



IMPORTANT! CHILD CARE SUBSIDY SOFTWARE DEVICE ACTIVATION CODES WILL EXPIRE SOON – YOUR ACTION IS REQUIRED TO ENSURE PAYMENTS CONTINUE

This email contains important information for child care providers who use child care software. If you use the Provider Entry Point (the PEP) not a child care software product, please disregard this email.

What are device activation codes?

Device activation codes were generated during the transition to Child Care Subsidy (CCS) earlier this year. The generated code is unique for each PRODA device (i.e. the child care software) that interacts with the department's Child Care Subsidy System (CCSS). Your software provider used the code in the set up of your child care software product.

Why does the code expire and what is the expiry date?

For security reasons, a device activation code will expire six months from the date of activation. The codes activated in May and June 2018 are due to expire in the coming weeks. Your child care software may not prompt an expiry warning message.

What happens if the code expires?

Once a device activation code expires, an error message will appear in your child care software. If this happens your child care software product is locked and no enrolments or session reports can be submitted from your software and no payments can be made.

How do I generate a new device activation code?

Providers should talk to their software provider about the most appropriate action for their circumstances. There are two options:

1. If the (software) device activation code has not yet expired:

The PRODA Director or delegate will need to log into their PRODA account and:

- a. Disable the device and then generate a new activation code to either enter into the software or provide to your software provider. This option means your software device activation will be extended for another 6 months.
OR
- b. Remove the device, then create a new device and generate the activation code to either enter into the software or provide to your software provider. This option means you will have a new software device and will need to enter the name you want to use for this device.

2. If the device activation code has already expired and enrolments and session reports cannot be submitted:

- The Director or delegate in PRODA will need to log into their PRODA account to generate a new device activation code to either enter into the software or provide to your software provider.

Detailed instructions on how to complete both of these options are set out in the attached [Child Care Software and Activation Codes Task Card](#).

Can I generate a new device activation code now?

Yes! A device activation code can be regenerated or refreshed before its expiry date. This is better than waiting for the code to expire because this will lock the child care software product.

Device activation codes for providers who transitioned to CCS in May and June will expire during November and December.

The department recommends that **providers take action now** to avoid disruption to session reporting and payments during this time.

Who can generate a new device activation code?

Only the relevant authority in PRODA can create a new device and generate the activation code – this must be either a PRODA Director or delegate Member.

A PRODA Director has principal control of the organisation record in PRODA. A delegate Member is a person who has been added to the organisation record in PRODA by the PRODA Director and delegated authority to perform certain functions in PRODA (i.e. manage new device activation codes and devices).

What is the relevant authority in PRODA to manage new device activation codes and devices?

Any person with the role of PRODA Director, or who is a Member of the organisation in PRODA and has been delegated "Owner Access" or "Device Management" authority, can manage new device activation codes or devices. To view Members and their delegated authority, check under the "Organisations" and "Members" section in your PRODA account.

A PRODA Director is not the same thing as a child care service Director or a Company Director. It is a PRODA title given to the person who has principal control of the organisation record in PRODA.

Contact the PRODA Helpdesk for advice if you are unsure who is the PRODA Director or delegated Members for your provider organisation in PRODA.

How do I add a new Member to the organisation and delegate authority to manage new device activation codes and devices?

The PRODA Director or delegate can add appropriate personnel as Members to the organisation in PRODA and delegate the authority to manage new device activation codes and devices.

It is useful to consider using the PRODA delegation option either long term or perhaps in preparation prior to holiday periods to ensure other personnel have the authority to manage day to day system issues where usual personnel may be unavailable to avoid unnecessary system down time.

The attached [PRODA Delegations and Child Care Subsidy Task Card](#) sets out the instructions on how to delegate authority to a PRODA organisation Member.

What do I do if the PRODA Director or delegated Member is unavailable or has left the organisation?

If you have not organised and delegated the relevant authority to other Members, you will need to contact the PRODA Helpdesk on **1800 700 199 (and select Option 1)** Monday to Friday 8.00am to 5.00pm local time.

Where can providers get help with new device activation codes and devices or delegations?

Providers should talk to their software provider about the software product and most appropriate action for their circumstances.

The PRODA Helpdesk can assist providers to:

- Confirm the date their device activation code will expire.
- Identify the person with relevant authority to generate the new activation code.
- Verify a new person and associate them with the organisation if the original PRODA Director is no longer available.
- Delegate the authority of 'Owner Access' or 'Device Management' to other appropriate personnel.

The PRODA Helpdesk can be contacted on 1800 700 199 (and select Option 1) Monday to Friday 8.00am to 5.00pm local time.

ARRANGEMENTS DURING THE CHRISTMAS AND NEW YEAR HOLIDAY PERIOD

The Christmas and New Year period is a busy time for the child care sector when personnel may be on leave and some services close for the holiday period.

It is useful to consider delegating the relevant authority in PRODA to other appropriate personnel before usual personnel go on leave or prior to shutdown to avoid any delays to your enrolments, session reports or payments.

The department also recommends that providers and services check with their software provider about their arrangements for the holiday period to plan for any shutdown of helpdesk or software support services during this time.

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