

**Children Young People and Education  
Directorate**

**Synergy FIS Provider Portal Passwords**

**Guidance for Free Early Education Providers**



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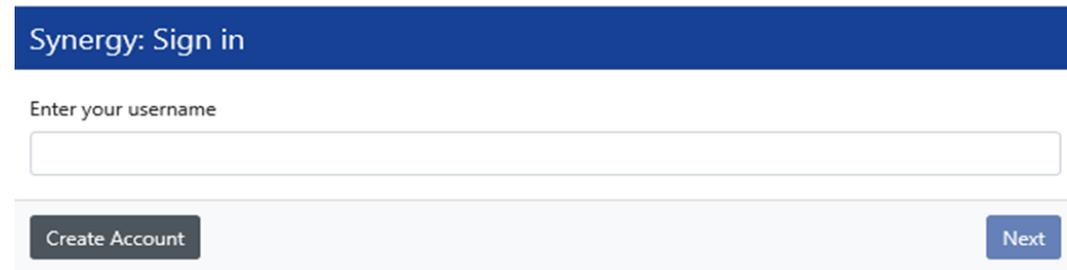
## Introduction

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

**Please note that the Synergy system is not used for Early years Pupil Premium Applications or Disability Access Funding**

## Accessing the Provider Portal

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



Enter the "User Name" and 'Password' in the relevant boxes and click 'Sign In'. The 'Home Screen' will be displayed. The "User Name" is the 6-digit DfE URN for your setting **do not** use your email address.

If you cannot remember your 'password', you can reset this – please refer to the 'Synergy Passwords' document on [KELSI](#) for details on how to do this. If you have locked your 'password', please telephone or email Management Information on 03000 421612 or [miearlyyears@kent.gov.uk](mailto:miearlyyears@kent.gov.uk) and we will reset this for you.

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, 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.

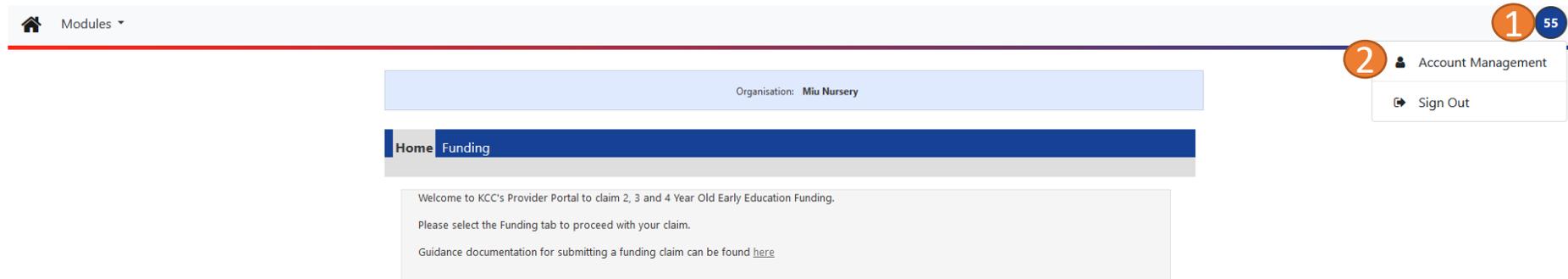
This is the Synergy protocol and Management Information cannot override this. We recommend that, where time allows, you reset your password on a regular basis.

## Changing a password

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

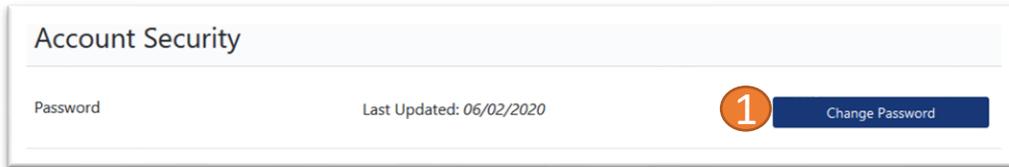
Login to Synergy and on the home page click on the top right button (1).

Then select 'Account Management' (2)



The 'Account Security' page will show and remind you when the password was last updated.

Click 'Change Password' (1)



Account Security

Password Last Updated: 06/02/2020

1 Change Password

Enter your current password (2)



Change Password

Enter your current password

.....

Back Next

Change your password and confirm your password (3)



Change Password

New Password \*

Confirm Password \*

Please confirm your password

Cancel Change Password

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

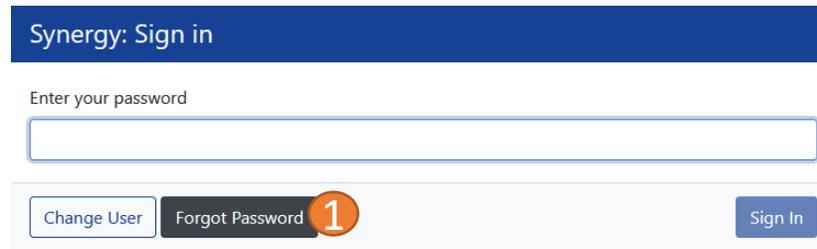
Cannot be the same as your Username

Cannot be a previously used password

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.

## Forgotten Password- Token Request

If you have tried to login and cannot remember your password or cannot login with your password please click on “Forgotten your password?” (1)

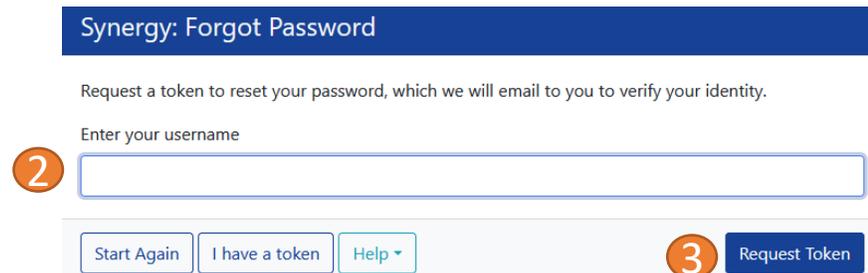


Synergy: Sign in

Enter your password

Change User Forgot Password 1 Sign In

The following screen will appear – Enter your URN in the User Name (2) Field and Click on “Request Token (3)



Synergy: Forgot Password

Request a token to reset your password, which we will email to you to verify your identity.

Enter your username

2

Start Again I have a token Help 3 Request Token

- (1) A 'Token' will be sent to the email address that is attached to the Synergy Portal.
- (2) Enter the "token" information into the relevant field

## Synergy Forgotten Password Request



You recently requested for your Synergy password to be reset.

Please enter the following text into the "Token" field as required by the forgotten password process:

**1** 54869117-eb40-45e5-8c4b-b726a2b966c4

The above text identifies that the request has come from you and only you. Please do not share it with anyone else. The text will remain valid for a short period of time.

Do not reply to this email. It has been sent from an automated process.

### Synergy: Enter Token

To reset your password, enter the token contained in the email that we sent you.

Token

**2**

Start Again

Help ▾

Reset Password

(1) Enter a new password and then repeat this in the (2) Confirm Password box

Synergy: Reset password

1 New Password \*

●●●●●●●●

Password meets requirements

2 Confirm Password \*

●●●●●●●●

Passwords match

Change Password

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

If you are still experiencing problems please contact Management Information via email on [miearlyyears@kent.gov.uk](mailto:miearlyyears@kent.gov.uk) or telephone the team on 03000 421612.

## FAQs

1. [The link on KELSI does not work](#)
2. [I have entered my password incorrectly a number of times and my account is locked.](#)
3. [My password has expired.](#)
4. [I have logged into the Portal and do not have the usual screen – how do I get to the funding page?](#)
5. [OOPs Message](#)

## FAQs

### 1. The link on KELSI does not work

This may be due to the way your permissions are set up in your current internet search engine. Please try a different search engine i.e. as an alternative try using Firefox, Internet Explorer, Google or Google Chrome.

### 2. I have entered my password incorrectly a number of times and my account is locked.

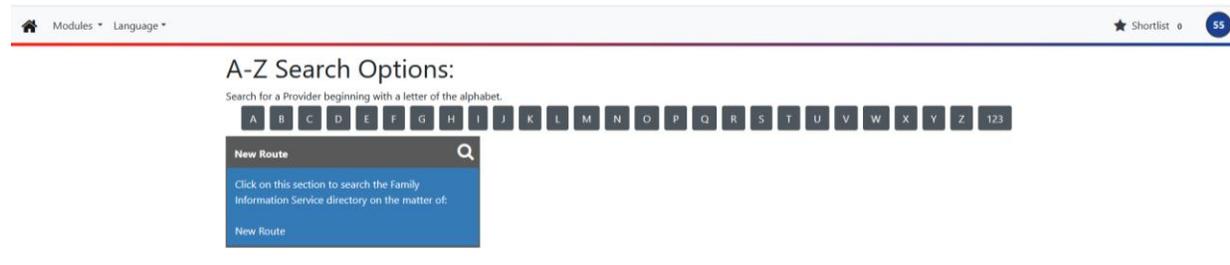
Please contact [miearlyyears@kent.gov.uk](mailto:miearlyyears@kent.gov.uk) to have your account unlocked and your password reset.

### 3. My password has expired.

Passwords need to be reset every 42 days. Please follow the instructions on the Synergy FIS Provider Portal to reset the password.

### 4. I have logged into the Portal and do not have the usual screen – how do I get to the funding page?

If you are seeing the screen below, please click on 'Modules' and then select 'Childcare/Service Provider'



## FAQs

### 5. I am logging on to Synergy and receive the 'Oooops! Sorry, you do not have access to this' message.

This is a known issue on Synergy; to return to the funding page please click on the 'modules' and then 'Childcare/Service Provider'. This should return you to the funding page.

