



# 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](https://doncastercouncil.sharepoint.com/sites/S_Integrated_People_Solution_DIPS_Training/Shared Documents/General/Training Guides/Synergy)

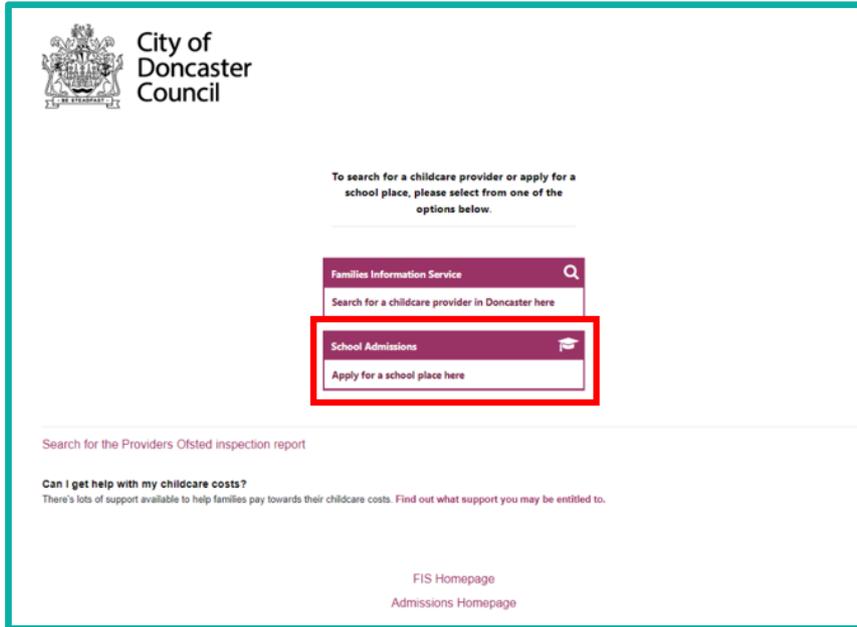
DATE	VERSION	DESCRIPTION	AUTHOR
02/08/2019	V0.1	New Document	Atif Malik
01/07/2024	V0.2	System change	Paul Welch

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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](http://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.

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

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”

Sign In

Sign in or create an account with us.

Enter your username

Next

Back

Create Account

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

Create Account

**Personal Details**

Title \* Mr ✓

Forename \* Test ✓

Middle Name

Surname \* Account ✓

**Contact Details**

Email Address \* MRTSTACCOUNT@dispostable.com ✓

Confirm Email \* MRTSTACCOUNT@dispostable.com ✓

Daytime Number

Evening Number

Alternative Contact Number

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

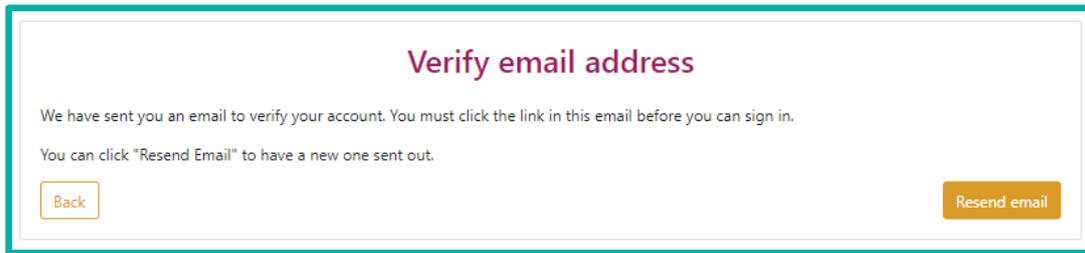
Confirm Password \*

This must match your password

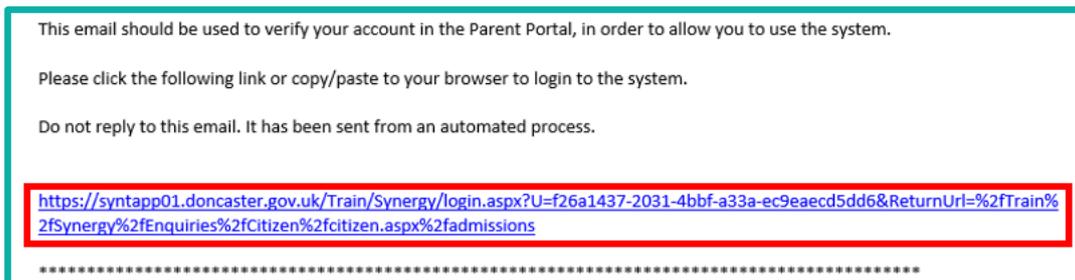
**Requirements:**

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

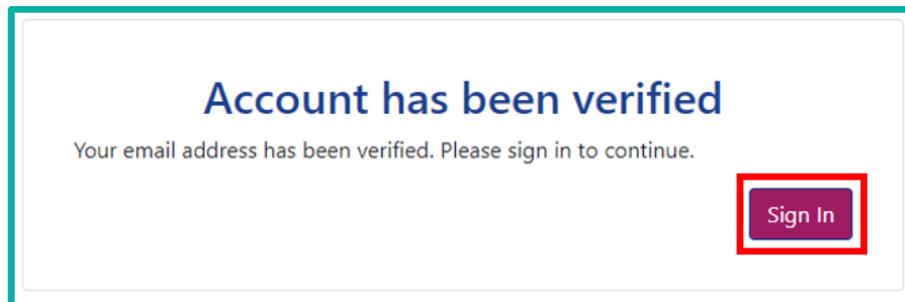
10. The system will then send you an email to verify your account.



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

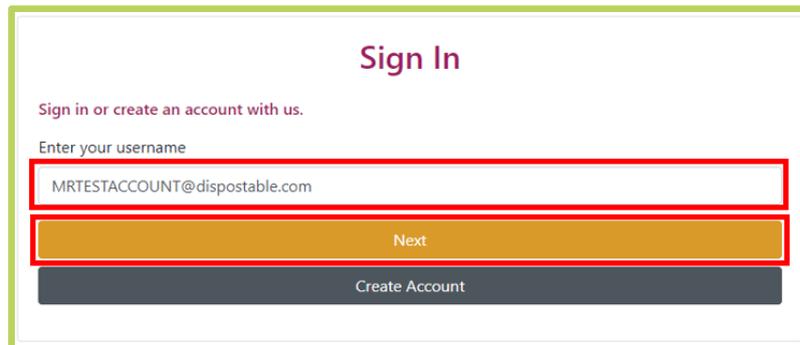


12. Once the link has been clicked the account will show as verified and you can click the **Sign In** button.



## Logging In

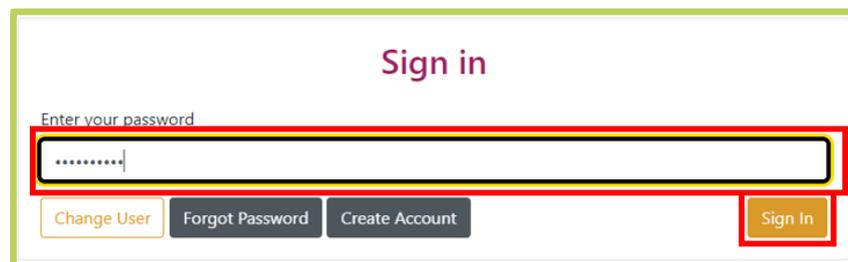
1. On the Sign In screen enter your **Username** (the email address) used to create the account and click the **Next** button.



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

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

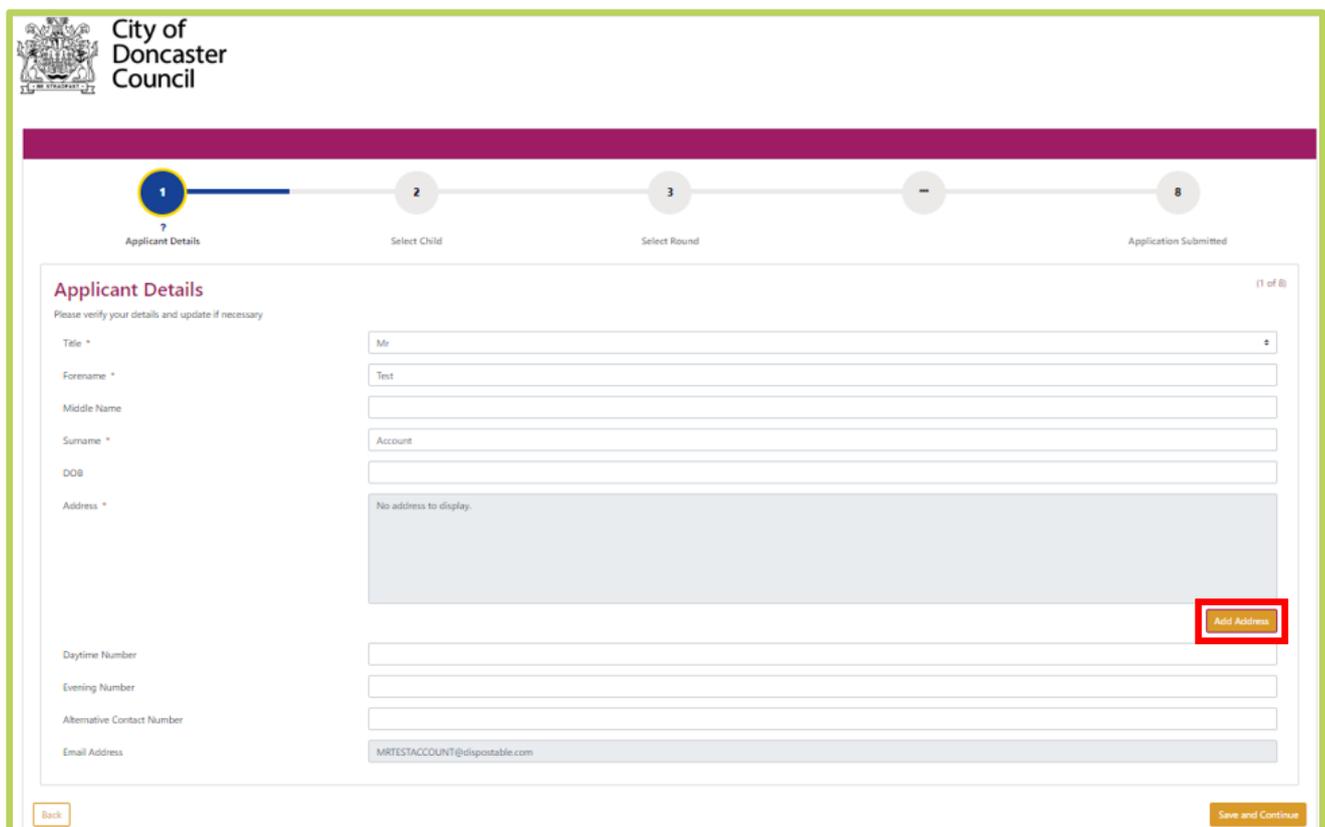
2. Enter your password in the **Password** field and click the **Sign In** button.



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
- Button: 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](#)".

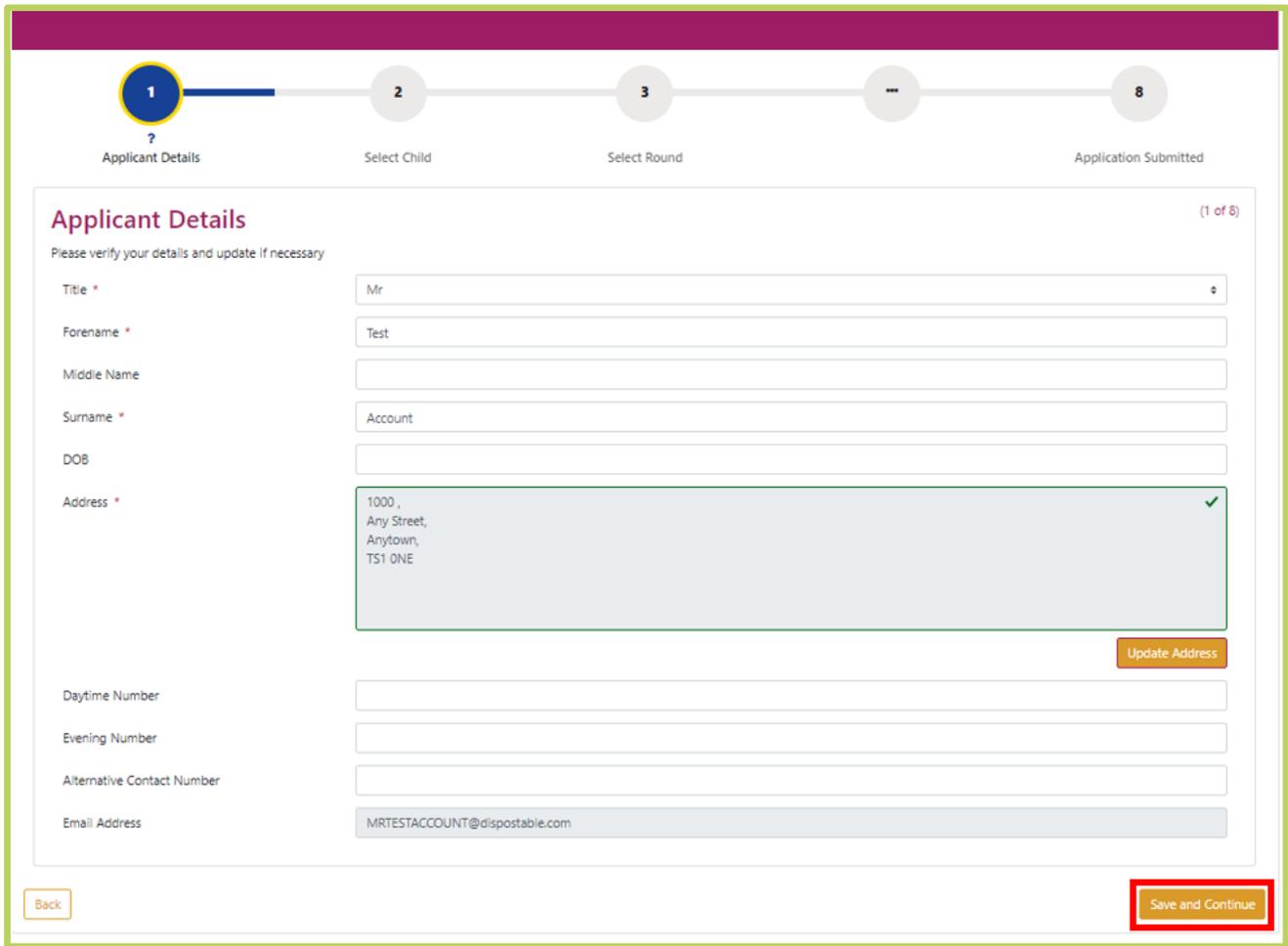


The screenshot shows the 'City of Doncaster Council' Applicant Details page. The page includes a progress bar with steps: 1 Applicant Details, 2 Select Child, 3 Select Round, and 8 Application Submitted. The 'Applicant Details' section contains the following fields:

- 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

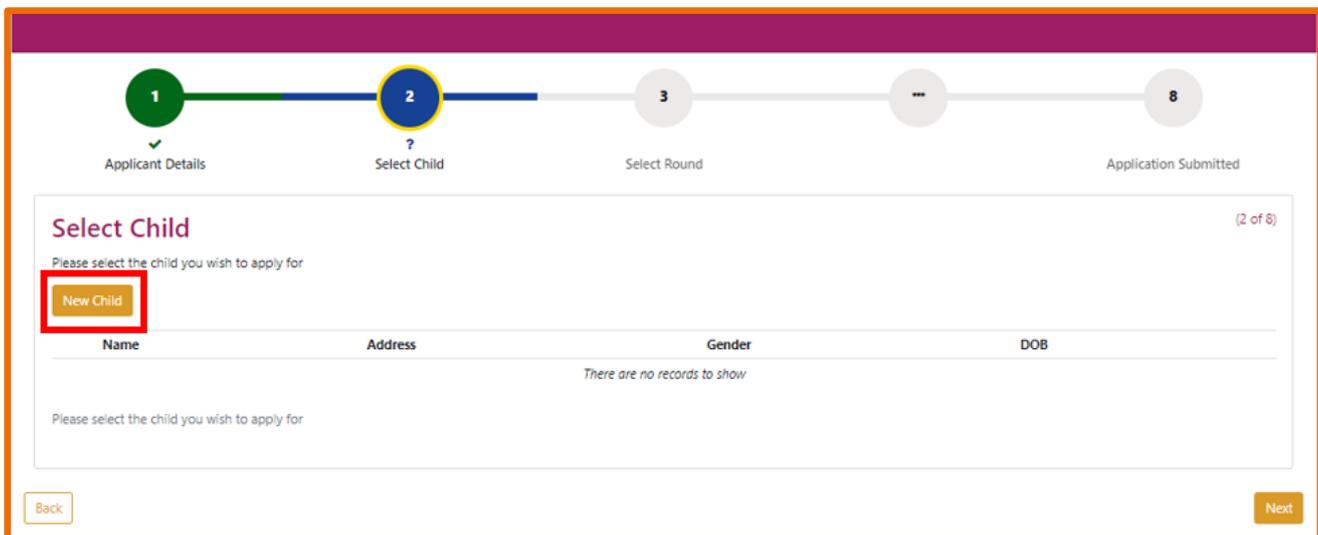
Alternative Contact Number

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. The fields are filled with: Forename: Adam, Middle Name: (empty), Surname: Account, DOB: 05 Dec 2019, Gender: Male. The checkbox 'Address same as Applicant?' is checked. The 'Save' button is highlighted with a red box.

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. The fields are filled with: Forename: Alice, Middle Name: (empty), Surname: Account, DOB: 05 Dec 2019, Gender: Female. The checkbox 'Address same as Applicant?' is unchecked. The 'Add Address' button is highlighted with a red box.

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. It contains a table with two rows of child data. The first row is selected, and the 'Next' button is highlighted with a red box.

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. 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

Next

7. Continue filling in the information providing details of:

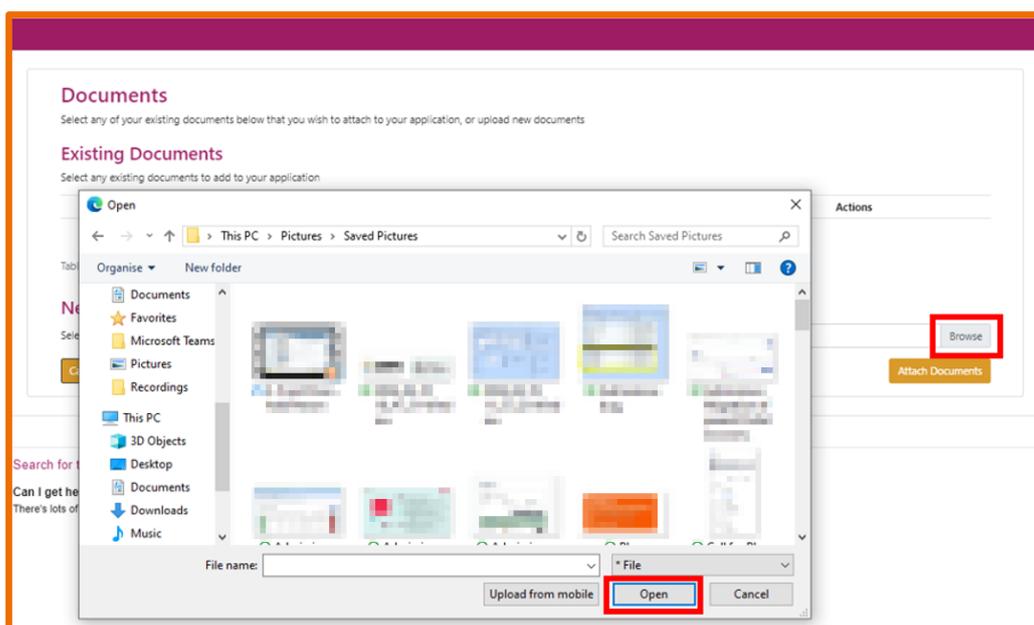
*Your Relationship to the Child*

*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



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]

## 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 [edit icon] located in the banner for each section.

4 Application Details ✓ 5 Select Your Preferences ✓ 6 Preference Reasons ✓ 7 Submit Application ? 8 Application Submitted

**Submit Application** (7 of 8)

This application has NOT yet been submitted.

The on time submission period for this application ends on 02/07/2024 00:00. After this time your application can still be submitted, but it may be considered late in accordance with the late application policy.

Applicant Data [edit icon]

**Applicant Name**  
Test Account

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

**Evening Number**  
Not Supplied

**Daytime Number**  
Not Supplied

**Alternative Contact Number**  
Not Supplied

**Email Address**  
MRTESTACCOUNT@dispostable.com

Selected Child [edit icon]

**Name**  
Adam Account

**Future Address**  
Not due to change 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**.

Preference Reasons

Preference Reasons

Faith Details

No Faith

Collapse All Expand All

**Disclaimer**

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.

I have read the disclaimer \*

Back Submit Application

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

4 5 6 7 8

Application Details Select Your Preferences Preference Reasons Submit Application Application Submitted

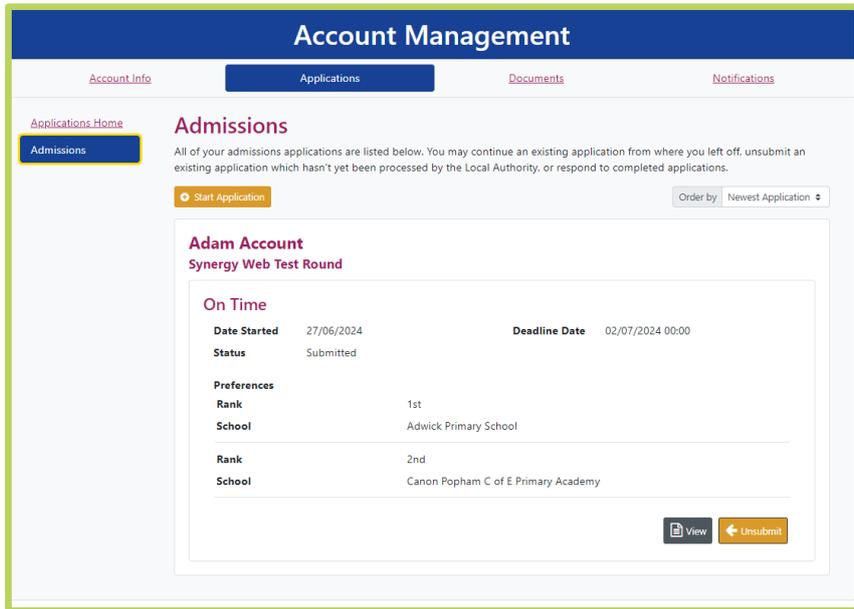
**Application Submitted** (8 of 8)

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

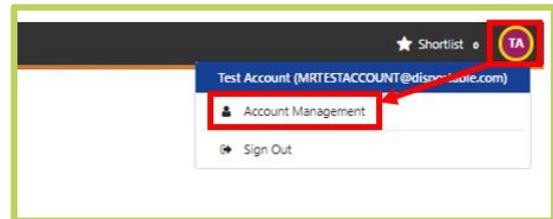
New Application Finish

## 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 page can be used to update your Personal Details.

The screenshot shows the 'My Details' section of the Account Management page. The 'Account Info' tab is selected. The 'My Details' section contains a form for updating personal information. The form includes fields for Title, Forename, Middle Name, Surname, DOB, NI Number, NASS Number, Address, Daytime Number, and Evening Number. The 'Personal Details' section is highlighted with a red box. The form is currently filled with test data: Title (Mr), Forename (Test), Surname (Account), NI Number (National Insurance Number), NASS Number (National Asylum Support Service Number), Address (1000, Any Street, Anytown, TS1 ONE), Daytime Number, and Evening Number. There is an 'Update Address' button at the bottom right of the form.

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

The screenshot shows the 'Account Management' interface with the 'My Children' section selected. The 'Account Info' tab is highlighted in the top navigation bar. In the left sidebar, 'My Children' is selected. A 'New Child' button is highlighted in a red box. Below it is a table with the following data:

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 a small edit icon in a red box to its right. Below the table is the text 'Table of your children'.

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

The screenshot shows the 'Account Management' interface with the 'Security' section selected. The 'Account Info' tab is highlighted in the top navigation bar. In the left sidebar, 'Security' is selected. The main content area shows two rows of security settings:

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

The 'Change Password' and 'Change Email' buttons are highlighted in red boxes.

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 in the left sidebar. A 'Start Application' button is highlighted in a red box. The main content area shows an application for 'Alice Account' for 'Synergy Web Test Round'. The application details are as follows:

On Time	
Date Started	28/06/2024
Status	LA Received
Preferences	
Rank	1st
School	Canon Popham C of E Primary Academy
Rank	2nd
School	Adwick Primary School

A 'View' button is located 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. The 'Applications' tab is selected. Under 'Admissions', there is a 'Start Application' button and a 'Newest Application' dropdown. The main content area displays an application for 'Cookie Monster Synergy Web Test Round'. It includes a table with the following data:

On Time	
Date Started	02/07/2024
Status	Submitted
Deadline Date	03/07/2024 0000

Below the table, there are 'Preferences' listed:

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

At the bottom right of the application card, there are 'View' and 'Unsubmit' buttons, with the 'Unsubmit' button highlighted by a red box.

## Forgotten Password

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

The screenshot shows the 'Sign In' page. It has the heading 'Sign In' and the sub-heading 'Sign in or create an account with us.'. Below this is the prompt 'Enter your username'. There is a text input field containing the username 'SyneraxT'. Below the input field are two buttons: 'Next' (highlighted with a red box) and 'Create Account'.

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

The screenshot shows the 'Sign in' page. It has the heading 'Sign in' and the prompt 'Enter your password'. There is a password input field. Below the input field are four buttons: 'Change User', 'Forgot Password' (highlighted with a red box), 'Create Account', and 'Sign In'.

3. 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

SynergyT

Start Again I have a token Help

Request Token

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.

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.

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