Provider portal - signing in and out

This document provides step-by-step instructions on how to sign into the provider portal, navigating to the home screen, funding tasks, and signing out.

Providers have (or can delegate) the rights of access to the funding section of the provider portal to supply and retrieve funding information; this is done via completion of a User Access Form (UAF).

New providers, accessing the portal for the first time, are sent an email by Derbyshire's Families Information Service (FIS) which includes a link to access the provider portal and the username and password they have been assigned.

The very first time a user signs in they will be prompted to change the default password to something more memorable. Providers must ensure the password is secure and is not shared with any other person. Each user will be issued with their own password.

The password must:

- be at least 12 characters long
- include letters and at least one number
- include a capital letter and a special character (! $ % & £)

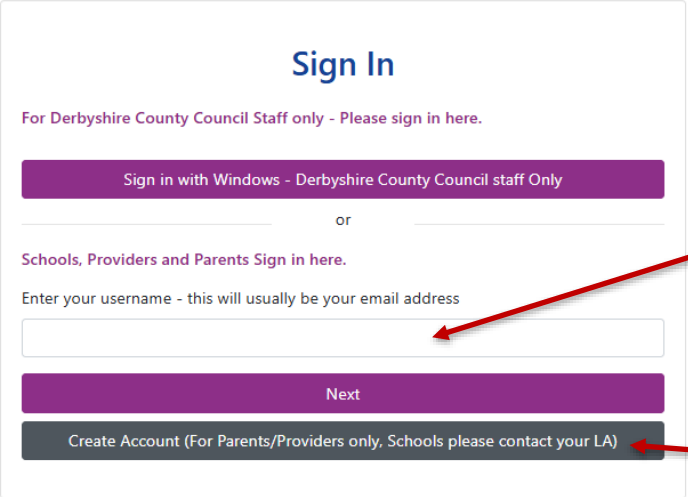
The password cannot be the same as the username and the five previous passwords cannot be re-used. The password should not be something that can be easily guessed by anyone else.

Usernames and passwords are case sensitive.

If a user has been locked out of the provider portal or has forgotten their password, they should contact the Families Information Service via email on info.fis@derbyshire.gov.uk**.**

STEP 1: SIGN IN TO THE PORTAL

Link to the **Derbyshire Provider Portal**

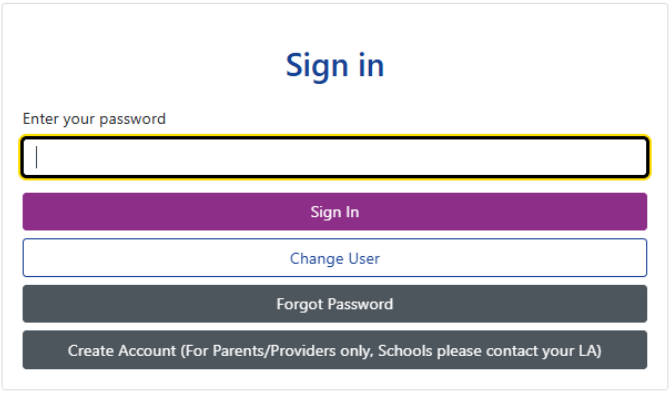


Enter your username and click **Next.**

Usernames and passwords are case sensitive.

Please note: ALL new portal accounts are created by Families Information Service (FIS). Please do not use the 'Create Account' button pictured.

Enter your password and click **Sign In.**



Click **Accept**



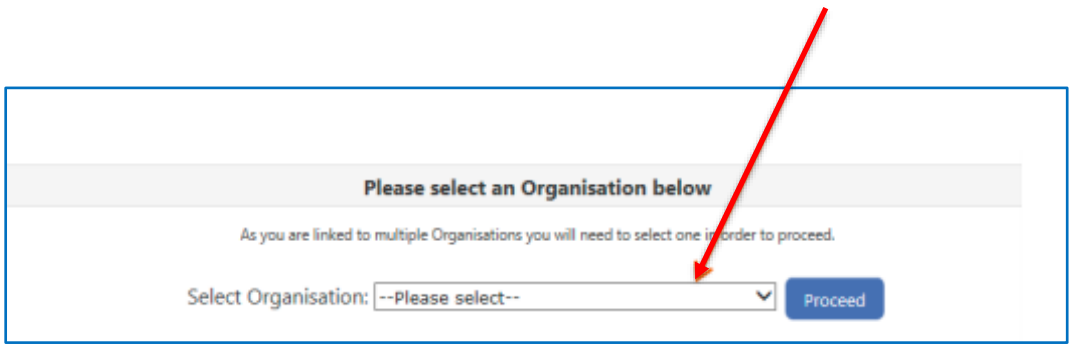
You will see this message.



Providers with only one registered setting will be taken directly to the portal homepage.

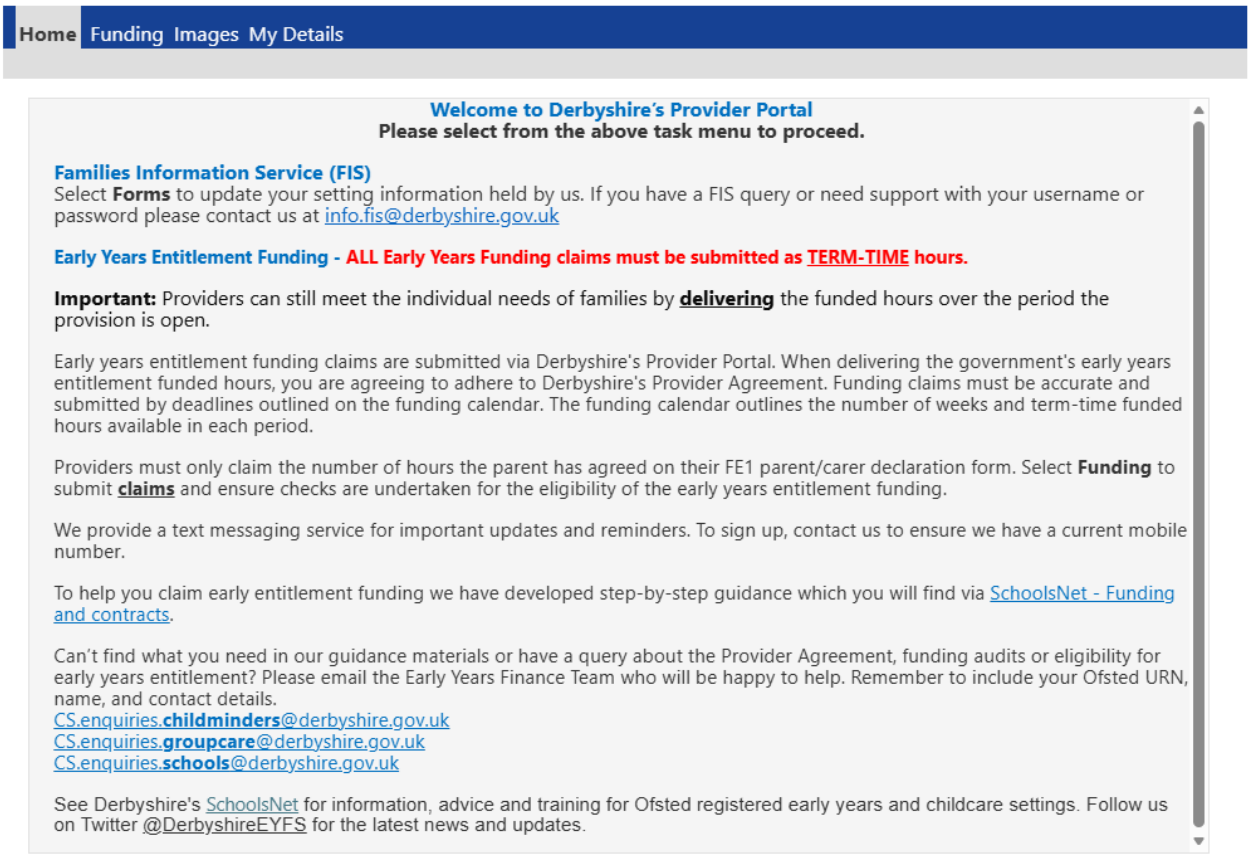
STEP 2: SELECT ORGANISATION

If you have multiple settings under the same login, ensure you select the relevant one from the drop-down list before proceeding. You will then be taken to the portal homepage for that setting.



STEP 3: VIEW UPDATES AND NOTIFICATIONS

The portal homepage will be displayed.



Providers should read the notes on the homepage for any updates that may have been communicated via this route.

Important: notifications such as unsubmitted data warnings will also appear under the 'Notifications' section at the bottom of the page.

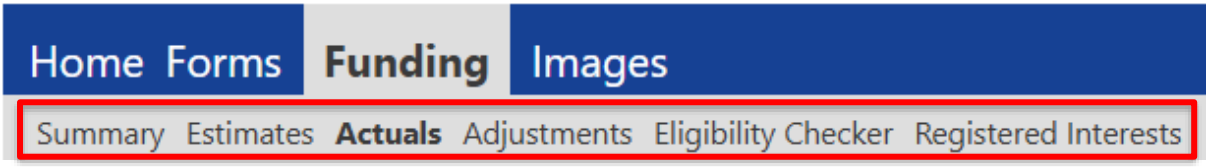
Clicking the small grey triangle ▽ will reveal items to view.

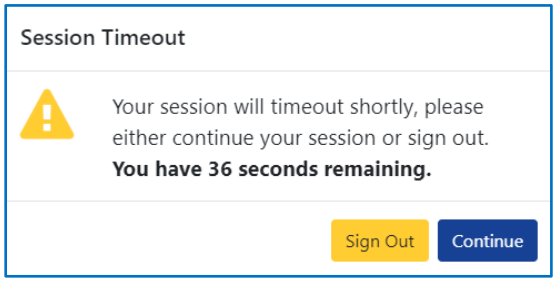
You will see notifications listed next to the green arrow . Hover over and click on the notification title to view the record.



STEP 4: GO TO YOUR TASK

To navigate to the funding part of the portal click on the **Funding** tab at the top of the page. The funding homepage will then be displayed. Select the relevant tab to go to your task.

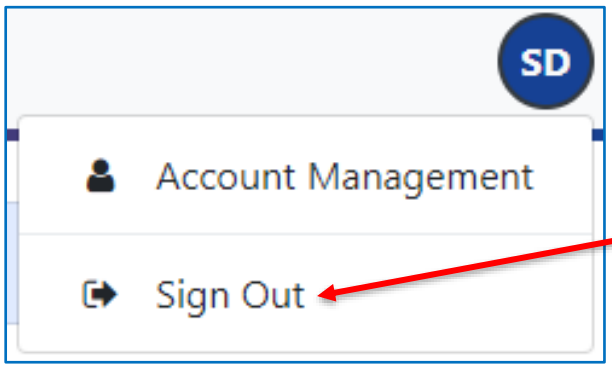




For security if the portal is inactive for a while, your session will be timed-out and you will need to sign back in.

STEP 5: SEND CLAIM & SIGN OUT

Claims are paid based upon the accuracy of data submitted on to the provider portal. Always remember to click **Save** and/or **Send Claim** before signing out of the portal.



To sign out, click on the blue circle SD in the top right of the screen and then click **Sign Out.**

Please Note: The initials displayed in the blue circle are personal to your account.

Change password

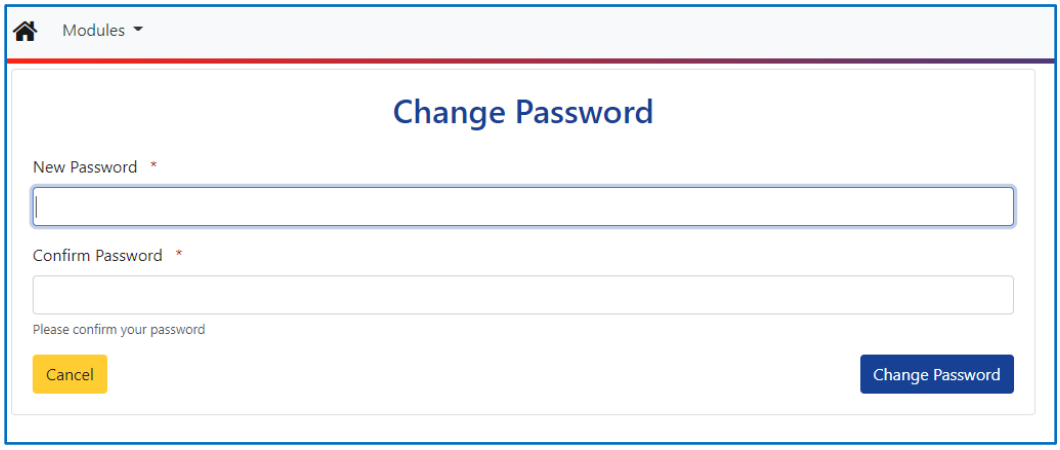
To change your password, click on the blue circle SD in the top right of the screen.

Click **Account Management.**

Then click **Change Password.**

You will be prompted to enter your current password and your new password.

Then click **Change Password** at the bottom of the screen, to confirm the changes.

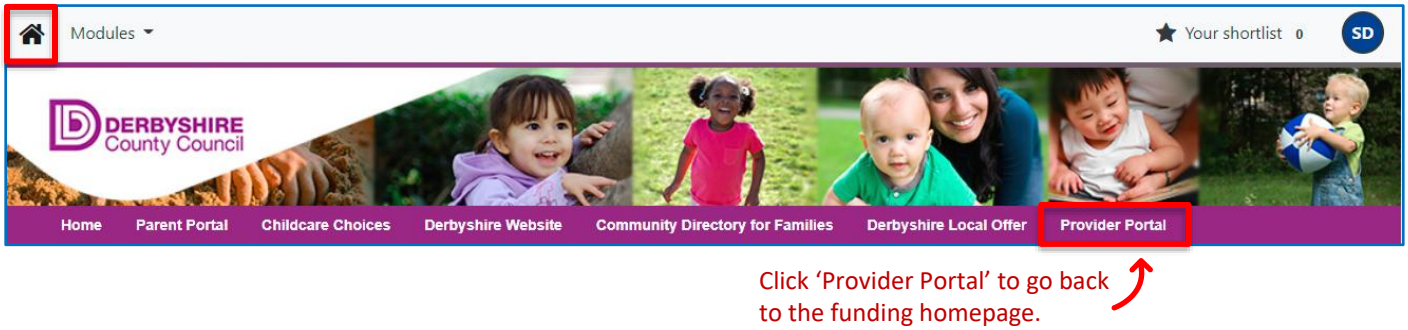


You will see a screen stating your password has been reset. Click **Finish.**

Important: see below to navigate back to the funding homepage.

Click on the 'home' icon (top left corner).

Then click **Provider Portal** to navigate back to the funding homepage.



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Need more support?

Can’t find what you need in our guidance materials?

Then please contact the Early Years Finance Team who will be happy to help:

CS.enquiries.**childminders**@derbyshire.gov.uk

CS.enquiries.**groupcare**@derbyshire.gov.uk

CS.enquiries.**schools**@derbyshire.gov.uk

Please include your Ofsted registration number, name, and contact details.