

Synergy Single Sign on – Changes to the Synergy suite sign in experience for Web.

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Version History

Version	Author	Date	Comments
1.0	Melissa Richings	18/06/2025	Document created

1. Introduction

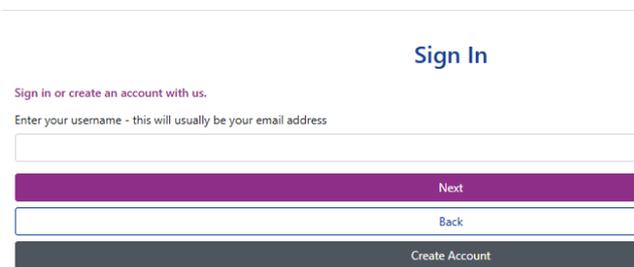
As part of v25.1, the sign in experience has changed for the Synergy Suite. These changes will allow additional options to be exposed to reflect the various ways that LA staff, Professionals and citizens access their Synergy.

The document below outlines the change to the Web side and provides screen shots of how it looked prior to the upgrade compared to how it will look following the upgrade.

1. Synergy Web (Parent portal, Provider portal and Schools Access Module (SAM)).

1. This covers the Web elements of Synergy which include the Parent Portal for applications for Free school Meals, Early years funding and School places. It also includes the Provider portal for Providers to enter funding data and finally the Schools Access Module where schools can administer their school places, waiting lists and also view their Free School meals eligibility reports.
2. All web pages will display the same sign on screen which can be seen below. The old screen is on the left-hand side and the new one on the right.

Pre 25.1.1 Screen



Sign In

Sign in or create an account with us.

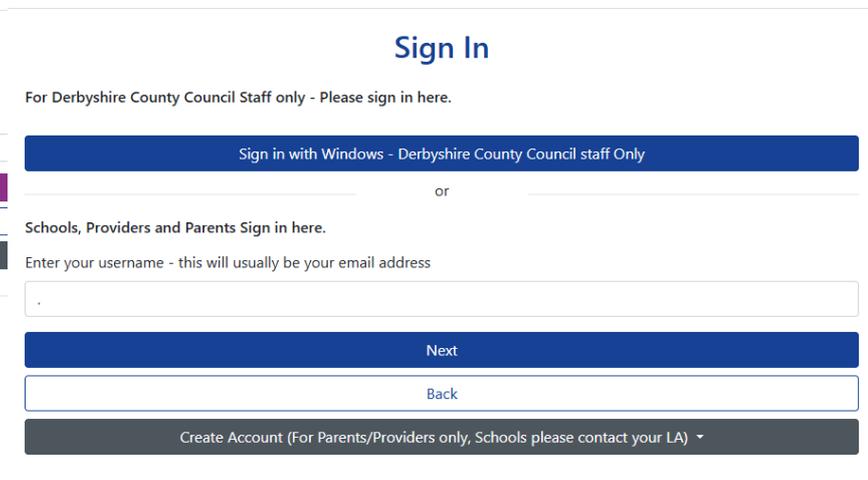
Enter your username - this will usually be your email address

Next

Back

Create Account

Post 25.1.1 Screen



Sign In

For Derbyshire County Council Staff only - Please sign in here.

Sign in with Windows - Derbyshire County Council staff Only

or

Schools, Providers and Parents Sign in here.

Enter your username - this will usually be your email address

Next

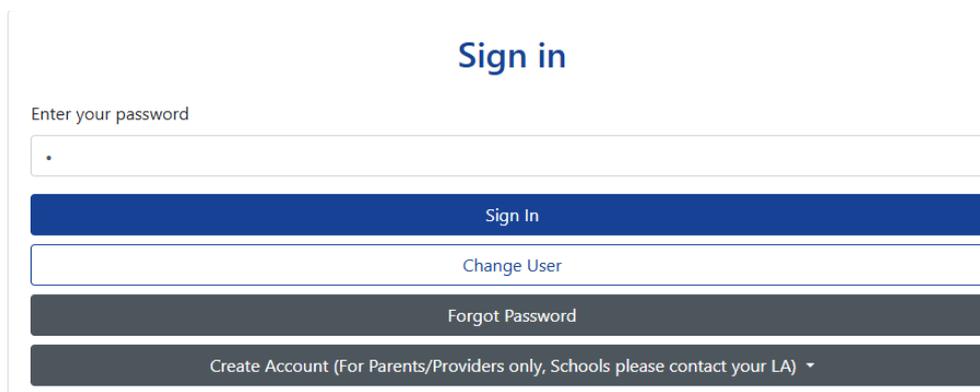
Back

Create Account (For Parents/Providers only, Schools please contact your LA) ▾

You will notice the sign in with Windows box is presented at the top of the screen, however, this box is not to be used as it is only for Derbyshire County Council staff.

Users of all 3 sites mentioned will need to use the second Section as per the text "Schools, Providers and Parents Sign in here"

3. Users will be required to enter their username and select "Next"
4. They will then be prompted to enter their Password and click "Sign In". At this point they should be directed to the relevant page depending on the link used.



Sign in

Enter your password

Sign In

Change User

Forgot Password

Create Account (For Parents/Providers only, Schools please contact your LA) ▾

2. Frequently Asked Questions

1. Which box do I select on Synergy Web?

Synergy Web is used by Parents, Providers and Schools, all of whom are not internal staff so they will use the second option to add the username and password.

2. What happens if I click the sign in with Windows option?

External users are not set up with Windows authentication so if they do try clicking the top option they will be presented with the below error. They need to press start again which will return them to the previous screen and allow them to enter their username and password.

Error

Either you don't have an account with us or we failed to authenticate you.

If you are a **School, Parent or Provider** please press Start Again to return to the previous screen and add your username and password.

If you are a Derbyshire County Council staff member please contact your administrator

3. What happens if I enter my username and password and I still get an error?

You will need to contact your Local Authority who should be able to assist.