

Online Provider Portal help guide

How to complete a Childcare Provider Update form

About this guide

This is a step-by-step guide for how to complete a provider update form using the Online Provider Portal, which will take approximately 15 minutes to complete

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Before you start

- You cannot save your progress to continue at a later time
- If you require assistance logging on to the portal, Find help [online](#)

How to add or remove data presented in tables within the form

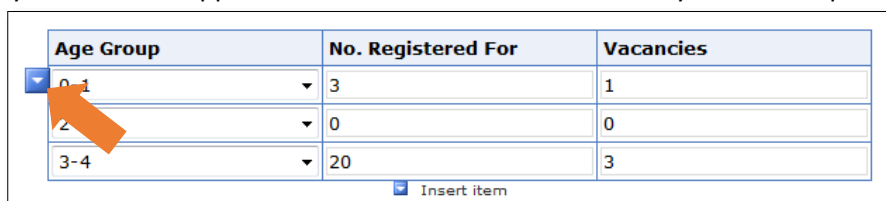
Some data is presented in the form of a table. If we hold information then it will show within the table, otherwise the table will be blank and you'll only see 'Insert item' below the question.

- To change information already in the table, click on it to edit it
- To add a line to the table click



Age Group	No. Registered For	Vacancies
0-1	3	1
2	0	0
3-4	20	3

- To remove a line from a table, click data within the row then click on the drop-down arrow symbol that appears to the left. Choose 'Remove Entry' from the options.

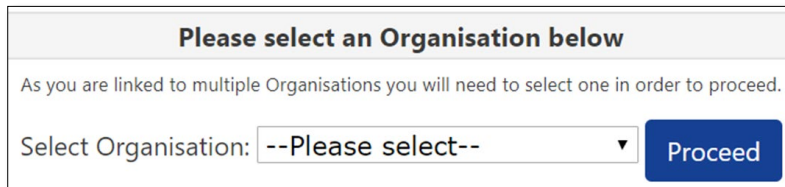


Age Group	No. Registered For	Vacancies
0-1	3	1
2	0	0
3-4	20	3

How to find and open the form

1. [Sign in](#) to the portal

If your account has access to more than one provider, choose the appropriate one from the list at the top of the screen (either day nursery, pre-school or childminder) then press the **Proceed** button

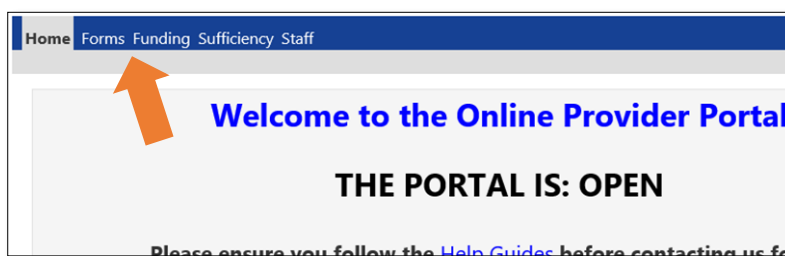


Please select an Organisation below

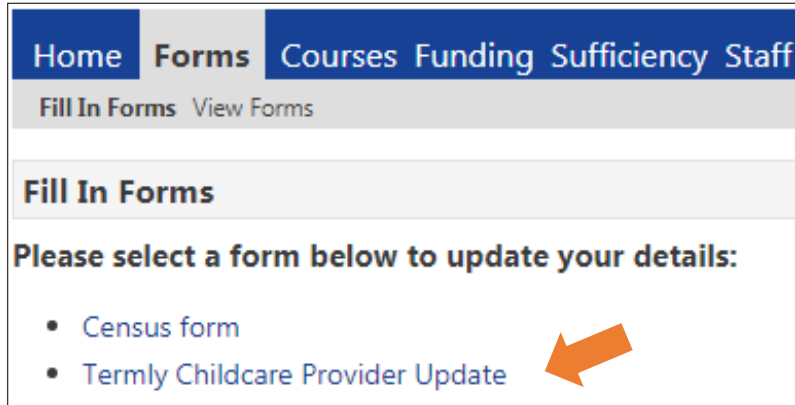
As you are linked to multiple Organisations you will need to select one in order to proceed.

Select Organisation:

2. Choose **Forms** in the top menu



3. Choose Termly Childcare Provider Update



How to navigate the form

- The form opens in a separate window consisting several short pages, numbered at the top. It will be pre-populated with the information that the FIS holds for your provision.

Any data on a light grey background cannot be changed by you – if any are incorrect, please [contact us](#) separately to query. Where we do not currently have information relating to a specific question, the field will be blank.

FIS Provider Portal: Forms : Info Path Form - Google Chrome
familyinfoservice.westsussex.gov.uk/Synergy/Providers/FillFormPop.aspx?formID=96

Termly Childcare Provider Update (Page 1 of 7)

Changed your registration name or address? You must inform Ofsted who will then inform us to update our records. We have no ability to change this detail without an update from Ofsted.
[For guidance on how to complete this form click here](#)

Provider name:
Childminders can add their business name, if applicable, after their name in brackets i.e. John Smith (Apple Daycare).

Provider type: Z_Out of County

OFSTED URN: URN12345

Type of ownership: Individual/Sole Trader

Type of Sector: Wscc Commissioned Service

Are you a committee run setting? Yes No

Address details: Testy Testy Test Test
Chichester Nursery

Notes for completing pages 1 – 6 of the form

5. Read each question on a page and add or amend data as appropriate. Carefully read the explanatory notes within the form to help you. When you complete a page, move on to the next using the **Next Page** button at the end of each page.

Note the following additional information if you require help:

(Page 1 of 1) Name and contact information

- Business name for childminders is optional – once supplied we'll add it in brackets after your name
- You cannot change your provision name or address. Instead, notify Ofsted who will in turn notify us
- Your provider type is determined by our sufficiency definition and the opening times you submit on this form.

(Page 2 of 7) Ages catered for

- Ignore age ranges beginning 'FE' in your table, these are for our administration
- Permissible age ranges are 0-1; 2; 3-4; 5-7; 8-10; 11-14; 15-18

(Page 3 of 7) Opening periods and times

- Start and end times must be in 24hr format with a colon (e.g. 17:45). A red dotted line will appear around a time if it is not in the correct format to prompt you – incorrect times will prevent you submitting the form.

Tuesday	8:30	13.00
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- If you offer Free Entitlement places on that day, tick the box. If the times you offer it don't match your normal hours, add them in a separate row and tick that box instead.

Monday	8:00	18:00	<input type="checkbox"/>
Monday	9:00	12:00	<input checked="" type="checkbox"/>

- If you close for a break during the day, enter the times in separate rows

Tuesday	8:00	12:00
Tuesday	13:00	18:00

(Page 4 of 7) Costs

- You cannot enter a cost range (e.g. £5 to £7) but you may explain your costs further within your Additional Information on page 5 of the form

(Pages 5 and 6 of 7) – No specific notes

Notes for completing page 7 of the form (Consent/permissions)

- The final page of the form is where you instruct us how you want us to use your data.

Read the explanations on the page carefully and tick the applicable boxes.

For childminders we display a partial address only on the FIS website (Village/town and postcode). If you do not wish to display any of your address or contact details, tick the additional box to instruct us to display the FIS address and contact details on your advert instead. If you do this, we will provide your contact details to parents and carers who call or email us enquiring about your availability.

Consent Information (7 of 7)

PLEASE NOTE: If submitting your form part way through, please await an authorisation email from FIS before continuing. Otherwise your data may be lost.

Please read the following consent information

I understand that the Family Information Service (FIS) is required to hold my information on their database.

PLEASE TICK AS APPROPRIATE

I give consent for information about the service I offer being made available to Parents and Carers/Employers for the purpose of finding childcare:

Parents/Carers and Employers, for the purpose of finding childcare and via the Internet: WSCC website, Government websites and other Government delivery channels.

OR

I do not give permission for my details to be made available to the public.

If I do not give consent for my information to be made available to others, I understand it will still be held for West Sussex County Council regulated mailings and statistical purposes only.

If you do not give permission for details to be made public please explain reasons below.

Submitting your form to us

- When you have completed all pages, press the **Submit Form** button

Previous Page Select page: Children >>

Submit Form


- Agree to the prompt

familyinfoservice.westsussex.gov.uk says

Are you sure you want to submit this form? Clicking OK will close this message and submit the form to the LA. Clicking Cancel will close this message and leave the form open.

OK Cancel

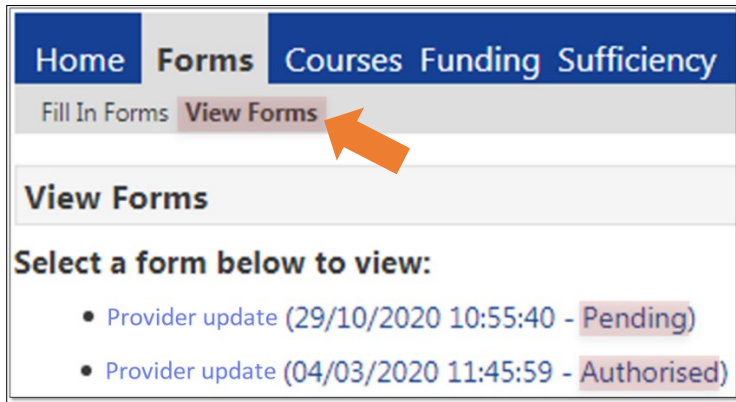
- A green banner confirms that your form has been submitted

 You have successfully submitted the form.

Changing a submitted form, or checking you've submitted a form

10. You can check if you've submitted a form, and change something on it in certain instances

Go to **View Forms** in the **Forms** sub menu and look for your last submitted form, noting the date forms were submitted



If the form shows as:

- **Pending** - we've yet to process your form, you can edit it by clicking it but remember to submit it otherwise we won't see your changes
- **Authorised** - we've accepted the form, you cannot edit it – submit a new form instead
- **Rejected** - we've rejected the form, you cannot edit it – submit a new form instead

If no form shows, we don't have one – submit a new form

END