Error accessing MHR and eScripts

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Problem

If you are using Zedmed on-premise and receive a certificate error message when trying to use My Health Record, even if the NASH certificate is valid. Zedmed will perform this update for Cloud customers.



Description

The Certificates Australia Super Chain of Trust is a set of security certificates that Windows needs to connect to My Health Record and electronic prescribing. If you received an error, some of these certificates have expired, which is preventing your clinic from accessing My Health Record, even if your NASH certificate is still valid.

Solution

To resolve this error, download a New Chain of Trust and install it on your Zedmed server.

Steps

To resolve this issue:

1. Open the Certificates Australia Download Portal.
2. Select **Services Australia PKI** > **Super Chain of Trust (Windows)**

   This will download a file with a New Chain of Trust.
3. Right-click the downloaded file and select **Install Certificate.**
4. Follow the prompts by selecting **Next,** then **Finish**.
5. Close out of Zedmed and log back in.

This will automatically replace the expired backend certificates and inject the updated Services Australia Root Certification Authority identities directly into your Windows certificate store.