

UPDATING YOUR PROVIDER DETAILS WITH CCS

When a Provider changes or updates information such as bank account details, address or contact information these details are required to be updated with CCSS. Additionally, any restrictions that have been imposed on the Provider will be reported back for awareness.

This process can only be completed by a user at your service with the **Management and Control** role.

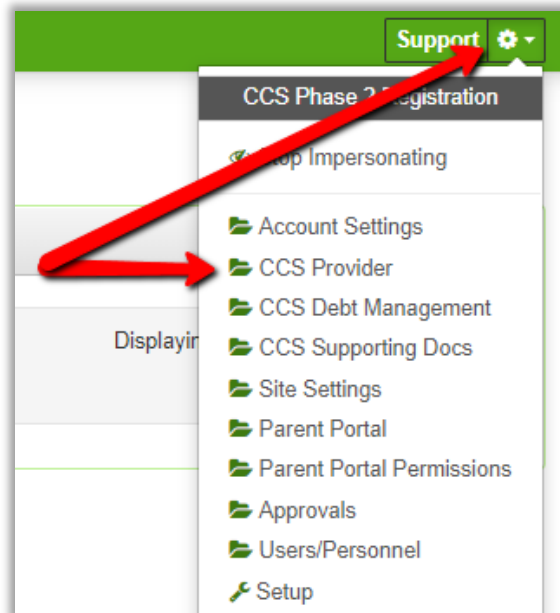
Summary

- Click on the settings cog
- Select CCS Provider
- Name, General, Address, Contact, Financial, External Administrator, Financial Status, Approval Status, Notification, Location of Records, Conflicts of Interests and Personnel are all tabs that have Create options.
- Ultimate Holding, Approval Status, Approval Conditions, Service, Partner, Messages and Correspondences are all notification only tabs, they will contain information relevant to the service sent by CCSS.
- Select the relevant tab for the information that is being updated
- Click Create
- Enter the required information and click Submit

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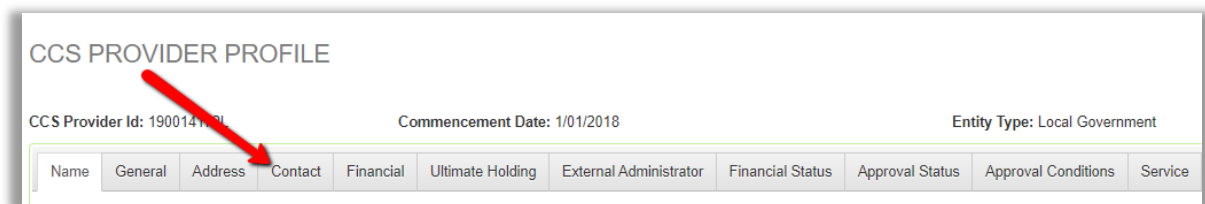
Detailed

Click on the settings cog and select CCS Provider



Updating CONTACT details

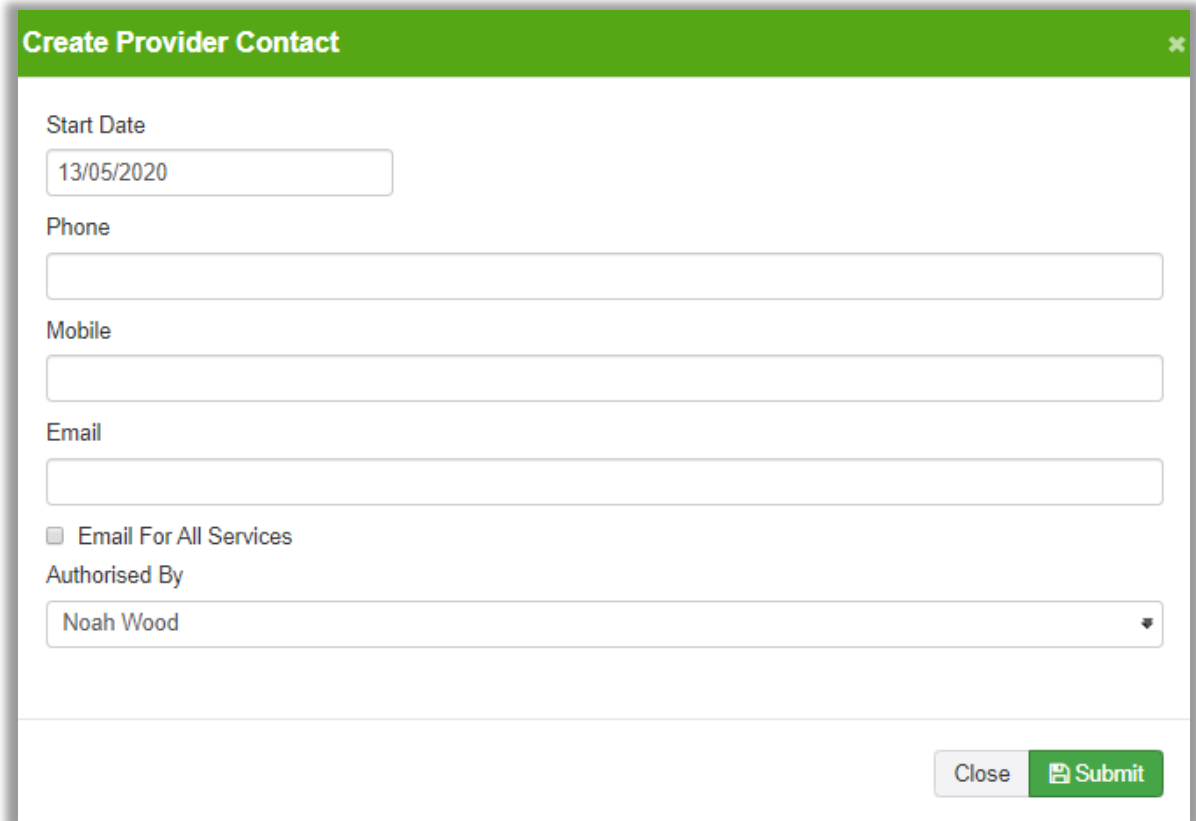
When the page loads navigate to the Contact tab



Followed by the Create Button

Detailed Cont.

The following screen will open:



Create Provider Contact [X]

Start Date
13/05/2020

Phone

Mobile

Email

Email For All Services

Authorised By
Noah Wood

Close Submit

Enter in the **start date** for when these details are to take effect from, enter in the new information into the fields **Phone**, **Mobile** or **Email** and **authorised person**

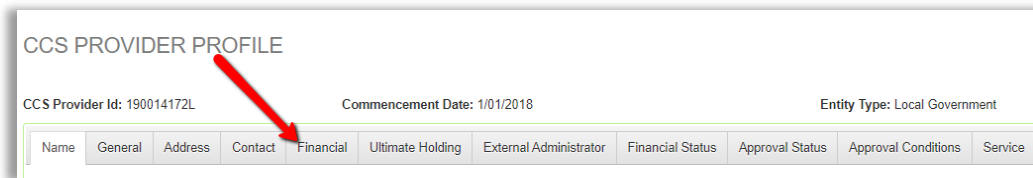
Email for All Services – if you tick this option all sites under the Approval will also be updated with CCSS. This is important to remember if there are Services under the Approval that are not using Harmony or Child Care Central as they will all be updated. Alternatively, if there are different email addresses for each service you can select the individual service under ‘CCS Services’ and then a new record for each individual service.

Click **Submit**.

Detailed Cont.

Updating FINANCIAL details

If you need to change your financial details then navigate to the financial tab:



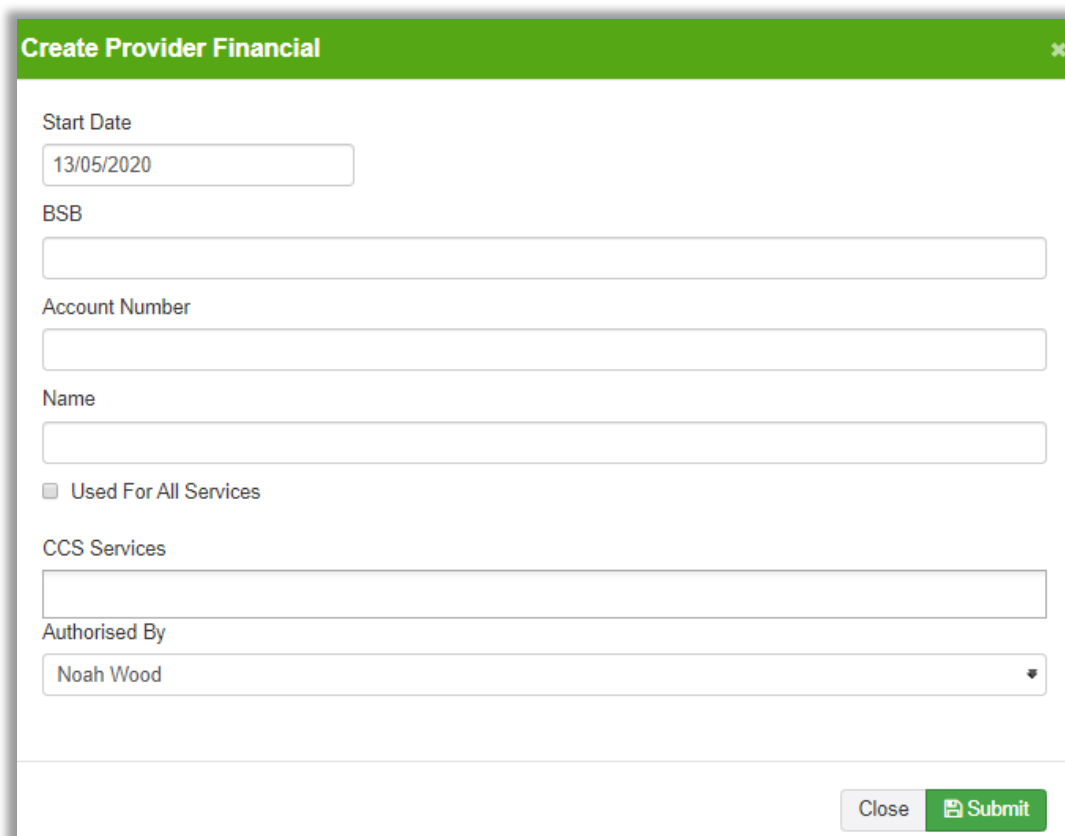
CCS PROVIDER PROFILE

CCS Provider Id: 190014172L Commencement Date: 1/01/2018 Entity Type: Local Government

Name General Address Contact **Financial** Ultimate Holding External Administrator Financial Status Approval Status Approval Conditions Service

Again, click on the Create Button.

Enter the **start date** the new details will take place, your new bank details, along with your authorised person:



Create Provider Financial ✕

Start Date
13/05/2020

BSB

Account Number

Name

Used For All Services

CCS Services

Authorised By
Noah Wood ▾

Close **Submit**

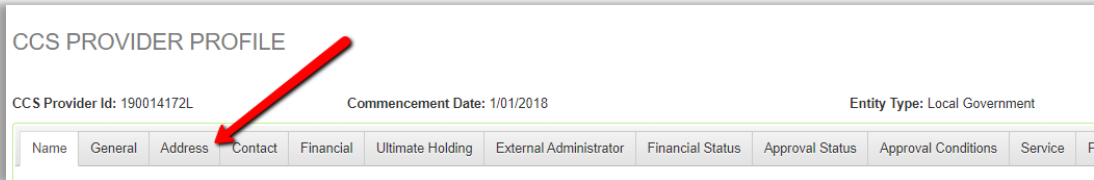
Used for All Services – if you tick this option all sites under the Approval will also be updated with CCS. This is important to remember if there are services under the Approval that are not using Harmony or Child Care Central. Alternatively, if there are different bank details for each service you can select the individual service under 'CCS Services' and then a new record for each individual service.

Click on **Submit**.

Detailed Cont.

Updating ADDRESS details

Navigate to the Address Tab:

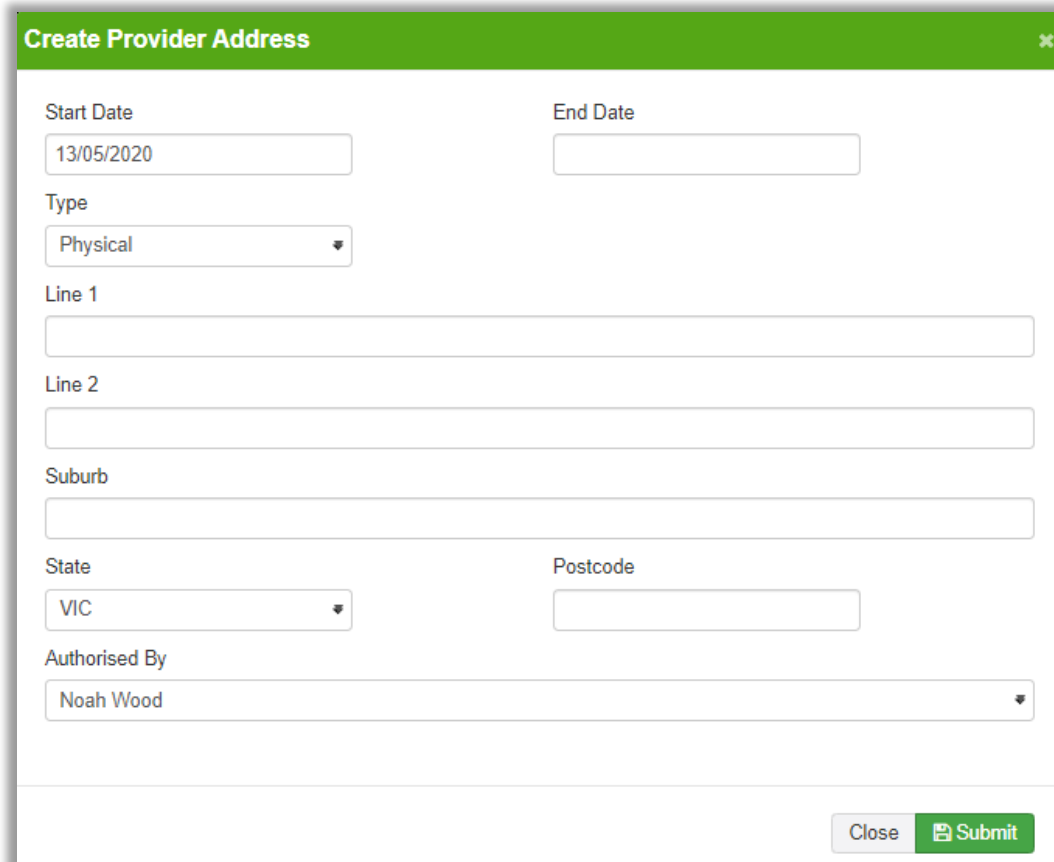


Click the Create Button

The following screen will open, enter the **start date**.

If its only a temporary change you can enter the **end date**.

You can update the Physical or Postal Address. Select the **Type** and continue on entering the information required followed by the **submit** button.



NOTE: Create a new record for each 'Type'

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Troubleshooting

Issue: I cannot see the provider profile 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.