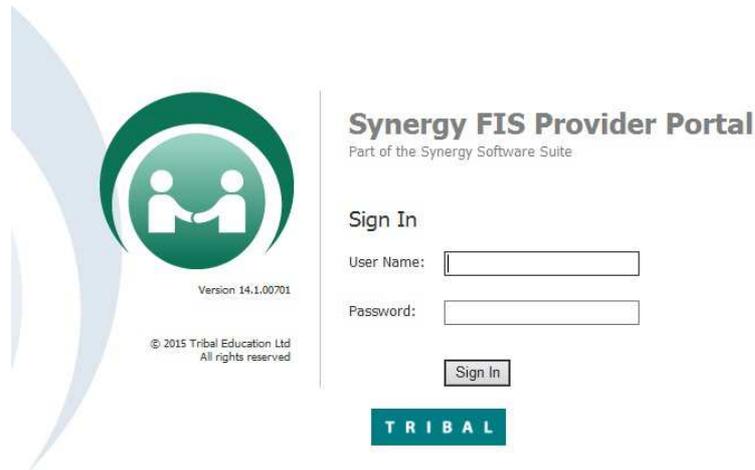


## Family Information Service (FIS) Provider Portal

### User Guide

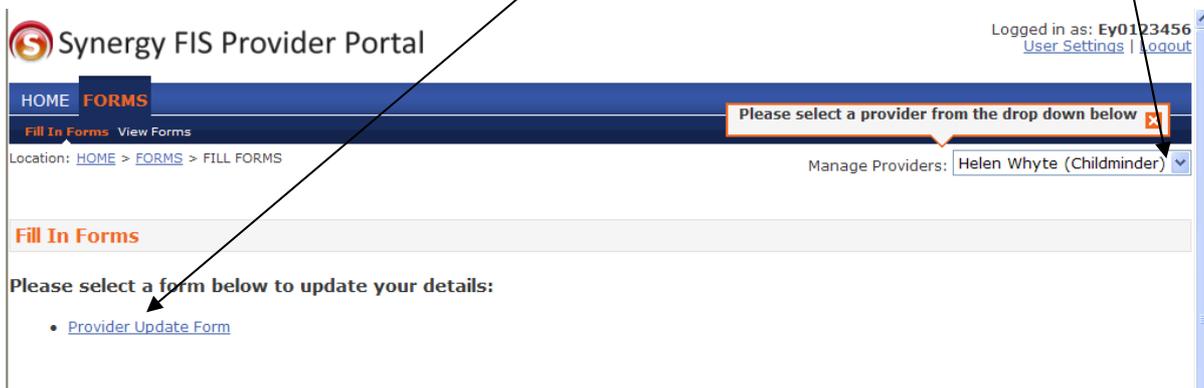
1. Using the web address: <http://fisonline.bury.gov.uk/FISO/DataCollection/login.aspx> sign in to the portal using your username and password as supplied. Password should be changed upon first log (please see separate guide). Should you forget your log in details please contact FIS on 0161 253 5941 or [childinfo@bury.gov.uk](mailto:childinfo@bury.gov.uk)



2. When you have signed in you will be taken to the Synergy FIS Provider Portal home page. You will need to click on the *Forms* option.



3. For Childminders you can just click on the *Provider Update Form* however, for other providers who operate more than one provision type e.g a day nursery with an out of school club and/or a holiday club you will need to select the appropriate form from the drop down and then click on the *Provider Update Form*. You will need to update **all** forms for **all** provider types.



4. The provider update form has 4 pages: 1) Provider Contact Details 2) Opening Times 3) School Pickups 4) Additional Information.

All pages need to be completed accordingly. You will notice that some areas will be displayed but greyed out; this is because this information cannot be changed e.g. address as this is supplied and updated by OfSTED.

The locality section can be edited and is what will be shown on the website.

The screenshot shows a form titled "Childminder Contact Details". The form is divided into several sections. The "Provider Name" field is empty. The "Provider Address" section contains three greyed-out fields. Below this is a checkbox labeled "Notify OfSTED of any address change" which is checked. The "Locality" section has two dropdown menus, the first showing "Tottington" and the second showing "Bury". The "OfSTED Unique Reference Number" field is empty. The "Telephone Number" field contains "01204 88". The "Mobile Number" field contains "0791". The "Email" field contains "@btopenworld.com". The "Website" field is empty. At the bottom, there is a "Next Page" button, a "Select page:" dropdown menu currently set to "Contact Details", and a "Submit Form" button. Arrows from the text above point to the "Provider Address" section, the "Locality" dropdowns, and the "Next Page" button.

Now click on *Next Page*.

- Continue working through the pages accordingly. You will notice that the daily opening times, availability, school drop offs/pick ups, specific requirements and languages spoken fields give you the option to amend the existing information by clicking on the drop down arrows. Should you wish to add information you can select the *Insert item* field and choose from the drop down list. Should you insert an item and then wish to delete it you must click on the blue drop down arrow to the left of the new entry where you will be given a list of options.
- Select the *Remove entry*.

### Opening Times, Availability, Age Range & Costs

**Daily Opening Times**

Day		Start Time	End Time
Monday	▼	9:00	17:00
Tuesday	▼	9:00	17:00
Wednesday	▼	9:00	17:00
Thursday	▼	9:00	17:00
Friday	▼	9:00	17:00
▼			

Insert entry before  
 Insert entry after  
 Remove entry

---

View Title  
 View End  
 view\_46  
 view\_47

Printable Version

Insert item

Term Time

**Availability**

Availability

School Holidays - Christmas

Insert item

- On the last page, *Additional Information*, feedback down the years has informed us that this is the extra information that families want to help them make informed decisions. Please complete accordingly and ensure that you record the last updated date as this field is mandatory and you will not be able to submit your form(s) without completing this.

### Additional Information

**If you have any experience of caring for children with specific requirements please specify**

Area of Experience	Confidence	Details
Dyspraxia	▼	
Aspergers	▼	

Insert item

**Do You Have Wheelchair Access?**  Yes  No

**If Yes please state**

**Any languages spoken other than English, including British Sign Language**

**Please choose**

Urdu

British Sign Language (BSL)

Insert item

**Please provide a brief summary of your service for parents/carers (please limit to 250 characters maximum)**

**Record last updated - please change to today's date (\*Mandatory)**  \*



- Now submit your form(s) and logout.

Should you have any difficulties please contact the Family Information Service on 0161 253 5941 or [childinfo@bury.gov.uk](mailto:childinfo@bury.gov.uk)