** your certificate password during the install (HealthLink cannot retrieve your password).
- Certificate will need to be **revoked** and **re-issued** if you have failed to follow these steps.

Download and Install Certificate

The browser enrolment process interface includes a general description of steps to commence the certificate download and then install. The process includes information that uses one browser and operating system as an example so this may not be exactly how you will achieve the same outcome. In general, you should be able to use all the default behaviour of your browser and pc, i.e. double clicking and use default settings.

This quick video guide illustrates this <u>Video User Guides</u>. If you need assistance, please contact <u>helpdesk@healthlink.net</u> or 0800 288 887.

From: Enterprise PKI Team
Sent: Thursday, January 9, 2025 11:41 AM
To: Healthlink
Subject: Enroll for your certificate
Dear Healthlink Helpdesk,
If you have not registered and installed a Healthsecure digital certificate before then watch this video introduction - https://vimeo.com/1084100504/0511dce109
To enroll for a certificate:
1. You should have received a text message with your enrolment code.
2. Know your identifier registered by the NZ Ministry of Health Registration authority. This identifier will generally be your work email address if you have one or an ID provided by the NZ Ministry of Health Registration authority. 3. IMPORTANT - You MUST download the following files from the link below onto a USB as these are needed for the installation. Use the WINOScertinstall for windows or MACOScertinstall for MAC installs.
Eiles link
rnes min. Marci Annau kaaliklink on as Analikanna installille sin.
Index/www.nearunink.co.nz/nearusecure-installines.zip
Certificate link:
https://pki.symauth.com/certificate-service?x=KedE2NkTYFiMnufZ
Important:
For your security, HealthLink does not keep a copy of this password or certificate; if either is lost/forgotten or misplaced, you must contact the NZ Ministry Registration Authority to request that your certificate be reissued. Charges may apply. You MUST copy the password and certificate file downloaded to separate secure locations to allow reinstallation or to install on multiple devices.
If you need help with certificate enrollment, contact the Certificate Authority Administrator.
ca.healthlink@healthlink.net 0800 288 887
Thank you, Your Certificate Administrator Call ITON: This mean assignated from outside of the exemptation. Do not disk links or enon-attackments unless you ecception the conder and heavy the context is refe

Step 1 - Authorised recipient verification

When the user clicks the emailed Certificate URL they are taken through a process to verify their identity (as the authorised recipient), verify the certificate details are as expected and then download and install the certificate.

HealthLink digicert Enroll: Confirm your identity Enrollment information Install certificate Next steps	English
Confirm your identity	
Enter your information to begin the enrollment process.	
Email	
	Continue
Legal Nolices Privacy © 2025 DigiCerl, Inc. All rights reserved.	

These identifiers are unique identifier for the certificate in the form of an email address and an enrolment code only know by the authorised certificate manager or the user of the certificate.

Refer to the Appendix for wrong email and enrolment code notes

Step 2 - Verify the certificate information is as expected

Once the recipient has entered the correct email and enrolment codes the certificate details are presented to confirm the details registered are still valid or correct.

Coniirm your identity	Enrollment information Install certificate Next steps
Identity confirme	d.
Verify your informa	tion
Verify that the information assoc	iated with your certificate is correct, and complete any required fields.
Country	NZ
Locality	Auckland
Company	HealthLink Limited
Entity name	Healthlink Helpdesk
Registration ID	helpdesk@healthlink.net
If your information is incorrect, o	contact Certificate Authority Administrator.
ca.healthlink@healthlink.net 0800 288 887	

✓ Details are not correct

These are the details provided to the registration authority so if need changing you will have to contact the registration authority to reissue the certificate.

The registration authority contact details can be found here - Digital Certificates - HealthLink

Step 3 – Install certificate



Click install certificate, this will start the download process.

Step 4	– Copy password
	Viewegg) Backup Allgg Impartigg Dekite (g) OK
0	Find and select your certificate. Click Open.
8	Your administrator has provided additional instructions for setting up your certificate. Download these instructions now and refer to them after installing your certificate.
	Copy Password Download P12

Scroll to the bottom of the screen and click copy password, then paste the password somewhere secure so it is not lost.

Step 5 – Download P12

	Views(2) Backup (4): Import(20) Delete (2) OK
7 F 8 Y ir	Find and select your certificate. Click Open. Your administrator has provided additional instructions for setting up your certificate. Download these instructions now and refer to them after installing your certificate.
	Copy Password Download P12

Click Download P12

Your certificate and private key password must be backed up and secured separately.

These cannot be recovered. In the event either are lost and are needed to reinstall the certificate then a new certificate will need to be reissued.

Step 6 - Save password and certificate

Save the password securely for future reference.

You can paste the password that is in the clipboard (cntrl v) into a secure location.

For example you could use windows sticky notes, an email to yourself or a password manager tool like <u>Google Password Manager</u>.

The important note is wherever you save this password it should only be accessible by you and available for reinstalling the certificate.

Save the certificate file (cert.p12) for future reference

The certificate is downloaded to the browsers default download location with the file name cert.p12.



Right click the file and click show in folder or open your file explore and open the downloads folder (usual default location) to find the certificate file,



	×	+			- 0	×
+ New	O D		6 🛈	↑ ↓ Sort $ ≡$ View		
$\leftarrow \rightarrow \checkmark \uparrow$	$\underline{\downarrow}$ > Downloads		~ C	Search Downloads		<i>م</i>
			Name			
E Desktop		*	✓ Today			
🚽 Downloads		*	🗣 cert.p12	2		
Documents		*				
Pictures		*				
🚱 Music		*				

Rename the file so you can identify specific certificate and then copy from the download folder to a USB or a secure network drive that is accessible by you only for certificate installations.

	▲ Downloads	× 🖆 Cert bac	kup USB (D:)	× +	-	
	🕀 New - 🔏 🗘	ō Ø	🖻 🛈 1	↓ Sort ~ 🔳	E View ~	
	\leftarrow \rightarrow \checkmark \uparrow \blacksquare \rightarrow Ce	rt backup USB (→	~ C	Search Cert ba	ckup USB (D:)	م
	📒 temp		Name	^		Date m
	📒 Team		📒 boot			9/07/2
Т	📒 test files		📒 efi			9/07/2
~	lealthLink Grou	up Limited	sources			9/07/2
			📁 support			9/07/2
	🗸 📮 This PC		autorun.in	f		9/07/2
	> 🏪 Windows (C:)		🗋 bootmgr			9/07/2
	> 🧉 Cert backup USB (D:)		bootmgr.e	efi		9/07/2
	> 🧉 Cert backup USB (D:)		🔖 nickwilsor	n.p12		23/07/

Refer to the appendix for CA Administrator note only - Enrolment status changed now

Certificate Install for Browser

You should now have your certificate and certificate password securely saved ready for installation.

Step 1: Run the .p12 file that was downloaded earlier.

📒 Cert Back	up		×	+						
$\leftarrow \rightarrow $	\uparrow	C		> De	sktop	> Cer	t Backup >			
🕀 New 🗸	*	Q	Ō		Ŕ	ŵ	↑↓ Sort ~	=	View ~	
📒 SQL Ser	ver Mana	gement St	ud 🖈	Na	ame				Date mo	odified
💼 Capabil	ity (\\hlin	k-files\De	par 🖈		ertImpo	rt			29/04/20	025 1:39 pm
📒 Healthl	ink Helpd	lesk - NEV	/	<u></u>	Autorun.	inf			22/01/20	025 11:20 am
Cert Ba	ckun			50	ertinstal	l.bat			22/01/20	025 11:51 am
	crup			🔊 o	ertinstal	l.ps1			22/01/20	025 12:39 pm
docs				👱 🤇	CertLoad	er-setup.e	xe		22/01/20	025 11:20 am
				🌛 r	nickwilso	n2025.p12	2		22/01/20	025 1:06 pm

Step 2: Select "Current User" and click Next

 \leftarrow

		×
🐓 Cer	ficate Import Wizard	
w	lcome to the Certificate Import Wizard	
Thi list	wizard helps you copy certificates, certificate trust lists, and certificate revocation from your disk to a certificate store.	
A c and cor	tificate, which is issued by a certification authority, is a confirmation of your identity contains information used to protect data or to establish secure network ections. A certificate store is the system area where certificates are kept.	,
S	ore Location	
	Current User	
	Least Mashian	

Next Cancel



File 1	in Import
The	Specify the file you want to import.
	File name:
	C:\Cert Backup\nickwilson2025.p12 Browse
	Note: More than one certificate can be stored in a single file in the following formats: Personal Information Exchange- PKCS #12 (.PFX,.P12)
	Cryptographic Message Syntax Standard- PKCS #7 Certificates (.P7B)
	Microsoft Serialized Certificate Store (.SST)

Step 4: Enter the password for the certificate and click next.

Р	rivate key protection
	To maintain security, the private key was protected with a password.
	Type the password for the private key.
	Password:
	•••••
	Display Password
	Import options:
	Enable strong private key protection. You will be prompted every time the private key is used by an application if you enable this option.
	Mark this key as exportable. This will allow you to back up or transport your keys at a later time.
	Protect private key using virtualized-based security(Non-exportable)
	Include all extended properties.

Step 5: Select "Automatically select the certificate store based on the type of certificate" and click next

Certificate Store				
Certificate sto	res are system areas v	where certificates	s are kept.	
Windows can the certificate	automatically select a c	ertificate store,	or you can specify	a location for
🖸 Automa	tically select the certifi	cate store based	on the type of ce	rtificate
Place a	certificates in the follo	owing store		
Certific	ate store:			
				Browse

Step 6: Click Finish

←	، چ	Certificate Import Wizard			×
		Completing the C	ertificate Import Wizard		
		The certificate will be import	ed after you dick Finish.		
		You have specified the follow	ving settings:		
		Certificate Store Selected	Automatically determined by the wizard	I	
		File Name	PFX C:\Cert Backup\nickwilson2025.p12		
				Finish Cance	el

Step 7: Installation complete



Certificate Install for ESA

Step 1 - Double click the certinstall.bat to start the installation

Run the certinstall.bat and if that does not work, try the certinstall.ps1 file, and a pop-up will appear. After pressing "OK," you will be prompted to select the certificate, which is "cert.p12" that you have downloaded. It will then be renamed as shown in the image below. Make sure to copy it from the download folder to a USB or a secure network drive accessible only by you for certificate installations.

×

Name	Date modified	Туре	Size
certImport	22/01/2025 11:20 am	File folder	
Autorun.inf	22/01/2025 11:20 am	Setup Information	1 KB
certinstall.bat	22/01/2025 11:51 am	Windows Batch File	1 KB
ertinstall.ps1	22/01/2025 2:55 pm	Windows PowerS	3 KB
🖳 CertLoader-setup.exe	22/01/2025 11:20 am	Application	44,357 KB
CertLoader-setup.varfile	22/01/2025 11:20 am	VARFILE File	1 KB
e HealthLink FireFox Cert Install Guide v1.p	22/01/2025 11:20 am	Chrome PDF Doc	691 KB
e HealthLink macOS Cert Install Guide v1.p	22/01/2025 11:20 am	Chrome PDF Doc	1,827 KB
HealthSecure.cer	22/01/2025 11:20 am	Security Certificate	2 KB
HealthSecureCA.cer	22/01/2025 11:20 am	Security Certificate	2 KB
HealthSecureCA.pem	22/01/2025 11:20 am	PEM File	2 KB
HMS Certificate Loader Guide v2.pdf	22/01/2025 11:20 am	Chrome PDF Doc	806 KB
http://www.commons.com	22/01/2025 11:20 am	KEYSTORE File	12 KB

NZ Ministry of Health HealthSecure Certificate Install

This program will allow you to select a downloaded certificate to backup and then install.

The certificate backup will be in the same location as this program file (Which should be the recommended USB or secure fileshare).

Note:

The downloaded certificate will be named cert.p12. The backup is renamed to cert_<ddmmyy>.pfx or (#)cert_<ddmmyy>.pfx if more than one certificate exists for this filename. The download file is removed in the process.

Click OK to select the download file and start the install

OK

Step 2 - Select the cert.p12 and install it with setup loader (with default values)



👥 Setup - HealthSecure Certificate Loader 1.1.3 — 🗌 🗙

\geq	Welcome	
Certaint in Care	This program will install your He through each step of this proce For assistance, please contact t	althSecure certificate. You will be guided ss. the HealthLink Helpdesk on 0800 288 887
÷		
μ	Operating System	Windows 10
<u>, 2. 6</u>	Installer Version	1.1.3
Ĩ	To continue, click Next	
		Next > Cancel

Step 3 - Copy the password from your secure location and click next with default values

You can use an Email to save your password.

← Cert password	С
	6
🛈 🗸 💰 🗸 h h h h h 🖒 h h h h h h h h h h h h h	
▲ Mail Files = Filter Top results	
Nick Wilson Cert Password kg5I4RBdCBXf CAUTION: This e Inbox	
🛃 Setup - HealthSecure Certificate Loader 1.1.3 — 🗌 🗙	
Password Plasse enter your password for (1)cert 180225 pfy	
Password ••••••••• This certificate is issued to: (1)cert, and created on: Jan 22, 2025 If you do not know the password, please contact the HealthLink Helpdesk on 0800 288 887	
Next > Cancel	

Step 4 - Complete install, clicking next with defaults and finish

If your practice is using Electronic Special Authority, make sure to tick "Yes".

Setup - HealthSecure Certificate Loader 1.1.3	_	\Box \times
Import HealthSecure Certificate		
Import HealthSecure Certificate to Personal Certificate Store		
Password accepted.		
Would you like to install the HealthSecure certificate in your Persor	nal Certificate st	tore?
O Yes		~
○ No		V
	Next >	Cancel
Setup - HealthSecure Certificate Loader 1.1.3	_	
Import HealthSecure Certificate		<u>11</u>
Import HealthSecure Certificate to Machine Certificate Store		III
HealthLink recommends installing the certificate into your Machine's Services such as e-Prescribing.	Keystore for us	e by
O Yes		•
○ No		•
	Nexts	Connel
	Next >	Cancel



Check installed or existing installed Health Secure Certificates

You can confirm the certificate has been installed or if the device has already had a Healthsecure certificate installed using internet options.

Type in "internet options" in the search bar



Click on Content > Certificates



Double click your certificate in the personal tab - Friendly name cert

tended p	urpose:	<all:< th=""><th>></th><th></th><th></th></all:<>	>		
ersonal	Other Pe	eople I	ntermediate Certification A	uthorities 1	Trusted Root Certification
Issued	To 5653f-d1e	8-415	Issued By MS-Organization-Access	Expiratio 24/06/203	Friendly Name
Hea	althlink Hel	pdesk	HealthSecure CA - G4	1/02/2026	i cert
Import.	t	Export	. Remove		Advance

Select Details and Subject. Your details should be shown.

R Certificate	X 🕞 Certificate X
General Details Certification Path	General Details Certification Path
Certificate Information This certificate is intended for the following purpose(s): • Proves your identity to a remote computer	Show: <all></all>
• 1.3.6.1.4.1.528/3.1.2.1 * Refer to the certification authority's statement for details. Issued to: Healthlick Heledeck	Public key Public key parameters Public key Jarameters Public key
Issued to: HealthSecure CA - G4 Valid from 21/01/2025 to 1/02/2026	E = helpdesk@healthlink.net CN = Healthlink Helpdesk O = HealthLink Limited L = Auckland C = NZ
You have a private key that corresponds to this certificate.	Edit Properties Copy to File
OK	ОК

Refer to the appendix for information regarding No root key installed "not enough information" message.

Appendix

User notification messages

Source User notification messages

Enrolment code message

An enrolment code is required to reduce the risk of private certificates being downloaded by anyone other than the intended recipient whose identity has been verified by registration authority. This code is sent separately from the certificate enrolment URL email.

Your NZ Ministry of Health Digital Certificate enrolment has been completed and an enrolment email has been sent to the email address you provided to the NZ MOH Registration authority. To complete the enrolment process you will need to enter this code <enter code>.

If you have not received an enrolment email please contact the CA Administrator on $0\,800\,\,288\,\,887$

User guide process exception notes

~ Wrong email entered

If the user supplies an incorrect email the process cannot continue.

The email is not always the same email address as the one the enrolment URL is sent to. The NZ MOH registration authority would have confirmed this detail during the registration process. If the user does not have this information, then they will have to contact the NZ MOH Registration Authority.

Ø DigiCert™ PKI Certificate Service × +			-	0	×
C A https://pki.symauth.com/certificate-service/didc-info.xhtml	A∿ ti	ວ ເ≐	Ē		
					٩
		English •			+
					0
Enroll: Confirm your identity Enrollment information Install certificate Next steps					0
					Ŧ
Information not recognized. Try again.					×
Confirm your identity					न
Enter your information to begin the enrollment process.					+
Email					
hick wilson@healthlink.net					
	_				
	C	ontinue			
Legal Notices Privacy					•
© 2023 DigiCert, Inc. All rights reserved.					ŝ

✓ Wrong enrolment code entered

The enrolment code is only available by text. If the user has not received the enrolment code message this can be resent to the registered mobile number. If the mobile number has changed or incorrect at the time of registering with the NZ MOH Registration authority (NZ MOH RA) then they must contact the NZ MOH RA to get the mobile number updated.

The enrolment code can be resent to the approved mobile number.

DigiCert ^{ter} PKI Certificate Service x +	- 0	×
← C 🗅 https://pki.symauth.com/certificate-service/didc-enter-passcode.xhtml A ^N ta ta G	Ð	0
		٩
		+
		0
Enroll: Confirm your identity Enrollment information Install certificate Next steps		0.
		7
Concerning		×
Enter vour enrollment code		7
Enter the enrollment code provided by your administrator. You do not need to remember the code after you enter it.		+
Enrollment code:		
h234567		
Chief a valid enrollment code. If you have not considered your annumber and a context Contificate Authority Administrator.		
ra bealthlink@healthlink not		
ca.indatumining/indatuminin.ind		
Back Continue		Ð
Lenal Nolices Privacy		¢3

* No root key installed "not enough information" message

The root trust is not required for most web applications, their systems will have the root and will be able to verify the certificate is from the trusted chain. If the application provider requires the root to be installed and trusted on your device then install the root using this installation guide.

Windo	Certifica	te Informat	ion	ation to vorify
this ce	ertificate.	not nave end	ougn inform	ation to verify
	ssued to:	Nick Wilson		
E	ssueu to:	WICK WIISON		
Ŀ	ssued by:	HealthSecu	e CA - G4	
Ň	/alid from	21/02/2023	to 3/03/20)24
<mark>የ</mark> ү	ou have a p	private key tha	at correspond	s to this certificate.

HealthLink 0800 288 887

Email helpdesk@healthlink.net

www.healthlink.co.nz