



## How to update your childcare record on Suffolk InfoLink & FAQs

Below are FAQs for how to update your childcare record on the [Suffolk Infolink Family Services Directory \(FSD\) website](#).

### How do I register?

1. Go to [www.suffolk.gov.uk/fsd](http://www.suffolk.gov.uk/fsd) and click on 'Register' (at the top right of the screen)
2. Add your **settings \*main email address** to register your account
3. An email will be sent to this email inbox. Please open it and verify your email address by using the activation code. (You may need to look in the junk folder.) This will complete the registration process

\* We can only assign one email address to your record so you can update it. We recommend you use your settings main email address to register with, rather than your personal email, so that you are able to share your login details with your staff and can still access your account if members of your team change.

### How do I update my record once I have registered?

1. Go to [www.suffolk.gov.uk/fsd](http://www.suffolk.gov.uk/fsd) and click on "Sign in" (at the top right of the screen) using the email address you registered with. (Please use the "Forgotten your password" link if necessary)
2. Click on "Your Directory Listings". Your record(s) will be listed here. (Please contact \*FIS if you cannot see your record/s in here.)
3. Click "Update". A form appears with the current details which you can edit. Click on the arrow to open up each section to edit the details
4. Once you have finished making changes to your record, click on the tick box "I confirm that this information is correct and up to date" and choose "Save". Your changes will go live within a few minutes.

### I have signed in, but cannot see my record in 'Your Directory Listings', what should I do?

When you sign in you should see your record(s) in 'Your Directory Listings'. If this is empty it means that your registered email address is different to the one the Suffolk Family Information Service (FIS) currently have assigned to your record(s) so that you can update it.

You will need to contact FIS by emailing: [childcare.planning@suffolk.gov.uk](mailto:childcare.planning@suffolk.gov.uk) so they can update this for you so you can access your record. **Please do not add any new records.**

### I do not know what email address I have registered with?

You will need to contact FIS (see details above) and they will be able to confirm the email address that is currently assigned to your record



### **How do I reset my password?**

1. Click on the "[Forgotten your password](#)" link
2. Enter your email address and click on "Reset Password"
3. You will receive an email with a reset code. Copy the code and paste it into the "Enter reset code" box. **For your security, this code will expire after 15 minutes**
4. Click the "Submit reset code" button. You will then be able to create a new password and sign into your account. (Passwords must be eight characters or more and include at least one number)

### **I have tried to reset my password but I have not received an email to activate my account, what should I do?**

If you have not received the message to re-activate your account, it could mean that either:

- You are not registered on Suffolk InfoLink – please register - see above for registration instructions
- The message has gone into your junk/spam folder
- If you have checked the above and still require help, please contact the FIS by emailing: [childcare.planning@suffolk.gov.uk](mailto:childcare.planning@suffolk.gov.uk).

### **I have a new email address; how do I change the email address that I have registered with?**

If your setting has a new email address and you no longer use the old one that you have registered with than you will need to:

1. Register again using your new email address
2. Contact FIS by emailing: [childcare.planning@suffolk.gov.uk](mailto:childcare.planning@suffolk.gov.uk) so they can delete your old registered email address from the system and re-assign the new one to your record.

### **I am having difficulty updating my record, what should I do?**

If you cannot update a certain section of your record, please contact FIS for assistance.

### **How long does it take for my changes to take effect?**

Once you have updated and saved your record the changes will go live within a few minutes. (You may need to refresh the page a few times to see your changes).

### **Why does my record not appear to be visible on the website when I am not signed in?**

If you cannot see your record on the Live site, it is likely because FIS do not currently have permission from you to promote your record. You will need to complete a consent form so we can make your record visible to the public. Please contact FIS and they will check this for you.

For all other queries please contact the Suffolk Family Information Service (FIS) by Emailing: [childcare.planning@suffolk.gov.uk](mailto:childcare.planning@suffolk.gov.uk).



## How should I update my Local Offer Information?

'Local Offer' refers to SEND (Special Educational Needs and Disabilities) information. All Local Offer information is displayed on the 'Suffolk SEND Local Offer' Directory. It is a government requirement that all education, and health and social care service providers (this includes childcare providers) ensure they provide information about their provision for children and young people who have SEN, disabilities or are disabled, to service users.

To add your Local offer information, follow the steps below:

1. Go to [www.suffolk.gov.uk/fsd](http://www.suffolk.gov.uk/fsd) and "Sign in" (top right)
2. Click on "Your Directory Listings". Your record(s) will be listed here. (Please contact \*FIS if you cannot see your record/s in here.)
3. Click "Update". A form appears with the current details which you can edit. Click on the arrow to open up each section to edit the details
4. Go to the 'Local Offer' section to add your SEND information.
5. First you need to confirm Yes or No if your service provides support to people with SEND? If so, then you need to add details of your SEND policy in the description. Include - How you meet the needs of children with SEND? Any relevant experience? Any useful training courses you have completed? (Please limit text to no more than half a page).
6. If your setting has a SEND page on your website then you can copy and paste the web page address into the Link box
7. Add a contact person and number for who parents should contact about SEND at your setting. **Please note: If your setting has more than one record than make sure you update this information on ALL of your records.**
8. Once you have finished updating your SEND information, click on the tick box "I confirm that this information is correct and up to date" and choose "Save". Your changes will go live within a few minutes.

This star symbol will appear on your record to show parents that you offer provision for SEND.