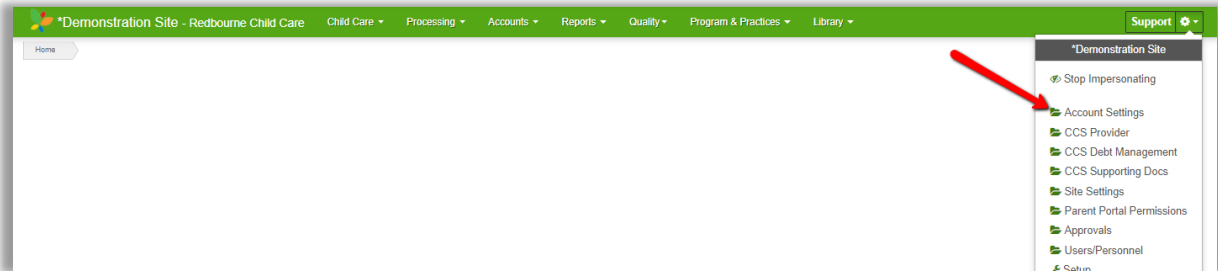# Activating your Device in Harmony

The PRODA device activation code expire 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.

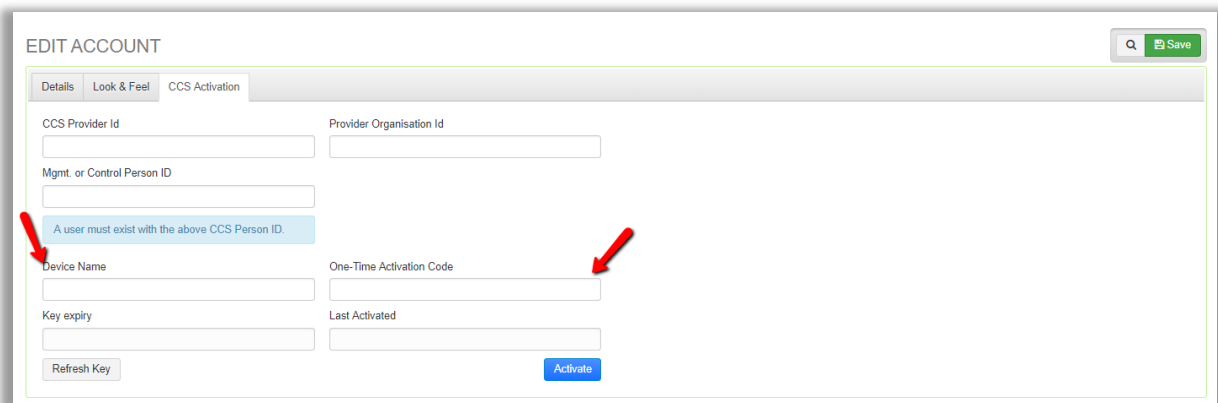Click the **Settings** cog and select **Account Settings**

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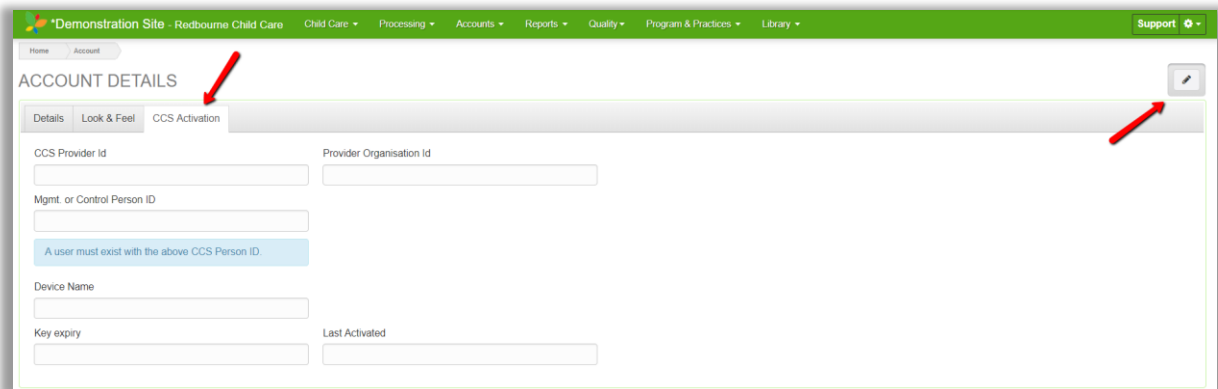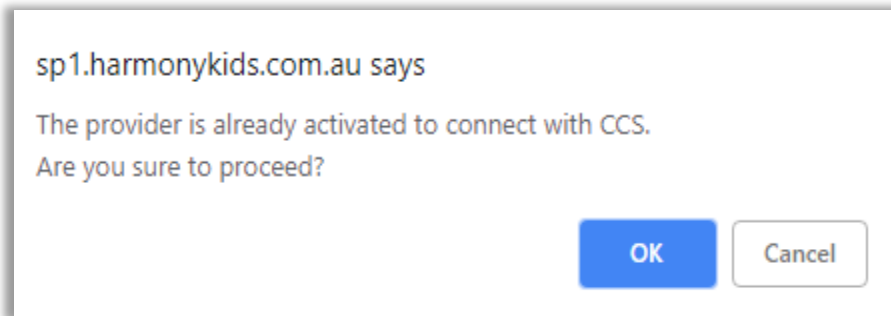

If you have registered a new device then enter the new device in **device name** option

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

Created 04.01.2019

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?

                                        OK        Cancel
```

Click **ok**

If you get a successful message

Click **save**

Trouble shooting: -

Error Messages

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" }

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.

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.

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

If your device has already expired you will not be connected to CCS and will receive the following message: -

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

Can't see the account settings option in the cog?

This because you are not a user with Management and Control role so you will not be able to access this area.

Created 04.01.2019

Can't see the one-time activation code box?

This is due to not being in edit mode. Please click on the ✏️ **located in the top right-hand corner of your screen.**

Who in our service has the Management or Control role?

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
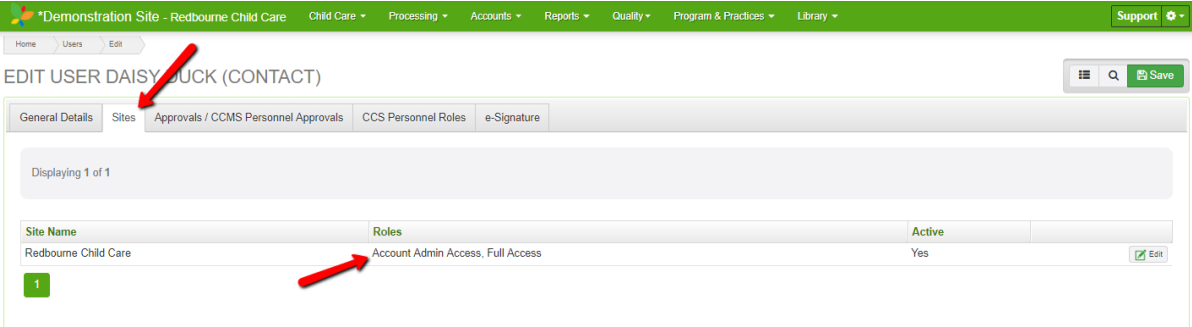
Clicking on your cog

Select users/personnel

Edit a user

Click on the sites tab

Look for those that are assigned the 'Account Admin Access Role'

Created 04.01.2019