Cardiff Family Information Service

Directory of Services in Cardiff

Online Update User Guide

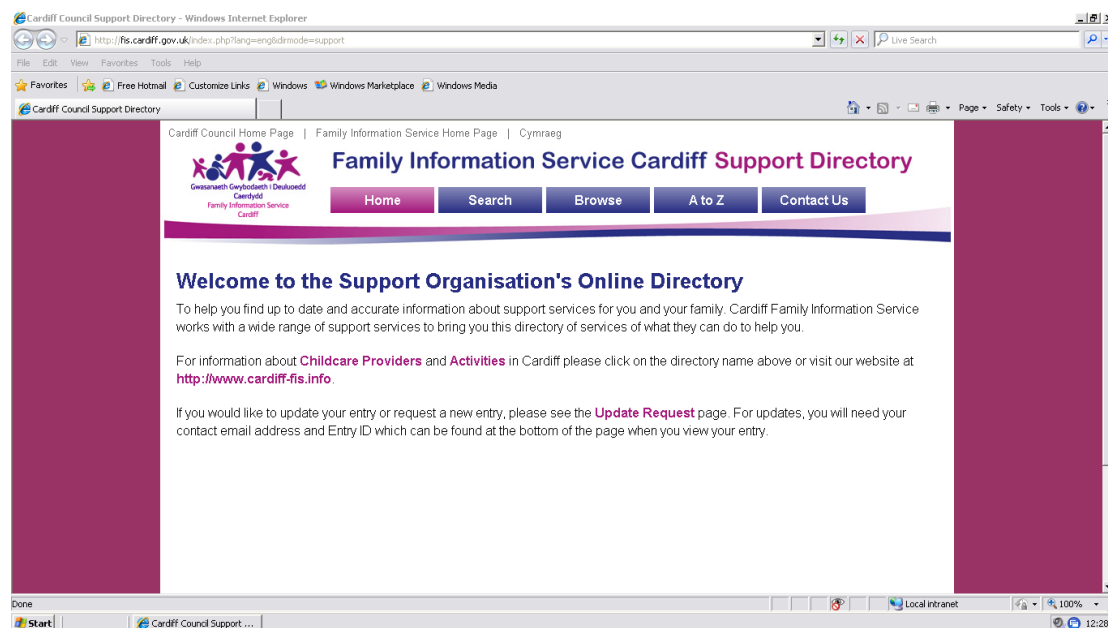This user guide provides you with a step by step process to submitting or updating your service details.

If you experience any problems using the online udpate forms, please contact the Family Information Service on:

- Tel: (029) 2035 1700
- E-mail: fis@cardiff.gov.uk

Please note, in this user guide, the narrative precedes the corresponding screenshot.
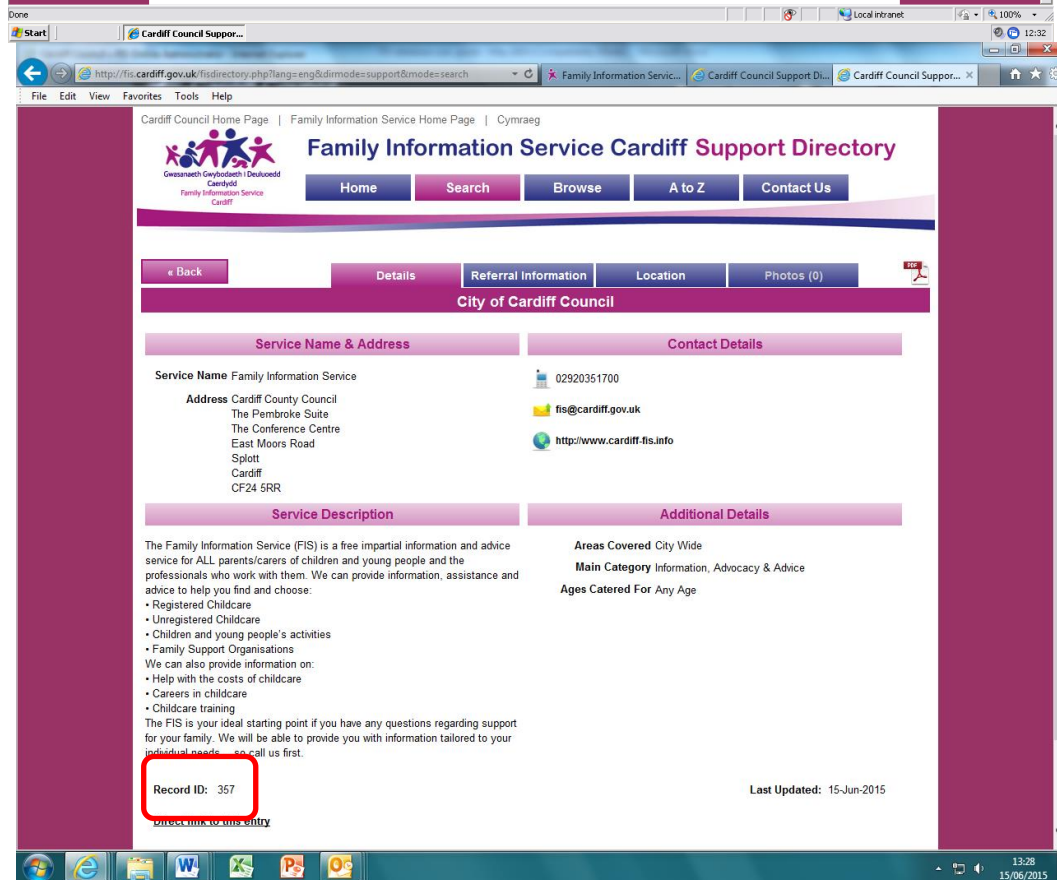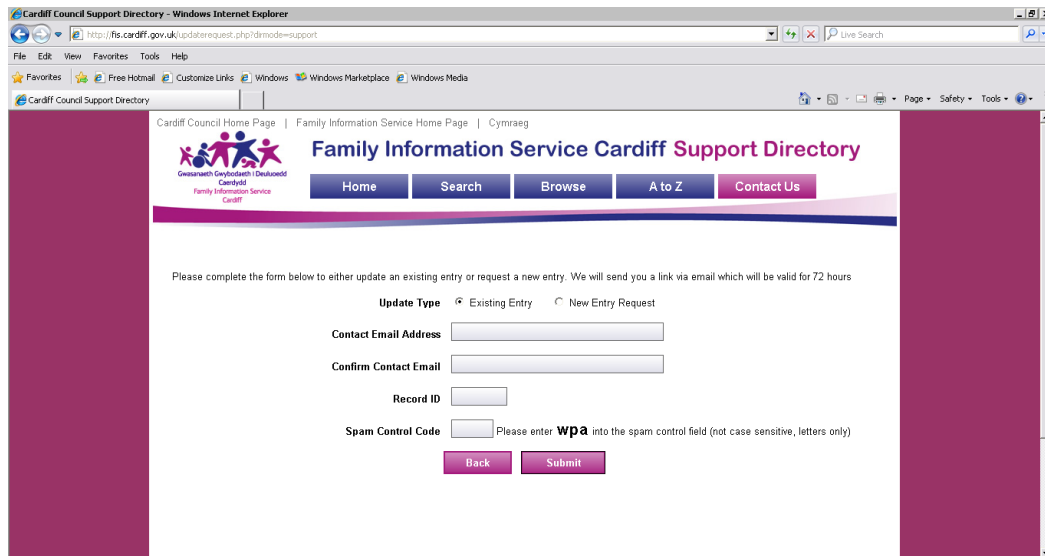
Updating / editing your services details

When you click on the link to go to the service directory you will be taken to the page below. To start the process of inputting your details click on the "Update Request" link.

To update an existing entry, select the "Existing Entry" radio button option on the screen below and complete the details requested.

As a service with an existing record you will be asked to provide your "Record ID". This can be found in the bottom left hand corner of your online record as shown in the red box on the screenshot at the top of the next page.
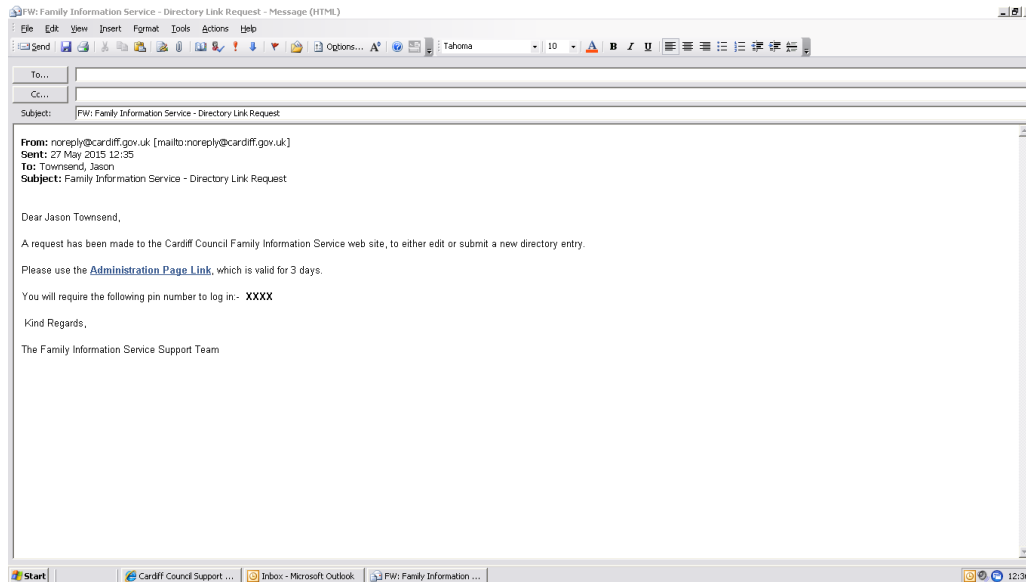
When the page below appears, select the "View Entry" option if you would like to review your details or "Edit Entry" if you would like to go straight in to amending your existing details.

Upon clicking submit, an automated e-mail as shown below will be sent to your contact e-mail address
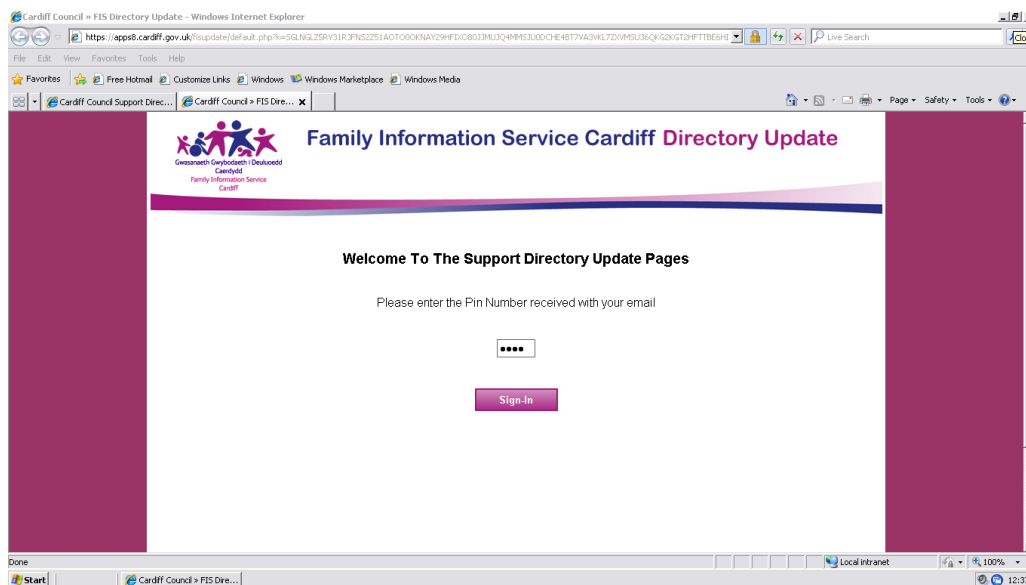
Note the four digit pin number in the e-mail

Click on the "Administration Page Link"

Enter the four digit pin number that was provided in the e-mail above

Click where it says "Sign in"

Once signed in, there will be an additional guide on the edit process.