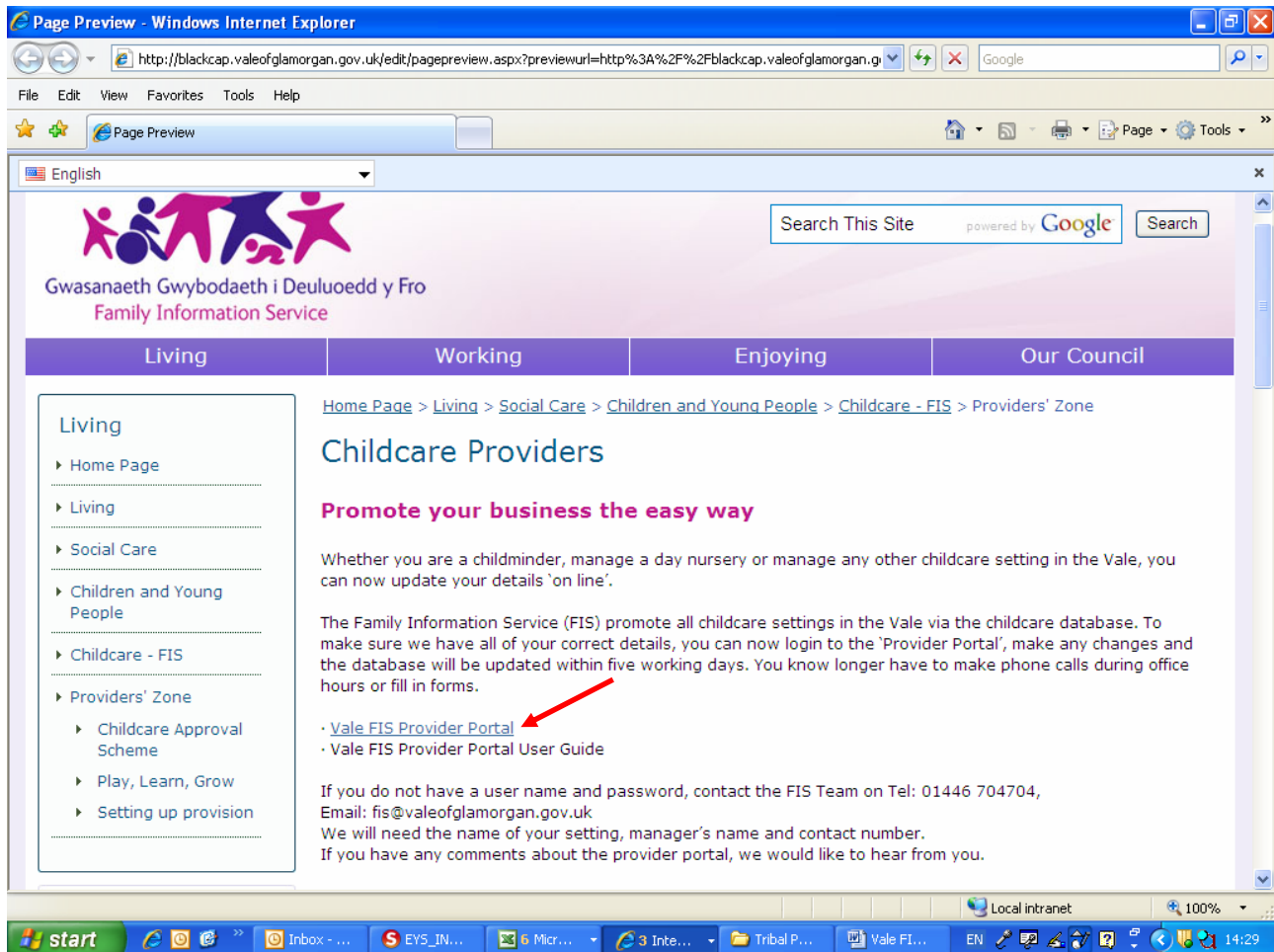# Vale FIS Provider Portal User Guide

You can now update details of your service 'on line'. Once you have submitted your changes, the childcare database will be updated within 5 working days.

1)   Visit www.valeofglamorgan.gov.uk/fis and click on the heading 'Providers Zone' on the left hand side.

2)   Then click on the link 'Vale FIS Provider Portal' (see diagram).

3) You then come to the login screen. Enter your User name and Password and click on 'Sign In'.

4) You are now logged in and you will see the screen below. Your user name will appear on the right hand side (see red arrow). Click on 'User Settings' and you will be able to change your User Name and Password. Please do this as soon as you login. It will ask you for your current password, this is the one that was originally assigned to you, not your new password.
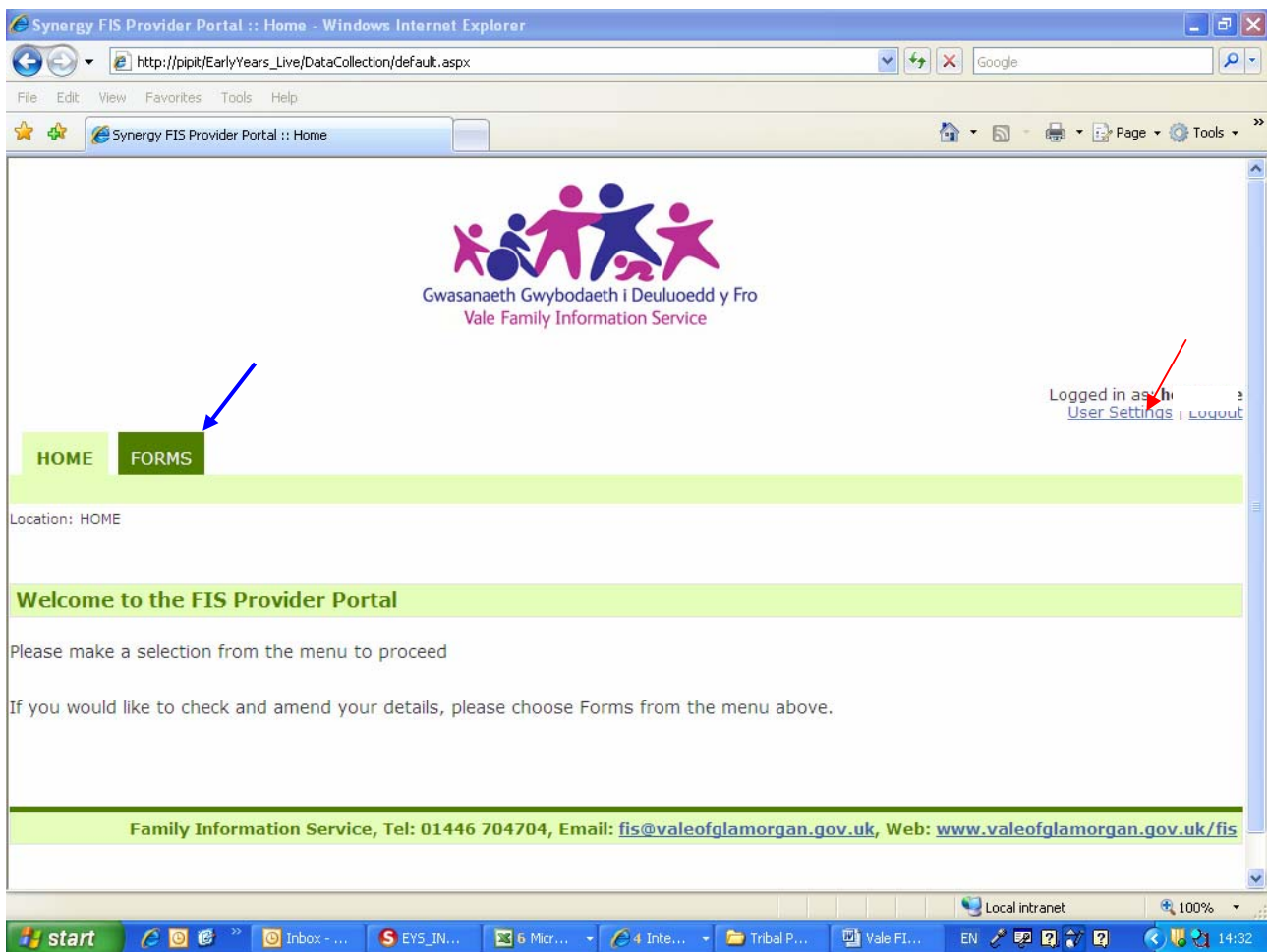
5) Once you have confirmed your new details you will receive a message saying they have been successfully updated. Now click on the 'Forms' Tab (see blue arrow in diagram above).

6) If you provide more than one setting/group, you will need to select the correct group on the right hand side. Then click on the link to the form 'Childcare Update'.

7) You will then see **your** 'Childcare Update Form', which is populated with details already held on the database about your service. You can make any changes and click Next, which will take you through each page, or alternatively you can select a specific page from the menu (top right of screen) and click the arrow next to it.

8) Once you have made all of your changes, click 'Save'. You will be taken back to the Provider Portal page and will see a message saying 'you have successfully submitted your form'. You can now logout of the Provider Portal by clicking logout (top right corner).

9) You will then receive an email from the FIS Team confirming that we have received your update and we will update the database within 5 working days.

Please note that there are a few questions where information from the database is unable to feed through to the 'on line' form. For example the contact details on page 2 will be blank. This doesn't mean that we don't have your details already. This will soon be rectified as the software company upgrade their database. In the mean time, please manually complete these fields.

For more information contact the team on Tel: 01446 704704,
Email: fis@valeofglamorgan.gov.uk