

Online User Guide – All Providers

How to log on and how to change your password

How to log on

Click on the following link or type this into your web address box:

www.derbyshire.gov.uk/providerinfo

This will take you to the Provider Information Page on Derbyshire County Council's website. Under 'Update my Details', click on the link – 'Update online' and the FIS (Families Information Service) Provider Portal log in screen will appear as shown below:

Here you will need to enter the username and password you have been provided with by the Families Information Service.



The login screen for the FIS Provider Portal. On the left is a green circular logo with two white figures shaking hands. Below it, the text reads "Version 17.1.00803" and "© 2017 Servelec Synergy Ltd". To the right of the logo, the title "FIS Provider Portal" is displayed in bold, with "Part of the Synergy Software Suite" underneath. Below this is a "Sign In" section with two input fields: "User Name:" and "Password:". A blue link "Request an account" is positioned below the password field. A "Sign In" button is at the bottom of the sign-in section. At the very bottom of the page is the "servelec synergy" logo.

IMPORTANT: For security reasons you will be prompted to change the password to something more memorable to you when you log in for the first time.

HOME



Your authority has requested that you change your password.
Please change your details below in order to continue.

The password you create now, will allow you to access any Families Information Service online forms created in the future for the duration of your registration with the Families Information Service.

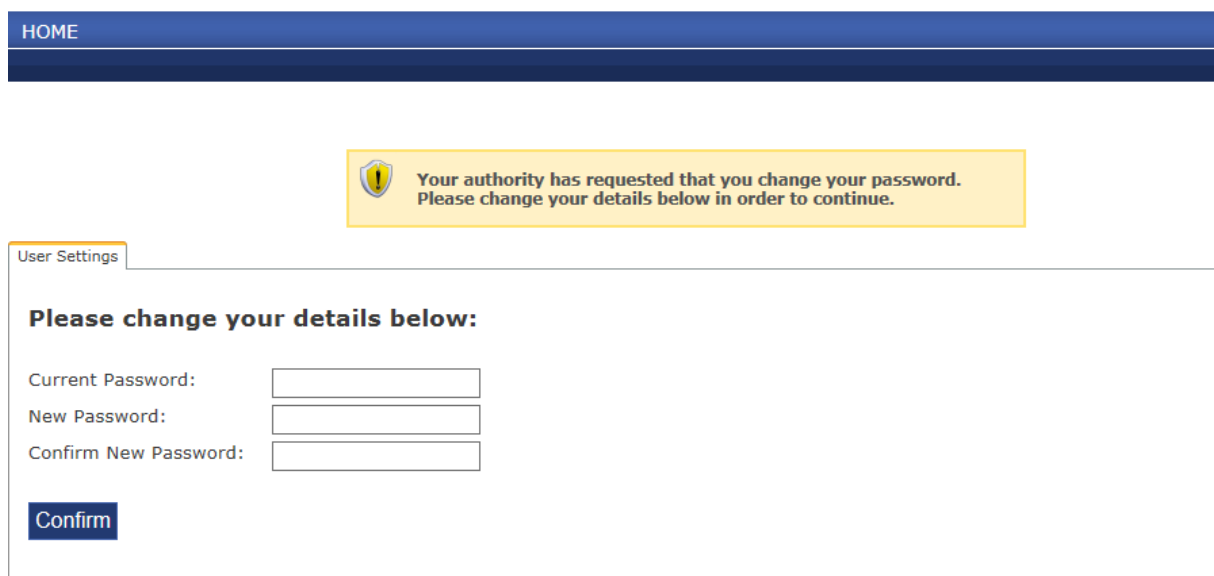
It will also allow you to submit information if you are claiming the free early education entitlement for two, three and four year olds.

Please make sure you pick something that cannot be guessed by anyone else. The password must be at least 8 characters long, include a number and an uppercase character. The password cannot be the same as the username. When logging in, please be aware that three failed attempts will lock you out of the system.

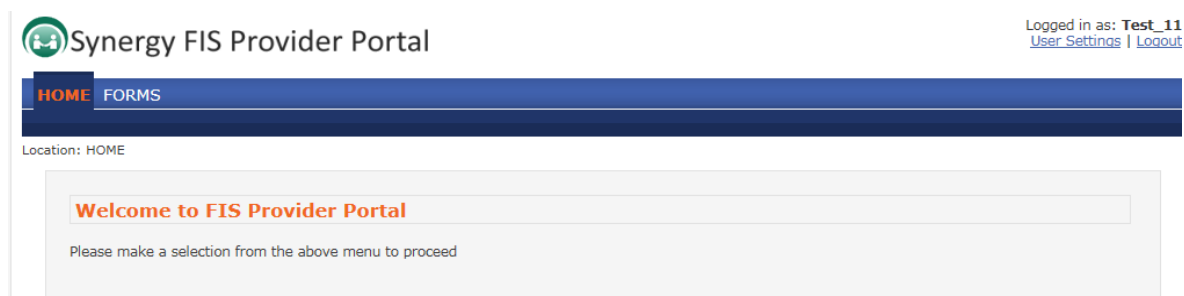
How to change your password

Enter the password you have been provided with by Families Information Service in the 'Current Password' box,

Type in a 'New Password', and again in 'Confirm New Password'.



Click 'Confirm' and the following screen will appear as shown below:



You will be prompted to change your password at regular intervals. You cannot use the same password that you have used on the 5 previous occasions.

Locked out or forgotten your username or password?

If you have been locked out of the FIS Provider Portal after three failed log in attempts, or you have forgotten your username and/or password, please contact Families Information Service to reset it on Tel: 01629 535793 or email: info.fis@derbyshire.gov.uk

Please be aware that we may ask you some security questions to help verify your identity before re-issuing usernames and/or passwords. If you are, for example, a Day Nursery, authorisation is required from the manager via email.