

# Synergy SAM Login Issue – Workaround

Following the upgrade of Synergy to 21.1.18 which happened last week, it has come to light that there is an issue when trying to log in to the SAM Portal which is affecting most schools who Access the SAM portal either using Chrome Or Edge.

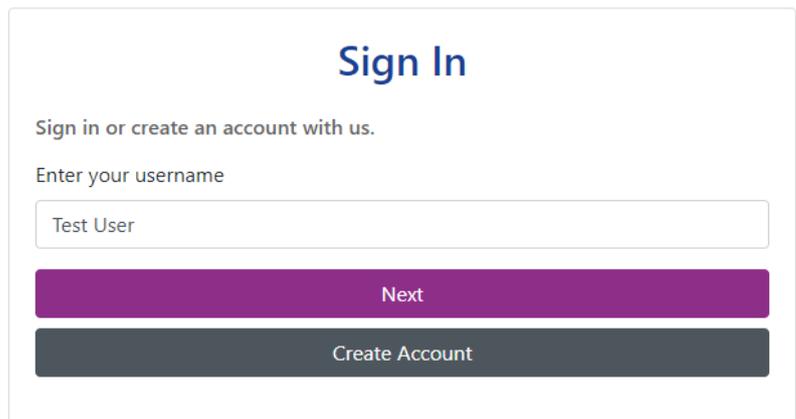
The issue you will find is that you type your Username click next, you type your password and click next and you are presented with the Sign In screen again, effectively making it look like you need to sign in.

Due to a bug in the system you are being put into a loop where no matter how many times you type your credentials you will be asked for them again.

There is a temporary workaround that this document details which you can use until the problem is rectified.

Open the [SAM Website](#).

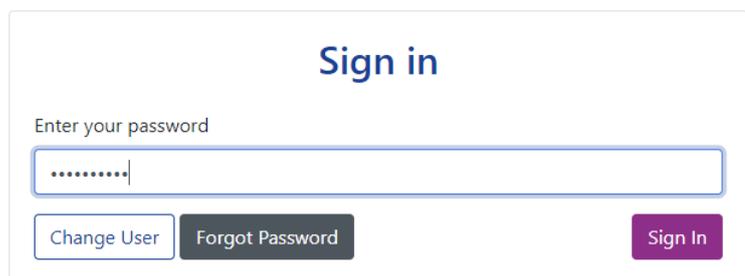
Enter your username and click Next



The screenshot shows a 'Sign In' screen with the following elements:

- Header: **Sign In**
- Text: Sign in or create an account with us.
- Text: Enter your username
- Input field: Test User
- Buttons: Next (purple), Create Account (dark grey)

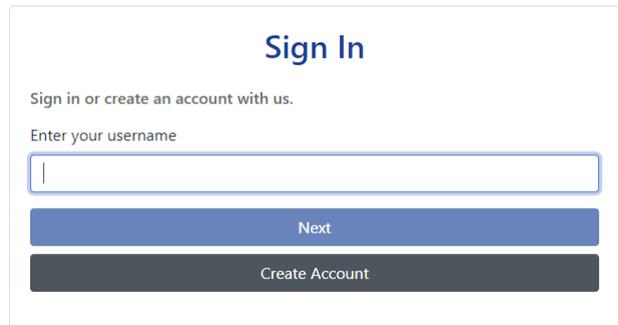
Enter your password and Click Sign In



The screenshot shows a 'Sign in' screen with the following elements:

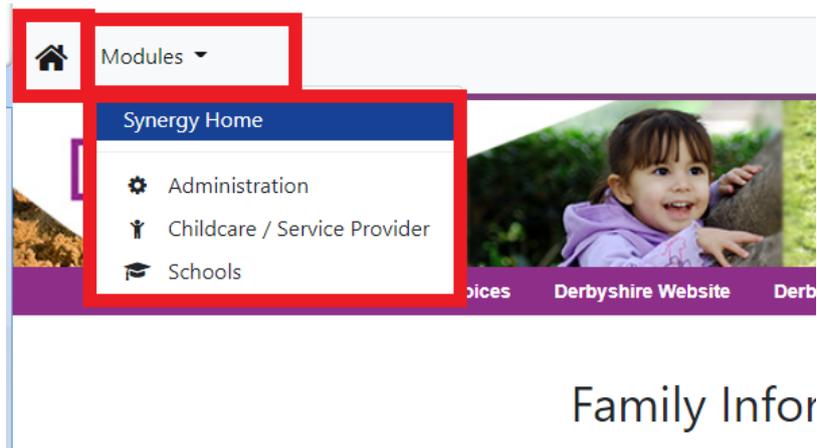
- Header: **Sign in**
- Text: Enter your password
- Input field: Password masked with dots
- Buttons: Change User, Forgot Password, Sign In (purple)

You will find that you will be directed back to the sign in screen asking for your username, this is where the bug sits. It appears you are not signed in but actually you are.



The image shows a 'Sign In' form. At the top, it says 'Sign In' in blue. Below that, it says 'Sign in or create an account with us.' There is a text input field labeled 'Enter your username'. Below the input field are two buttons: a blue 'Next' button and a dark grey 'Create Account' button.

In the top left corner of the page you should see a symbol of a house, click on this icon, you will then be directed to the Family Information Service page, the important thing is next to the House you should now see the word **Modules**. Click this and select Schools or Childcare/Service Provider from the drop down depending which Module you need.



Nothing else you do is affected, you should be able to carry out all your activities as normal. We are currently waiting for confirmation of when the issue will be fixed so in the interim please use this work around.

If you have any other SAM related issues apart from this one then please report them in the usual way.