

## Accessing the Provider Portal

There are two ways you can access the Provider Portal. I recommend you save both webpages as Favourites / Bookmarks

### Visit FIS Website

<http://www.mywalsall.org/fis/keeping-us-up-to-date/>

## Updating your information

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All local authorities are required by legislation to secure sufficient childcare for working parents or parents who are studying or training for employment, for children aged 0-14 or up to 18 for disabled children.

The reason we ask you to update your details and vacancy information on the Provider Portal (which is a condition in the Provider Agreement) is to make sure we have a sufficient range of childcare available in Walsall. So please make sure you update your information as this is also used to generate lists to prospective parents/carers.

You will need to update your Sufficiency information once per term, and complete a Provider Update once per year, or whenever your details change.

You can do this online by logging onto our Provider Portal below:

- **Walsall FIS Provider Portal**

Click on this 

### Go Direct

<https://fisonline.walsall.gov.uk/Synergy/Providers>

**FORMS**      Page 4

**FUNDING**    Page 6

## Sign In Screens

### Sign In

Sign in or create an account with us.

Enter your username

Next

Create Account

### Sign in

Enter your password

Change User

Forgot Password

Create Account

Sign In

You should have been emailed a username and password. Your username is not your email address. If you have trouble logging in please email [BiTechnical@walsall.gov.uk](mailto:BiTechnical@walsall.gov.uk).

## Homepage

We will put any useful information on the homepage for you. Please read it carefully. It is updated every term.

### Welcome to Walsall's Provider Portal – Please read

Do not fund or add a 2 year old until you have seen their 5 digit Walsall eligibility code. The new childcare scheme for working parents of 2 year olds does not start until after Easter 2024. Please **do not** add these children to the Spring term.

**Please use the child's home address where possible to aid us in identifying duplicate claims.**

If a child has been rejected you can click on their name and there will be a reason why.

HEADCOUNT – 18/01/2024

A full timetable is available to download here: <https://www.mywalsall.org/fis/free-early-years-entitlement/>

**Hourly Rate**  
2 year olds: £5.51  
3 & 4 year olds: £4.86

Date of Birth Ranges for Spring Term:	
2 year olds:	01/01/2021-31/12/2021
3 & 4 year olds:	01/01/2019-31/12/2020

**All**  
Please check the children who have been carried forward to the Spring Term and add / delete where necessary ASAP. You will be paid for

Rejection messages and information about unsubmitted children will appear in the Notifications panel at the bottom of the homepage. You can click on the term in the notification and it will take you straight there.

### Notifications

These records have been edited but not yet claimed.

- ⚠ There are unsubmitted child funding records for Provider: Provider Portal Childcare - Day nursery
  - ➡ 2023/24 Summer - 3 & 4 Year Olds (1 unsubmitted, 0 rejected)
- ⚠ There are rejected child funding records for Provider: Provider Portal Childcare - Day nursery
  - ➡ 2023/24 Summer - 3 & 4 Year Olds (0 unsubmitted, 1 rejected)

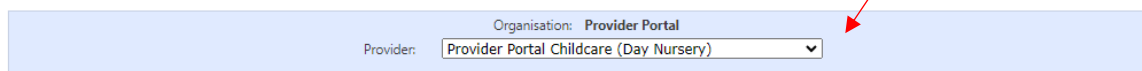
## Rejection Messages

Please see final page

## FORMS

We will ask you to send us some information using forms e.g. Provider Updates or, in January, Census Information (Private Providers offering funded places)

Depending on your Provider Type, you may have different forms available to you. Please check the correct Provider is open, and use the drop down arrow to change Providers.



Organisation: Provider Portal  
Provider: Provider Portal Childcare (Day Nursery) ▼

Home Forms Funding Sufficiency  
Fill In Forms View Forms

Fill In Forms

Please select a form below to update your details:

- Annual Update 2024
- Change of Basic Details
- New Provider Form
- SEND Experience 2023
- Termly Update

When you select a form, it will open in a new window.



Change of Basic Details

Next Page Select page: Page 1 >>

**Please only use this form if your contact details have changed.**

Provider Name

Contact Number

Mobile Number

Email address

**If you have moved house, your address will be updated by Ofsted, but please check your landline number.**

When you have completed all pages of the form, please click Submit Form. If a form has two pages and you don't complete them both it will be denied.


**Thank you for your time. Please click Submit to finish**

Previous Page      Select page: Page 1      >>      Submit Form

FIS Provider Portal - Part of the Synergy FIS Suite

If the form has been sent successfully, you will have a green tick

**Fill In Forms** View Forms

 You have successfully submitted the form.

You can also View Forms previously submitted, and their status

**Fill In Forms** **View Forms**

**View Forms**

**Select a form below to view:**

- [Provider Update 2019 \(17/06/2019 14:07:55 - Pending\)](#)
- [Provider Update 2019 \(29/04/2019 11:39:08 - Denied\)](#)
- [Provider Update 2019 \(29/04/2019 11:34:52 - Authorised\)](#)
- [Provider Update 2018 \(06/09/2018 12:28:44 - Denied\)](#)
- [Provider Update 2018 \(06/09/2018 12:28:37 - Denied\)](#)
- [Provider Update 2018 \(06/09/2018 12:28:28 - Authorised\)](#)

Authorised – everything on the form was able to be imported into the database. Updates have been made to the database.

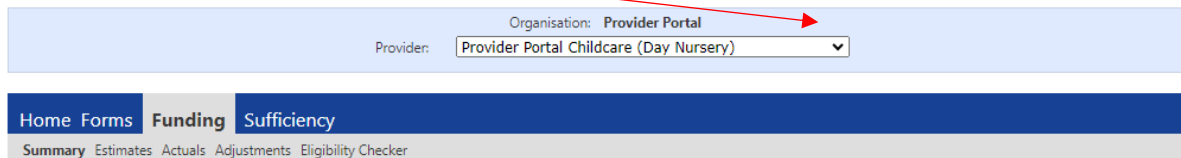
Denied – something on the form could not be imported i.e. words in a numbers only field. Updates have not been made.

Pending – form is waiting to be checked. Updates have not been made

## FUNDING

This is how you will send your funding information (headcount), and check eligibility of children.

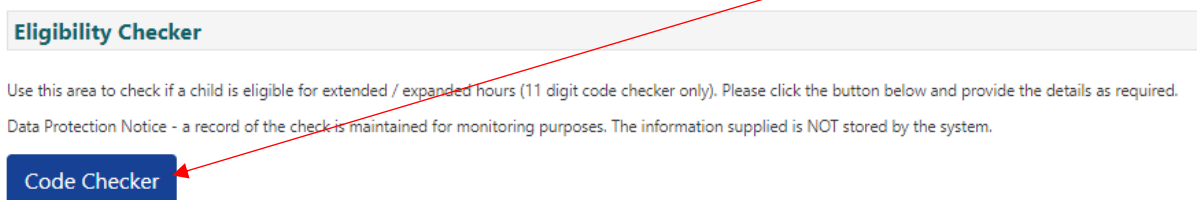
Please check you are inputting onto the correct Provider. Use the drop down arrow to change if necessary.



The screenshot shows a navigation bar with 'Organisation: Provider Portal' and a 'Provider:' dropdown menu currently set to 'Provider Portal Childcare (Day Nursery)'. Below this is a blue navigation bar with 'Home', 'Forms', 'Funding', and 'Sufficiency' tabs. Under 'Funding', there are sub-links for 'Summary', 'Estimates', 'Actuals', 'Adjustments', and 'Eligibility Checker'.

## Eligibility Checker

For providers offering any extended or expanded hours (30 hours / working families). This is where you will check that the code you have been given is valid. Click on Code Checker




The screenshot shows the 'Eligibility Checker' page header. Below the header, there is a paragraph of instructions: 'Use this area to check if a child is eligible for extended / expanded hours (11 digit code checker only). Please click the button below and provide the details as required. Data Protection Notice - a record of the check is maintained for monitoring purposes. The information supplied is NOT stored by the system.' A blue 'Code Checker' button is located below the text.

To make it quicker, you only need to enter the mandatory fields, indicated by \*, and tick the Consent box. Click Submit to make the check.




The screenshot shows the 'Working Parents Free Childcare' form. It includes the following fields: 'Eligibility Code\*', 'Child Date of Birth\*', 'Parent/Carer Forename', 'Parent/Carer Surname', 'Parent/Carer NI Number\*', 'Partner Forename', 'Partner Surname', and 'Partner NI Number'. There is also a checkbox for 'Eligibility Check' under the heading 'Consent must be given for this'. At the bottom, there are 'Submit' and 'Cancel' buttons. A note at the bottom left states '\*denotes mandatory fields'.

Pay close attention to the start and end date. A child cannot start to receive any part of their extended hours if they are in their grace period.

**The details provided have been found:**  
Eligibility Code:   
Code Start Date: 29-Aug-2018  
Code End Date: 22-Dec-2018  
Grace Period End Date: 31-Mar-2019

If any part of the mandatory information you have supplied is incorrect, you will get a No. If this happens, please check the information with the parent. If this still doesn't change the answer, please email [BiTechnical@walsall.gov.uk](mailto:BiTechnical@walsall.gov.uk).

**The details provided for Eligibility Code  are not eligible for extended hours.**

The information you have submitted is not saved.

### Summary

If you don't offer both types of funding you won't have both for each term. Choose the term you wish to add / remove children to / from by clicking on the term and then the Funding Type. The current term will be at the top.

#### Summary Head Count Records for 2023/24 - Summer

2023/24				
Summer	<table border="1"><tr><th>Funding Type</th></tr><tr><td>2 Year Old</td></tr><tr><td>3 &amp; 4 Year Olds</td></tr></table>	Funding Type	2 Year Old	3 & 4 Year Olds
Funding Type				
2 Year Old				
3 & 4 Year Olds				
Spring				
Autumn				
2022/23				
2021/22				

This will take you to the term's Summary page. Finance don't use the information on this page to generate payments, so this page doesn't tell you anything very useful.

If you're not seeing terms you're expecting, please email [BiTechnical@walsall.gov.uk](mailto:BiTechnical@walsall.gov.uk).

## Actuals

If you're offering funding for the first time, or it is the start of the Autumn term, you will have to add all the funded children. We do carry children forward from one term to another during the same school year (Unfortunately, not for Childminders). Click on Add Child

Summary Estimates **Actuals** Adjustments Eligibility Checker

Submit Actual: 2023/24 Summer - 2 Year Old CHANGE

Add Child Send Claim

Add Child Send Claim

Please complete all mandatory fields (in bold and \*).

### Child Details tab

Please add the child's home address door number in Primary and their Postcode, and click on Search. The Address fields below should populate.

Child Details Parent / Carer Details Funding Details Notes

**Child Details**

Forename\*  
Middle Name  
Surname\*  
DOB\*  
Proof of DOB   
Gender\*  Male  Female  
Preferred Surname  
Ethnicity\*  
SEN COP Stage\*

**Search for an Address**

Primary  
Postcode\*  
Search

**Address**

Address Line 1\*  
Address Line 2  
Address Line 3  
Locality  
Town  
County  
Postcode\*

Save Cancel \*denotes mandatory fields

You will need to click on Confirm to accept the address. If the address isn't correct, you can click on Enter Manually and then click on Confirm

Enter Manually Confirm

If you are amending a child's address you can click on Update Address.

Update Address

Address  
Address Line 1\*



## 2 Year Olds

### Walsall 5 digit code (Time 2 Start)

#### Parent / Carer Details tab

If you wish to apply for EYPP for the child you will need to complete this tab and tick the EYPP box. We do not need the email or contact number.

Child Details | Parent / Carer Details | Funding Details | Notes

Entering Parent/Carer details enables us to check whether the child is eligible for Early Years Pupil Premium (EYPP) funding, and whether the child is eligible for expanded hours.

Please ensure you input details for all records that have given their permission to do so, as this ensures you receive the additional funding. Please also ensure that the correct consent boxes are selected as per the usage of the details.

**Parent / Carer Details**

Forename

Surname

DOB

Email

Contact Number

NI or  NASS Number

Tick to give consent to Eligibility Checking for  EYPP  Working Family Eligibility

**Partner Details**

Forename

Surname

DOB

Email

Contact Number

NI or  NASS Number

Tick to give consent to Eligibility Checking for  EYPP  Working Family Eligibility

#### Funding Details tab

Please click Default Term Dates and amend if necessary. The number of weeks will be in a red box in the bottom right corner of this screen. Choose Disadvantaged Funding and complete the other mandatory fields.

Child Details | Parent / Carer Details | Funding Details | Notes

**Funding Details**

Start Date\*

End Date\*

Weeks Attended in Term\*

Present during Census

Attends Two Days or More

Nominated for DAF\*  Yes  No

Stretching Entitlement

Funding Type\*  Disadvantaged Funding  Working Family Funding

**Funded Hours per Week**

Hours\*

**Attendance Days**

Attends Monday  Yes  No

Attends Tuesday  Yes  No

Attends Wednesday  Yes  No

Attends Thursday  Yes  No

Attends Friday  Yes  No

Attends Saturday  Yes  No

Attends Sunday  Yes  No

**Non-Funded Hours per Week**

Non-Funded Hours\*

**Maximum Values Allowed:**

Number of Weeks: 14.00

## 11 digit code (Working Parents)

### Parent / Carer Details tab

We need you to complete this tab. If you wish to apply for EYPP for the child you will need to also tick the EYPP box. We do not need the email or contact number.

Child Details | **Parent / Carer Details** | Funding Details | Notes

Entering Parent/Carer details enables us to check whether the child is eligible for Early Years Pupil Premium (EYPP) funding, and whether the child is eligible for expanded hours.

Please ensure you input details for all records that have given their permission to do so, as this ensures you receive the additional funding. Please also ensure that the correct consent boxes are selected as per the usage of the details.

**Parent / Carer Details**

Forename

Surname

DOB

Email

Contact Number

NI or  NASS Number

Tick to give consent to Eligibility Checking for  EYPP  Working Family Eligibility

**Partner Details**

Forename

Surname

DOB

Email

Contact Number

NI or  NASS Number

Tick to give consent to Eligibility Checking for  EYPP  Working Family Eligibility

### Funding Details tab

Please click Default Term Dates and amend if necessary. The number of weeks will be in a red box in the bottom right corner of this screen. Choose Working Family Funding and complete the other mandatory fields. Please don't forget to click the big blue Check Eligibility Code button.

Child Details | Parent / Carer Details | **Funding Details** | Notes

**Funding Details**

Start Date\*

End Date\*

**Default Term Dates**

Weeks Attended in Term\*

Present during Census

Attends Two Days or More

Nominated for DAF\*  Yes  No

Stretching Entitlement

Funding Type\*  Disadvantaged Funding  Working Family Funding

**Expanded Funded Hours per Week**

Expanded Hours\*

Eligibility Code

**Check Eligibility Code**

Eligible for Expanded Hours

**Attendance Days**

Attends Monday  Yes  No

Attends Tuesday  Yes  No

Attends Wednesday  Yes  No

Attends Thursday  Yes  No

Attends Friday  Yes  No

Attends Saturday  Yes  No

Attends Sunday  Yes  No

**Non-Funded Hours per Week**

Non-Funded Hours\*

⚠ if this child attends another setting as well as yours, be sure to enter the hours as per what has been agreed with the child's parent/carers

**Maximum Values Allowed:**

Number of Weeks: **14.00**

Expanded Weekly Hours: **15.00**

Expanded Termly Hours: **210.00**

Expanded Yearly Hours: **570.00**

**Save** **Cancel** \*denotes mandatory fields

Now you can click on Save

### 3 & 4 year olds

#### Parent / Carer Details tab

To claim EYPP or extended hours you will need to complete this tab. Make sure you tick the consent box(es).

Child Details | **Parent / Carer Details** | Funding Details | Notes

Entering Parent/Carer details enables us to check whether the child is eligible for Early Years Pupil Premium (EYPP) funding, and whether the child is eligible for extended hours.

Please only input information into the boxes with asterisks \*.

Please ensure you input details for all records that have given their permission to do so, as this ensures you receive the additional funding. Please also ensure that the correct consent boxes are selected as per the usage of the details.

Parent / Carer Details		Partner Details	
Forename*	<input type="text"/>	Forename	<input type="text"/>
Surname	<input type="text"/>	Surname	<input type="text"/>
DOB	<input type="text"/>	DOB	<input type="text"/>
Email	<input type="text"/>	Email	<input type="text"/>
Contact Number	<input type="text"/>	Contact Number	<input type="text"/>
<input type="checkbox"/> NI or <input type="checkbox"/> NASS Number	<input type="text"/>	<input type="checkbox"/> NI or <input type="checkbox"/> NASS Number	<input type="text"/>
Tick to give consent to Eligibility Checking for	<input type="checkbox"/> EYPP <input type="checkbox"/> Working Family Eligibility	Tick to give consent to Eligibility Checking for	<input type="checkbox"/> EYPP <input type="checkbox"/> Working Family Eligibility

#### Funding Details tab

Please enter 0 if you are not offering Universal, Extended, or Non-Funded Hours. If you can't add a 30 hours code, please email [BiTechnical@walsall.gov.uk](mailto:BiTechnical@walsall.gov.uk). Please don't forget to click the big blue Check Eligibility Code button.

Child Details | Parent / Carer Details | **Funding Details** | Notes

Funding Details		Attendance Days	
Start Date*	<input type="text"/>	Attends Monday	<input type="radio"/> Yes <input type="radio"/> No
End Date*	<input type="text"/>	Attends Tuesday	<input type="radio"/> Yes <input type="radio"/> No
<input type="button" value="Default Term Dates"/>		Attends Wednesday	<input type="radio"/> Yes <input type="radio"/> No
Weeks Attended in Term*	<input type="text"/>	Attends Thursday	<input type="radio"/> Yes <input type="radio"/> No
Present during Census	<input checked="" type="checkbox"/>	Attends Friday	<input type="radio"/> Yes <input type="radio"/> No
Attends Two Days or More	<input type="checkbox"/>	Attends Saturday	<input type="radio"/> Yes <input type="radio"/> No
Nominated for DAF*	<input type="radio"/> Yes <input type="radio"/> No	Attends Sunday	<input type="radio"/> Yes <input type="radio"/> No
Stretching Entitlement	<input type="checkbox"/>		
Funded Hours per Week	<input type="text"/>		
Hours*	<input type="text"/>		
Extended Funded Hours per Week	<input type="text"/>		
Extended Hours*	<input type="text"/>		
Eligibility Code	<input type="text"/>		
<input type="button" value="Check Eligibility Code"/>			
Eligible for Extended Hours	<input type="checkbox"/>		
Total Funded Hours per Week	<input type="text"/>		
Total Funded:	<input type="text"/>		

**Non-Funded Hours per Week**

Non-Funded Hours\*

ⓘ if this child attends another setting as well as yours, be sure to enter the hours as per what has been agreed with the child's parent/carers

**Maximum Values Allowed:**

Number of Weeks: **14.00**

Funded Weekly Hours: **15.00**  
Funded Termly Hours: **210.00**  
Funded Yearly Hours: **570.00**

Extended Weekly Hours: **15.00**  
Extended Termly Hours: **70.00**  
Extended Yearly Hours: **570.00**

\*denotes mandatory fields

Now you can click on Save

If there are any errors, they will show up in red above the Save button.

When you have added all children of that age group, please click on Send Claim.


		Status	Child	Funded Hours (inc Adj)	Es (i
		New, Unsubmitted Child	Simons, Simon (01-Jan-2021)	210.00	



*Note: A red arrow points from the 'Send Claim' button to the error icon in the table above.*

If the details have gone through, you will receive a green tick

Summary Estimates **Actuals** Adjustments Eligi

 **Submission Successful**

The status of the child will also change, if the submission was successful

		Status
		New, Awaiting LA Download

Once the record has been accepted, the status will be empty

If you wish to delete a child from your list (only before headcount, please) you can click on either the arrow or the cross

This page of the portal will also show you details of 11 digit eligibility codes, and when you need to remind parents to renew, and if the child is entitled to EYPP.

EYPP	
	23-Jul-2018 - 16-Aug-2019 Grace Period: 31-Dec-2019
	25-Jul-2017 - 19-Aug-2019 Grace Period: 31-Dec-2019

## Rejected Claims

		Status	Child
		Claim Rejected	<a href="#">Simons, Simon</a> (01-Jan-2021)

There are many reasons why we might reject a claim. The rejection is always accompanied by the reason.








Click on the child's name and on the Summary tab you will see the rejection message

### Claim Rejected

Another setting has already added this child. Please check with the parent if you believe this to be incorrect.

When you have resolved the issue you can re-send the claim for that child.

Key to symbols:

-  Child has not been submitted
-  In 30 hours grace period
-  Delete child
-  Delete child before edits are accepted or child is added
-  The term is closed and cannot be amended
-  The term is closed and cannot be amended
-  The term is open and can be amended