Updating your information on the Families Information Service (FIS)/Local Offer website

1. Please register your account using the link below:
   
   
   Please complete the details requested, all fields are mandatory and you must accept the terms and conditions of the site. Examples of the screens are shown below.
   
   Once the form is complete click on the orange ‘Register’ button at the bottom of the webpage.

2. You should now see the confirmation screen as below.

Continues overleaf
3. You should now receive an email to confirm your account as shown below.

![Email Confirmation]

a. Please follow the link provided in the email to verify your account. This will enable you access to the website and manage your information.

b. Once you’ve clicked on the link in the email, you will be presented with the screen below. When the page has fully loaded you will see a message confirming your account has been verified; and you will receive an email to confirm that your account has been verified.

![Account Verification]

4. Please enter your email address and password to sign in:

![Sign In]

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a. Once signed in, you will be presented with one of the screens below:
5. If you have an active record and are not pre-assigned, please search using the search function and request access to your record. 

a. We will notify you once you have been assigned to your record.
b. If you have been pre-assigned to a record, please accept ownership by clicking on the link. You will then see the following screen:

![Record taken](image)

You will then see the following screen:

![Screen with 'Update' button](image)

You are now able to update your record by selecting ‘Update’ from the action button.

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d. Once you have selected to update your record, the page will re-load with the form to complete with the details about your school. Please ensure you use the ‘Save service’ button at the bottom of the form.

![Edit service listing form](image)

e. A green bar will appear at the top of the webpage confirming the record has been saved.

![Record saved](image)

Continues overleaf
f. At this point, your record will be queued for approval and will not be visible online until a site administrator has approved the changes. Once the changes are approved, you will have access to amend your record next time you sign in.

Please allow three working days for any changes to be approved.

6. If you are creating a new service, please use the ‘Create service’ button to enter the relevant information.

7. To sign out, use the ‘Sign out’ option at the top right of the screen.

The Families Information Service will contact you once or twice a year to ensure that your listing is accurate and up to date. However, you are welcome to sign in at any time to update your record.