



# Task card – How to log into the Provider Entry Point (PEP)

## Overview

This task card outlines how to log into the Provider Entry Point (PEP) through PRODA.

In the PEP you can:

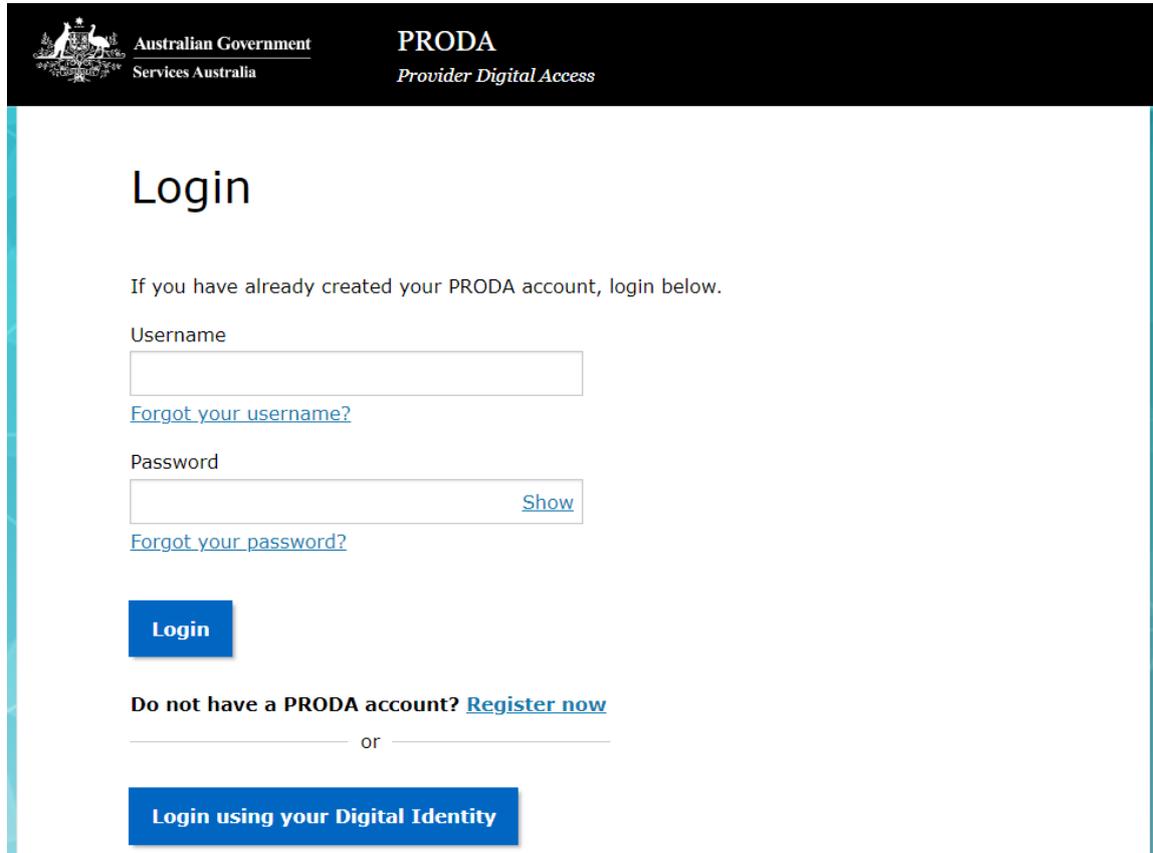
- apply to become an approved provider
- view, add or remove a service
- view and update staff and organisation details
- create session reports and enrolments
- view entitlements and payments
- make an ACCS claim
- update the Family Day Care Exceptions Register.

Find more [task cards](#) for the PEP on our website.

If you need further assistance, contact the Child Care Subsidy Provider Helpdesk on 1300 667 276 9 am to 5 pm AEST or [via email](#) anytime.

## Step 1

Log in to [PRODA](#). If you do not yet have a PRODA log in you will need to [register](#) your details.



The screenshot shows the PRODA login interface. At the top, there is a black header with the Australian Government Services Australia logo on the left, and the text 'PRODA Provider Digital Access' on the right. Below the header, the word 'Login' is displayed in a large, bold font. A message states: 'If you have already created your PRODA account, login below.' There are two input fields: 'Username' and 'Password'. The 'Username' field has a link below it that says 'Forgot your username?'. The 'Password' field has a 'Show' link on the right side and a link below it that says 'Forgot your password?'. Below the password field is a blue button labeled 'Login'. Underneath the button, there is a line of text: 'Do not have a PRODA account? [Register now](#)'. Below this is a horizontal line with the word 'or' in the center. At the bottom, there is another blue button labeled 'Login using your Digital Identity'.

## Step 2

From the **PRODA** homepage select the **Child Care Provider Entry Point** tile to enter the PEP.



### Privacy Notice

By linking to any of the online services below, you agree that your personal and / or your organisation's information (including your organisations' personnel details) may be shared with the relevant department or agency to determine appropriate access to their online system.

## My linked services

You have not added any services. Select a service from the Available services section below to begin the matching process.

## Available services


### Step 3

You will be presented with an online **Declaration**.

### Important Information

Note: you will not be able to use this system without providing the below declaration.

I declare that:

- All the information I supply will be true and correct
- I understand that giving false and misleading information is a serious offence.

Yes  No

## Step 4

Here you will be presented with all of the child care providers and services that you are authorised to act for.

You can search a provider/service by the CRN (1900XXXXXX), name or address.

Australian Government Example Account  
Person ID: 0201234567  
[Logout](#)

Select Child Care Context

Please select or search for the Child Care context for the Provider Entry Point.

Child Care Name	Address	Type	Status	Status Reason	Actions
Child Care Provider PTY LTD	123 SUNSHINE AVE NARRE WARREN VIC 3805	Provider	Cancelled	197C - Cancellation on request	<a href="#">Actions</a>
Child Care Service One	123 SUNSHINE AVE NARRE WARREN VIC 3805	Service	Cancelled - CDC	Provider approval cancelled	<a href="#">Actions</a>
Lakewood Child Care Service	1 LAKEWOOD RD DOWNER ACT 2602	Service	Cancelled - CDC	Provider approval cancelled	<a href="#">Actions</a>
G&D PTY LTD	1007 KIERA STREET WOLLONGONG NSW 2500	Provider	Approved		<a href="#">Actions</a>
Gus and Dianne Child Care	1007 KIERA STREET WOLLONGONG NSW 2500	Service	Approved - CDC		<a href="#">Actions</a>

## Step 5

Once you have found the relevant provider/service, select **Actions**, then **Select** to access the provider/service.

Australian Government Example Account  
Person ID: 0201234567  
[Logout](#)

Select Child Care Context

Please select or search for the Child Care context for the Provider Entry Point.

Child Care Name	Address	Type	Status	Status Reason	Actions
Child Care Provider PTY LTD	123 SUNSHINE AVE NARRE WARREN VIC 3805	Provider	Cancelled	197C - Cancellation on request	<a href="#">Actions</a> <b>Select</b>
Child Care Service One	123 SUNSHINE AVE NARRE WARREN VIC 3805	Service	Cancelled - CDC	Provider approval cancelled	<a href="#">Actions</a>
Lakewood Child Care Service	1 LAKEWOOD RD DOWNER ACT 2602	Service	Cancelled - CDC	Provider approval cancelled	<a href="#">Actions</a>
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Gus and Dianne Child Care	1007 KIERA STREET WOLLONGONG NSW 2500	Service	Approved - CDC		<a href="#">Actions</a>

## Step 6

You can now navigate the provider/service.

The screenshot shows a dashboard for a provider. At the top left is the Australian Government logo. The provider name is 'Child Care Provider PTY LTD' with a '( Switch )' link. The account status is '190012345X - Cancelled'. On the top right, it says 'Example Account' and 'Person ID: 0201234567' with a 'Logout' button. The dashboard contains five main sections: 'Manage Details' (scales icon), 'My Inbox' (envelope icon), 'Provider Approval' (pencil icon), 'Feedback' (speech bubble icon), and 'Debt' (dollar sign icon). Each section has a brief description and a 'More details' button with a right-pointing arrow.

**Australian Government**

Child Care Provider PTY LTD ( Switch )

190012345X - Cancelled

Example Account  
Person ID: 0201234567  
[Logout](#)

**Manage Details**  
Update, add or remove details about the Provider and/or Provider Services and Personnel  
[More details >](#)

**My Inbox**  
View received correspondence and notification messages  
[More details >](#)

**Provider Approval**  
View all provider applications lodged prior to 1 July 2023 and in process/approved applications lodged after 1 July 2023  
[More details >](#)

**Feedback**  
Complaints, Suggestions, Tipoffs and Compliments  
[More details >](#)

**Debt**  
View a formal debt or, request a payment arrangement  
[More details >](#)