

PRODA B2B DEVICE

Your [PRODA device activation](#) code can expire every 6 months or can be extended every 6 months. This process can only be completed by a user at your service with the **Management and Control** role.

Once you have completed the steps in PRODA you will then be required to go into our software and follow the below steps.

PRODA now have an option to [extend the device expiry](#) date however, this is a process within their system and therefore you will need discuss this with PRODA. If you follow the steps, then the expiry date will be updated in our system within a couple of hours.

[Troubleshooting](#) tips are also included within this document.

Summary

Activating PRODA device

1. Click on the settings cog and select Account Setting
2. Click on CCS Activation tab followed by the pencil button
3. Enter your new device name and one-time activation code
4. Click Activate then click ok
5. If successful, click save.

Extending PRODA Device

1. Click on the settings cog and select CCS Provider
2. Click on Query Provider Profile
3. Select Authorised Personnel
4. Query

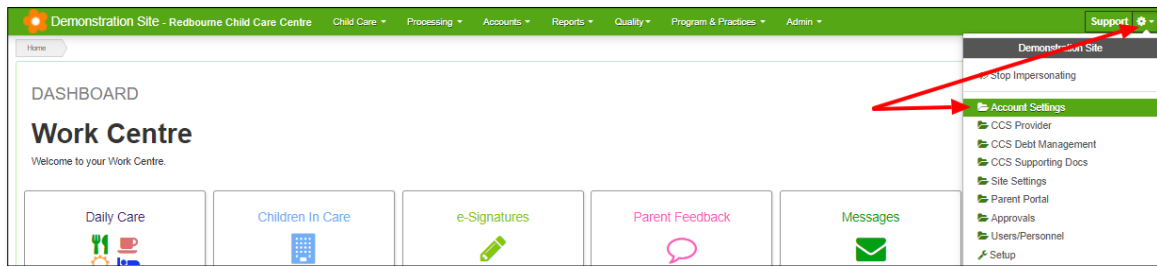
NOTE: Only users who have Management or Control role with CCS and have been assigned the Account Admin Access role to their user record will be able to see Account Settings and CCS Provider within Settings cog

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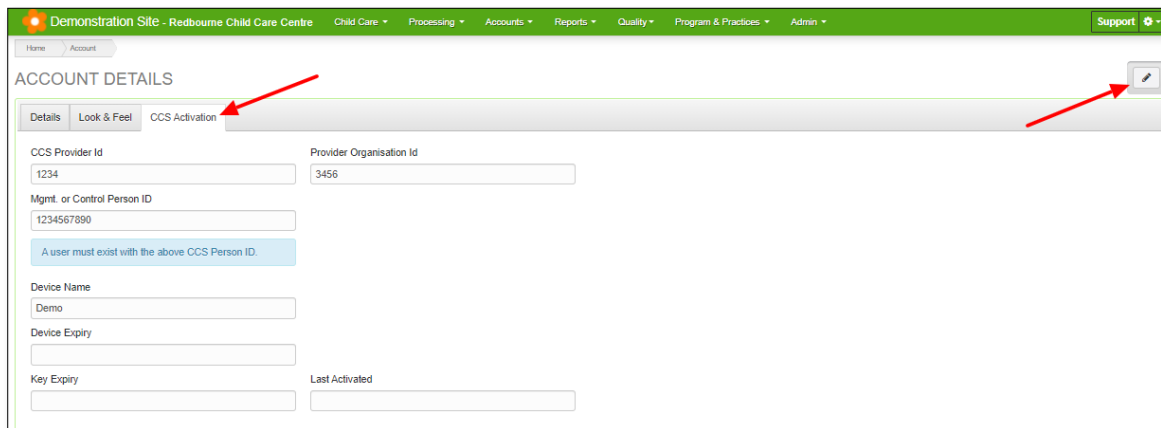
Detailed

Activating your PRODA device

Click the **Settings** cog and select **Account Settings**:

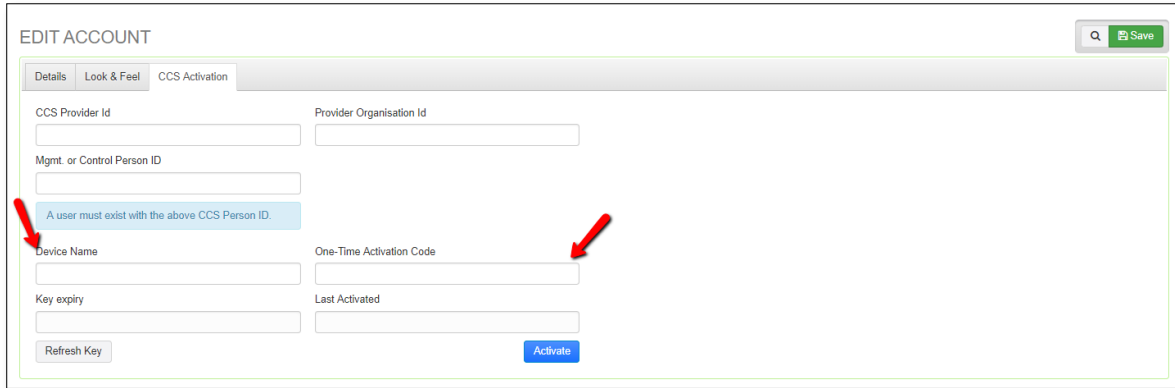


Click the **CCS activation** tab followed by the  button which will put you in edit mode.



If you have registered a new device then enter the new device in **device name** option

Enter your **On-Time Activation Code** in the location provided.



EDIT ACCOUNT Save

Details Look & Feel **CCS Activation**

CCS Provider Id Provider Organisation Id

Mgmt. or Control Person ID

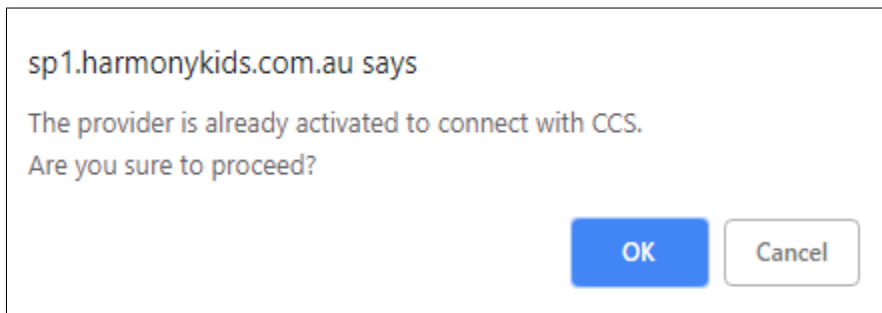
A user must exist with the above CCS Person ID.

Device Name One-Time Activation Code

Key expiry Last Activated

Click **activate**

The following message will appear: -



sp1.harmonykids.com.au says

The provider is already activated to connect with CCS.
Are you sure to proceed?

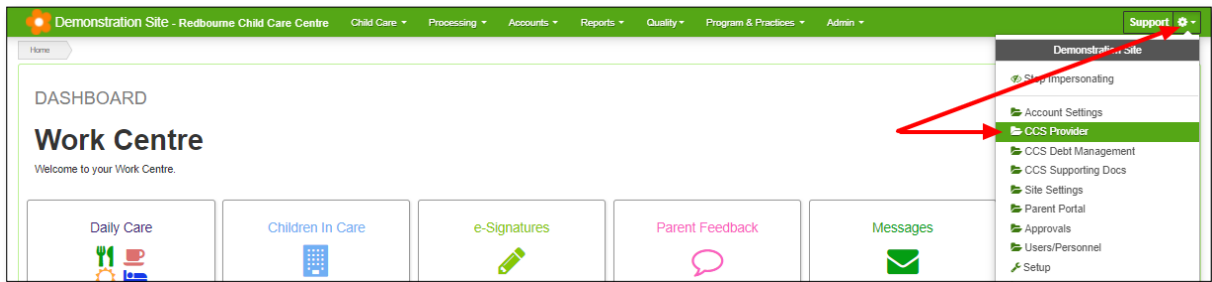
Click **ok**

If you get a successful message

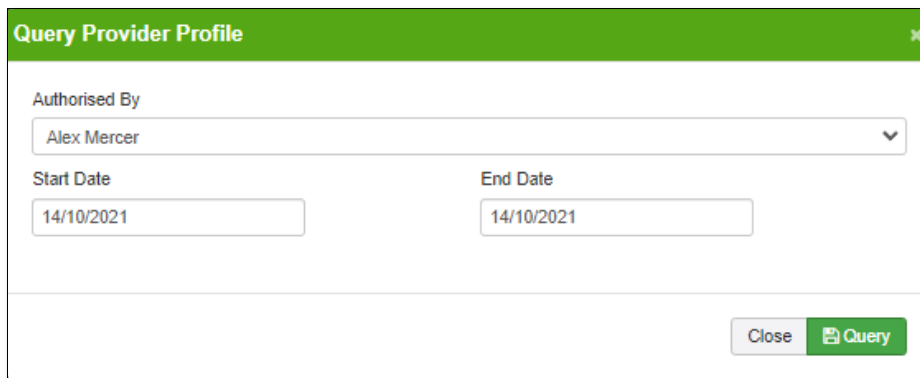
Click **save**

Extending PRODA device expiry

Click on the **Settings Cog** and **CCS Provider**



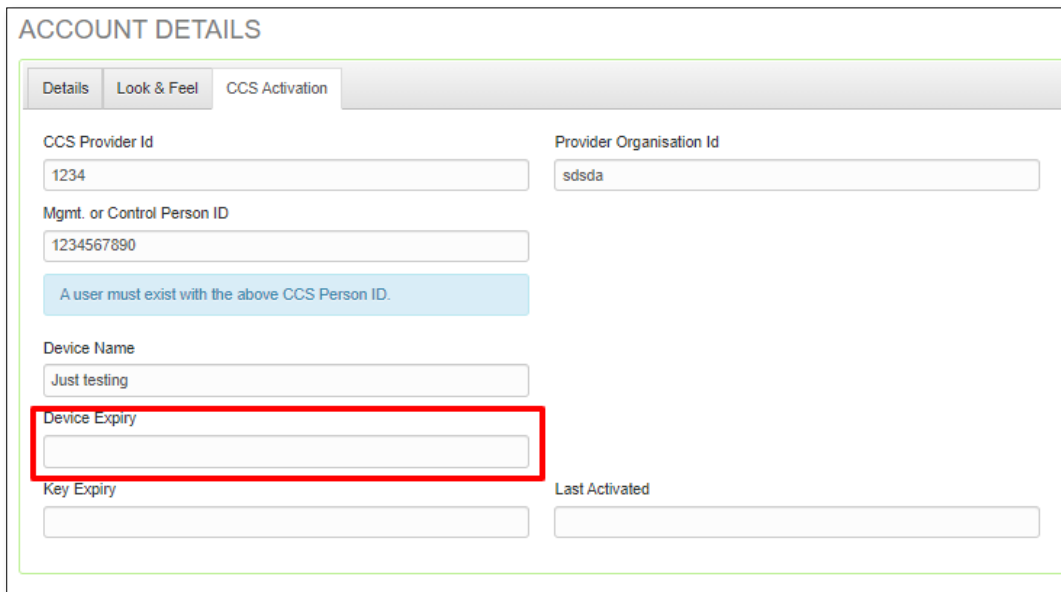
Click on **Query Provider Profile**, a window like below will appear:



Select authorised by and click on Query.

Once completed your PRODA device expiry will update.

You can view the new expiry date by clicking into the **Settings cog** and **Account Settings**



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Troubleshooting

Issue: I cannot see the account settings option within my cog settings

Why? Only users who:

1. Have Management or Control role with CCS
2. Have been assigned the Account Admin Access role to their user record

Will be able to see this option within their cog settings.

Resolution: If you have Management or control role and still cannot see this area please contact the help desk for further assistance.

Issue: I'm getting the following error-

```
Error activating software: { "errors": [ { "code": "DE.7", "message": "Invalid OTAC provided." }, { "reference": "N/A", "status": "500", "url": "PUT /piaweb/api/b2b/v1/devices/LFDC-CCSS/jwk" } ] }
```

Why? This error message may appear after clicking on activate, this means that the the information you entered (one-time activation code OR device name) is still not correct.

Resolution: Check the details you've entered in as this information is VERY case sensitive.

Please also check for numbers/letters that look the same e.g zeros and 'o', lower case 'L' and capital 'i' will look the same. If you are still getting the error message contact PRODA

Issue: I'm getting the following error-


```
Please correct the following errors:  
• {"error_description":"Device not Active","error":"mapping_error"}
```

Why? If your device has already expired you will not be connected to CCS and will receive the above message.

Resolution: Follow the steps above to become connected to CCS again and you will then be able to continue.

Issue: I can't see the one time activation code box.

Why? This is due to not being in edit mode.

Resolution: Please click on the  located in the top right-hand corner of your screen

Question: Who is in our service has the Management & Control role?

Answer: CCS Management and Control Personnel have a specific role assigned to them within Harmony, so you will need to find the user with this role:

- Clicking on your cog
- Select users/personnel
- Edit a user
- Click on the sites tab
- Look for those that are assigned the 'Account Admin Access Role'

