



How to update your childcare service details on our directory

Thank you for choosing to advertise your details on the Kent Directory

As a childcare provider you will not need to create a new service as your details will already be held by the Local Authority. However, to use our new update facility you will need to provide Ofsted with an email address either for your setting or your provider details.

Once you have provided Ofsted with an email address (please allow 24 working hours for the local authority to be notified) you will then be in a position to register your setting.

If you have already provided Ofsted with an email address please go straight to the registration page.

- Go to the new directory registration page - <https://search3.openobjects.com/kb5/kent/directory/register.page>

A screenshot of a web form titled 'Create account'. The form has four input fields, each with a label and a '(Required)' note in red. The labels are 'First name', 'Surname', 'Email address', and 'Choose password'. Each label is followed by a white rectangular input box with a thin border.

- Register using your email address provided to Ofsted and verify your account (you should receive two emails one to welcome you and another email, once you have verified your account) Please follow the instructions on the email.

Thank you for registering and welcome to the Customer Demo Hub website.

Before you can sign in you must activate your account...

1. Copy the following activation code:

129732

(Hint: Double-clicking the code with your mouse will select it, then right-clicking with the mouse will allow you to copy it.)

2. Paste it into the "Enter activation code" field in the "Activate your account" page in your web browser.

(If you no longer have this web browser window open then you can visit the [Sign in](#) page and sign in with your account details. This will then allow you to activate your account).

3. Click/Press the "Activate account" button.

Once your account has been successfully activated you will be prompted to sign in.

If you have any problems with the Activation process or any other questions then please contact us at digital.services@kent.gov.uk or via the [Contact us](#) page.

Thank you for activating your account on the Kent website.

You can now sign in to your account.

If you have any problems with the sign in or any other questions then please contact us at digital.services@kent.gov.uk or via the [Contact us](#) page.

Kind regards,

The Kent Team

Once registered you will be in a position to log in and update your details

https://search3.openobjects.com/kb5/kent/directory/sign_in.page

Logging in to update your information

https://search3.openobjects.com/kb5/kent/directory/sign_in.page

Sign In

Email address (Required)

Password (Required)

[Forgotten your password?](#)

Sign in

Overview

Provider Updates

PA Network

Your Reviews

Welcome back

From here you can use the left hand menu to access all of the services available to you on the hub.

Once signed in you will need to click on provider update

Overview

Provider Updates

PA Network

Your Reviews

Provider Updates

Service name	Service Status	Service Actions
<i>Records you own</i>		
Setting Name	Live	Actions -

[Create another service](#)

- Select **Actions** and **Update Record**

Overview

Provider Updates

PA Network

Your Reviews

Provider Updates

Service name	Service Status	Service Actions
<i>Records you own</i>		
Setting Name	Live	Actions -

[Create another service](#)

Update record

View record

Edit your record

Listing Details

Please provide your listing with a short title that will be meaningful to members of the public. Don't use the same title for multiple listings. Also provide a short description using plain English to describe what your listing is about.

Scroll through the details and edit any relevant information

(Please note that you cannot update core details such as your name, address, telephone number or email address and you will need to contact Ofsted directly. Once Ofsted have been informed the local authority will be updated via a daily download and the team will update your record. - Please allow 24 working hours) Please also note that you cannot update information about offering the funding as this information is provided to the team by the relevant departments and will update your details accordingly on a monthly basis)

Once you have completed the update, select save record.



Please allow at least 24 working hours for the update to be authorised.

Providing consent to advertise

You have now successfully updated your information the next step will be to **provide permission** if you haven't done so already.

The information you give us will be made available, with your consent, over the telephone, in writing and via the internet. You have the option to restrict the ways in which your information is published. It is important that you complete the permissions form correctly using the following link our [permissions form](#).

If you cease to provide childcare services, please ensure you inform Ofsted as soon as possible. We may retain your information for a period of time, for statistical purposes.

If you do have any issues using or registering to use this facility, please contact us by using the contact form. Please fill in our [contact form](#) to tell us what's happening and we'll be in touch to help you. Please provide as much information as possible.

We hope that this guide has been useful but please do not hesitate to contact us if you have any queries.