Suffolk InfoLink Family Services Directory

How do I register?

1. Go to www.suffolk.gov.uk/infolink
2. Click on **Register** (at the top right of the screen).
3. Create your account by adding your provision details. Use the assigned email address you requested.
4. An email will be sent to the email address that you supply. 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 provision's main email address to register with rather than your personal email so that you can 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/infolink
2. 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).
3. Click on **Sign In** again.
4. Click on **Your directory listings.** Your record(s) will be listed here. (Please contact us if you cannot see your record(s) here. **Do not create your own record**.
5. Click on **update.** This will take you to a page with the current details which you can edit and update.
6. Click on the arrow to open each box to edit the details.
7. Once you have finished making changes to your record, you must tick the box **"I can confirm this information is correct and up to date"** then click on **Save** at the top of the page. Your changes will go live, this can take a couple of 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 has assigned to your record(s) so that you can update it. You will need to contact FIS by email: childcare.planning@suffolk.gov.uk to 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 and they will be able to confirm the email address that is currently assigned to your record.

How do I reset my password?

1. Go to the **Forgotten your password** facility.
2. Enter your email address.
3. Click **Reset password**.
4. You should receive an email (please check your junk/spam inbox).

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:

1. You are not registered – see above for registration instructions.
2. The message has gone into your junk/spam mail (please check your junk/spam mail folder).
3. There may be a system error, in which case try again later.

If you have checked the above and still require help, please contact the FIS by email: 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 provision has a new email address and you no longer use the old one that you have registered with then you will need to:

1. Contact FIS so they can delete your old assigned email address from the system and re-assign the new one to your record.
2. You will then be able to log in and update your details.

Why does my record not appear on the InfoLink website when I am not signed in?

If you cannot see your record on the InfoLink site, it is likely we do not have your permission to advertise your childcare provision. You will need to complete a FIS Permissions online form so we can make your record available to the public. Please contact FIS and we will check this for you.

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