Telford & Wrekin
COUNCIL









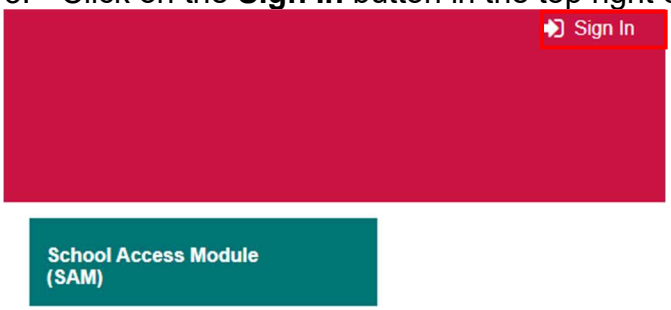
Synergy User Guide – Parent Performance Licence Application

1. The portal can be accessed here:
   https://education.telford.gov.uk/Live/SynergyWeb/

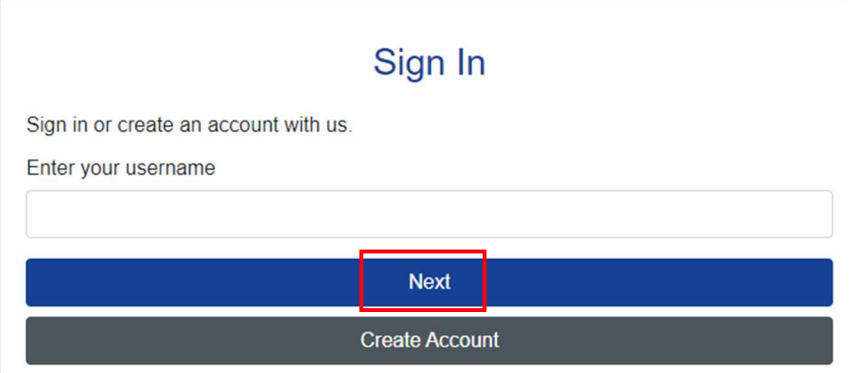
2. This will bring you to the home page that looks like this:



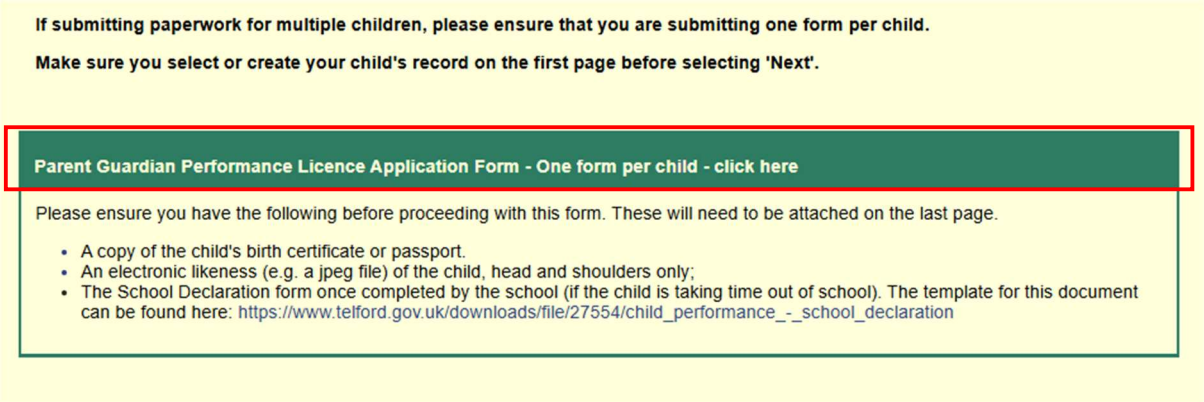
3. Click on the **Sign In** button in the top right corner.



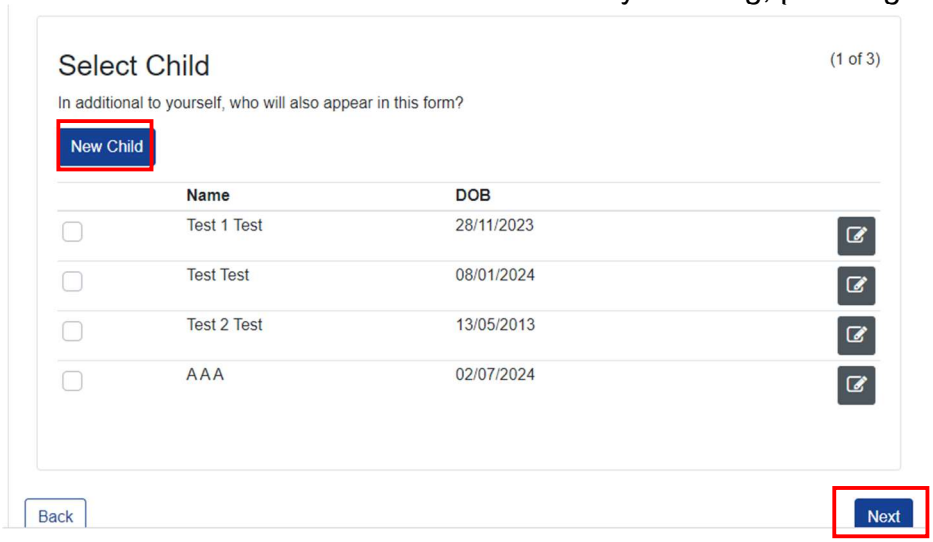
4. Log in. The username will be the email address you used to set up the account.



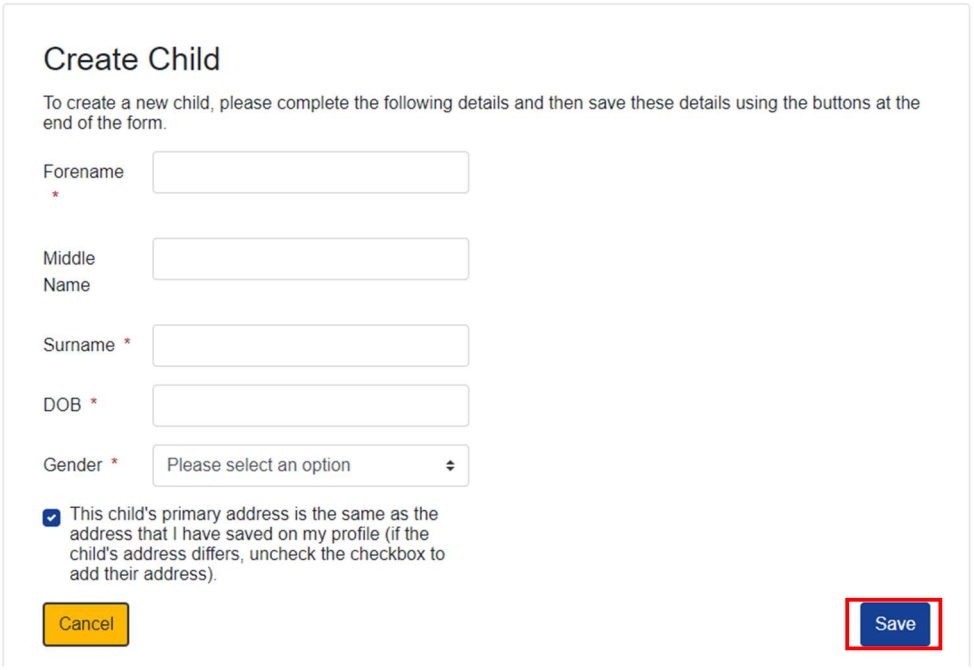
5. Click on the form you want to complete. For this form, please go to Child Employment Parents Form > Parent Guardian Performane Licence Application Form.
   Information on the form and potential documentation that is needed to finish the form will be displayed under the title of the form. Please ensure that you read this before clicking on the form title to start the application.



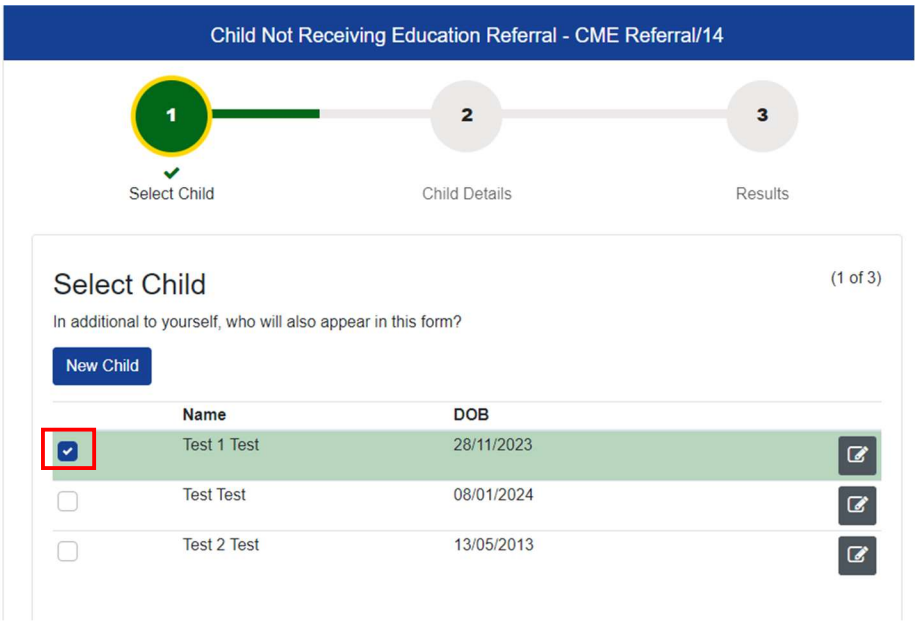
6. The first page of the form will ask you which child the form is regarding. Please click **New Child.** If the child is already showing, please go to step 8.



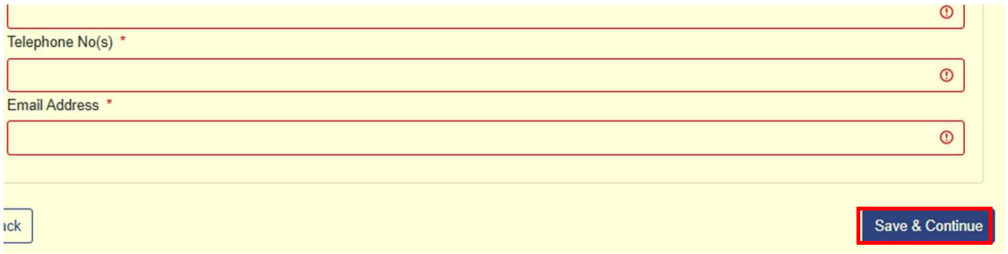
7. Fill in the child's details and then click **Save.**



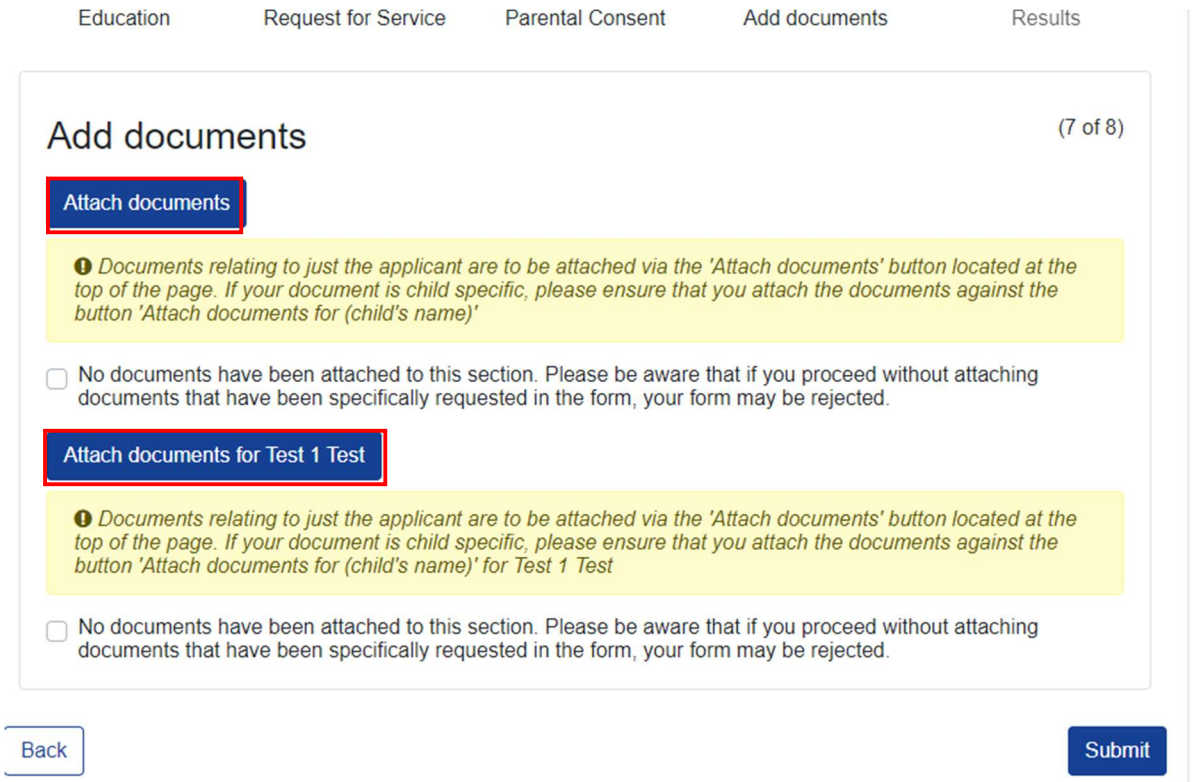
8. Now tick which child the form is regarding and click **Next.**



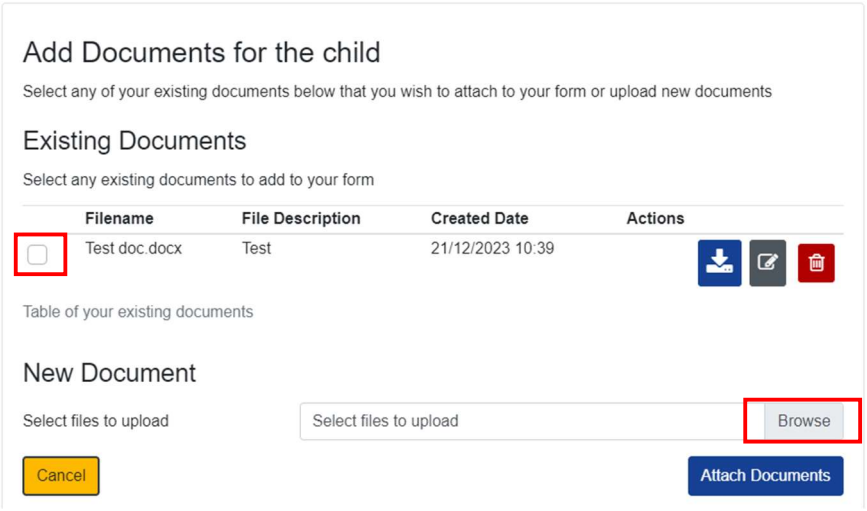
9. Fill out each page of the form, clicking **Save & Continue** to go to the following page. Please be aware that red boxes marked with a * mean that the field is mandatory and must be filled out before proceeding.



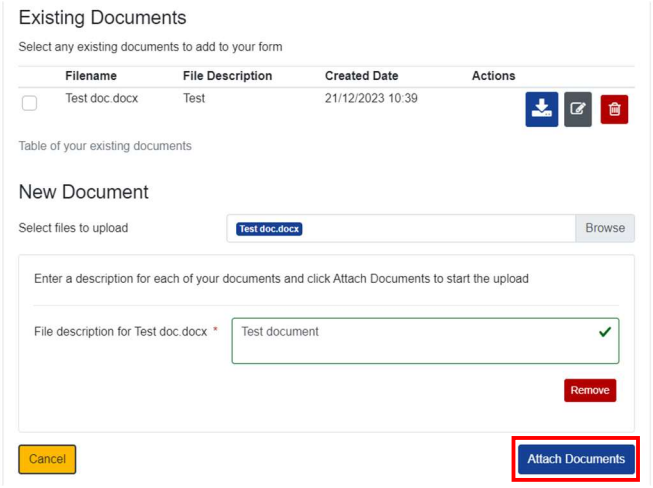
10. There is a page at the end to add documents. If relating to the applicant, click on the **Attach documents.** If relating to the child, click on the second box which says **Attach documents for (child's name).**



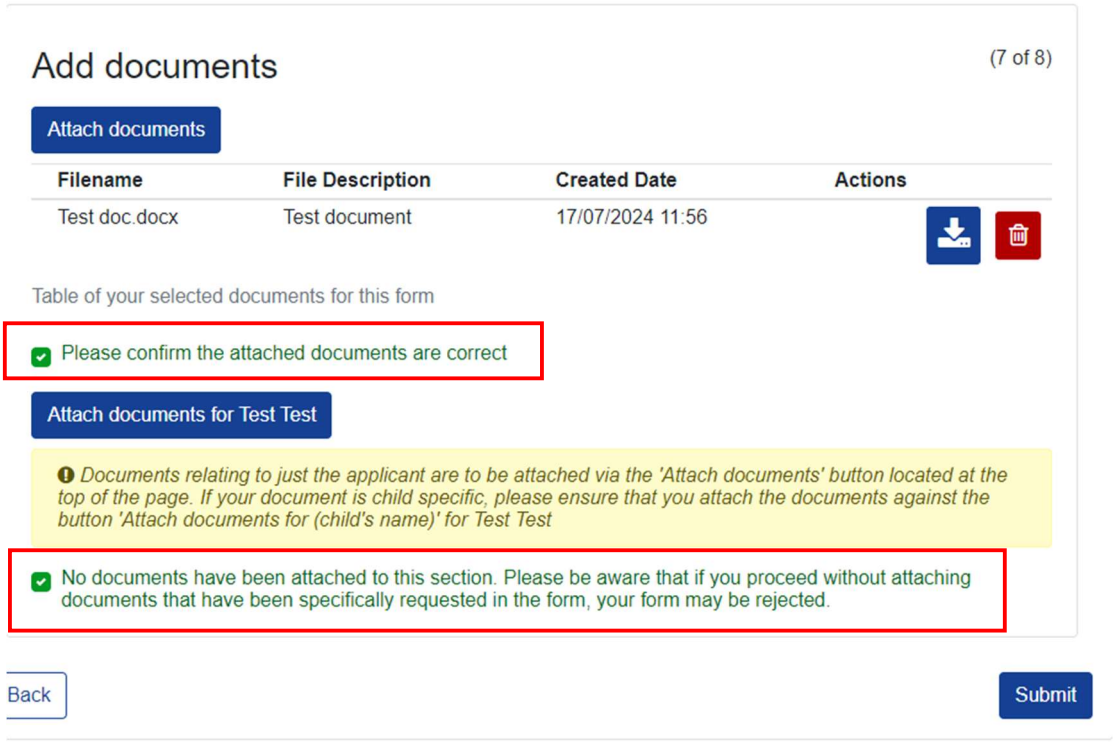
11. You can tick to add an existing document shown or **Browse** to select a new file to upload.



12. Click **Attach Documents** to add the document to the form.



13. You will now be asked to tick to confirm that the attached documents are correct. If you are only uploading to the child or applicant, you will also need to tick to confirm that no documents have been attached to that section and that you are happy to continue.



14. Click **Submit.**

15. You will now get a final page telling you that the form has been submitted successfully. Click **Finish** to return to the portal home page.

