



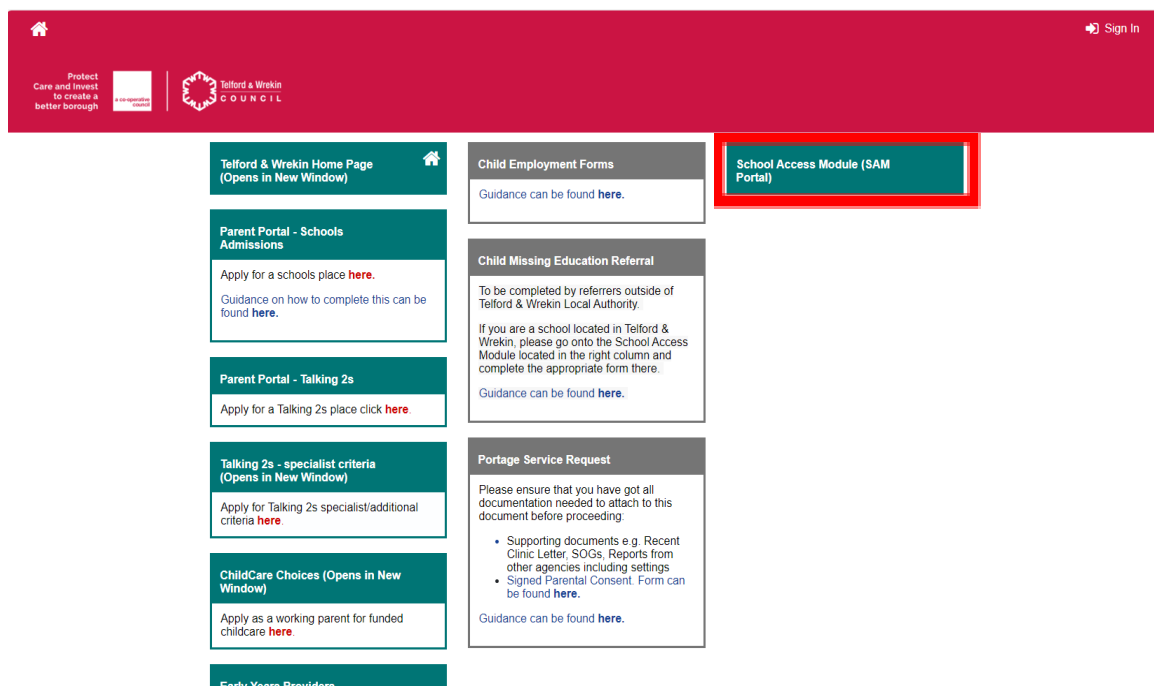
Telford & Wrekin
COUNCIL



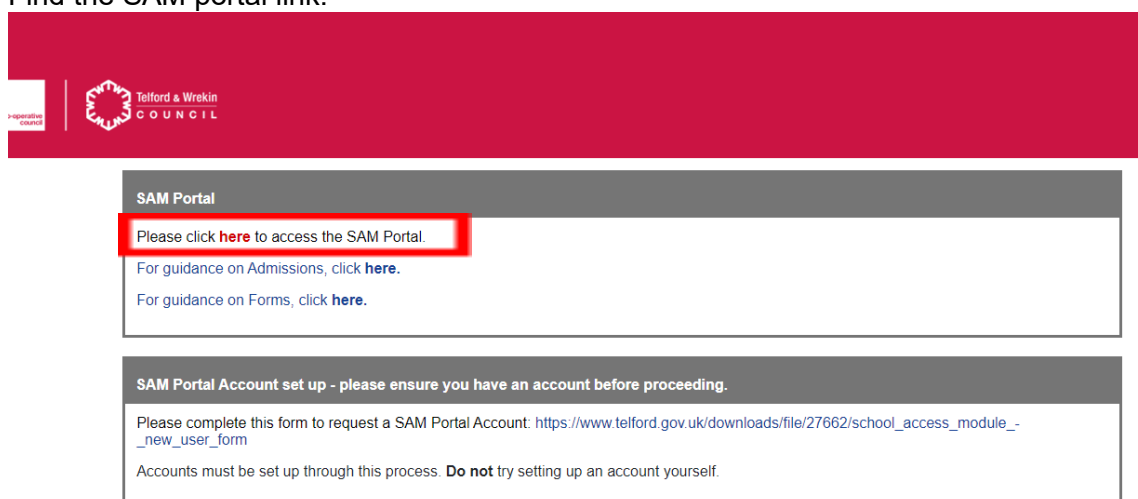
Synergy User Guide – SAM Portal

SAM Portal - Schools

1. Open the SAM Portal:
[Synergy - Enquiry \(telford.gov.uk\)](https://www.telford.gov.uk/synergy-enquiry)
2. Click School Access Module (SAM Portal) on the right side of the screen.



3. Find the SAM portal link.



4. **DO NOT set up your own account.** If you do not currently have an account, please email educationsystemsUPPORT@telford.gov.uk.

Your log in details will be emailed to you - this includes a temporary password.
When you log in for the first time you will be required to change your password - please keep a note of this password somewhere safe.

Sign In

Sign in or create an account with us.

Enter your username

[Next](#)[Create Account](#)

5. After receiving your login details, log in by entering the details and clicking **Next**. The front page will look like this. Please select **Online Forms**.

School Access Module Home

Welcome to the School Access Module. Here you can manage School Admissions, view the Free School Meals Eligibility Report, and send referrals to your Local Authority.

 Admissions

 Online Forms

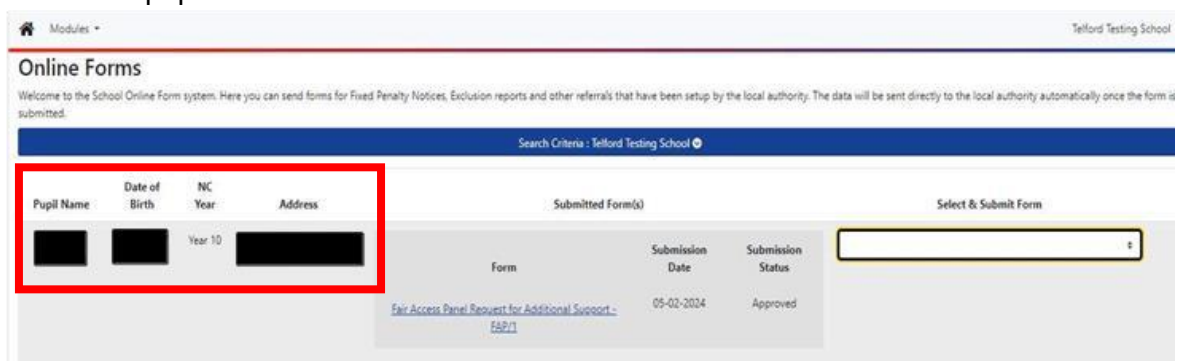
6. You will then need to search for the pupil. You only need to search using Forename and Surname. If the pupil does still not show, you can search using the % as a wildcard. For example: for **Joe Bloggs** you can search **Jo% Bl%**

(If the pupil does not show after the two searches please email educationsystems@telford.gov.uk with the pupils full name, DOB, UPN and the date they started at the school.)



A search form with the following fields: Forename, Surname, NC Year, First line Of Address, Post Code, Submitted Forms, Submission Date, and Submission Status. A red box highlights the Forename and Surname fields. A blue 'Search' button is at the bottom.

7. When you find the pupil, you will see any previous forms submitted and basic details of the pupil.



The 'Online Forms' interface for 'Telford Testing School'. It shows pupil details (Name, Date of Birth, NC Year, Address) and a table of submitted forms. A red box highlights the pupil details. A yellow box highlights the 'Select & Submit Form' dropdown menu.

Pupil Name	Date of Birth	NC Year	Address
[Redacted]	[Redacted]	Year 10	[Redacted]

Form	Submission Date	Submission Status
Fair Access Panel Request for Additional Support - FAP/1	05-02-2024	Approved

8. Click on the drop-down box and select the form you need to submit to the local authority and select **Add**.



The 'Online Forms' interface showing the 'Select & Submit Form' dropdown menu. A red box highlights the dropdown list, which includes options like 'Student Engagement Programme Referral - StuEngage/1', 'Fair Access Panel Request for Additional Support - FAP/1', 'Pre Suspension Meeting - Request for Service - Pre Suspension Meeting School Form - Permanent Exclusion - PEX(School)/1', 'School Form - Suspensions - ITT/Suspension/1', and 'Student Engagement Programme Referral - StuEngage/1'. An 'Add' button is also visible.

9. Complete the form. It will not allow you to move on to the next section until you have added the mandatory information.

School Form - Permanent Exclusion - PEX/School/1

1 2 3 4

Main details Parent/Carer's Contact Details Exclusion Details Results

Main details (1 of 4)

Pupil Name *

DOB *

Gender *

Ethnicity *

NC Year *

UPN *

School Name *

School Contact Number *

Headteacher *

Senior Contact *

SENCO's Name

SEN Status *

CIN *

CIC *

CP *

PPG *

PSM *

☐ EHCP ☐ EHCNA Submitted ☐ SEN Support ☐ No SEN

☐ Yes ☐ No

☐ Yes ☐ No

☐ Yes ☐ No

☐ Yes ☐ No

☐ Yes ☐ No

10. Once you have filled in the form, you will be shown this final page. This shows you that the Local Authority has now received your form. You will receive an email once the Local Authority has viewed your form and are processing it.

School Form - Permanent Exclusion - PEX/School/1

1 2 3 4

Main details Parent/Carer's Contact Details Exclusion Details Results

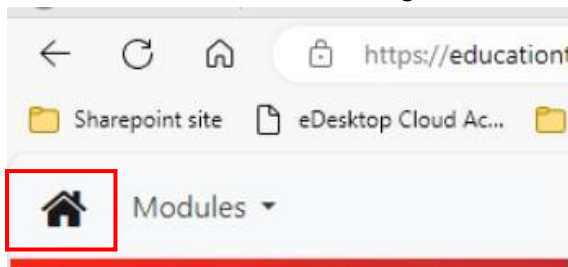
Results (4 of 4)

✓ Thank you

The form has been sent to the local authority.

Printing your submitted form

1. Once the form has been submitted, click on the Home icon in the top left corner and select **Online Forms** again.



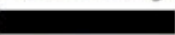
2. After searching for the child's name, you will see all the forms you have submitted listed against them. Select the form you would like to print.



Form	Submission Date	Submission Status
Student Engagement Programme Referral - StuEngage/1	09-02-2024	Rejected with Reasoning
Fair Access Panel Request for Additional Support - FAP/1	09-02-2024	Approved

3. Right click on the page and click **Print**.

School : Telford Testing School

Child : 

Form : Student Engagement Programme Referral - StuEngage/1

Submission Status

Submission Status

Rejected with Reasoning



Errors that may appear

When logging in you may see this error appear.



Oooops!

Sorry, you do not have access to this. Please return to the previous page to continue.

[Go Back](#)

In the top left corner, you will see a drop down of modules, click in schools and this should load the school you are linked to.

 Modules ▾



Oooops!

Sorry, you do not have access to this. Please return to the previous page to continue.

[Go Back](#)

If the problem continues either log a call via IDT self service if you have access or email educationsystemsupport@telford.gov.uk.