

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 (! \$ % & £)

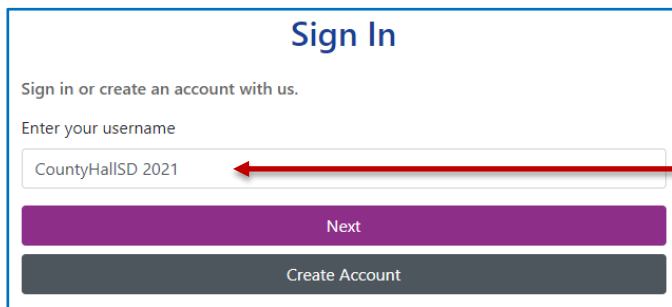
The password cannot be the same as the username and the five previous passwords cannot be re-used. The password should not be something that can be easily guessed by anyone else.

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

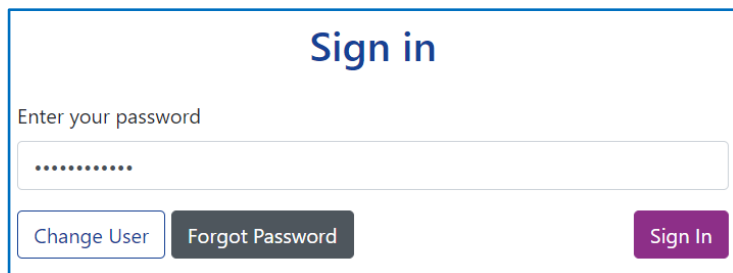
Link to the [Derbyshire Provider Portal](#)



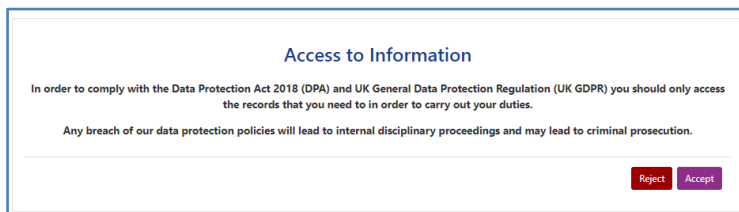
Enter your username and click **Next**.

Usernames and passwords are case sensitive.

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



Click **Accept**



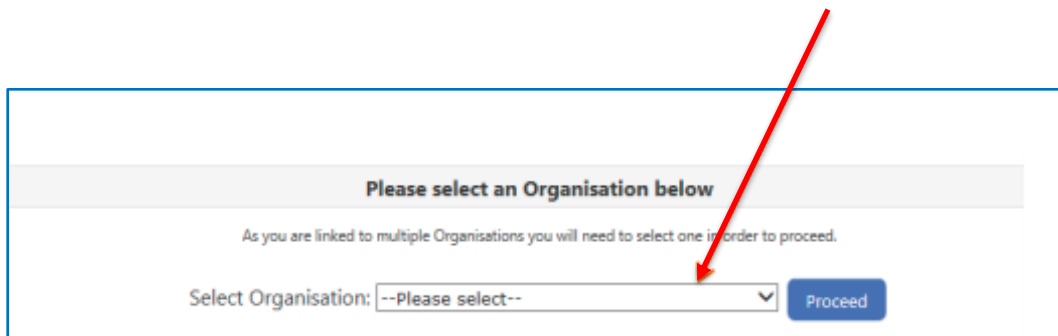
You will see this message.



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

STEP 2: SELECT ORGANISATION

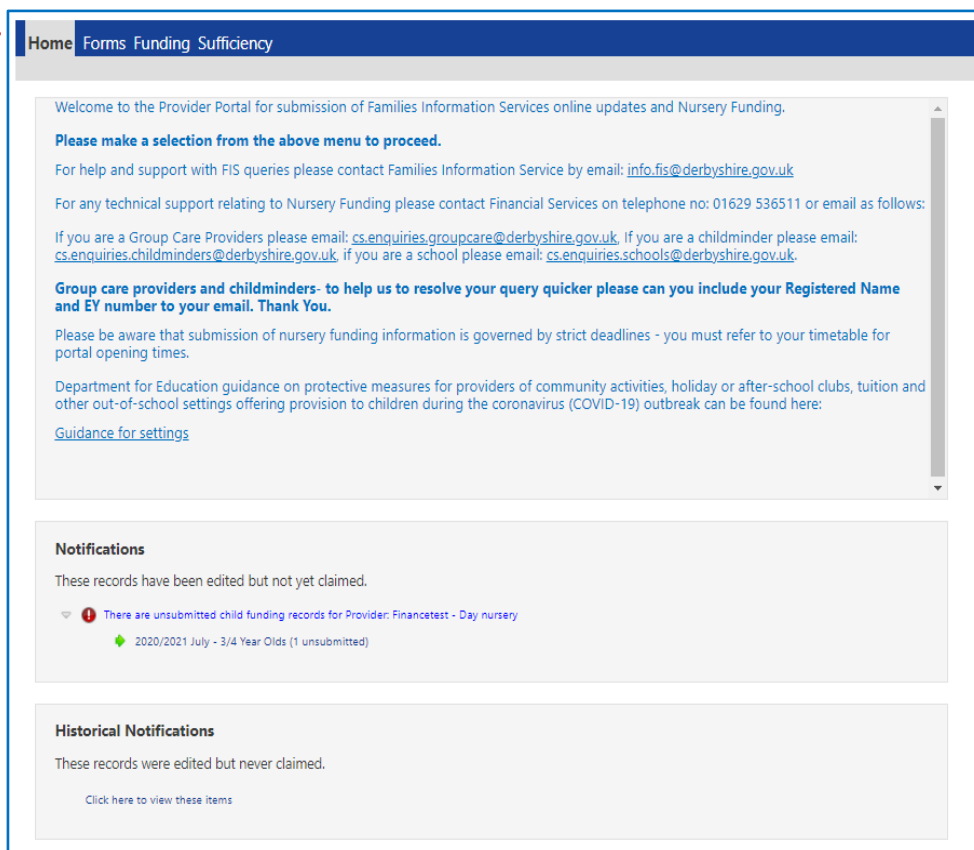
If you have multiple settings under the same login, ensure you select the relevant one from the drop-down list before proceeding. You will then be taken to the portal homepage for that setting.



STEP 3: VIEW UPDATES AND NOTIFICATIONS

The portal homepage will be displayed.

Click the 'Home' tab to navigate back to the homepage.



Home Forms Funding Sufficiency

Welcome to the Provider Portal for submission of Families Information Services online updates and Nursery Funding.

Please make a selection from the above menu to proceed.

For help and support with FIS queries please contact Families Information Service by email: info.fis@derbyshire.gov.uk

For any technical support relating to Nursery Funding please contact Financial Services on telephone no: 01629 536511 or email as follows:

If you are a Group Care Providers please email: cs.enquiries.groupcare@derbyshire.gov.uk. If you are a childminder please email: cs.enquiries.childminders@derbyshire.gov.uk, if you are a school please email: cs.enquiries.schools@derbyshire.gov.uk.

Group care providers and childminders- to help us to resolve your query quicker please can you include your Registered Name and EY number to your email. Thank You.

Please be aware that submission of nursery funding information is governed by strict deadlines - you must refer to your timetable for portal opening times.

Department for Education guidance on protective measures for providers of community activities, holiday or after-school clubs, tuition and other out-of-school settings offering provision to children during the coronavirus (COVID-19) outbreak can be found here: [Guidance for settings](#)

Notifications

These records have been edited but not yet claimed.

There are unsubmitted child funding records for Provider: Financetest - Day nursery

2020/2021 July - 3/4 Year Olds (1 unsubmitted)

Historical Notifications

These records were edited but never claimed.

[Click here to view these items](#)

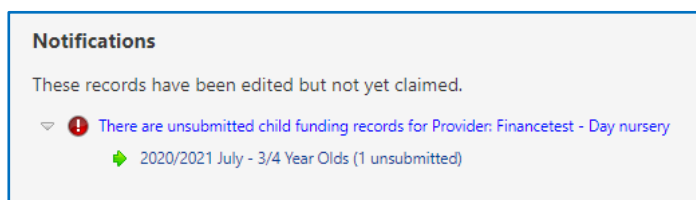
Notifications, such as unsubmitted data warnings, will be shown here.

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.



Notifications

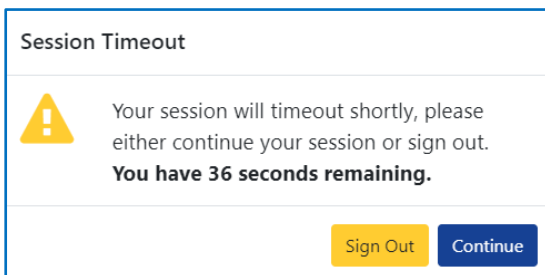
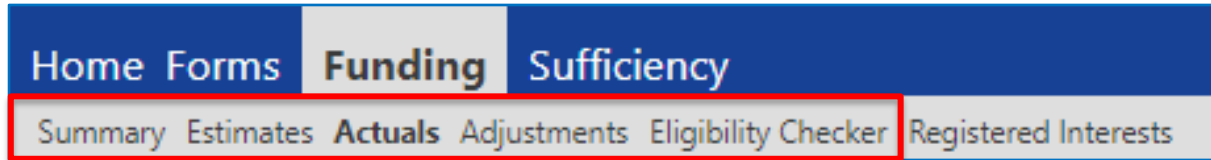
These records have been edited but not yet claimed.

There are unsubmitted child funding records for Provider: Financetest - Day nursery

2020/2021 July - 3/4 Year Olds (1 unsubmitted)

STEP 4: GO TO YOUR TASK

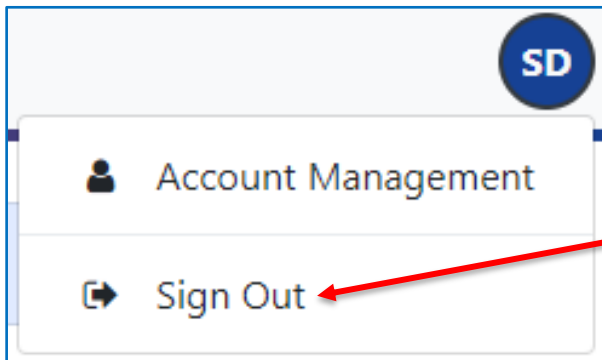
To navigate to the funding part of the portal click on the **Funding** tab at the top of the page. The funding homepage will then be displayed. Select the relevant tab to go to your task.



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**.

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.

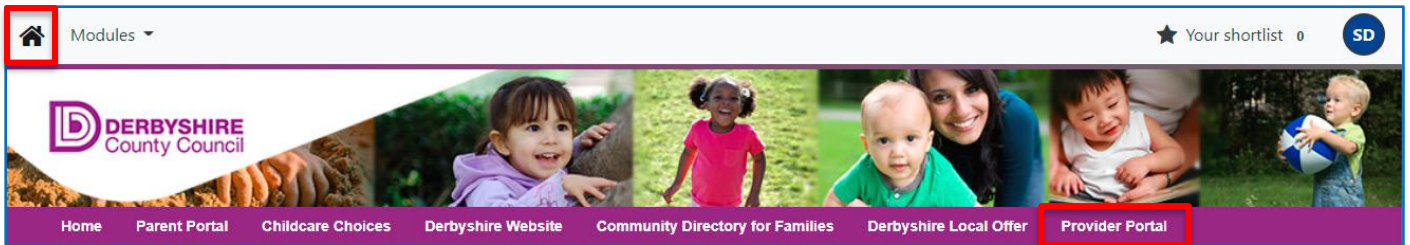
A screenshot of a 'Change Password' form. At the top left is a home icon and the text 'Modules'. The main heading is 'Change Password'. There are two input fields: 'New Password *' and 'Confirm Password *'. Below the second field is the text 'Please confirm your password'. At the bottom left is a yellow 'Cancel' button, and at the bottom right is a blue 'Change Password' button.

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.



Click 'Provider Portal' to go back to the funding homepage.

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.

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.