

# 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

*Demonstration Site - Redbourne Child Care		Reports -	Program & Practices 👻	Support 🕏
Home				*Demonstration Site
				Stop Impersonating
				Account Settings
				CCS Provider
				E CCS Debt Management
				CCS Supporting Docs
				Site Settings
				Parent Portal Permissions
				Separate Approvals
				Sers/Personnel
		 		 & Satur

Click the **CCS activation** tab followed by the

button which will put you in edit mode.

*Demonstration Site - Redbourne Child Care						Support 💠 -
Home Account						
ACCOUNT DETAILS						
Details Look & Feel CCS Activation						
CCS Provider Id	Provider C	Organisation Id				•
Mgmt. or Control Person ID						
A user must exist with the above CCS Person ID.						
Device Name						
Key expiry	Last Active	ated				

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

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: -



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.



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'

*Demonstration Site - Redbourne Child Care Child Care •	Processing  Accounts  Reports	Quality - Program & Practices -	Library 👻	Support 🗢 -
Home Users Edit				
EDIT USER DAISY DUCK (CONTACT)				E Q Save
General Details Sites Approvals / CCMS Personnel Approvals (	CCS Personnel Roles e-Signature			
Displaying 1 of 1				
Site Name	Roles		Active	
Redbourne Child Care	Account Admin Access, Full Access		Yes	🗷 Edit

