Children Young People and Education Directorate

Synergy FIS Provider Portal Passwords

Guidance for Free Early Education Providers
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Introduction

Synergy Family Information Service (FIS) Provider Portal is used by child care providers to apply for 2, 3 and 4 year old Early Years funding. The Portal links directly into the Synergy system, where the Early Years 2, 3 and 4 Year Old Funding Team will process funding payments.

Accessing the Provider Portal

When you receive the email from Management Information advising you that the Provider Portal is open for the submission of funding claims you will need to login to the system to submit your claim.

Enter the User Name and Password in the relevant places and click Sign In. The Home Screen will be displayed. The User name is usually the 6-digit DfE URN for your setting. If you have locked your password, please email Management Information on eyfe@kent.gov.uk and we will reset this for you. If you cannot remember your password, you can reset it within the portal - please see page 6 of these notes for guidance.

Should you need to change your password please remember that passwords must be a minimum of 7 characters in length, contain at least one capital letter, contain at least one number and cannot be the same as the User Name. Please be aware that the same password cannot be used more than once.

Password Security

Passwords for the Provider Portal will expire after 42 days. This is the Synergy protocol and Management Information cannot override this. We recommend that, where time allows, you reset your password on a regular basis.
Changing a password

You can change your password at any time in the user settings field in Synergy.

Login to Synergy and on the home page click on your User Name (URN)

Select the Change Password Tab

Please change your password below:

To change password, please enter your current password and your new password and press the Change Password button.

Your Password:
- Must be a minimum of 7 characters in length.
- Must contain at least one alphabetic character.
- Must contain a number.
- Must contain an uppercase character.
- Cannot be the same as your Username.
- Cannot be a previously used password.

Current Password: 
New Password: 
Confirm Password: 

Enter your current password and then you will need to create a new password – remember this must be a minimum of 7 characters in length, contain at least one capital letter, contain at least one number and cannot be the same as the User Name. Please be aware that the same password cannot be used more than once.
Click on Change password.

A message will show in green saying the Password was Changed Successfully.

You can now go back to the Home Screen if you need to use the Portal by clicking on the Childcare/Service Provider tab on the top left-hand side of the blue bar. Alternatively, you can log out of the system.
FAQ’s

I have forgotten my password

If you have tried to login and cannot remember your password or cannot login with your password please click on “Forgotten your password?”

The following screen will appear – Enter your URN in the User Name Field and Click on “Request Token Via Email”

An email will be sent to the email address used by Management Information to send emails to your setting.
Enter the “token” information into the relevant field and enter a new password and then repeat this in the Confirm Password box.

Click on the “Change Password Box”

You will then be taken to the home screen and be able to continue with your claim.
If you are still experiencing problems please contact Management Information via email on eyfe@kent.gov.uk or eyfreefor2@kent.gov.uk or telephone the team on 03000 422828 or 03000 413700.

I have entered my password incorrectly several times and the Provider Portal is showing that I should contact an administrator.

Please contact eyfe@kent.gov.uk or eyfreefor2@kent.gov.uk to have your account unlocked.

My password has expired.

Passwords need to be reset every 42 days. Please follow the instructions on pages 4 and 5 of this document to reset the password.