

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.

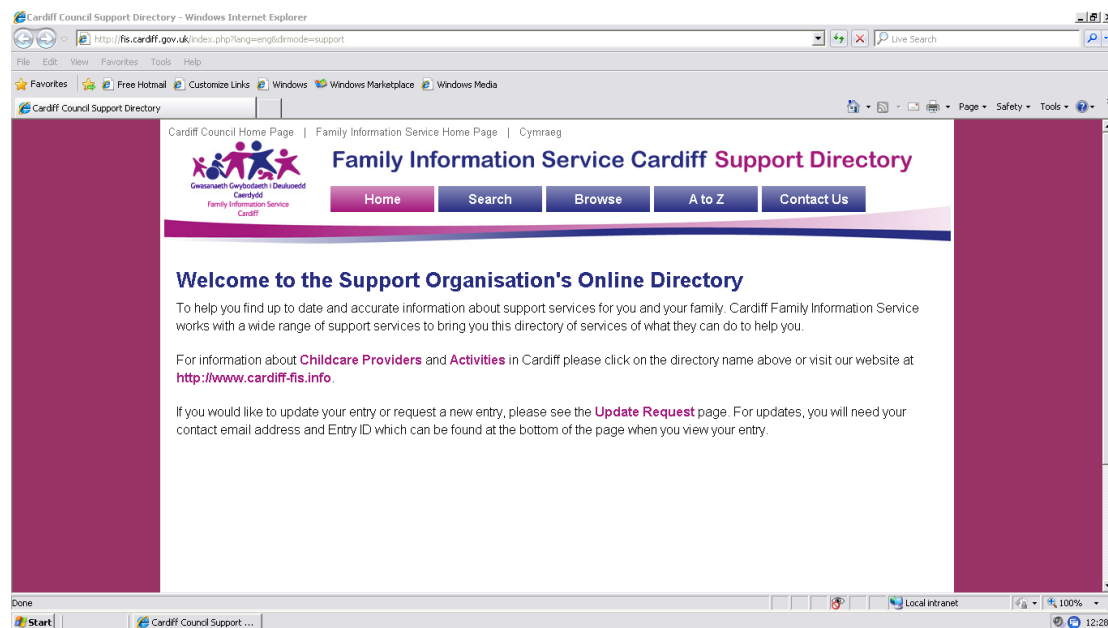
If you experience any problems using the online update forms, please contact the Family Information Service on:

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

Please note, in this user guide, the narrative precedes the corresponding screenshot.

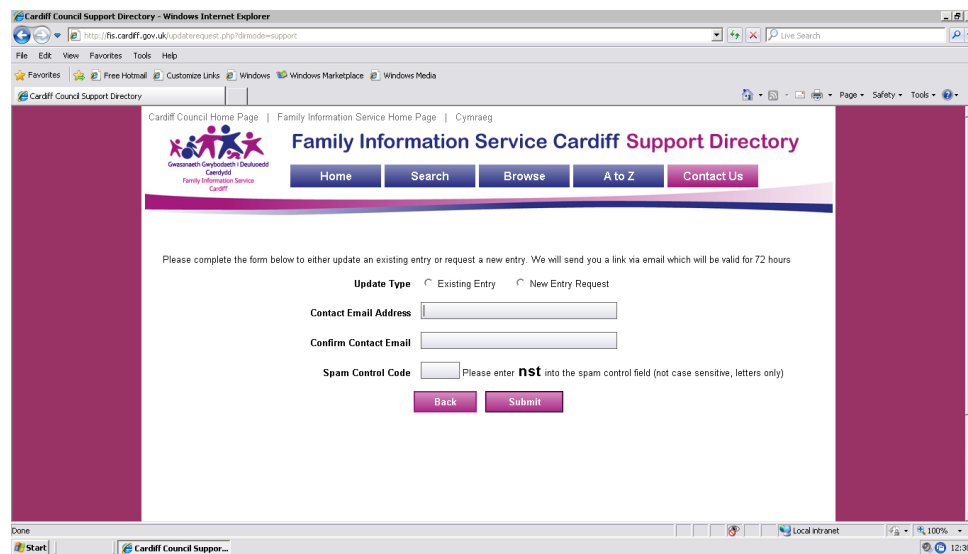
Inputting your services details for the first time

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.



The next screen prompts you to identify what update type you wish to do:

- Update an “Existing entry” or
- Submit a “New entry request”



The screenshot shows a web browser window displaying the Cardiff Council Support Directory update request form. The page title is "Family Information Service Cardiff Support Directory". The form includes a navigation menu with "Home", "Search", "Browse", "A to Z", and "Contact Us" buttons. Below the navigation menu, there is a heading "Please complete the form below to either update an existing entry or request a new entry. We will send you a link via email which will be valid for 72 hours". The form contains the following fields and controls:

- Update Type:** Radio buttons for "Existing Entry" and "New Entry Request".
- Contact Email Address:** A text input field.
- Confirm Contact Email:** A text input field.
- Spam Control Code:** A text input field with a note: "Please enter **nst** into the spam control field (not case sensitive, letters only)".
- Buttons:** "Back" and "Submit" buttons.

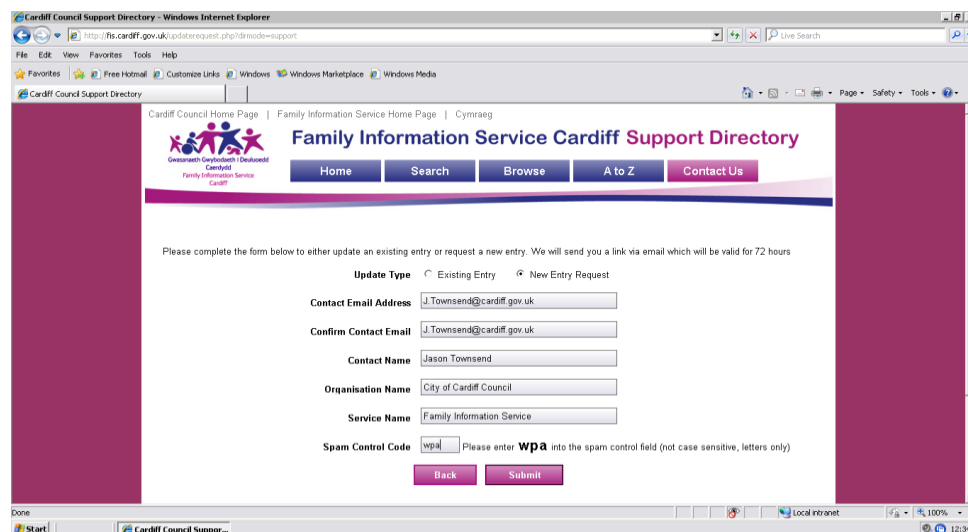
- Select the “New entry request” radio button

A selection of fields appear for you to complete including the spam control code

Important:

We **do not** make the contact e-mail address public, however this is the e-mail address to which update related prompts, automated e-mails and guidance will be sent. Therefore, please consider the most appropriate address to use, and if those details change then please remember to inform the Family Information Service of those changes.

- When all the fields are completed, click submit.



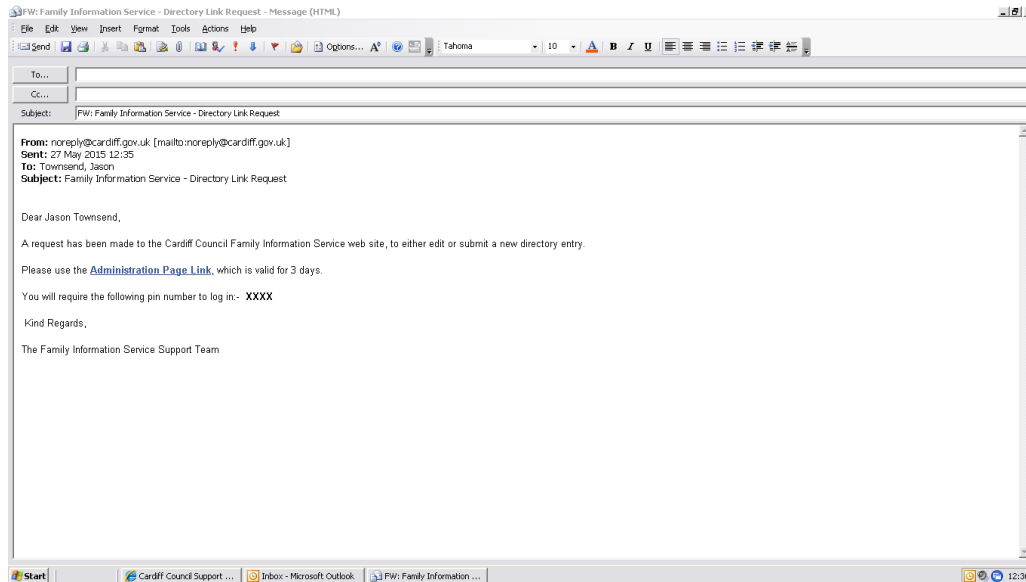
The screenshot shows the same web browser window as the previous one, but with the form fields filled out. The page title is "Family Information Service Cardiff Support Directory". The form includes the following fields and controls:

- Update Type:** Radio buttons for "Existing Entry" and "New Entry Request".
- Contact Email Address:** "j.townsend@cardiff.gov.uk"
- Confirm Contact Email:** "j.townsend@cardiff.gov.uk"
- Contact Name:** "Jason Townsend"
- Organisation Name:** "City of Cardiff Council"
- Service Name:** "Family Information Service"
- Spam Control Code:** "wpa" with a note: "Please enter **wpa** into the spam control field (not case sensitive, letters only)".
- Buttons:** "Back" and "Submit" buttons.

Upon clicking submit, an automated e-mail as shown below will be sent to the contact e-mail address you have specified

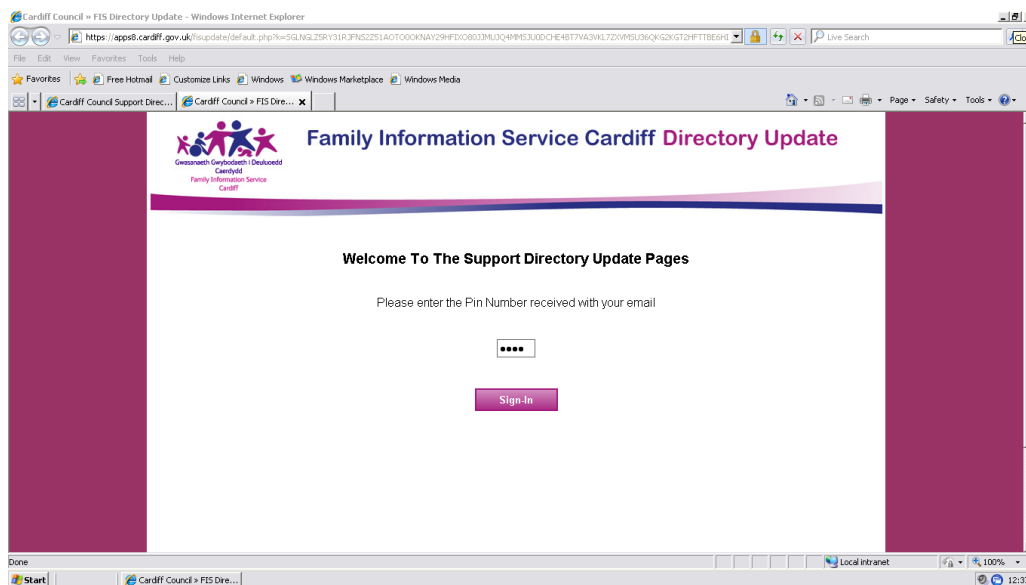
Note the four digit pin number in the e-mail

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.