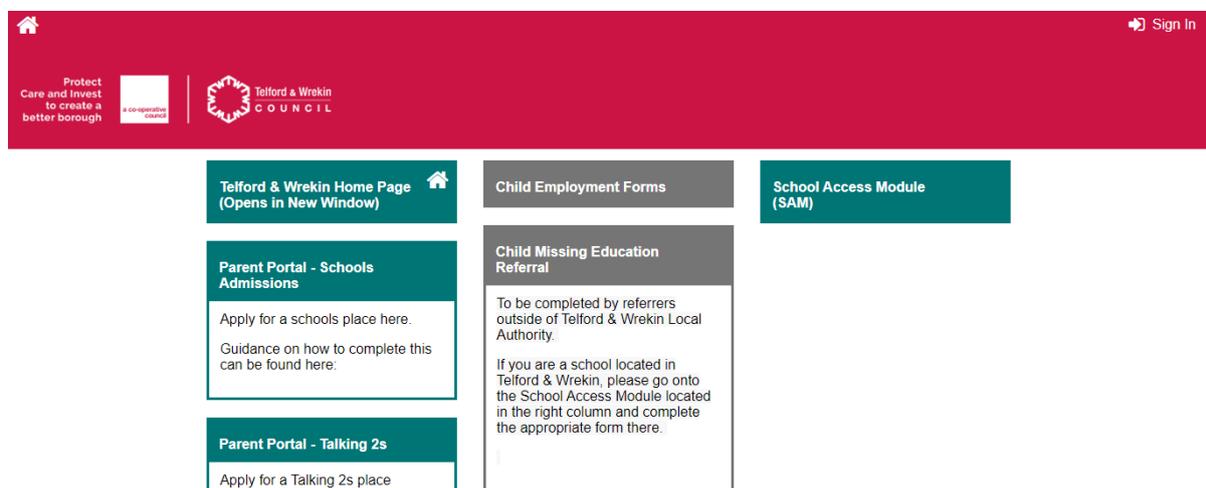




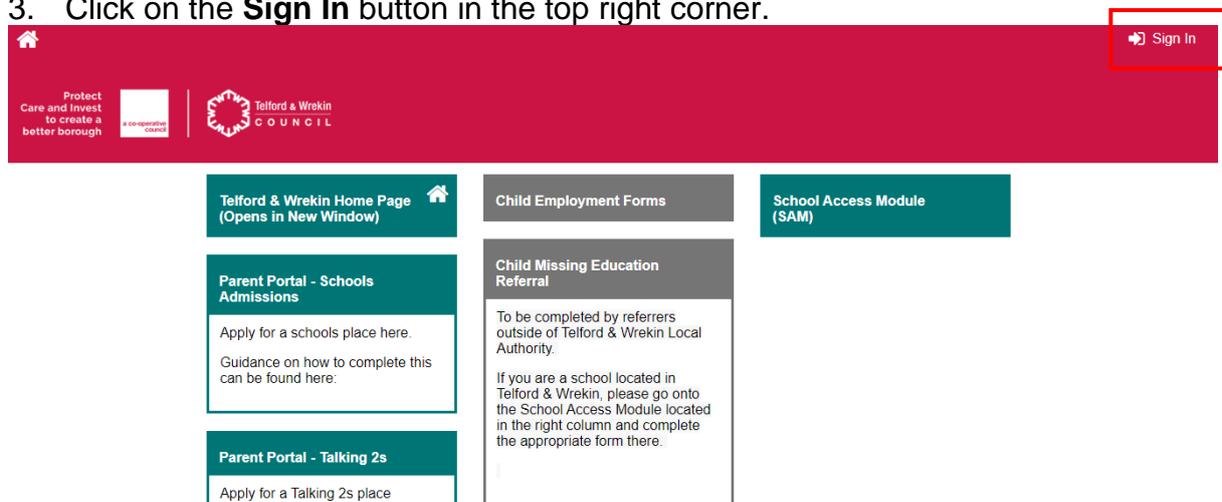
# Synergy User Guide – Citizen Portal

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

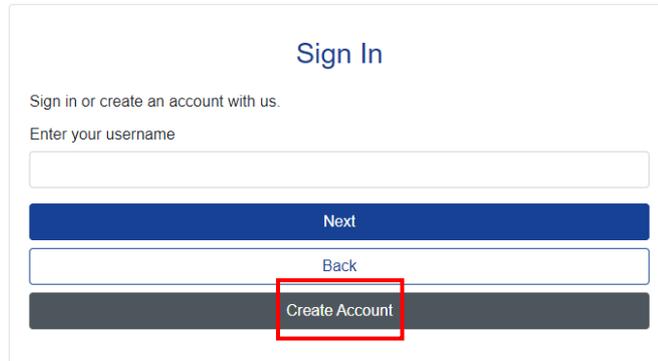
2. This will bring you to the home page that looks like this:



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



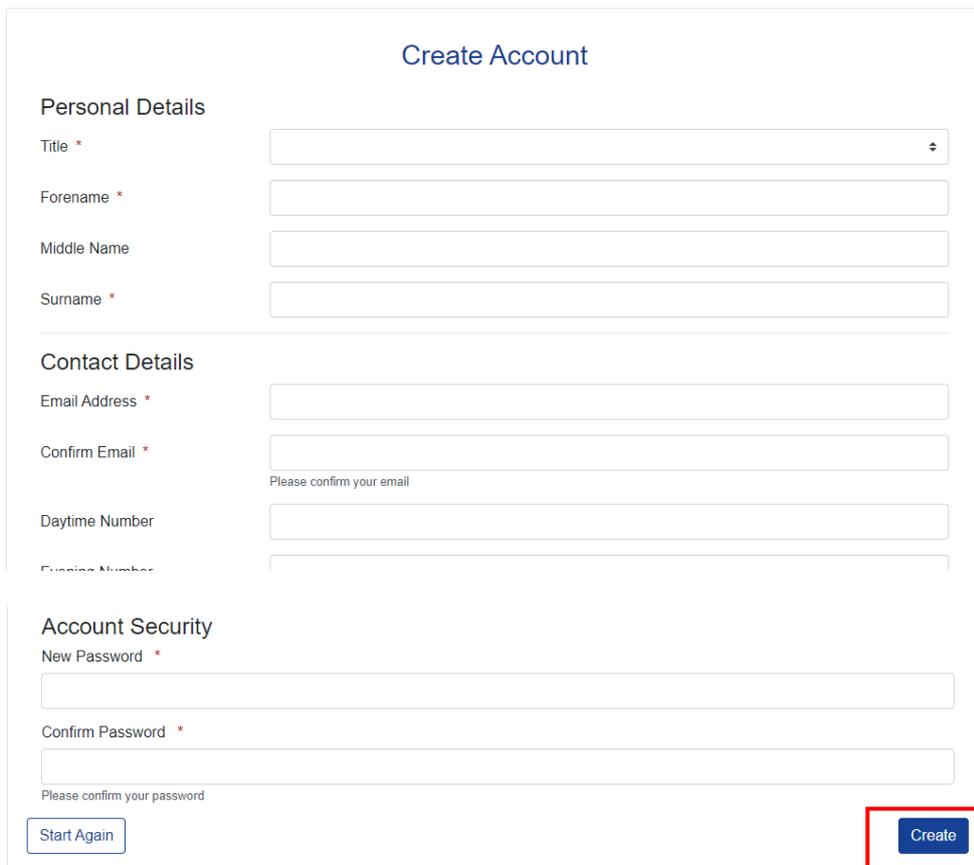
4. Please click on the grey box that says **Create Account**.



The image shows a 'Sign In' form with the following elements:

- Title: Sign In
- Text: Sign in or create an account with us.
- Text: Enter your username
- Input field for username
- Next button (blue)
- Back button (white)
- Create Account button (grey, highlighted with a red box)

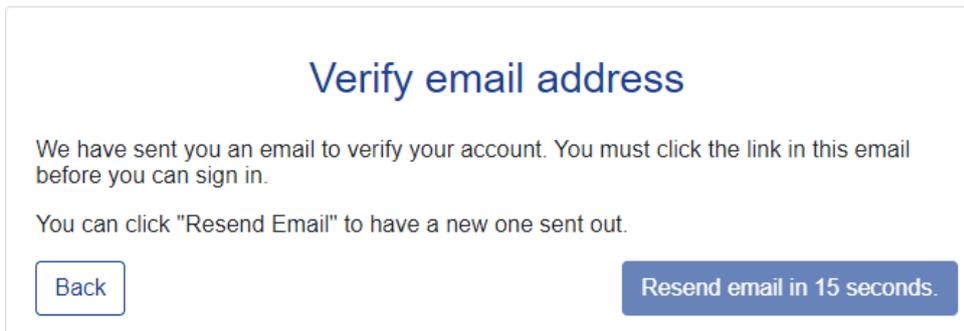
5. Fill out the form, selecting **Create** at the end of the form when done.



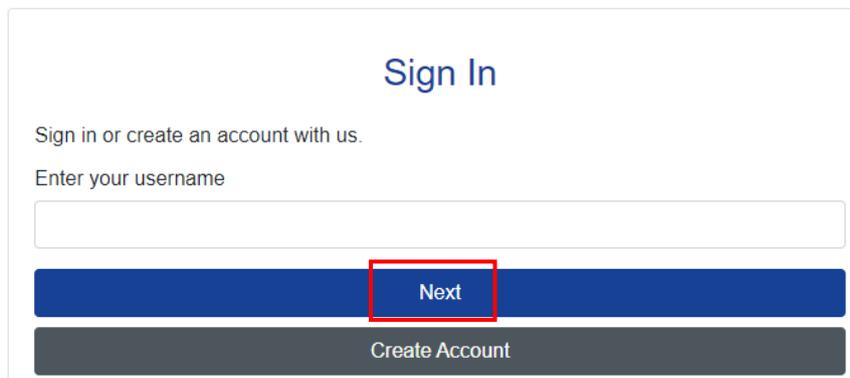
The image shows a 'Create Account' form with the following sections and fields:

- Title: Create Account
- Section: Personal Details
  - Title \*
  - Forename \*
  - Middle Name
  - Surname \*
- Section: Contact Details
  - Email Address \*
  - Confirm Email \* (with subtext: Please confirm your email)
  - Daytime Number
  - Evening Number
- Section: Account Security
  - New Password \*
  - Confirm Password \* (with subtext: Please confirm your password)
- Buttons: Start Again (white), Create (blue, highlighted with a red box)

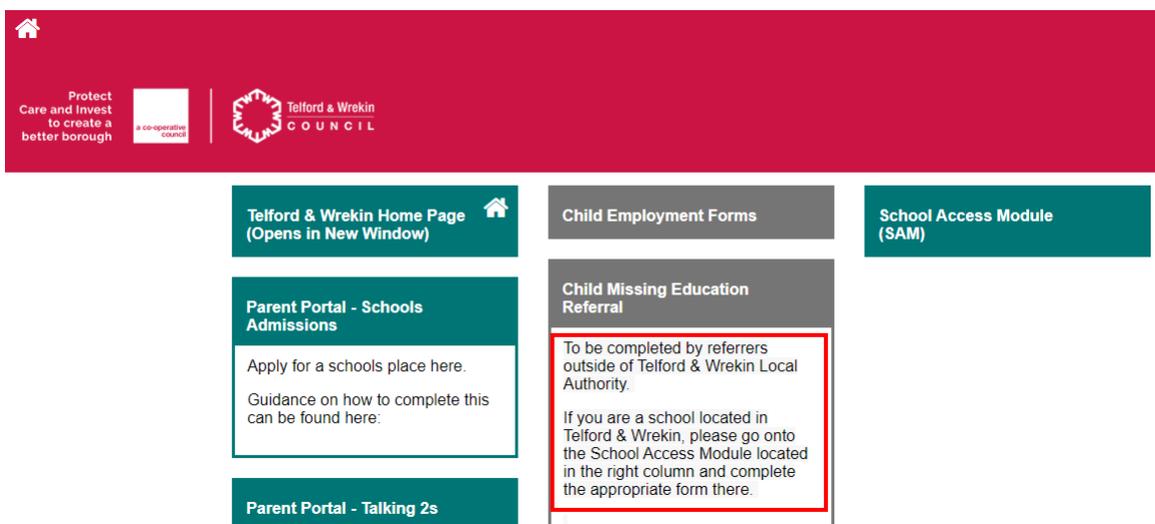
- To complete the account set up, an email will be sent requesting you verify your account.



- Click on the link and then log in. The username will be the email address you used to set up the account.



- Click on the form you want to complete. Information on the form and potential documentation that is needed to finish the form will be displayed under the title of the form:



9. The first page of the form will ask you which child the form is regarding. If this is not a child related referral, please select **Next** in the bottom right corner without selecting a child and go to step number 12. If child related, please click **New Child**.

Select Child (1 of 3)

In additional to yourself, who will also appear in this form?

**New Child**

	Name	DOB	
<input type="checkbox"/>	Test 1 Test	28/11/2023	
<input type="checkbox"/>	Test Test	08/01/2024	
<input type="checkbox"/>	Test 2 Test	13/05/2013	
<input type="checkbox"/>	AAA	02/07/2024	

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

Create Child

To create a new child, please complete the following details and then save these details using the buttons at the end of the form.

Forename \*

Middle Name

Surname \*

DOB \*

Gender \*

This child's primary address is the same as the address that I have saved on my profile (if the child's address differs, uncheck the checkbox to add their address).

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

Child Not Receiving Education Referral - CME Referral/14

1 2 3

Select Child Child Details Results

Select Child (1 of 3)

In additional to yourself, who will also appear in this form?

New Child

	Name	DOB	
<input checked="" type="checkbox"/>	Test 1 Test	28/11/2023	
<input type="checkbox"/>	Test Test	08/01/2024	
<input type="checkbox"/>	Test 2 Test	13/05/2013	

12. Fill out each page of the form, clicking **Next** 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.

1 2 3 ... 8

Select Child Request Information Information about the child Results

Request Information (2 of 8)

Local Authority: \*

Requested By: \*

Contact Details: \*

Please ensure that you have got signed parental consent to attach to this document before proceeding.

Back Next

13. Depending on the form, there may be 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)**.

Education      Request for Service      Parental Consent      Add documents      Results

### Add documents (7 of 8)

Attach documents

**!** Documents relating to just the applicant are to be attached via the 'Attach documents' button located at the top of the page. If your document is child specific, please ensure that you attach the documents against the button 'Attach documents for (child's name)'

No documents have been attached to this section. Please be aware that if you proceed without attaching documents that have been specifically requested in the form, your form may be rejected.

Attach documents for Test 1 Test

**!** Documents relating to just the applicant are to be attached via the 'Attach documents' button located at the top of the page. If your document is child specific, please ensure that you attach the documents against the button 'Attach documents for (child's name)' for Test 1 Test

No documents have been attached to this section. Please be aware that if you proceed without attaching documents that have been specifically requested in the form, your form may be rejected.

Back
Submit

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

### Add Documents for the child

Select any of your existing documents below that you wish to attach to your form or upload new documents

#### Existing Documents

Select any existing documents to add to your form

	Filename	File Description	Created Date	Actions
<input type="checkbox"/>	Test doc.docx	Test	21/12/2023 10:39	

Table of your existing documents

#### New Document

Select files to upload

Browse

Cancel
Attach Documents

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

Existing Documents

Select any existing documents to add to your form

Filename	File Description	Created Date	Actions
<input type="checkbox"/> Test doc.docx	Test	21/12/2023 10:39	  

Table of your existing documents

New Document

Select files to upload

Enter a description for each of your documents and click Attach Documents to start the upload

File description for Test doc.docx \*  

16. 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.

Add documents (7 of 8)

Filename	File Description	Created Date	Actions
Test doc.docx	Test document	17/07/2024 11:56	 

Table of your selected documents for this form

Please confirm the attached documents are correct

*ⓘ Documents relating to just the applicant are to be attached via the 'Attach documents' button located at the top of the page. If your document is child specific, please ensure that you attach the documents against the button 'Attach documents for (child's name)' for Test Test*

No documents have been attached to this section. Please be aware that if you proceed without attaching documents that have been specifically requested in the form, your form may be rejected.

17. Click **Submit**.

18. 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.

Portage Service Request - Portage Request/4

4 ✓ Education    5 ✓ Request for Service    6 ✓ Parental Consent    7 ✓ Add documents    8 ✓ Results

### Results (8 of 8)

✓ **Form Submitted Successfully**

---

Your form has been successfully submitted.

[Restart](#) [Finish](#)