To access the online service, it will be necessary to have internet access and a unique User Id.

**PLEASE DO NOT SHARE USER ID’s**

* If you are new to using the portal and do not have a User Id, please email [fis@norfolk.gov.uk](mailto:fis@norfolk.gov.uk).
* If someone already has access, please ask them to complete a Userid eForm (Forms Module).

The link to the online service is – [www.norfolk.gov.uk/eyproviderportal](http://www.norfolk.gov.uk/eyproviderportal)

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

A close-up of a sign

Description automatically generatedClick to Sign In

A blue rectangle with white text

Description automatically generatedA screenshot of a computer

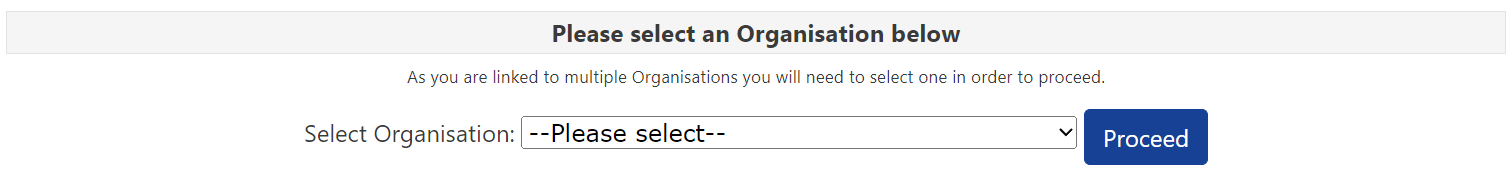
Description automatically generated

|  |
| --- |
| A screenshot of a sign in  Description automatically generated  Enter your username, and click the Next button |

|  |
| --- |
| A screenshot of a login page  Description automatically generated  Insert your password, and click Sign In button  (you may be required to reset your password) |

If your username is linked to more than organisation, select and click PROCEED

**Your session will TIME OUT, where activity is not detected.** Routinely save your updates to avoid any data loss.



The home page will then appear –

****A screenshot of a computer

Description automatically generated

**Password**

To request a new password, click -

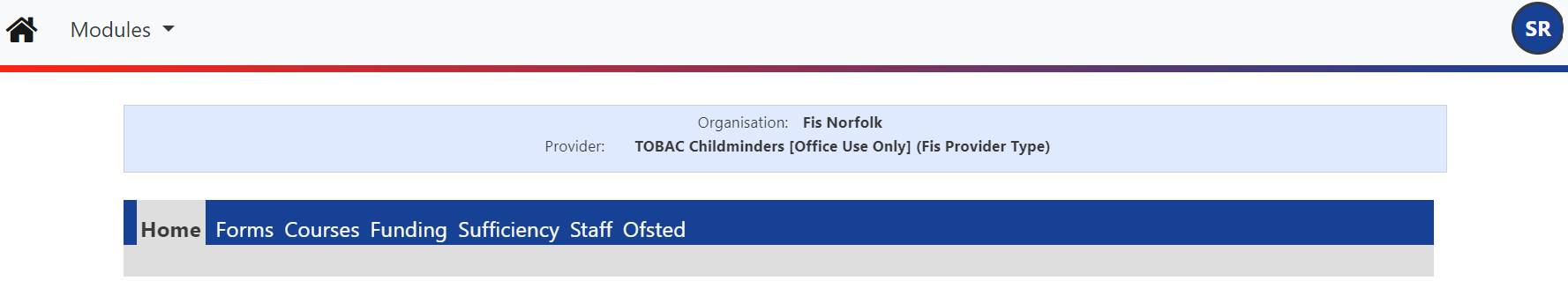
A screenshot of a login page

Description automatically generated

**To Sign Out**

If you wish to sign out, click your initials and select SIGN OUT

A screenshot of a computer

Description automatically generated

**Desktop shortcut**

Top Tips!

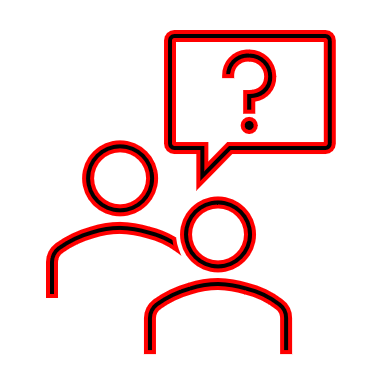
* Subscribe to our [newsletters](https://www.schools.norfolk.gov.uk/early-learning-and-childcare/enewsletters), so that you are kept up to date about the provider portal.
* Ensure your records are maintained termly.
* For system security, review termly access to the portal and use the PORTAL – Userid eForm to add, amend or delete an individual’s access.

Need Help!

Call the Advice Line on 01603 222300

To create a desktop shortcut –



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