

# EARLY YEARS AND CHILDCARE

Provider Portal – How to "logon"

To access the online service it will be necessary to have internet access.

The link to the online service is - www.norfolk.gov.uk/eyproviderportal

Once the link has been inserted into your browser the following page will appear -

	Synergy FIS Provider Portal Part of the Synergy Software Suite
	Sign In
Version 13.4.00402	User Name:
© 2014 Tribal Education Ltd All rights reserved	Password:

Insert your user name, password and click the sign in button



The Home Page will appear once the sign in button has been clicked

Once logged in, if the online service is not updated for a period of time it will "time out". It is therefore **IMPORTANT to routinely save data to avoid any potential loss**. If you are timed out, it is possible to log in again.



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#### Passwords

To update your passwor	d, select USER SETTINGS				
Synergy FIS Provider Portal :: Home		<b>⊡</b> • <b>■</b>	 Page + Safe	ety 🕶 Tools 👻 🕢 🕶	"
Synergy FIS Provider Por	tal		Lo User	gged in as: <b>bears</b> <u>Settings   Logout</u>	<b>^</b>

## Update your user record and select CONFIRM

Please DO NOT amend the User Name issued to you by the Local Authority

Synergy FIS Provider Portal	Logged in as: <b>bears</b> <u>User Settings</u>   <u>Logout</u>
HOME FORMS	
Location: HOME > USER SETTINGS	
User Settings Authentication Questions	
Please change your details below:	
New Username: bears	
New Password:	
Confirm New Password:	
Please enter your current password for security reasons:	
Current Password:	

## To log out

If you wish to log out (exit the online service) select LOGOUT

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#### **Desktop shortcut**

To create a c	lesktop shortcut –	
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C Synergy	FIS Provider Portal: Login - Windows Internet Explorer	
	http://fiso.norfolk.gov.uk/ProviderPortal/login.aspx	✓ + ×
	1	

Click the icon and without releasing, drag the icon to a space on your desktop