FISO Central Bedfordshire Provider Portal

Funding and Online Forms User Guide

28th February 2019

Version 5.1

Contents

1. Family Information Service and Performance Team (Learning)

Please contact the Family Information Service if you are a family support provider or a provider running activities for children. They provide free, comprehensive and up-to-date information and advice about all services for children aged 0-19 (25 for those with Additional Needs) and their families in Central Bedfordshire.

You can reach a member of the team by email at fyis@centralbedfordshire.gov.uk or by telephone at 0300 300 8585. Their business address is:

Family Information Service
Business and Supporting Services
Second Floor, C Block
Watling House
Central Bedfordshire Council
High Street North,
Dunstable
Bedfordshire
LU6 1LF

Please contact the Performance Team if you have any questions or require additional support around Nursery Education funding for 2, 3 and 4 year olds and for Early Years Pupil Premium. They provide support and advice around payments for funding, processes and issues around the Synergy provider portal including the online forms.

You can reach a member of the team by email at cpeiadmin@centralbedfordshire.gov.uk or by telephone at 0300 300 6044. Their business address is:

Performance Team (Learning)
Business and Supporting Services
Second Floor, C Block
Watling House
Central Bedfordshire Council
High Street North,
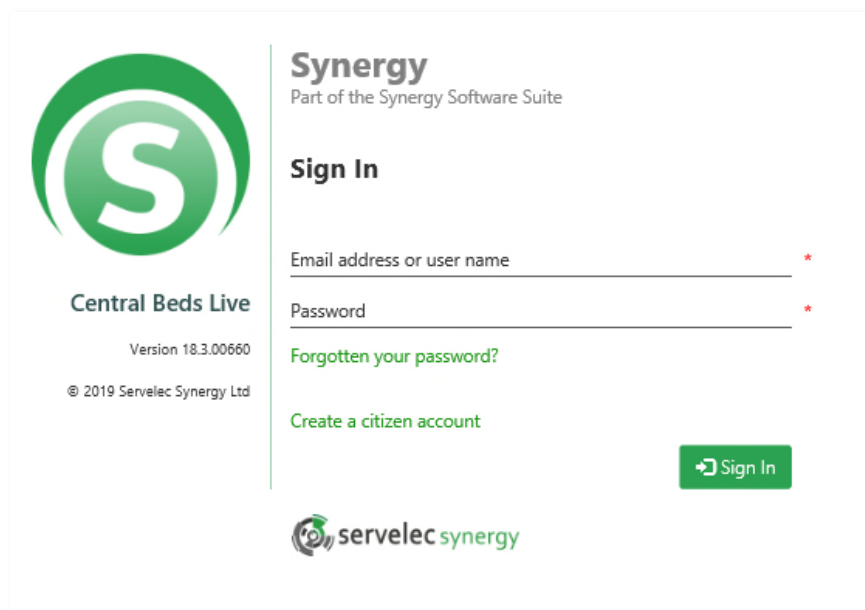Dunstable,
Bedfordshire
LU6 1LF

2. Provider Portal – Logging onto your online account

The System has been tested to work with the following internet browsers; Chrome, Firefox, IE 7 and above and Safari (Windows). This should also work with Safari (MAC), but it is not actively tested.

Open your web browser and go to the Central Bedfordshire Council Provider Portal webpage https://cbc.cloud.servelec-synergy.com/SynergyFIS/Providers

Please note that the above link may change in the future, we will however, notify you of all changes to the system. If in doubt you can visit the Central Bedfordshire Council website to find the most up-to-date link or contact us at cpeiadmin@centralbedfordshire.gov.uk.

To access your provider portal account, you need to enter your user name and password and click Sign In. These are case sensitive. If you have forgotten your username or password, please click on the Forgotten your password? link.


If you click on the Request Token via Email button, this will generate a token that will be sent to the email address you gave us for your portal account. You can then use this token to reset your password yourself. Please fill in all necessary fields shown on the next page:

If this process does not work, it could be that you are now using a different email address to the one we have on file. Please contact the Performance team, so that they can update your email address, they will also be able to reset your password at the same time, please send the email to cpeiadmin@centralbedfordshire.gov.uk.

Once you have successfully logged on, you will then be presented with the following home page.

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The website may take you to the Family Information Directory website.
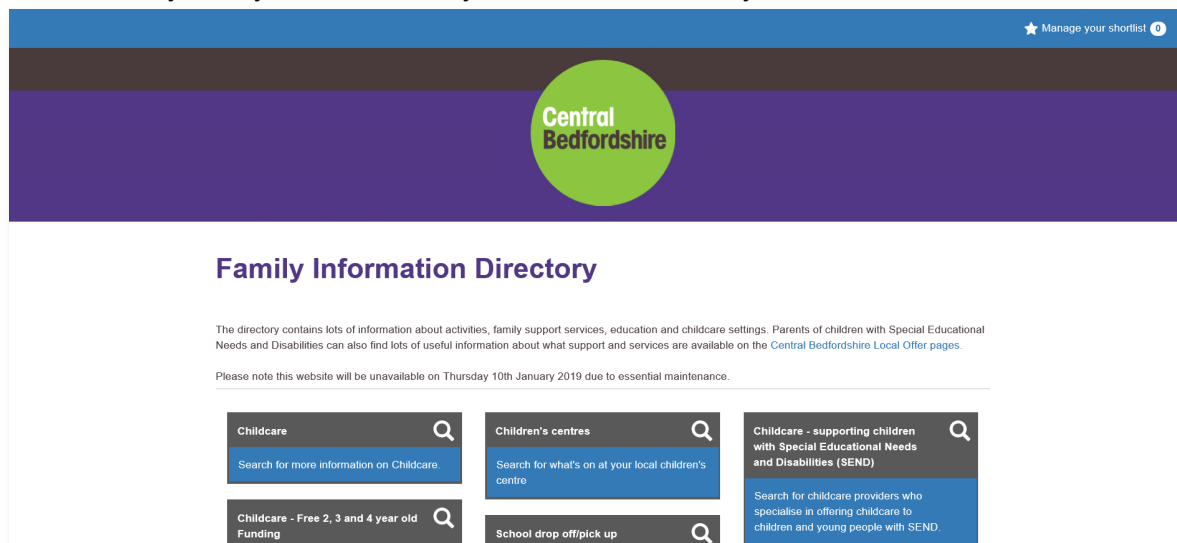
If this happens, please go to the **top left-hand** side of this website, you should see a link called **Childcare / Service Provider**

Please click on this link

The next screen should then show you to your provider portal account.

Here you can Log out of the provider portal

Depending on your account you may see more than one menu option at the top of screen. To access your online forms (Notification of Early Leaver, Schools Out form, Changes to staff highest qualification, Early Years Census to name but a few) you need to click on the Forms menu. To log out of the portal you need to click on the Logout link on the top right-hand side of the screen.

3. Provider Portal - User Settings

4.1   3.1 Change Password

The portal allows a provider to change their username and password. In order to do this, you need to select your account name link on the top right-hand side of the screen. You can then enter a username and password that is suitable for you. It is important that you change your password immediately when you first log into the portal, if the system does not ask you to.

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Please keep your username and password in a secure place. If at any time you forget them, you can go through the process of the Forgotten your password? link mentioned on page 4.

4.2   3.2 Authentication Questions

The Authentication Questions section is only needed if you have access to the Funding area of the portal. You will be provided with default answers to the questions provided and it is up to you to change these answers to answers that are more relevant to your organisation or whatever answers you choose.

5   Provider Portal – Funding

To view funding information, click on the **Funding** menu at the top of the screen.

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Once you have clicked on the Funding menu you should see further menu options.

5.1   Summary

The Summary section will display headcounts for based on Year and Term and Funding Type. Please click on the relevant **Select** link to see the summary information for that period.

If you have just started your funding the summary information will display no figures at all. It will only update when you have submitted your estimates and/or child information that the Performance team has authorised. Please see example in the next screenshot of a summary page without any information.

Please see the next screenshot of a summary page displaying information on estimates and actuals that has been authorised.

Home	Forms	**Funding**	Sufficiency	Images

Summary   Estimates   Actuals   Adjustments   Eligibility Checker

Summary: 2018/19 Spring - 3 and 4 yo Funding Rate CHANGE

Rate x Hours may not equal Totals as rounding is applied per child.
The totals shown are the sum of the funding amounts per child.

Estimates		**Actuals**	
Term Length (Weeks)	12.00	Term Length (Weeks) Term Time	12.00
▽ Provider Rate applied	£4.05	▽ Provider Rate applied to child funding	£4.05
Base Rate	£4.05	Base Rate	£4.05
Estimate Funding		**Universal Funding**	
Hours Per Week	45.00	Funded Hours for Term	540.00
Term Funding Amount	**£2187.00**	**Funding Amount @ Provider Rate**	**£2187.00**
Interim %	75.00%	▽ **Child Weightings Total**	**£271.80**
Interim Amount Payable	**£1640.25**	2 children with Early Years pupil premium (£0.53)	£190.80
		3 children with Social Deprivation 2 - 31-60% (£0.15)	£81.00
Total Interim Amount Paid to Date	**£0.00**		
(before Adj)		**Universal Funding Amount**	**£2458.80**
Interim Amount Payable Balance	**£1640.25**	**Extended Funding**	
		Funded Hours for Term	540.00
		Funding Amount @ Provider Rate	**£2187.00**
		▽ **Child Weightings Total**	**£81.00**
Number of Payments Due	3 / 3	3 children with Social Deprivation 2 - 31-60% (£0.15)	£81.00
Next Payment Amount Due (before Adj)	**£546.75**		
		Extended Funding Amount	**£2268.00**
		Totals	
		Funded Hours for Term	1080.00
Fully Processed	No	**Funding Amount @ Provider Rate**	**£4374.00**
		Child Weightings	**£352.80**
		Term Funding Amount	**£4726.80**

Please note that the figures represented in the estimates section are for the whole period. To calculate the monthly amount, you need to divide the Interim Amount Payable Balance by 3. The first three payments in each term will total 75% of the number of hours that you have estimated. The fourth payment will be the final balancing payment based on the term's actual headcount of eligible children and any other adjustments. At the bottom of the Estimates section it tells you the number of estimate payments due. For example, 3/3 means that no payments have been paid yet. 2/3 means that 1 payment has been paid and so on.

On the screen, you will notice arrows against **Provider Rate Total applied** on the Estimates section and **Provider Rate applied to child funding** on the Actuals section and **Child Weightings Total** for universal and/or extended hours. You can click on the arrows to show a breakdown of these figures. For example, it may show your provider weightings if applicable i.e. Level 4 practitioner, Qualified Teacher Status or Early Years Professional status and if any children live in a deprived area. Please see an example on the next page:

Universal Funding	
Funded Hours for Term	540.00
Funding Amount @ Provider Rate	**£2187.00**
▽ **Child Weightings Total**	**£271.80**
2 children with Early Years pupil premium (£0.53)	£190.80
3 children with Social Deprivation 2 - 31-60% (£0.15)	£81.00
Universal Funding Amount	**£2458.80**
Extended Funding	
Funded Hours for Term	540.00
Funding Amount @ Provider Rate	**£2187.00**
▽ **Child Weightings Total**	£81.00
3 children with Social Deprivation 2 - 31-60% (£0.15)	£81.00
Extended Funding Amount	**£2268.00**
Totals	

5.2   Estimates section

Submitting estimates is only required for private, voluntary and independent providers and schools that offer 2 year old funded places.

5.2.1   Submitting estimates

Each term the provider will need to estimate the number of hours they expect children to attend with them per week for the term. Select the **Estimates** menu to input or amend current estimates.

Please refer to your NEF Headcount timetable to know when the estimate deadline will be for the term. If an estimate has already been sent and paid the link will be set to View. If it is available for a provider to send to the Performance team the link will be set to Open.

To send in your estimate return, please do the following:

- Enter the number of weeks in the term for your setting. This may already be filled in for you.
- Input the estimate amount for total funded hours per week for all funded children and then select the **Calculate** button. This will then calculate the total number of hours for the term.

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5.2.2 Tips on how to calculate your estimated hours

Please follow the next tips of how to calculate your estimated hours:

- Providers who offer only term time hours
    - Add all the hours for all children for a typical week
    - The number of weeks for the term has been already set on the portal
- Providers who offer only stretched hours
    - Add all the hours for all children for a typical week
    - Please remember to change the weeks value on the portal to the number of weeks you are stretching for the term
- Providers who offer a mixture of term time and stretched hours
    - It is important that you submit your estimates using your stretched number of weeks
    - Calculate all the hours for all term time only children for the **whole term** – set that figure aside
    - Calculate all the hours for all stretched only children for the **whole term** – set that figure aside
    - Add both figures together and divide the total amount by your **stretched** number of weeks
    - You can then submit that figure into the portal with your stretched number of weeks.

For example:

In the Autumn term

A setting has 10 children term time only claiming their full entitlement and 5 children who are stretching and are also claiming their full entitlement. The setting is open for 50 weeks of the year, so children can stretch up to 11.4 hours per week. The setting is stretching over 16 weeks of the term. The term time number of weeks is 14.

Term time only – 10 x 15 x 14 = 2,100 hours for the term
Stretched only – 5 x 11.4 x 16 = 912 hours for the term
2,100 + 912 = 3,012 total hours for the term

3,012 / 16 = 188.25

188.25 is the figure the setting will need to enter for their estimates over 16 weeks term.

Once you are happy with the amount for the term you need to select the **Send Claim** button. Once you have sent your estimates a green confirmation box will appear on screen to let you know that the submission has been successful.

5.2.3 Adjusting or submitting estimates late

You can adjust your estimates if the 3rd estimate payment has not been paid. To accommodate a late starter, you need to do the following:

- Multiply the number of funded hours in the week by the number of weeks remaining in the term for the late starter
- Add this figure to the number of funded hours for the whole term for all your other children
- Finally, divide this amount by the number of weeks for the whole term and submit this figure as the weekly amount

If you have made an error, you can adjust immediately as the system will override what was already submitted. If you noticed the error after the first payment has been processed, please submit the correct estimates as soon as you can because the system will adjust the calculations in time for the next payment run.

It is important that you do not missed the deadline for your estimate submission. However, if you are late with your submission and the portal is open, you can still submit your estimates.

	Please note the following important points:
	- Your estimate payment will be allocated to the next payment run on the timetable. **For example, if you missed the first estimate payment, then in the next payment run the system will re-calculate and divide your amount by the remaining payments that are left. If you miss the 3rd estimate payment run, then your payment will be made in the final payment for the term.** - The estimates section on the portal is for one weekly figure for all children. It is not linked to any child. - If you submit one figure and then submit again for the same fund, the second submission will override the first. - It is important to include any extended hours when calculating your estimate submission for your children.

5.3 Actuals section

The Actuals section is where a provider can request removal of a child, edit existing children, add new children and submit actual headcount information for the term. If the headcount information is set to pay or already paid to the provider, the provider will only have access to **View** the information. They will not be able to edit or re-submit children in the list. If the provider requires additions or amendments to be made, they must contact the Performance Team. If the Actuals section is available to edit or submit the link will be **Open**.

- Select Actuals menu to input or amend current pupil details
- Click on the Open link.

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If children are already attached to the provider, they will be shown in the list. Please see example below:

At the beginning of each term it may be necessary to remove children from the previous term that have been carried over. These children that you may need to remove from the current term are children who have moved into Reception or children who have left the school/setting. To find out how to remove children on the portal please go to section **4.3.2.   Removing a child from your list or undoing changes**.

5.3.1   Child Weightings

The portal shows any additional weightings rate per hour for a child. Child weightings are added to every funded hour. These child weightings are displayed against the child name in the actuals section of the portal.

For example, the screenshot above shows that Hannah Bloggs has an additional weighting of **SD2**, this means that she lives in a 31 - 60% most deprived area in England. She also has an additional weighting of **EYPP**, this means she is eligible for early years pupil premium funding. Therefore, a total of **68p** will be added to every hour of her funded hours.

Child weighting types are as follows:

Code	Description	Rate
EYPP	Early Years Pupil Premium	£0.53
SD1	Social Deprivation 1 - 0 - 30%	£0.40
SD2	Social Deprivation 2 - 31 - 60%	£0.15
SD3	Social Deprivation 3 - 61 - 100%	£0.00

You can also view the total amount of child weightings added to your actuals amount in the headcount summary section for all your children. You can view this together with details of your base rate and your highest qualification rate if applicable.

The system does not generate the child weightings automatically.

On the provider portal only, those children attached to a private, voluntary or independent (PVI) provider should have a social deprivation weighting.

If you are a PVI and find any of your children that do not have a social deprivation weighting, please contact the Performance team. The eligibility checking service for early years pupil premium (EYPP) is run when the Performance team have received all actuals by the deadline date. It can be run before on request, particularly to meet the needs of Schools with their School Census return.

5.3.2   Removing a child from your list or undoing changes

You can remove a child that you have mistakenly added on before it gets to our system. You can also remove an existing child that has left your setting. To remove a child that you have just added you need to click on the semi-circle arrow icon or the cross icon next to the child's name. If you hover over the icon you will see an example as below:
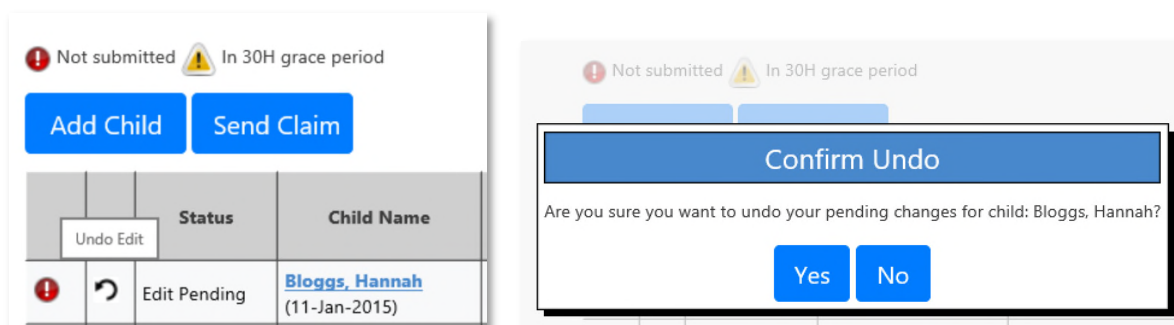
You can also click this icon if you want to undo any changes you have made to the child's record.

If the child already exists on the system, then the portal will not remove the child automatically. You need to first click on the box with a cross on it. The status message next to the child's name will say **Delete pending**. You then need to click on the Send Claim button. Once the deletion is accepted in the back office the child will be removed from your list of children.

5.3.3 Adding a new child

- Select **Add Child** to add a new child to the list, you can then complete the child information. More details of this are explained in the **Child Details** tab and **Funding Details** tab section of this guide.
- Once you have completed the child information click on Save.
- Repeat process as required

5.3.4 Editing an existing child

To edit a child in the list, you need to click on the child's name link. When editing a child, please check the details that are already in there to make sure that they are correct. Please especially note spelling mistakes in their name and incorrect addresses and that they have the necessary relevant parental/carer consents.

Within the child's information some fields will have a black asterisk next to them. This means that this field must be completed (if available) before you save the record. If a mandatory field is empty when you click the **Save** button, error messages will appear at the bottom of the screen. The error

message will let the provider know when field has been missed off. A red asterisk will also appear next to the field to inform the Provider, which field needs to be completed. When a provider clicks on the child's name link to view the child's information the portal will automatically jump to either the **Child's summary** tab (if shown) or the **Child's Details** tab.
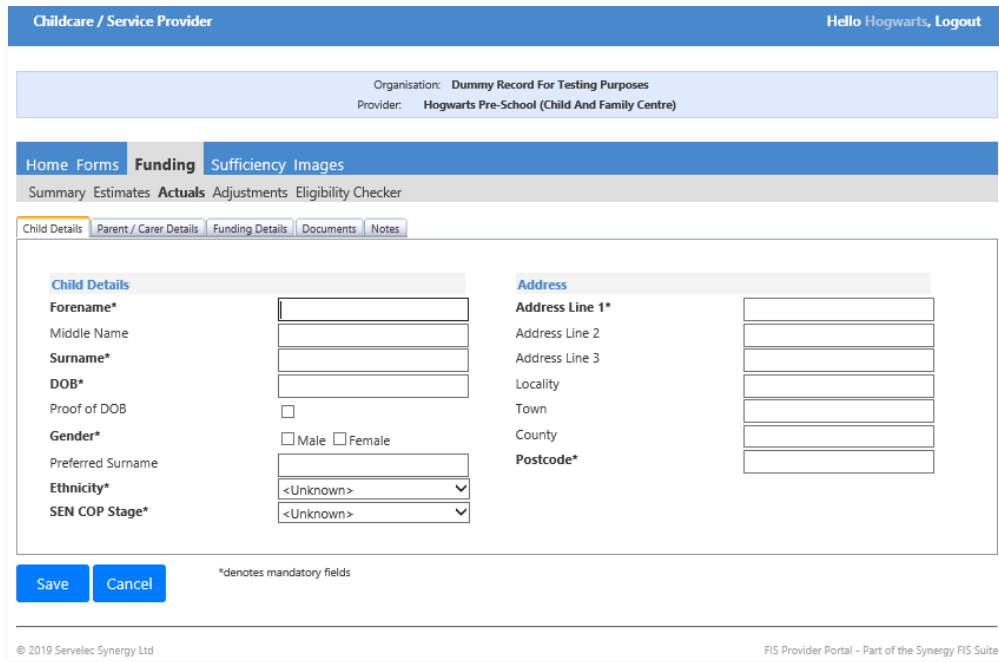
5.3.5   Child Summary tab

The Summary tab for the child will only appear once the provider has submitted the child's details and these details have been authorised in the back office. The summary information will show the breakdown of the child's funding information based on universal and/or extended hours. Please see example in the next screenshot:

The provider can click on any triangle symbols in the summary page to see extra information.

5.3.6 Child Details tab

- Forename* - The given name of the child
- Middle Name – If known, this is not a mandatory field
- Surname* - The child's legal surname.
- DOB* - Date of Birth of the child. Please note that if the child falls out of the eligible birth dates, the portal will return an error message informing you of this.
- Proof of DOB – Even though this is not a mandatory field, we ask that you complete for all children. This requirement is part of our Code of Practice.
- Gender* - Please tick Male or Female.
- Preferred Surname – Please enter if indicated on the parent declaration form.
- Ethnicity* – Please select an option from the drop-down.
- SEN COP Stage – Please select an option from the drop-down.
- Address fields* – Please fill in as much details of the address as you can. Once we receive the address details, we will check that the address and postcode is correct. If it isn't, the Performance team will let you know.

5.3.7   Parent / Carer Details tab

The Parent / Carer Details tab is where you enter the parent and partner details for the Performance team to check eligibility 30 hours and for the Early Years Pupil Premium (EYPP). Please make sure you enter these details correctly and it is for the correct parent who can claim.

NI or NASS number – Please enter the national insurance or the parent's national asylum social service number without any spaces.

You must tick the EYPP and 30 hours if the parent has requested it on the parent declaration form. If the parent is claiming for 30 hours with you and on the form they have also given you a DOB then they have indicated that they also want to be checked for EYPP.

	Please note the following important points:
	• If you do not tick these boxes, we will not be able to check EYPP and accept 30 hours eligibility.
	• If you do not want EYPP check done and the child is claiming extended hours then you do not need to enter the parent and/or partners DOB
	• If you do not want an EYPP check done and the child is NOT claiming extended hours then please DO NOT complete this section

As per the requirements of GDPR we should not hold any information that is not needed or is not necessary.

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5.3.8   Funding Details tab

- Start Date* and End Date* - Please use the calendar date picker to enter the Start and End Dates for the current term for the child.
- Weeks Attended in Term* – This is the number of weeks a child has attended your provision. If a child starts part way through the week, then you need to round it up to the nearest full week. This will be automatically populated to display the term time weeks, so if the child is stretching their hours, please change to the stretched number of weeks.
- Present during Census – This needs to be ticked as per the Census week for the term (if applicable). Schools census is every term but for our Private, Voluntary and Independent settings census is only conducted during the Spring term (January to March).
- Attends Two Days or More – Please tick this if your child attends your provision over two or more days.
- Nominated for DAF* - This must be selected either Yes or No. This is only if your child wants to claim Disability Access Fund for the term. If the child has already claimed DAF with your setting and it has been less than a year, then you will need to select the No option. DAF is only paid out once a year.
- Stretched Entitlement – This field will only be shown if your setting is offering stretched hours. Tick this box if the child is stretching their hours with you.

- Universal Hours* - This is the number of funded universal hours per week the child is claiming for with your setting, if child is splitting their hours only put your hours in here.
- Extended Hours* - This field will only be shown if your setting has signed up to offer 30 hour funding. Please enter the number of funded extended hours per week the child is claiming for with your setting, if child is splitting their hours only put your hours in here.
- 30H Eligibility Code – If your child is claiming the extended hours element you must enter the code in this box. Please then click on the Extended Hours Check button. See below:

- Attendance Days* - Please select Yes for the days the child is claiming funding and No for the other days.
- Non-Funded Hours per Week* - This is the number of hours per week that your child is paying for. We require this for Audit Purposes.

Maximum values Allowed

This section is for information only and informs the provider the maximum weeks and hours that a child is allowed across Central Bedfordshire. If the provider is offering stretched hours, it will display the maximum stretched information that Central Bedfordshire council allow, and this may not necessarily be the maximum hours allowed at your setting.

Please ignore the information displayed in the following area:

ℹ	Please note for stretched attendance it is very important that the Performance team know the weeks your setting is open for each term, so that the stretched attendance is calculated correctly. Please send these details in via email when prompted to do so. For example, a setting who is open for 16 weeks in Autumn, 13 weeks in Spring and 21 weeks in Summer, which totals 50 weeks for the year, will only be allowed to offer 11.4 hours per week for a stretched child. **570 / 50 = 11.4 hours (rounded)**

If you would like to offer stretched hours after the start of the academic year, please send an email request to the Performance team.

5.3.9 Documents tab

Providers can now attach documents to the child for funding. These files must not be larger than 5 MB each.

Documents that can be attached are the parent declaration form, the child's disability living allowance letter or supporting documents for 2 year old funding and 30 hour eligibility.

Click on **Upload a file** to navigate to your saved document and you must enter a **Description*** of the document before you can save the record.

If you need to remove a document attached to a child's record, please click on the Delete button. A message will pop up asking if you are sure.

When the Actual area is closed you will not be able to attach documents to the child's record, please contact the Performance Team if you need help, they will be able to assist you further.

5.3.10 Notes tab

The Notes tab is where you can communicate with the Performance team for a child. This is the best place to indicate whether the child is adopted from care or is a looked after child (LAC) or the reference number for 2 year old funding. The Performance team will also communicate whether there is any query with the child's record or funded hours or the results of EYPP eligibility. The Performance team will always follow up a query with an email or a telephone call if necessary. Please feel free to add any additional information regarding the child's funding submission.

5.3.11 Submitting your actuals return

Once you have completed your Headcount return for the period you must click on **Send claim**. You can submit partial returns throughout the actuals stage.

A message will pop up to let you know that the Submission has been successful.
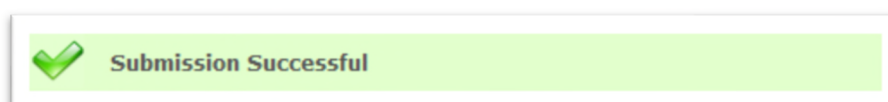
This will trigger an email to the cpeiadmin@centralbedfordshire.gov.uk email inbox, to let the Performance team know that a provider has submitted some information. When you look at your child list, you will see that there are messages in the status column against the children you have added, deleted or changed. Once these changes are authorised and accepted by the Performance team, these messages will change to **unchanged**.

If you do not click on submit and logout of the provider portal, when you next log in you will be greeted with a message informing you that you have not yet submitted changes made to your children list. Please click on the link as shown on the next page:

The link should then display the year, term and funding type that the unsubmitted child is against.
If it shows the current term, then to remove the message you just need to submit the child to us.
If it shows a past term, then unfortunately it is too late to do anything and this message will remain on your portal account, so please ignore.

	Please note:
(i)	- It is important that at the beginning of each term, that you delete all children who have left your setting or who are no longer in receipt of funding with you. This is to avoid any errors occurring with other settings who are putting in a claim for those children. - Please check eligibility of a code before you proceed in adding a child on the portal. - Please remember when entering parent/carer information that you enter the parent's DOB only if parent wants to apply for Early Years Pupil Premium. To complete a successful check for EYPP, the DOB of the parent is required. - Please double check that all information has been entered correctly. One digit out can result in a Not found for 30 hours and/or for EYPP results. - It is important that if errors are noticed on the portal that they are amended immediately or if the portal is closed that the Performance team are notified.

6 Adjustments

A provider can send us details of the adjustments in the following ways:
- via email but only with the initials of the child and the child's DOB
- via the provider portal under the adjustments tab, this is like an email, but it is sent via the system, please remember to put initials and DOB of the child in the same way you would use for an email

Funding adjustments can occur if a parent wants to increase or decrease their hours part way in the term. They can do this only for a good reason and only if it does not exceed their maximum funding entitlement.

7 Provider Portal – Forms

To update your online forms, you need to click on the **Forms** Menu and then click on the Fill in Form menu. You will find all your relevant forms listed on the screen. This list may change as we update and add forms throughout the year.

7.1 Accessing the correct form

If you have more than one activity or provider advertised through us, then each one will appear in the Provider drop-down list at the top of the screen. You will need to complete a form for each provider you have listed. Please select the relevant provider as shown in the example:

Click on the relevant form from the list of forms available. Please see an example of a list of forms. Please note that your forms may be different to the ones listed on the next page:

	We are required by law to update your information on an annual basis for Data Protection purposes. Please complete the relevant forms and make sure you complete the permissions correctly if you want to advertise your information on our online Family Information Directory at http://www.centralbedfordshire.gov.uk/fyis

The form opens in a separate window and will be pre-populated with any information that we already hold for the activity or provider. You may find that some questions on a form are mandatory, which will be indicated with a red asterisk or a red box. You will not be able to submit your form until these questions are completed.

	Please note the form will not save any changes you have made until you have clicked on the Submit form button. The form is self-contained within its own browser window. Closing the window without submitting the form will result in changes being lost.

7.2   How to navigate the form

If the form has multiple pages, then you will need to review and amend one page at a time.

You can navigate through the form by either clicking on the Next page or Previous page button or by selecting a specific page in the drop-down list option at the top or bottom of the page. Once you have selected the page that you want, you then need to select the double arrow button to jump to that specific page.

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Previous Page   Select page: Section 1: Provider Details   ▼   >>

7.3   How to add/remove/edit information on the form

Some information and questions are presented in the form of a table. If we already hold information, then it will show within the table.

If you only see the following icon:

☑ Insert item

Then we do not currently hold information so click on insert item to start adding it.

Edit information in the table by clicking into it and either choosing from a list provided or if it is not in the lists provided use the relevant free type text box beneath each relevant question.

To remove a line from a table, you need to click on it, once this icon appears ☑ , you can then choose 'Remove Entry' from the options.

7.4   Submitting your form

When you have completed your form, you must select the Submit Form button on the form. You will be prompted to agree to submit the form. Click OK.

Message from webpage   ✕

❓ 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
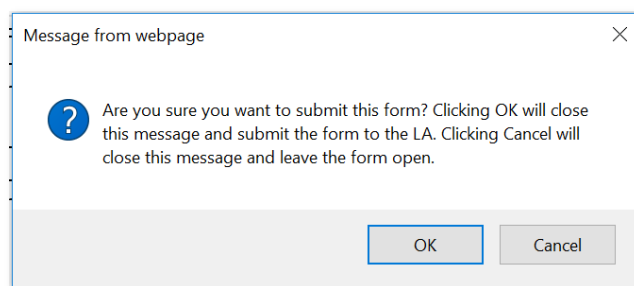
Any entry errors on the form will prompt a failure warning to appear at this point.

Click OK and check the pages to add the missing information.

If your submission was successful you will be presented with a green banner to let you know that the form has been sent successfully.

This will trigger an email to the cpeiadmin@centralbedfordshire.gov.uk email inbox, to let the Performance Team know that a provider has submitted information.

The form will be held in the "View Forms" menu section on the Provider Portal. Here you can view all previously submitted forms and their status, whether it is Denied, Pending or Authorised. Please see below an example of what you may see:

Please avoid submitting the same form until we have sent you an email to confirm that your first submission was accepted.

	If you start making changes, please note that you cannot save your progress. Should you wish to log-off and return later, then you need to go to the final page and submit your data. Wait for notification to say that we've accepted your changes, then log back in to continue to amend your data.
	Please note that you will only receive notification if you have an email address on the FIS system.

If for whatever reason there is a problem with the form, the form will be denied, and an email will be sent to you to explain the reasons why. The form could be denied for many reasons, e.g. you have completed the wrong questions, or the questions are incomplete.

IMPORTANT: If a form is denied you will need to re-enter and submit the form again, so it is very important you get it right first time. Please double check all pages before you click on the Submit Form button on the online form.

To re-enter a form, you need to click on the "Fill in Forms" section on the Provider Portal and start the above process again.

4. Family Information Directory

4.1. Adding a logo to your Family Information Directory listing

You can now include a logo that represents your organisation to be displayed next to your entry on the Family Information Directory.

	It is very important that you check the image/logo because this is going to be shown on the public Family Information Directory website.
	Please make sure that the image/logo adheres to the Data Protection policy you have in place.

Please follow this link to take you to our Central Bedfordshire Family Information Directory website:

https://cbc.cloud.servelec-synergy.com/synergyfis/

Please update all bookmarks and favourites to the link shown above.

To add or change an existing logo/image you need to log onto your provider portal account. Please then go to the **Images** menu option that you will see at the top of the screen.

ONLY your company logo/image can be uploaded here. Some providers have uploaded one of their rooms (no children), some have added their company logo or branding that sets them out from everyone else.

Please do not upload any personal information or parent declaration forms in this area. See above screenshot.

The size of the logo must be less than 5MB and it must be in the following accepted formats:
- JPG (JPEG)
- GIF (Graphics Interchange Format)
- PNG (Portable Network Graphics)
- BMP (Bitmap)

Please click on the Browse button and then go to where you have saved your logo, select it and then click on the Upload button. Your logo will then be shown at the bottom of the screen. This way you can see how it will look on the Family Information Directory website.

Below is an example of how the logo will look on the Directory website:

Please note that a logo needs to be added to each of your provider records listed in the drop down at the top of the provider portal screen. If they are not added for all then they will not be displayed.

If you would like a logo permanently removed, please contact the Performance team who will arrange this for you, as currently you cannot remove yourself, you can only replace with another image/logo.