



DIPS

Doncaster Integrated People Solution

School Applications – Parent Portal – Existing User



Revision History

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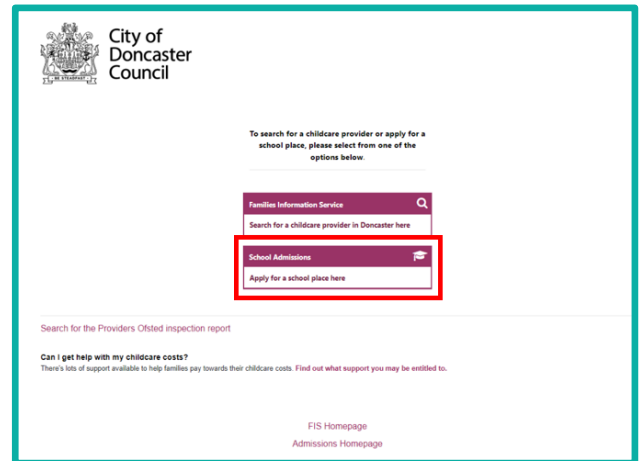
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- City of Doncaster Council have recently upgraded the Parent Portal. This is the web platform where parents can apply for school places for their children.
- If you had an account on the old Parent Portal, it has been migrated to this new platform.
- This guide is designed to help you navigate through the new system when applying for school places, adding new children and updating your existing children's details, amending your account details and viewing an application's status.

Logging In

- From the home page <https://fis.doncaster.gov.uk/Synergy/> click the button **'School Admissions – Apply for a school place here'** widget.



- This will take you to the School Admissions page where you will see details relating to school years, or school rounds, available for you to apply for. Click the link in the **School Admissions box** to begin the login process.

City of Doncaster Council's online application for School Admissions

School Year - 2024/25

You are now able to apply for:

- All Year Group
- School Nursery Places (This includes Church Schools with a nursery)
- Secondary School Year 6 to Year 7 for September 2024 - Closed on 31st October 2023 but is available for late applications.
- Reception Year at Infant and Primary Schools for September 2024 - Closed on 15 January 2024 but is available for late applications.
- Year 3 at Junior Schools for September 2024 - Closed on 15 January 2024 but is available for late applications.

For Year of Entry School Applications Made Before The National Closing Dates

If you live in Doncaster - You must apply online using the Doncaster Council online application form. You can list up to three schools, including any outside of Doncaster. You should list them in your preferred order. Although a place is not guaranteed at your catchment school, you should consider including this as one of your preferences even if it is not your first preference.

If you live outside Doncaster - You must apply through your home authority (i.e. the area which you live). You can list the schools you wish to apply for, including any in Doncaster.

Further information is available from our website: www.doncaster.gov.uk/admissions

Please Note

- All parents/carers must register before you can apply.
- Please note you will not be able to log in to the Parent Portal using your MyDoncaster account details; the Parent Portal is separate and will require you to register before logging in however, you may still use the same e-mail address if you wish to do so
- Take care completing your application - errors may affect our ability to download or process your application.

To begin your application

- Click on the 'School Admissions' link below
- Follow the instructions to create your account, including entering your email address and password.
- Click 'Confirm' to tell us that the information you have supplied is correct.
- You will receive a verification email (please check your junk/spam mailbox) - click on the link provided and this will take you to the 'Log in' page.
- Log in using your email address and password
- Complete and submit your application.

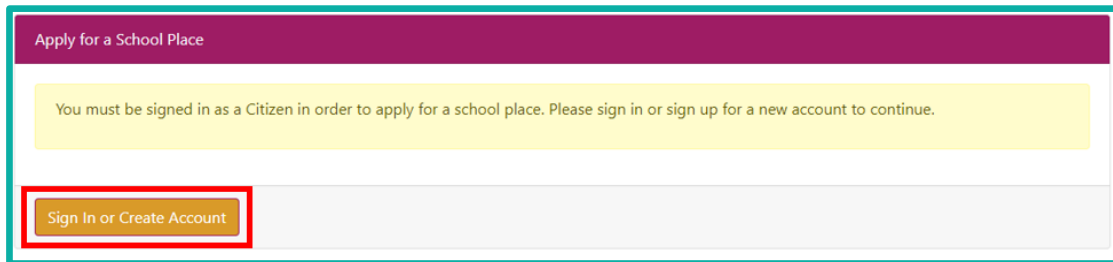
School Admissions

Please click here to apply

GDPR

Doncaster Council will use information about you so that we can allocate your child a place in a school. This is necessary to carry out our statutory functions in accordance with the School Admissions and Appeals Codes and School Standard and Framework Act 1998, therefore, if you do not provide this information we will be unable to provide this service. For a list of the organisations we will share your information with, please see our [privacy notice](#).

3. Click the **Sign In or Create Account** button.

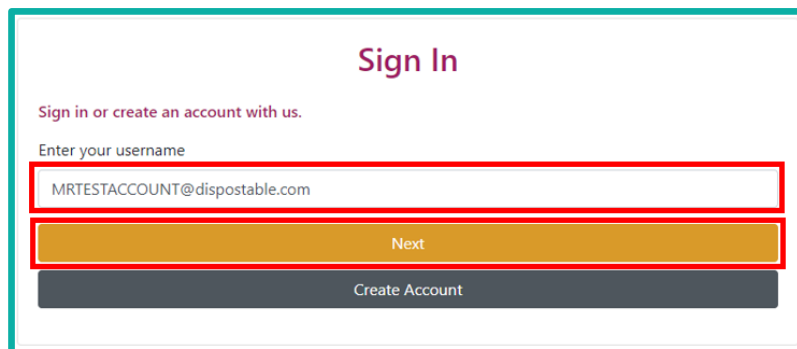


Apply for a School Place

You must be signed in as a Citizen in order to apply for a school place. Please sign in or sign up for a new account to continue.

Sign In or Create Account

2. On the Sign In screen enter your **Username** (the email address used to create the account) and click the **Next** button.



Sign In

Sign in or create an account with us.

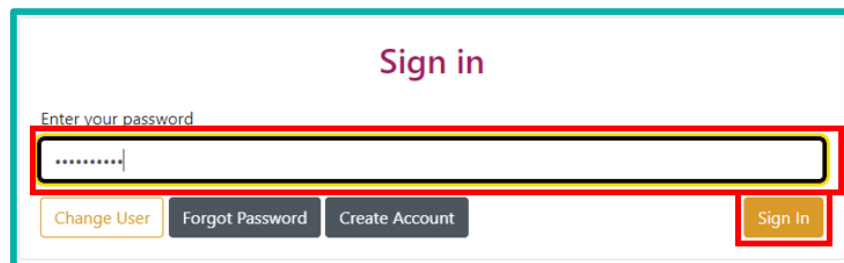
Enter your username

MRTESTACCOUNT@dispostable.com

Next

Create Account

3. Enter your password in the **Password** field and click the **Sign In** button.



Sign in

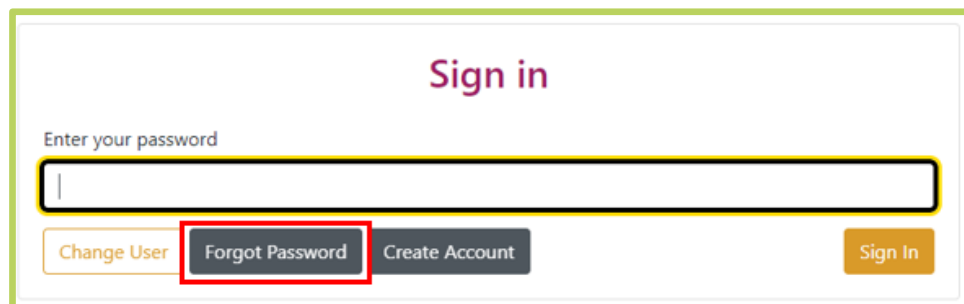
Enter your password

.....

Change User Forgot Password Create Account Sign In

Forgotten Password

1. If you have forgotten your password, enter your username as normal, click the Next button and then click the **Forgot Password** button.



Sign in

Enter your password

.....

Change User Forgot Password Create Account Sign In

2. Re-type your username and click the **Request Token button**.

Forgot Password

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

Enter your username

SynergyIT

Start Again I have a token Help ▾ Request Token

3. Go to your email account Inbox. An email containing your token should arrive. (also check Junk /Spam if email fails to arrive). The token in the text is in **Bold type**. It will be a mixture of letters and numbers. **Copy** the token code.

Families Information Service (DMBC) User 1 09/11/2019

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:

284cd6ed-f748-4142-b160-e2841bc17731

The above text identifies that the request has come from you.

284cd6ed-f748-4142-b160-e2841bc17731

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

4. Go back to your Parent Portal login page and click the **I have a token button**.

Forgot Password

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

Enter your username

SynergyIT

Start Again I have a token Help ▾ Request Token

5. Paste the code into the **Token field** and click the **Reset Password button**.

Enter Token

Please enter this token so that we can reset your password.

Token

284cd6ed-f748-4142-b160-e2841bc17731

Start Again Help ▾ Reset Password

6. Enter your new password in the **New Password** and **Confirm Password** fields and click the **Change Password button** and the home page will appear.

Reset password

New Password *
..... ✓

Confirm Password *
..... ✓

Change Password

Starting a new School Application

1. Once signed in you will see the Applicant Details page. Here you can update or amend your account details. Click the **Save and Continue button** (even if no updates have been made).

Applicant Details (1 of 8)

Please verify your details and update if necessary

Title * Mr

Forename * Test

Middle Name

Surname * Account

DOB

Address * 1000, Any Street, Anytown, TS1 0NE ✓

Update Address


Daytime Number

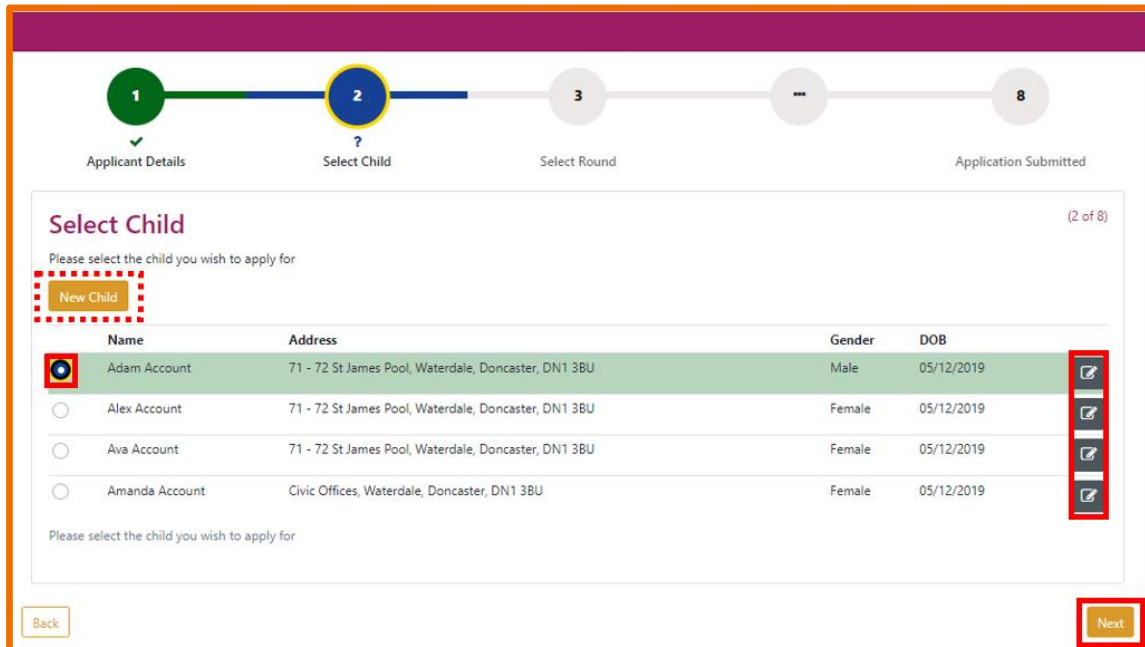
Evening Number

Alternative Contact Number

Email Address MRTTESTACCOUNT@dispostable.com

Save and Continue

2. Any children added to your account in the old Parent Portal will have been copied over to the new Parent Portal. You can edit any of their details using the Edit button . Select the child you wish to make an application for by clicking the **Radio button** next to their name and clicking the **Next button**. See the section **Adding a Child to your Parent Portal account** if you need to add a child not yet added to your account.



Select Child (2 of 8)

Please select the child you wish to apply for

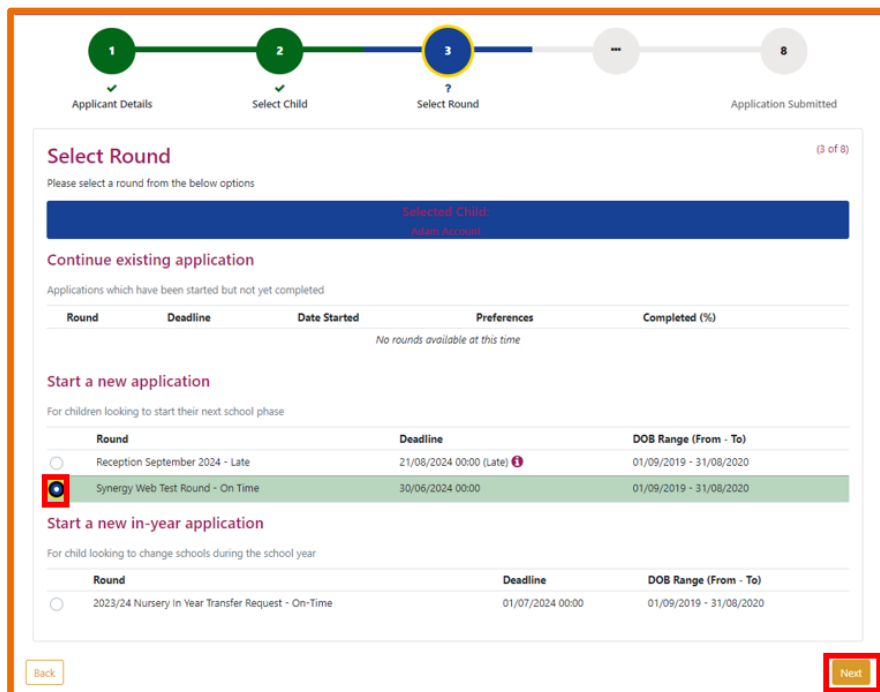
[New Child](#)

Name	Address	Gender	DOB
<input checked="" type="radio"/> Adam Account	71 - 72 St James Pool, Waterdale, Doncaster, DN1 3BU	Male	05/12/2019
<input type="radio"/> Alex Account	71 - 72 St James Pool, Waterdale, Doncaster, DN1 3BU	Female	05/12/2019
<input type="radio"/> Ava Account	71 - 72 St James Pool, Waterdale, Doncaster, DN1 3BU	Female	05/12/2019
<input type="radio"/> Amanda Account	Civic Offices, Waterdale, Doncaster, DN1 3BU	Female	05/12/2019

Please select the child you wish to apply for

[Back](#) [Next](#)

3. The **Select Round screen** will present detailing the school rounds available that you can apply for. Select the **Radio button** of the round you wish to apply for or resume any unfinished applications from the Continue existing application section and click the **Next button**.



Select Round (3 of 8)


Please select a round from the below options

Selected Child:
Adam Account

Continue existing application
Applications which have been started but not yet completed

Round	Deadline	Date Started	Preferences	Completed (%)
No rounds available at this time				

Start a new application
For children looking to start their next school phase

Round	Deadline	DOB Range (From - To)
<input type="radio"/> Reception September 2024 - Late	21/08/2024 00:00 (Late) 	01/09/2019 - 31/08/2020
<input checked="" type="radio"/> Synergy Web Test Round - On Time	30/06/2024 00:00	01/09/2019 - 31/08/2020

Start a new in-year application
For child looking to change schools during the school year

Round	Deadline	DOB Range (From - To)
<input type="radio"/> 2023/24 Nursery In Year Transfer Request - On-Time	01/07/2024 00:00	01/09/2019 - 31/08/2020

[Back](#) [Next](#)

4. Within the **Application details screen** click the **Search for School button** to update the child's current school. If your child is **not** currently in school, or in a Private Nursery setting, leave this blank.

The screenshot shows the 'Application Details' screen with a progress bar at the top. Step 4, 'Application Details', is highlighted. Below the progress bar, the screen displays the following information:

- Selected Child:** Adam Account
- Round:** Synergy Web Test Round - On Time
- Deadline for Applications:** 30/06/2024 00:00
- Date of Birth from:** 01/09/2019
- Date of Birth to:** 31/08/2020

The main form area contains the following fields:

- What is the child's current school?:** A text input field with a 'Search for School' button highlighted in a red box.
- Relationship to Child *:** A dropdown menu with 'Father' selected.
- Is the Child currently in care, or has the Child previously been in care? If so, by which Local Authority?:** A text input field with a search icon.

5. Continue filling in the information, providing details of:
- Your Relationship to the Child
 - If the child is, or has been, in Care under a Child Looked After plan.
 - Does the Child have a current Education, Health & Care Plan?
 - Is the Child's parent / guardian a Crown Servant?
 - Is the Child part of a multiple birth? e.g., twin.

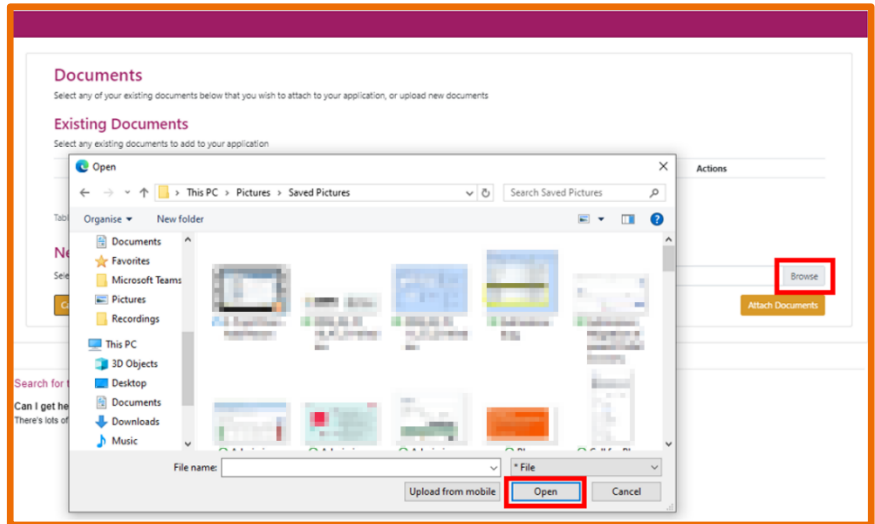
6. Click the **Attach Documents button** to provide any electronic files you want to use as **Supporting Documents** for your application. (If there are none, click the 'Please confirm that you wish to proceed without attaching any documents' tick box, click Save and Continue and move on to the next Section).

The screenshot shows the 'Application Details' screen with the same progress bar as above. The 'What is the child's current school?' field is now filled with 'Town Field Primary School' and has a 'Change School' button. The 'Relationship to Child' dropdown is still 'Father'. The 'Is the Child currently in care...' field is empty. The 'Does the Child have a current Education, Health & Care Plan?' field has radio buttons for 'Yes' and 'No', with 'No' selected. The 'Is the Child's parent / guardian a Crown Servant?' field has radio buttons for 'Yes' and 'No', with 'No' selected. The 'Is the Child part of a multiple birth?' field has radio buttons for 'Yes' and 'No', with 'No' selected. The 'Supporting Documents' section is highlighted in a red box and contains the following:

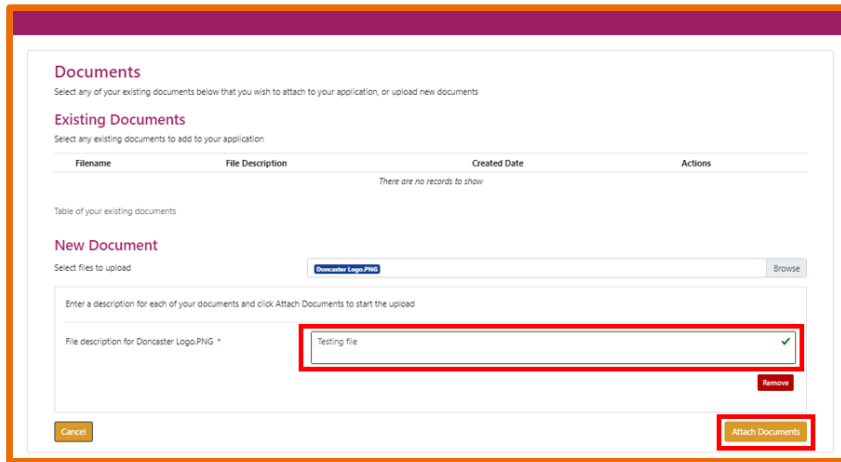
- Supporting Documents:** Add documents which support your application. E.g. Child Date of Birth, Tax form.
- Attach documents:** A button highlighted in a red box.
- No documents have been attached to this application:** A yellow message box.
- Please confirm that you wish to proceed without attaching any documents:** A checkbox.

At the bottom of the screen, there are 'Back' and 'Save and Continue' buttons.

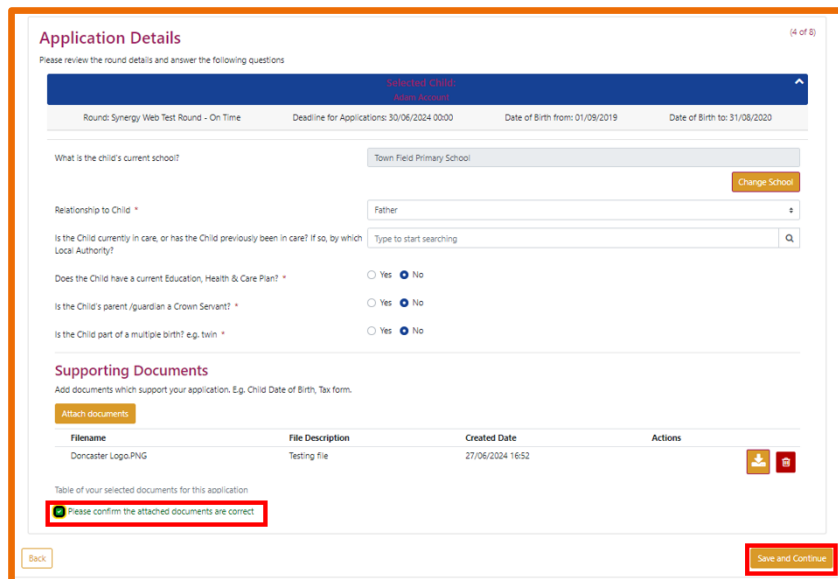
7. Click the **Browse** button to locate the file/s stored on your device. Select the file/s and click the **Open** button on your file explorer.



8. Type a File description for the uploaded file and click the **Attach Documents** button.



9. Tick the **confirmation checkbox** confirming your attachments. Click the **Save and Continue** button to move on to the next section.



Select Your Preference Schools and Preference Reasons

1. Choose your **Preference School** (up to a maximum of 3) by typing the name of the school required in the field, a list of available schools will begin to appear. Select the school from the list. For a more in-depth search click the **Advanced Search button**. (See the sub-section *Using Advanced Search- Mobile View below*)

The screenshot shows the 'Select Your Preferences' page in a 5-step process. Step 5 is active. The page displays a search bar with the letter 'a' and a dropdown list of schools. An 'Advanced Search' button is highlighted with a red box. A 'School Search' modal is open, showing search criteria like 'Local Authority: Doncaster', 'Gender Mix: All Applicable Schools', and 'Primary Teaching Language'. A 'Save and Continue' button is visible at the bottom right of the modal.

2. Once your preferences have been selected you can change the Rank Order using the **Rank Order arrows** or delete the Preference using the **Bin icon**. Tick the **Confirmation box** and click the **Save and Continue button**.

The screenshot shows the 'Select Your Preferences' page in a 5-step process. Step 5 is active. The 'Preference School' list shows 'Adwick Primary School' as the 1st preference and 'Canon Popham C of E Primary Academy' as the 2nd preference. The 'Rank Order' arrows and 'Bin icon' are highlighted with red boxes. A confirmation box is checked, and the 'Save and Continue' button is highlighted with a red box.

3. **Preference Reasons** need to be provided for each school applied for. Tick the relevant **Tick box**. It is mandatory to supply **Notes** supporting your preference. If **Sibling** is selected, please supply details of the sibling, adding a new one if required via the **Add New Sibling button**. Attach any supporting documents using the button, tick the **Confirmation box** and once preference reasons have all been supplied, click the **Save and Continue button**.

Preference Reasons (6 of 8)

Please select your details below

Selected Child:
Adam Account

1st Preference:
Adwick Primary School

Preference Reasons
Select Reasons for preference

- Other
- Catchment Area
- Distance
- Sibling

Notes

Text for the purposes of updating a mandatory field. Text for the purposes of updating a mandatory field. Text for the purposes of updating a mandatory field. Text for the purposes of updating a mandatory field. ✓

Text for the purposes of updating a mandatory field. Text for the purposes of updating a mandatory field.

Sibling Information
Select a sibling for this preference

Select Sibling: Please select a sibling [Add New Sibling]

Supporting Documents
Add documents which support your reason to apply for Adwick Primary School. E.g. Child Date of Birth, Tax form. The documents will be supplied to the school as evidence to support your application

Attach documents for Adwick Primary School

No documents have been attached to this preference

Please confirm that you wish to proceed without attaching any documents [Save and Continue]

Using Advanced Search (Mobile view)

1. Click the **Advanced Search Button**

4 5 6 7 8

Selected Child:
Paul Council

Round: Secondary September 2025
Year 6 To Year 7 - On-Time

31/10/2024 23:59

01/09/2013

31/08/2014

Disable animations

Preference: 1


School

Type to start searching [Q]

Advanced Search

Rank Order

Select a school to change the



City of Doncaster Council

School Search

Searching for your preference 1 school

School Name:

Local Authority:
 ✓ 🔍

Gender Mix:
 ▾

All Applicable Schools finds all mixed-gender schools and all schools which only accept your child's gender.

School Phase:

2. First search for the **Local Authority** your preferred school is based in. (This will help to narrow down the search results)

3. Then type in the name of the school in the School Name field (use exact words from the school's name) and click **Search**. The more exact words typed narrow the search results down.

Searching for your preference 1 school

School Name:

Local Authority:
 ✓ 🔍

Gender Mix:
 ▾

All Applicable Schools finds all mixed-gender schools and all schools which only accept your child's gender.

School Phase:

Primary Teaching Language:
 🔍

4. The school should appear within the Search Results. Click the **Radio button** alongside the school listing and click the **Confirmed Selected button**.

Search Results: 2

Select a school from the results below

Meadowhead School Academy Trust

Postcode
Gender Mix
M

More Details



Oasis Academy Don Valley

Postcode
S9 3TY
Gender Mix
M

More Details


Table of available schools, please click the row to select

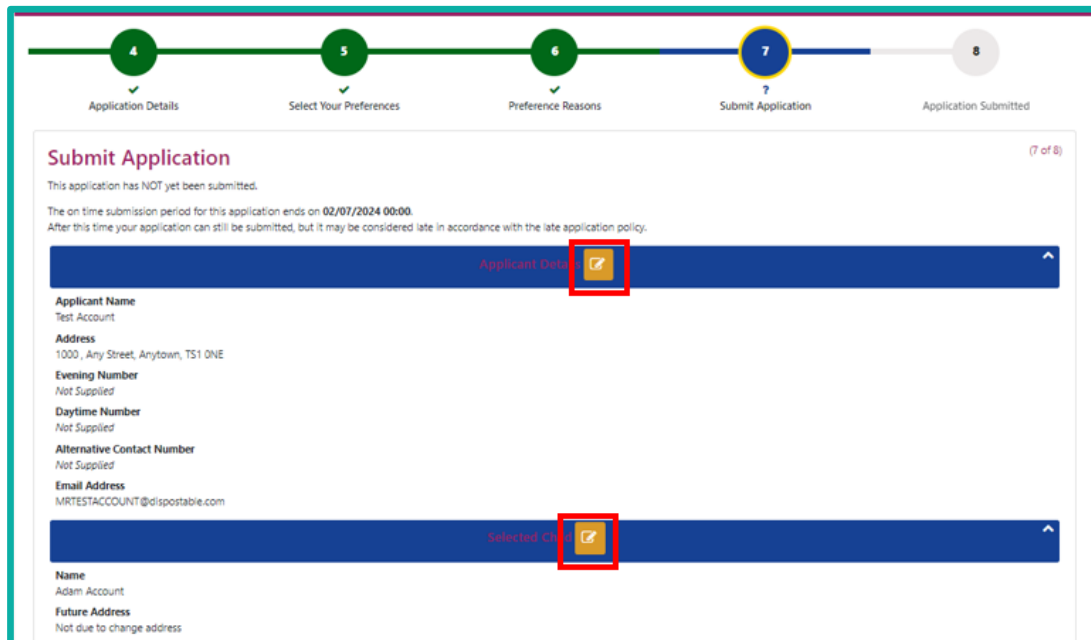
Cancel Confirm Selected

5. The school will list in your **Preferences**. Once your preferences have been selected you can change the Rank Order using the **Rank Order arrows**  or delete the Preference using the **Bin icon** . Tick the **Confirmation box** and click the **Save and Continue button**.

Note - if the school does not appear when following the above steps, please contact the Doncaster School Admissions team (admissions@doncaster.gov.uk) who will endeavour to add it to the system for selection.

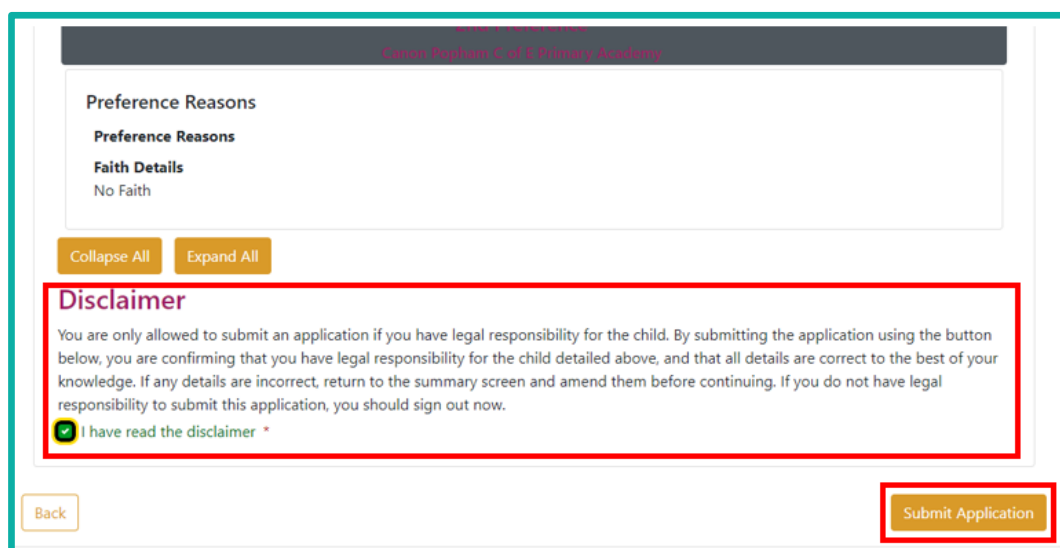
Submitting your Application

1. The **Submit Application screen** shows all the details of your application. You can edit any sections needed using the **Edit icon**  located in the banner for each section.



The screenshot shows a progress bar at the top with five steps: 4 Application Details, 5 Select Your Preferences, 6 Preference Reasons, 7 Submit Application (highlighted), and 8 Application Submitted. Below the progress bar, the 'Submit Application' section is displayed. It includes a warning that the application has not been submitted and a deadline of 02/07/2024 00:00. Two expandable sections are visible: 'Applicant Details' and 'Selected Child'. Both sections have a red box around the edit icon. The 'Applicant Details' section shows fields for Applicant Name, Address, Evening Number, Daytime Number, Alternative Contact Number, and Email Address. The 'Selected Child' section shows fields for Name and Future Address.

2. Check each section carefully and make your way to the bottom of the **Submit Application** page. Read the Disclaimer section, ensuring you tick the **Disclaimer Confirmation box**. Click the **Submit Application button**.



The screenshot shows the 'Disclaimer' section of the 'Submit Application' page. It includes a 'Preference Reasons' section with 'Preference Reasons' and 'Faith Details' (No Faith). Below this are 'Collapse All' and 'Expand All' buttons. The 'Disclaimer' text explains the legal responsibility of the applicant. A red box highlights the disclaimer text and the 'I have read the disclaimer' checkbox, which is checked. At the bottom, there are 'Back' and 'Submit Application' buttons, with the 'Submit Application' button also highlighted by a red box.

3. The Application Submitted screen will appear. From here you can begin a **New Application** or **Finish** using the appropriate button.

Application Submitted (8 of 8)

✓ Thank you for applying for Synergy Web Test Round. Your application has been submitted successfully

New Application Finish

Adding a Child to your Parent Portal account

1. On subsequent logins, after saving and continuing your Applicant Details and getting to the stage where your previously added children list, click the **New Child button**.

Select Child (2 of 8)

Please select the child you wish to apply for

New Child

Name	Address	Gender	DOB	
<input type="radio"/> Adam Account	71 - 72 St James Pool, Waterdale, Doncaster, DN1 3BU	Male	05/12/2019	
<input type="radio"/> Alex Account	71 - 72 St James Pool, Waterdale, Doncaster, DN1 3BU	Female	05/12/2019	
<input type="radio"/> Ava Account	71 - 72 St James Pool, Waterdale, Doncaster, DN1 3BU	Female	05/12/2019	
<input type="radio"/> Amanda Account	Civic Offices, Waterdale, Doncaster, DN1 3BU	Female	05/12/2019	

Please select the child you wish to apply for

Back Next

2. Enter your child's details and click the **Save button**. If the child does not live at the same address as the applicant untick the **Address same as Applicant** box and **Add Address** as previously detailed in this guide.

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 * ✓ Is the Child due to change their Address in the near future?

Middle Name ✓

Surname * ✓

DOB * ✓

Gender * ✓ ▾

Address same as Applicant?

Address *

3. The new child will present in your list of children.

1 ✓ Applicant Details 2 ? Select Child 3 Select Round ... 8 Application Submitted

Select Child (2 of 8)

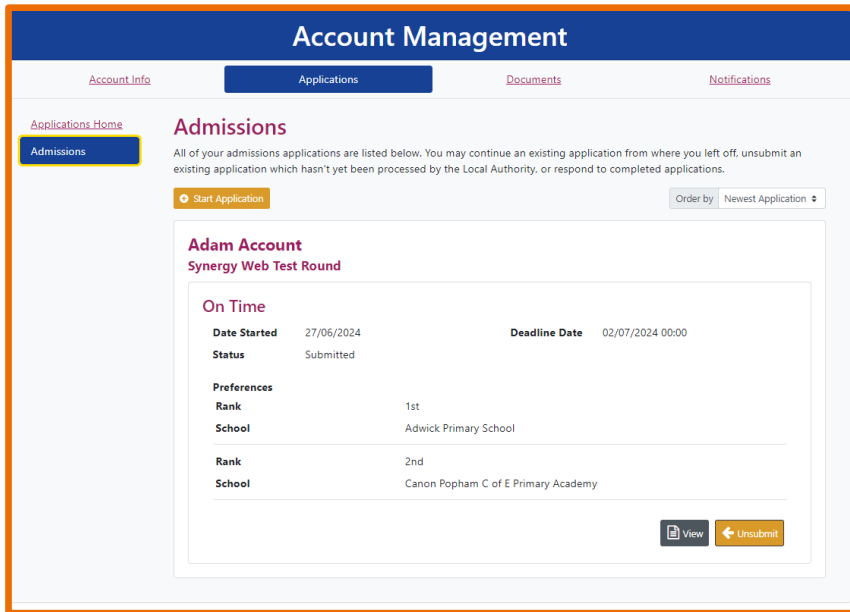
Please select the child you wish to apply for

	Name	Address	Gender	DOB	
<input type="radio"/>	Adam Account	71 - 72 St James Pool, Waterdale, Doncaster, DN1 3BU	Male	05/12/2019	<input type="button" value="edit"/>
<input type="radio"/>	Alex Account	71 - 72 St James Pool, Waterdale, Doncaster, DN1 3BU	Female	05/12/2019	<input type="button" value="edit"/>
<input type="radio"/>	Ava Account	71 - 72 St James Pool, Waterdale, Doncaster, DN1 3BU	Female	05/12/2019	<input type="button" value="edit"/>
<input type="radio"/>	Amanda Account	Civic Offices, Waterdale, Doncaster, DN1 3BU	Female	05/12/2019	<input type="button" value="edit"/>
<input type="radio"/>	Alice Account	71 - 72 St James Pool, Waterdale, Doncaster, DN1 3BU	Female	05/12/2019	<input type="button" value="edit"/>

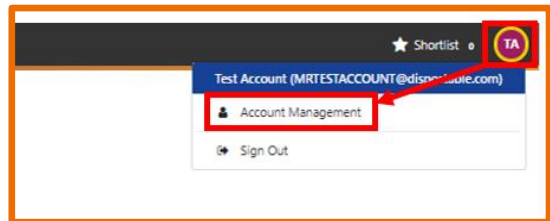
Please select the child you wish to apply for

Account Management

1. Whenever you submit an application your **Account Management** page will subsequently open.



2. The Account Management page can also be accessed by clicking on your **ID logo** in the top-right corner and selecting it from the **drop-down menu**.



3. Your Account Management can be used to update your **Personal Details**.

The screenshot shows the 'Account Management' page with the 'My Details' section active. The 'Account Info' tab is selected in the top navigation. The 'My Details' section has a sidebar with 'My Children' and 'Security' links. The main content area is titled 'My Details' and contains a 'Personal Details' form. The form includes the following fields:

- Title * (Dropdown menu with 'Mr' selected)
- Forename * (Text input with 'Test')
- Middle Name (Text input)
- Surname * (Text input with 'Account')
- DOB (Text input)
- NI Number (Text input with 'National Insurance Number')
- NASS Number (Text input with 'National Asylum Support Service Number')
- Address (Text area with '1000, Any Street, Anytown, TS1 0NE') and an 'Update Address' button
- Daytime Number (Text input)
- Evening Number (Text input)

4. Add New Children and update details of existing children.

The screenshot shows the 'Account Management' interface with the 'My Children' section highlighted. The 'Account Info' tab is selected. The 'My Children' section includes a 'New Child' button and a table of children. The table has columns for Name, Address, Gender, and DOB. Two children are listed: Adam Account and Alice Account. Each row has an edit icon in the right-hand column.

Name	Address	Gender	DOB	
Adam Account	1000 , Any Street, Anytown, TS1 0NE	Male	05/12/2019	
Alice Account	Civic Offices, Waterdale, Doncaster, DN1 3BU	Female	05/12/2019	

5. Change Password or your email address in the **Security Section**.

The screenshot shows the 'Account Management' interface with the 'Security' section highlighted. The 'Account Info' tab is selected. The 'Security' section includes fields for Password and Email, each with a 'Last Updated' date and a corresponding 'Change' button. The 'Change Password' button is highlighted with a red box.

Field	Last Updated	Action
Password	Last Updated: 27/06/2024	Change Password
Email	Last Updated: Unknown	Change Email

6. Use the **Applications** tab to review a previous application status or begin a new application.

The screenshot shows the 'Account Management' interface with the 'Applications' tab selected. The 'Admissions' section is highlighted. It includes a 'Start Application' button and a list of applications. The application for 'Alice Account' is highlighted, showing details for 'Synergy Web Test Round'. The 'Status' is 'LA Received'.

On Time	Date Started	Status
On Time	28/06/2024	LA Received

Alice Account
Synergy Web Test Round

Preferences	Rank	School
Rank	1st	Canon Popham C of E Primary Academy
Rank	2nd	Adwick Primary School

7. Applications that have been submitted but not yet received by the Council's Admissions team can be unsubmitted using the **Unsubmit button** if no longer required.

The screenshot displays the 'Account Management' interface. At the top, there are navigation tabs: 'Account Info', 'Applications' (highlighted with a red box), 'Documents', and 'Notifications'. Below this, a sidebar shows 'Applications Home' and 'Admissions' (highlighted with a red box). The main content area is titled 'Admissions' and includes a 'Start Application' button and an 'Order by' dropdown set to 'Newest Application'. A specific application is shown for 'Cookie Monster Synergy Web Test Round' with a status of 'On Time'. The application details are as follows:

On Time	
Date Started	02/07/2024
Status	Submitted
Deadline Date	03/07/2024 0000
Preferences	
Rank	1st
School	Adwick Primary School
Rank	2nd
School	Canon Popham C of E Primary Academy

At the bottom right of the application details, there are two buttons: 'View' and 'Unsubmit' (highlighted with a red box).