



DIPS

Doncaster Integrated People Solution

School Applications - Parent Portal - New User



Revision History

File Location:

https://doncastercouncil.sharepoint.com/sites/S_Integrated_People_Solution_DIPS_Training/Shared Documents/General/Training Guides/Synergy

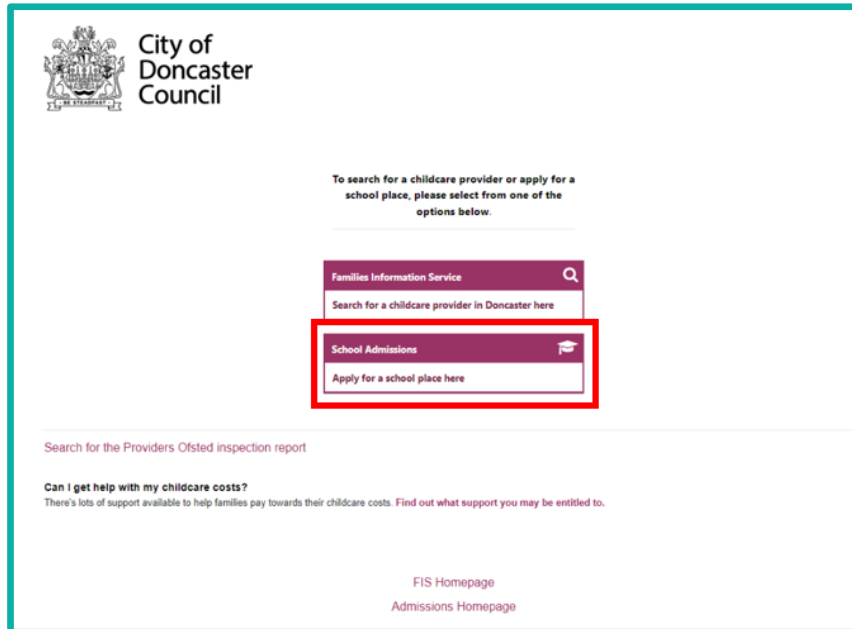
DATE	VERSION	DESCRIPTION	AUTHOR
02/08/2019	V0.1	New Document	Atif Malik
01/07/2024	V0.2	System change	Paul Welch

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Creating an account

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



2. 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 application.

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

1. Click on the 'School Admissions' link below
2. Follow the instructions to create your account, including entering your email address and password.
3. Click 'Confirm' to tell us that the information you have supplied is correct.
4. 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.
5. Log in using your email address and password
6. Complete and submit your application.

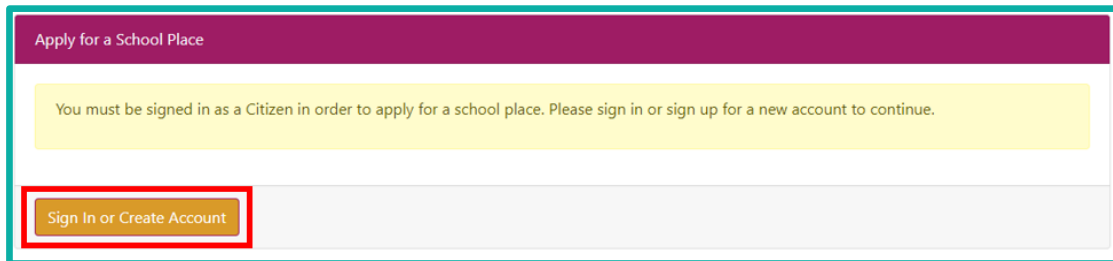
School Admissions

Please click here to apply

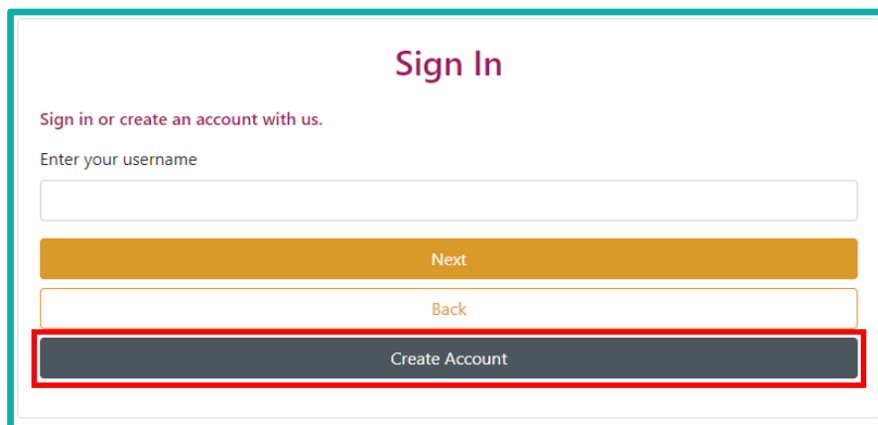
GDPR

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](#).

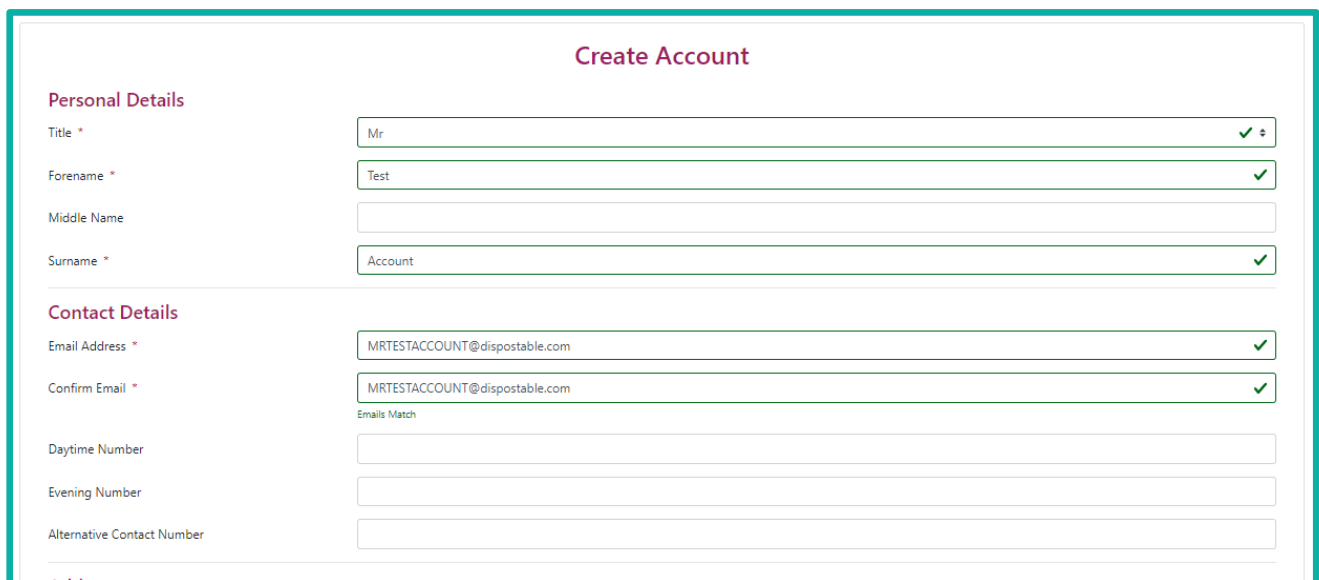
3. Click the **Sign In or Create Account** button.



4. Click the **Create Account** button. (Subsequent logins once your account has been created will just require you to add your username – see section “Logging In”



5. Fill in the **Personal Details** and **Contact Details** fields as appropriate. Mandatory fields show with a red asterisk symbol. *



6. Next add the post code for your home address (you can add your house number in the Primary box to be more precise with the search results) and click the **Search** button.

Address
Search for an Address
Search for an address using the fields below

Primary

Postcode *

7. Select your address from the drop-down list of results.

Address
Search for an Address
Search for an address using the fields below

Primary

Postcode *

Search Results
Please select an address from the results below. *

- Cast, Waterdale, DN1 3BU
- Civic Offices, Waterdale, DN1 3BU
- Unit 1, Sir Nigel Gresley Square, Waterdale, DN1 3BU
- Unit 2, Sir Nigel Gresley Square, Waterdale, DN1 3BU
- Unit 3, Sir Nigel Gresley Square, Waterdale, DN1 3BU
- Unit 4, Sir Nigel Gresley Square, Waterdale, DN1 3BU
- Unit 5, Sir Nigel Gresley Square, Waterdale, DN1 3BU
- Unit 6, Sir Nigel Gresley Square, Waterdale, DN1 3BU
- 71 - 72 St James Pool, Waterdale, DN1 3BU

8. If your address is not available in the list you can use the **Enter Address Manually** button to add one.

Search Results
Please select an address from the results below. *

9. In Account Security enter a password, ensuring it meets the **Requirements**, in the New Password and Confirm Password fields. Then click the **Create** button.

Account Security

New Password *

Password meets requirements

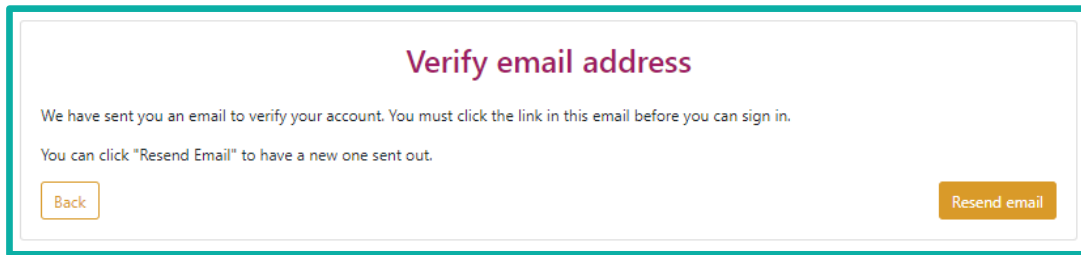
Confirm Password *

This must match your password

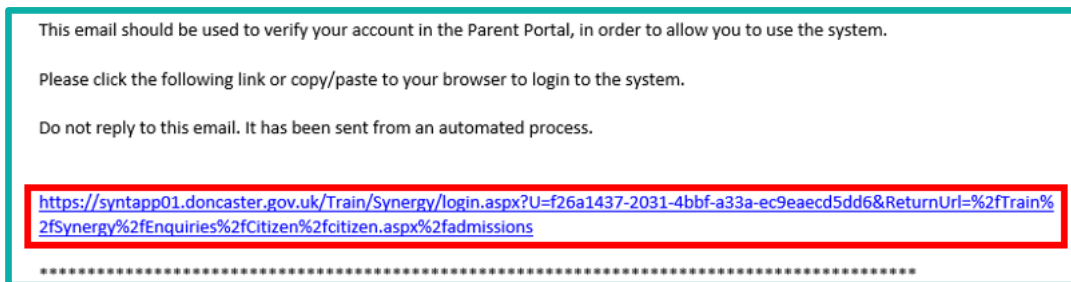
Requirements:

- Alpha character ✓
- Uppercase character ✓
- Numeric character ✓
- Special character ✓
- 8 characters ✓
- Not username ✓

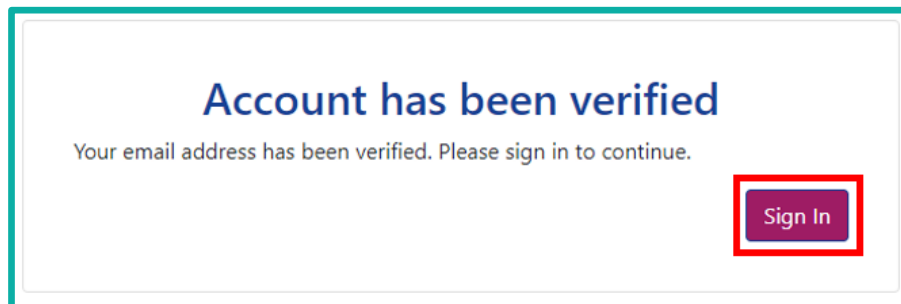
10. The system will then send you an email to verify your account.



11. Check your emails, (also check your Spam or Junk folders), for the email. Once located click the **link**.

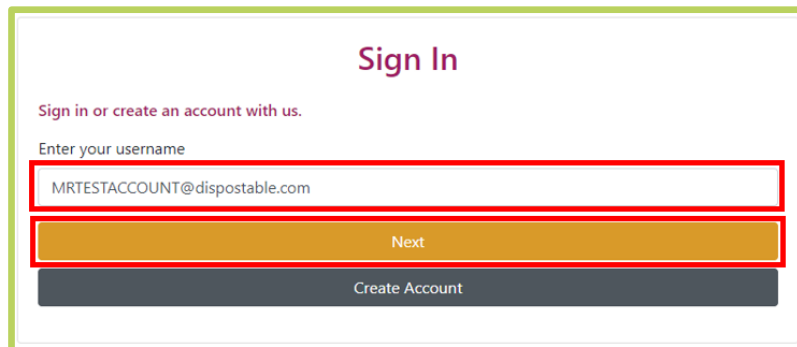


12. Once the link has been clicked the account will show as verified and you can click the **Sign In** button.



Logging In

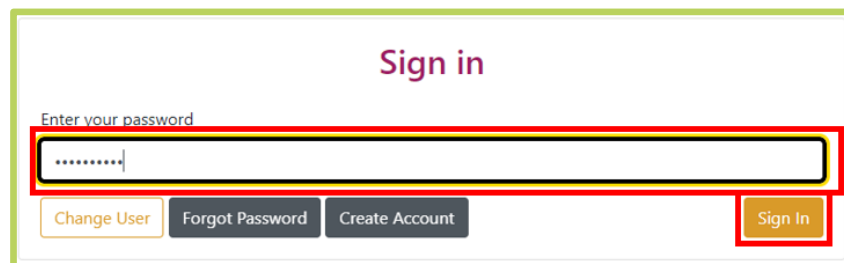
1. On the Sign In screen enter your **Username** (the email address) used to create the account and click the **Next** button.



The screenshot shows the 'Sign In' page with the following elements:

- Header: Sign In
- Text: Sign in or create an account with us.
- Label: Enter your username
- Input field: MRTESTACCOUNT@dispostable.com (highlighted with a red box)
- Buttons: Next (highlighted with a red box), Create Account

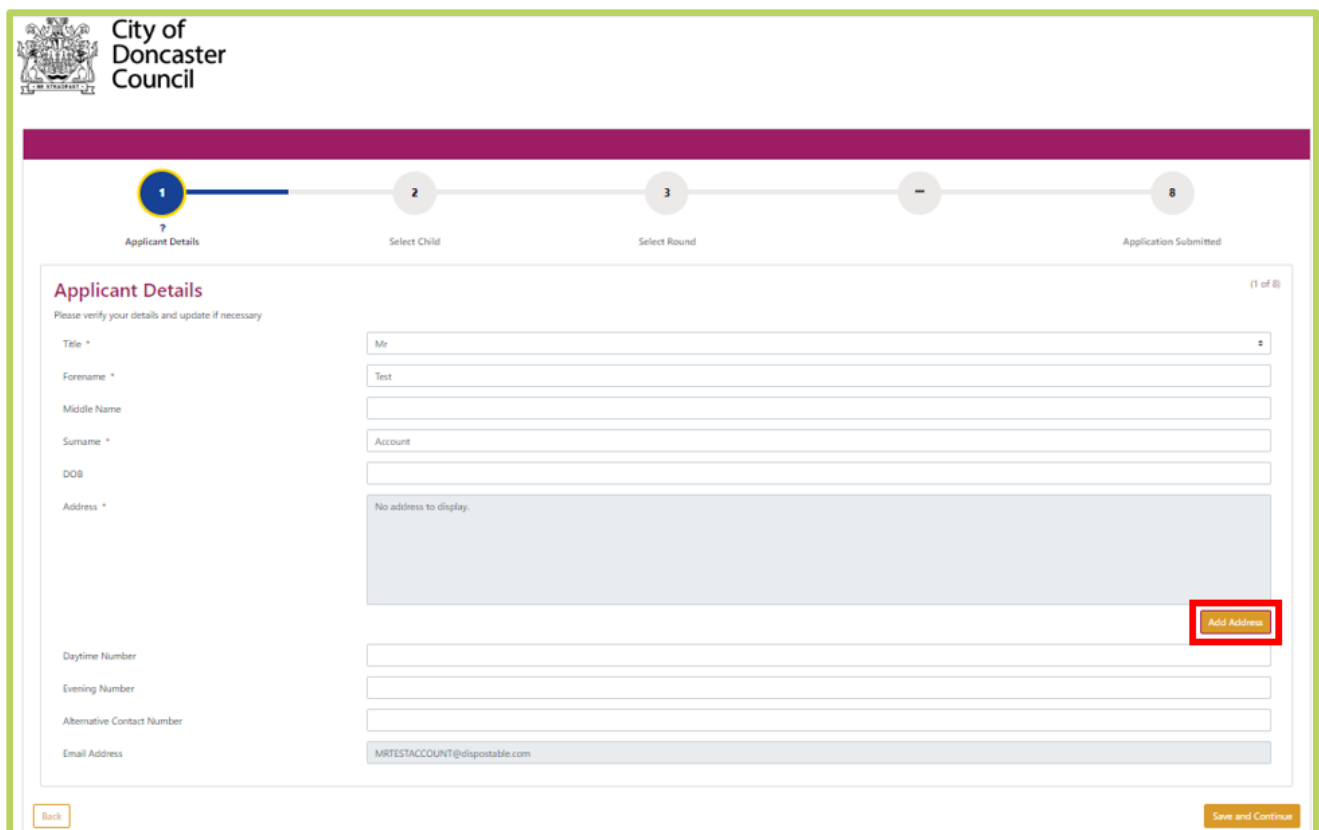
2. Enter your password in the **Password** field and click the **Sign In** button.



The screenshot shows the 'Sign in' page with the following elements:

- Header: Sign in
- Text: Enter your password
- Input field: Password field (highlighted with a red box)
- Buttons: Change User, Forgot Password, Create Account, Sign In (highlighted with a red box)

3. Once signed in you will need to re-add your address using the same process as detailed in "[Creating an Account](#)".



The screenshot shows the 'City of Doncaster Council' Applicant Details form. The form is part of a multi-step process with steps: 1 Applicant Details, 2 Select Child, 3 Select Round, 4, and 5 Application Submitted. The 'Applicant Details' section includes the following fields:

- Title * (Me)
- Forename * (Test)
- Middle Name
- Surname * (Account)
- DOB
- Address * (No address to display. Add Address button highlighted with a red box)
- Daytime Number
- Evening Number
- Alternative Contact Number
- Email Address (MRTESTACCOUNT@dispostable.com)

Buttons: Back, Save and Continue

4. Click the Save and Continue button to progress to Select Child.

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 ONE ✓

Update Address

Daytime Number

Evening Number

Alternative Contact Number

Email Address MRTESTACCOUNT@dispostable.com

Back Save and Continue

Adding a Child to your Parent Portal account and beginning an Application

1. 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
There are no records to show			

Please select the child you wish to apply for

Back Next

2. Enter your child's details and click the **Save** button.

The screenshot shows the 'Create Child' form. It includes fields for Forename (Adam), Middle Name, Surname (Account), DOB (05 Dec 2019), and Gender (Male). There is a checkbox for 'Address same as Applicant?' which is checked. A 'Save' button is highlighted with a red box in the bottom right corner.

3. Further children can be added using the **New Child** 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.

The screenshot shows the 'Create Child' form with 'Address same as Applicant?' unchecked. The 'Address' field contains 'No address to display.' and an 'Add Address' button is highlighted with a red box. The 'Save' button is also highlighted with a red box in the bottom right corner.

4. Select the child to make an application for by clicking the **Radio button** and click the **Next** button.

The screenshot shows the 'Select Child' form with a table of children. The first child, Adam Account, is selected with a radio button. The 'Next' button is highlighted with a red box in the bottom right corner.

	Name	Address	Gender	DOB	
<input checked="" type="radio"/>	Adam Account	1000, Any Street, Anytown, TS1 0NE	Male	05/12/2019	
<input type="radio"/>	Alice Account	Civic Offices, Waterdale, Doncaster, DN1 3BU	Female	05/12/2019	

5. The **Select Round screen** will present detailing the school rounds available you can apply for. Select the **Radio button** of the round you wish to apply for or resume any incomplete 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

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

6. 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. If you are completing an In-Year Transfer application, you will see further questions such as **Application Reason**.

Application Details (4 of 8)

Please review the round details and answer the following questions

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

What is the child's current school? Search for School

Relationship to Child *

Is the Child currently in care, or has the Child previously been in care? If so, by which Local Authority?

Application Reason * Please select an option




- Change of Address
- Concerns with Present School
- Bullying
- Other Personal Circumstances
- Return from Education at Home
- None


Does the Child have a current Education, Health & Care Plan? * Yes No


7. Continue filling in the information providing details of:

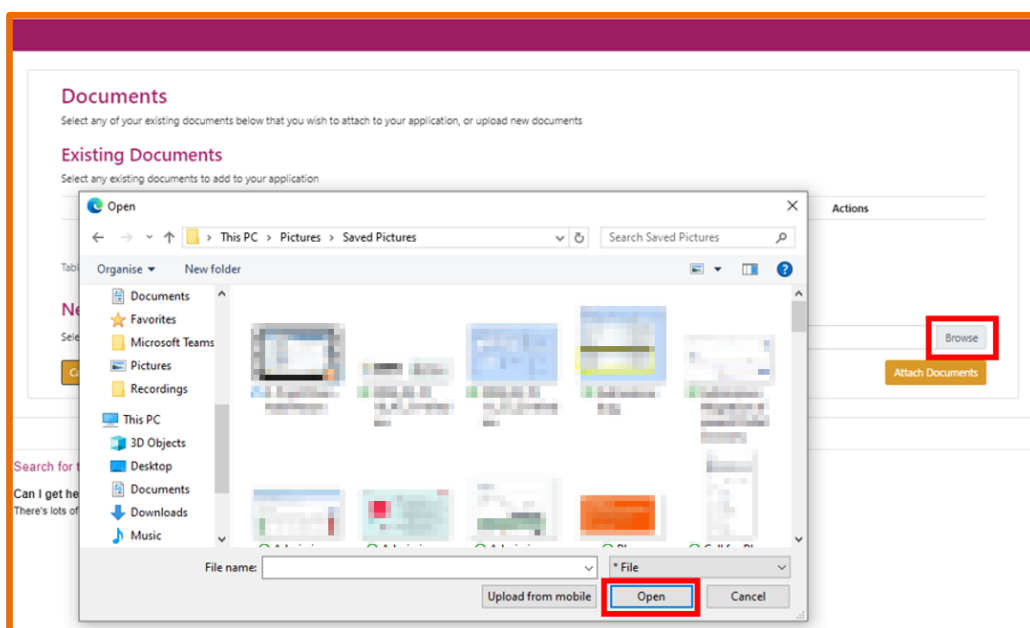
Your Relationship to the Child

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.

 8. 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).

 9. Click the **Browse** button to locate the files stored on your device. Select it and click the Open button on your file explorer.



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

Documents
Select any of your existing documents below that you wish to attach to your application, or upload new documents

Existing Documents
Select any existing documents to add to your application

Filename	File Description	Created Date	Actions
There are no records to show			

Table of your existing documents

New Document
Select files to upload

Doncaster Logo.PNG

Enter a description for each of your documents and click Attach Documents to start the upload

File description for Doncaster Logo.PNG *

Testing file

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

Application Details (4 of 8)

Please review the round details and answer the following questions

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

What is the child's current school?

Relationship to Child *

Is the Child currently in care, or has the Child previously been in care? If so, by which Local Authority?

Does the Child have a current Education, Health & Care Plan? * Yes No

Is the Child's parent /guardian a Crown Servant? * Yes No

Is the Child part of a multiple birth? e.g. twin * Yes No

Supporting Documents
Add documents which support your application. E.g. Child Date of Birth, Tax form.

Filename	File Description	Created Date	Actions
Doncaster Logo.PNG	Testing file	27/06/2024 16:52	<input type="button" value="Download"/> <input type="button" value="Remove"/>

Table of your selected documents for this application

Please confirm the attached documents are correct

Select Your Preference Schools and Preference Reasons

1. Choose your **Preference School** (you are allowed to select up to 3 options) 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**.

The screenshot shows the 'Select Your Preferences' step (5 of 8) in a multi-step process. The progress bar at the top indicates steps 4, 5, 6, 7, and 8. The main form area is titled 'Select Your Preferences' and includes a 'Selected Child' dropdown (Adam Account), application details (Round: Synergy Web Test Round - On Time, Deadline for Applications: 02/07/2024 00:00, Date of Birth from: 01/09/2019, Date of Birth to: 31/08/2020), and a 'Preference School' table. The table has columns for 'Preference School' and 'Rank Order'. The first row shows a search input field with 'a' and a dropdown list with 'Adwick Primary School - Stafford Road - DN6 7LW' and 'Canon Popham C of E Primary Academy - Church Balk - DN3 2PP'. An 'Advanced Search' button is highlighted in red. A modal window titled 'School Search' is open, showing search criteria like 'School Name', 'Local Authority' (Doncaster), 'Gender Mix' (All Applicable Schools), and 'School Phase'. 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 even delete a Preference using the **Bin icon**. Tick the **Confirmation box** and click the **Save and Continue button**.

The screenshot shows the 'Select Your Preferences' step (5 of 8) with the 'Preference School' table updated. The first row is 'Adwick Primary School' and the second is 'Canon Popham C of E Primary Academy'. The 'Rank Order' column shows arrows for reordering and bin icons for deletion. A confirmation box is checked, stating 'I confirm that I am happy to proceed with 2 of 3 possible preferences. Leaving blank schools does not increase your chances of getting your first preference.' A 'Save and Continue' button is highlighted in red at the bottom right.

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:
 ✓ 🔍

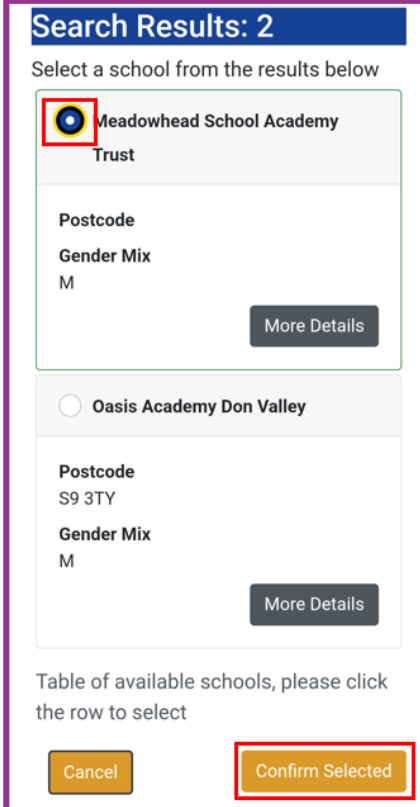
Gender Mix:
 ▾

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

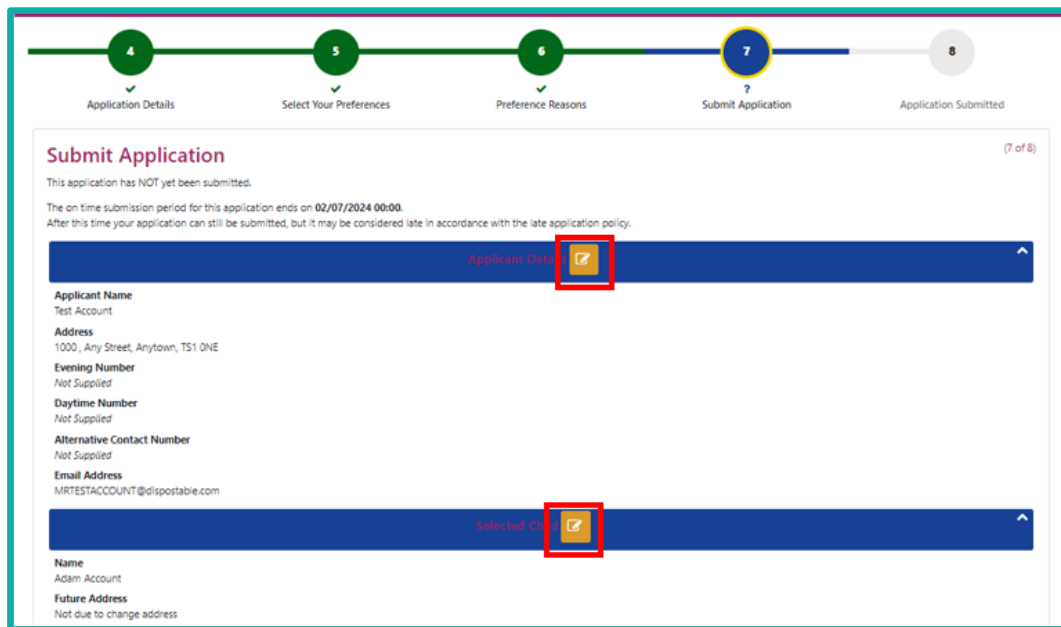
Cancel Confirm Selected

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.

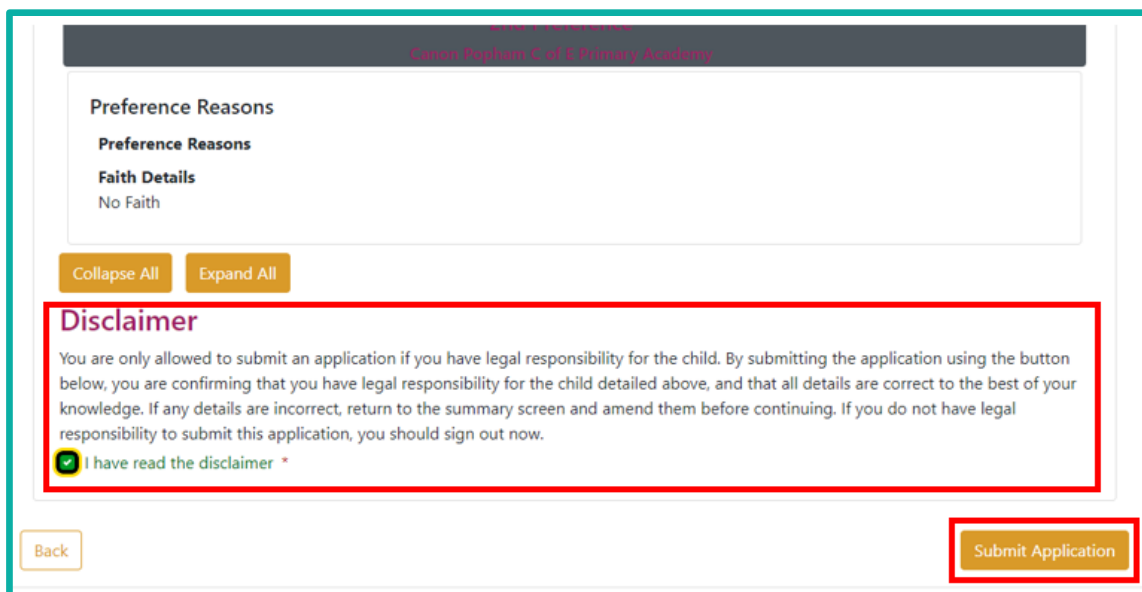
Submitting your Application

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.



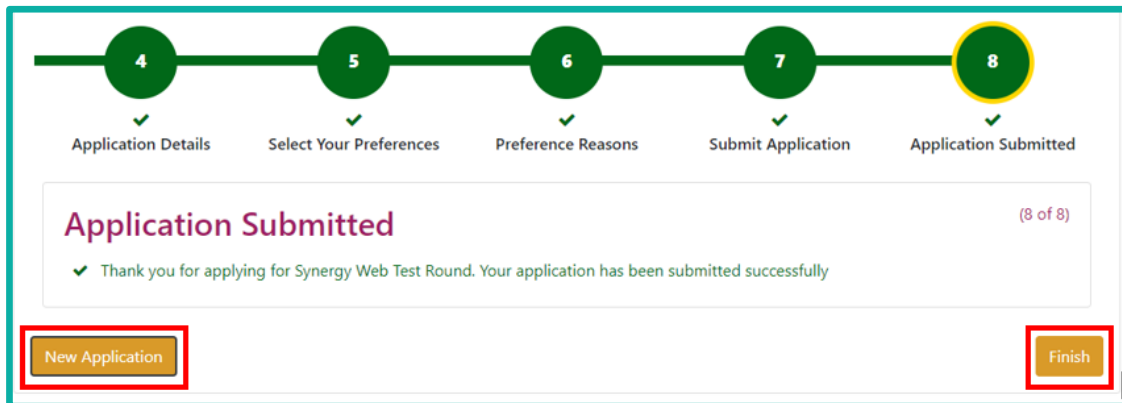
The screenshot shows a progress bar at the top with five steps: 4 Application Details, 5 Select Your Preferences, 6 Preference Reasons, 7 Submit Application (highlighted), and 8 Application Submitted. Below the progress bar is the 'Submit Application' section. It includes a warning that the application has not been submitted and that the submission period ends on 02/07/2024 00:00. There are two expandable sections: 'Applicant Data' and 'Selected C of E'. Both sections have an edit icon (a pencil in a square) next to their titles, which are highlighted with red boxes. The 'Applicant Data' section lists fields like Applicant Name, Address, Evening Number, Daytime Number, Alternative Contact Number, and Email Address. The 'Selected C of E' section lists 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**.



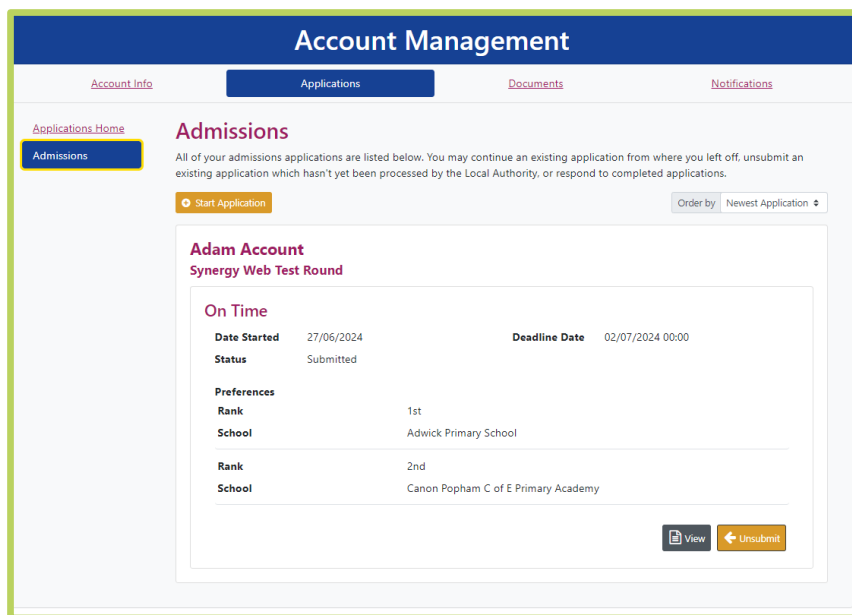
The screenshot shows the 'Disclaimer' section of the application. It is titled 'Disclaimer' and contains the following text: 'You are only allowed to submit an application if you have legal responsibility for the child. By submitting the application using the button below, you are confirming that you have legal responsibility for the child detailed above, and that all details are correct to the best of your knowledge. If any details are incorrect, return to the summary screen and amend them before continuing. If you do not have legal responsibility to submit this application, you should sign out now.' Below the text is a checkbox with a green checkmark and the text 'I have read the disclaimer *'. The 'Submit Application' button at the bottom right is highlighted with a red box. There are also 'Collapse All' and 'Expand All' buttons above the disclaimer section.

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

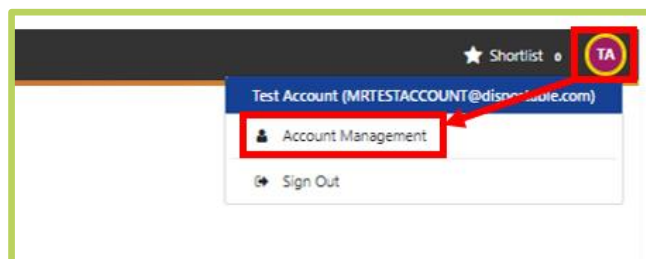


Account Management

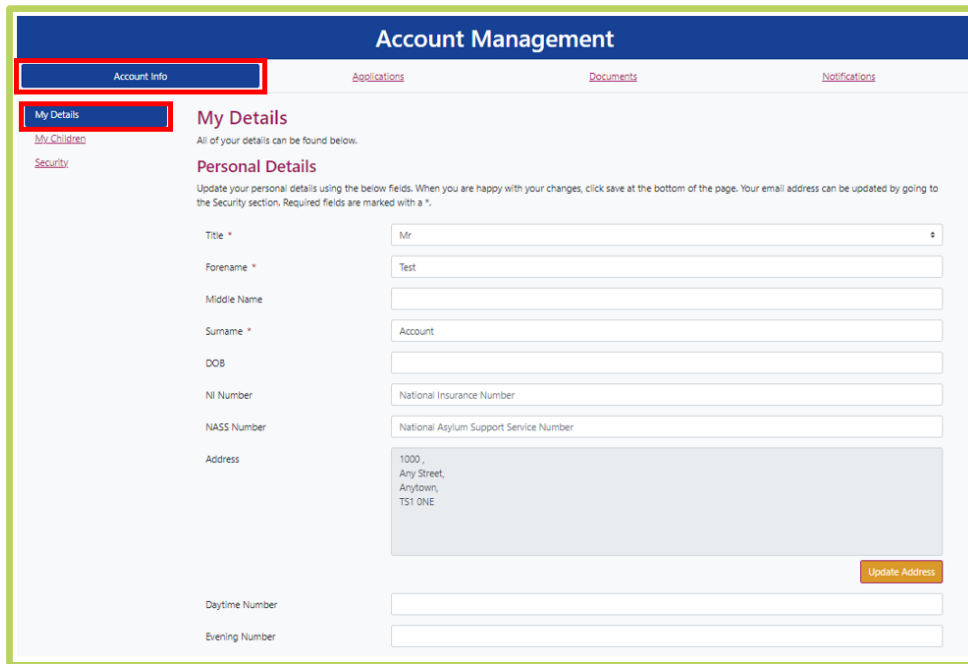
1. Whenever you have submitted an application your Account Management page will open.



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' interface. The 'Account Info' tab is selected. Under 'My Details', the 'Personal Details' section is active. It contains a form with the following fields: Title (Mr), Forename (Test), Middle Name, Surname (Account), DOB, NI Number (National Insurance Number), NASS Number (National Asylum Support Service Number), Address (1000, Any Street, Anytown, TS1 0NE), Daytime Number, and Evening Number. An 'Update Address' button is located at the bottom right of the address field.

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

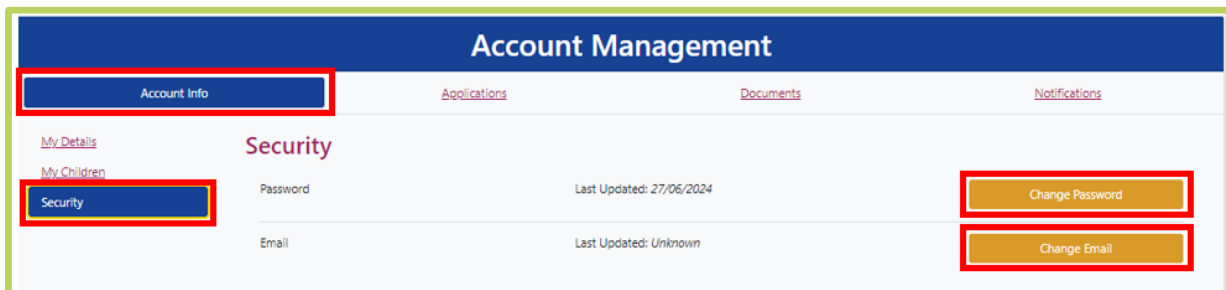


The screenshot shows the 'Account Management' interface. The 'Account Info' tab is selected. Under 'My Children', the 'My Children' section is active. A 'New Child' button is highlighted. Below it is a table of children:

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

Each row in the table has an edit icon (pencil) to its right. The caption below the table is 'Table of your children'.

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



The screenshot shows the 'Account Management' interface. The 'Account Info' tab is selected. Under 'Security', the 'Security' section is active. It displays two rows of information:

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.

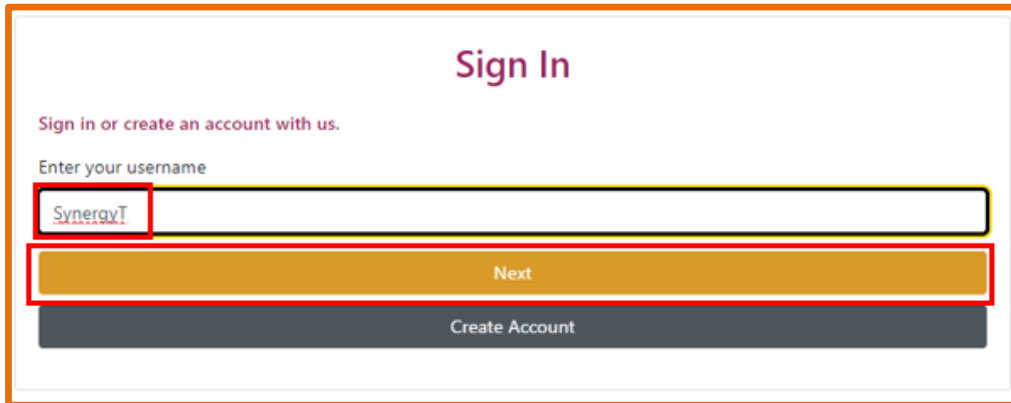
The screenshot shows the 'Account Management' interface with the 'Applications' tab selected. The 'Admissions' section is highlighted with a red box. Below it, the 'Alice Account' details for the 'Synergy Web Test Round' are displayed. The 'On Time' section shows the 'Date Started' as 28/06/2024 and the 'Status' as 'LA Received', both highlighted with red boxes. The 'Preferences' section lists two schools: Canon Popham C of E Primary Academy (Rank 1st) and Adwick Primary School (Rank 2nd). A 'View' button is visible at the bottom right of the application details.

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.

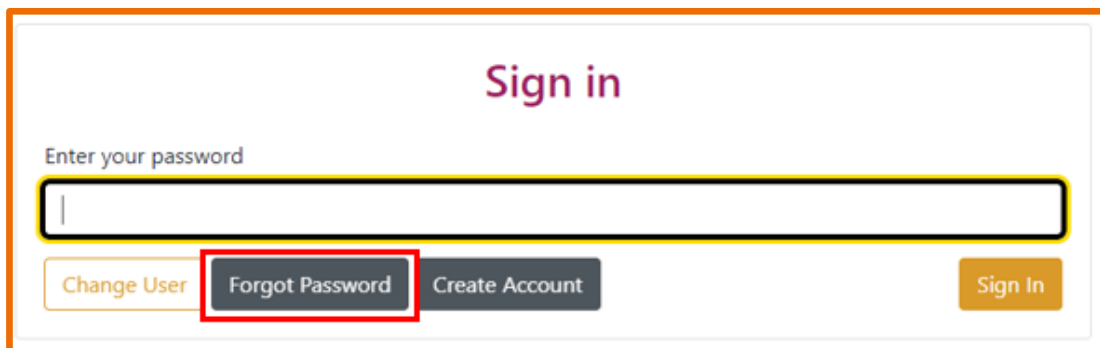
The screenshot shows the 'Account Management' interface with the 'Applications' tab selected. The 'Admissions' section is highlighted with a red box. Below it, the 'Cookie Monster' details for the 'Synergy Web Test Round' are displayed. The 'On Time' section shows the 'Date Started' as 02/07/2024, the 'Status' as 'Submitted', and the 'Deadline Date' as 03/07/2024 0000. The 'Preferences' section lists two schools: Adwick Primary School (Rank 1st) and Canon Popham C of E Primary Academy (Rank 2nd). A 'View' button and an 'Unsubmit' button (highlighted with a red box) are visible at the bottom right of the application details.

Forgotten Password

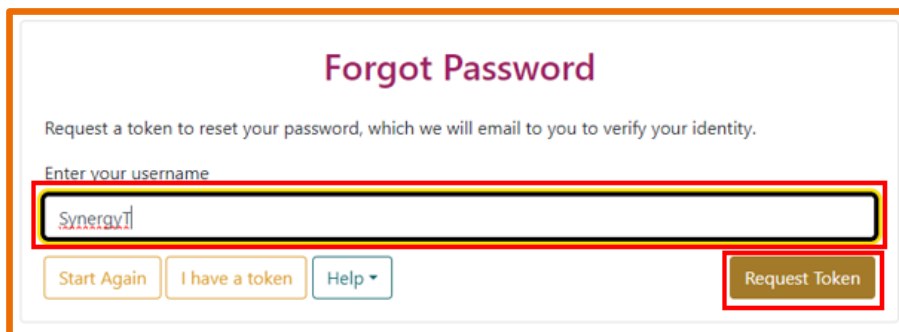
1. Type your **username** in the box and click the **Next** button.



2. Click the **Forgot Password** button.



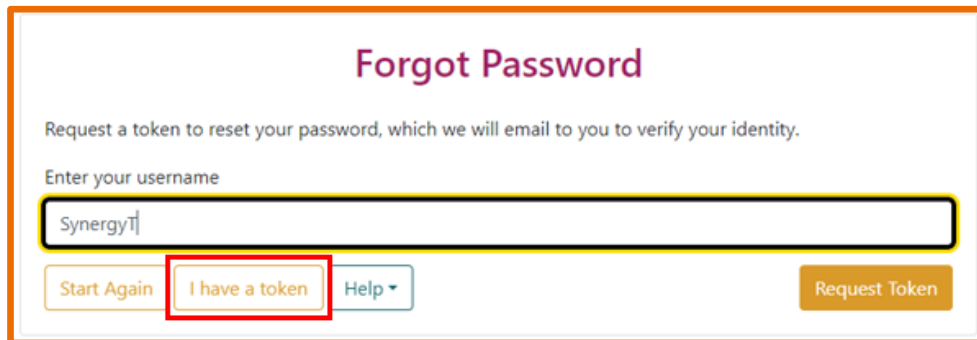
3. Re-type your username and click the Request Token button.



4. 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.



5. 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.

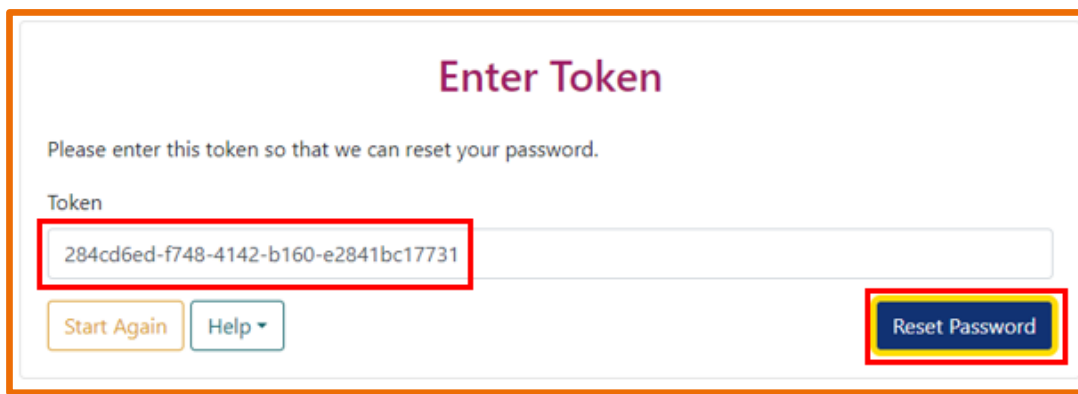
Enter your username

SynergyT

Start Again I have a token Help

Request Token

6. 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.

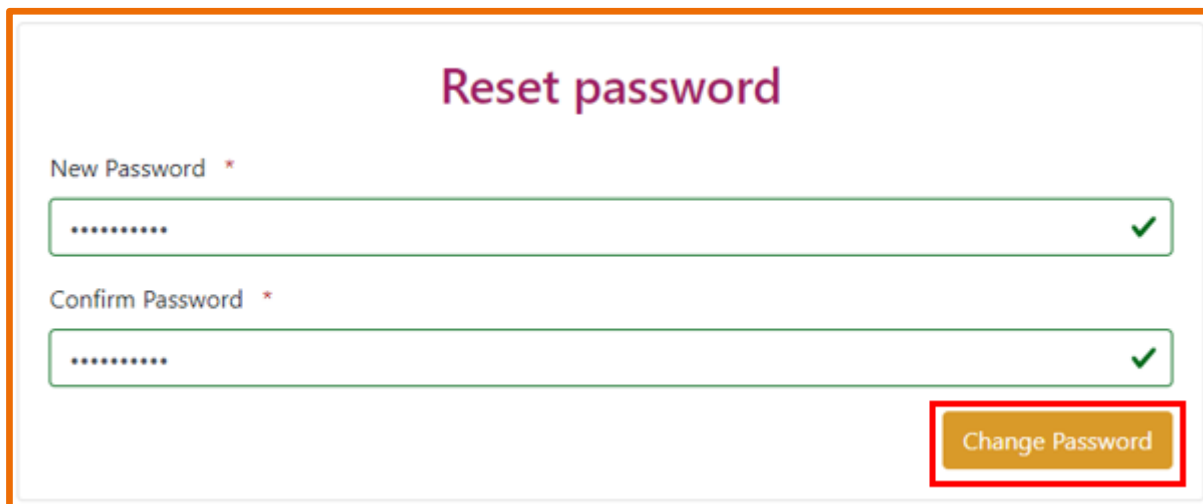
Token

284cd6ed-f748-4142-b160-e2841bc17731

Start Again Help

Reset Password

7. 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