

## Parent Portal Guide

This guide will outline how to log in, manage your account, access forms and keep track of your applications/forms.

Click on the options below to view help and guidance for that area:

Creating an Account

Managing Your Account

Forms/Applications

If you require any further assistance or have any questions regarding how to operate the Synergy Parent Portal, please email [Synergy.Admin@northnorthants.gov.uk](mailto:Synergy.Admin@northnorthants.gov.uk).

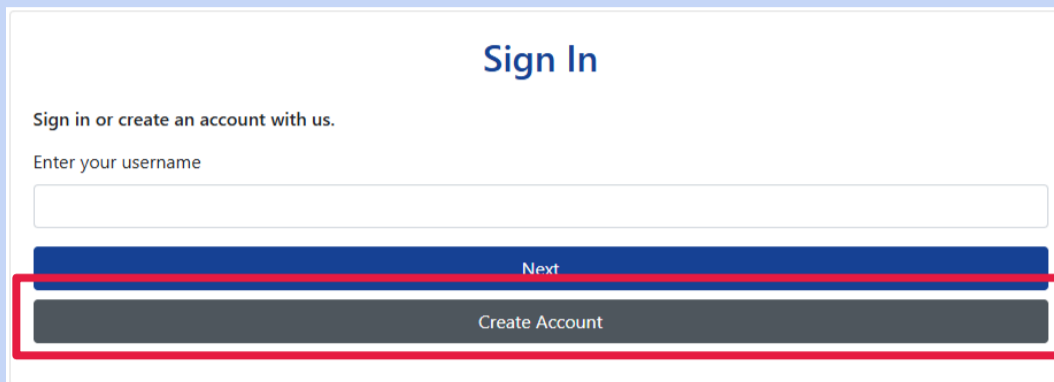


## Creating an Account

**Step 1** To create an account, click on either; the 'sign in' option in the top right of the screen or click on 'Manage Account'.



**Step 2** Click 'Create Account'



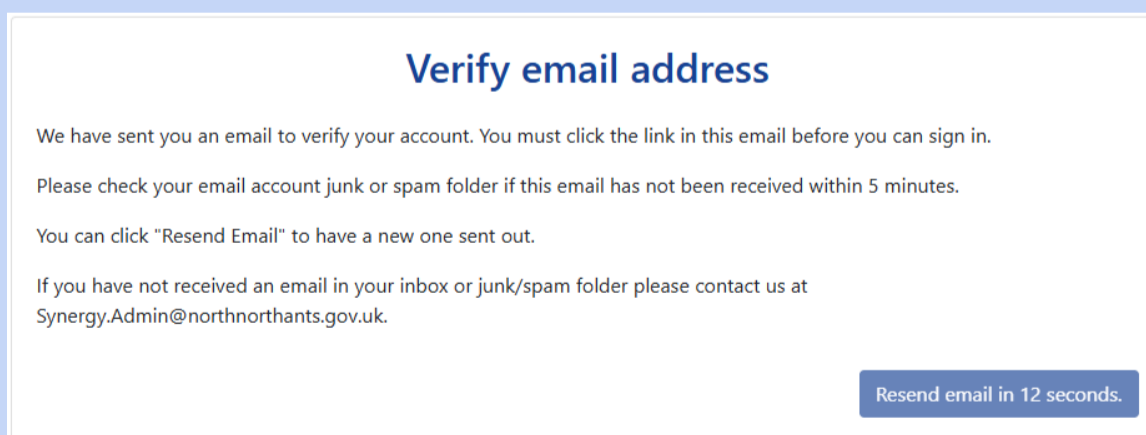
**Step 3** Fill in your details. Information which must be completed is marked with an asterisk (\*)

Although we do advise you complete as much information as possible when signing up as this will create further ease while using the portal.

Once you have filled in all the relevant information, click 'Create' at the bottom right of the page.

A screenshot of a 'Create Account' form. The title is 'Create Account'. The form is divided into several sections: 'Personal Details' with fields for Title, Forename, Middle Name, and Surname; 'Contact Details' with fields for Email Address, Confirm Email, Daytime Number, Evening Number, and Mobile Number; 'Address' with a dropdown menu showing 'No address to display'; and 'Account Security' with fields for New Password and Confirm Password. There is a 'Start Again' button at the bottom left and a 'Create' button at the bottom right, which is highlighted with a red box.

**Step 4** You will be sent an email to the email address you used to create your account with. When you receive this email, follow the instructions provided to verify your email address.



## Managing your Account

To change your password, edit your contact details, update your family or manage your account in any other way, click on the option from the left-hand side of the page titled: 'Manage Account'.

- Homepage
- Manage Account
- Education, Health and Care (EHC) Needs Assessment and

Account Info

On the Account Info Page, you will have the following options:

**My Details:** This option allows you to update your personal information such as: Name, Address, NI Number, NASS Number and Contact Number

**My Children:** This lets you add your children to the system, if you elect to do this, when completing a form, you can add your child to the form.

**Security:** Here you can change your password or email address linked to your account.

### Adding Your Children

Add the child's details and School (The school is not a required field so if you are having trouble finding the school do not worry, you can still add your child(ren) without adding a school.

#### Create Child

To create a new child, please complete the following details and the

Forename \*

Middle Name

Surname \*

DOB \*

Gender \*

Address same as Applicant?

Applications

Through the applications tab you can view your submitted forms. You can click on the highlighted forms to view them. (Please be aware you cannot edit submitted forms)

You will also see the status of a form, if a form is in the 'Pending' stage then it has been submitted and it is waiting for the relevant team to check it and either approve or reject it. Once this has happened you will see the status change to reflect this. You will also receive an email notifying you of the status change – if it has been rejected the email will outline why it has been rejected.

Documents

The 'My Documents' section lets you view the documents you have uploaded to forms  
Or  
Under 'Received Documents' you can view and download and documents you have received.


Notifications

Manage and update your notification settings.  
All will be turned off by default, if you wish to receive notifications of the options provided tick any you want to receive and then click save.

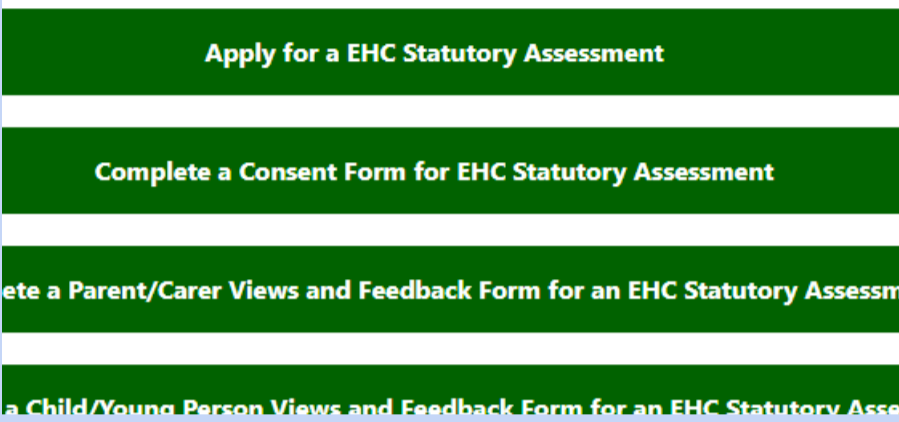
(Please note if you have any forms rejected you will always receive a notification from the team to state why it has been rejected)

## Forms

**Step 1** If you want to submit a request or form, you will need to select the relevant team from the list on the left-hand side of the page.




**Step 2** Select the form you want to complete.

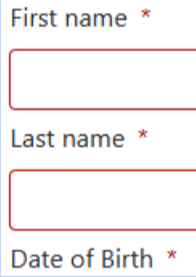


**Step 3** Select the child it is regarding by clicking the tick box next to their name. If you haven't added the child to your account, you can do that here by clicking the 'New Child' option.

(If you are not signed in your will be prompted to sign in or create an account)



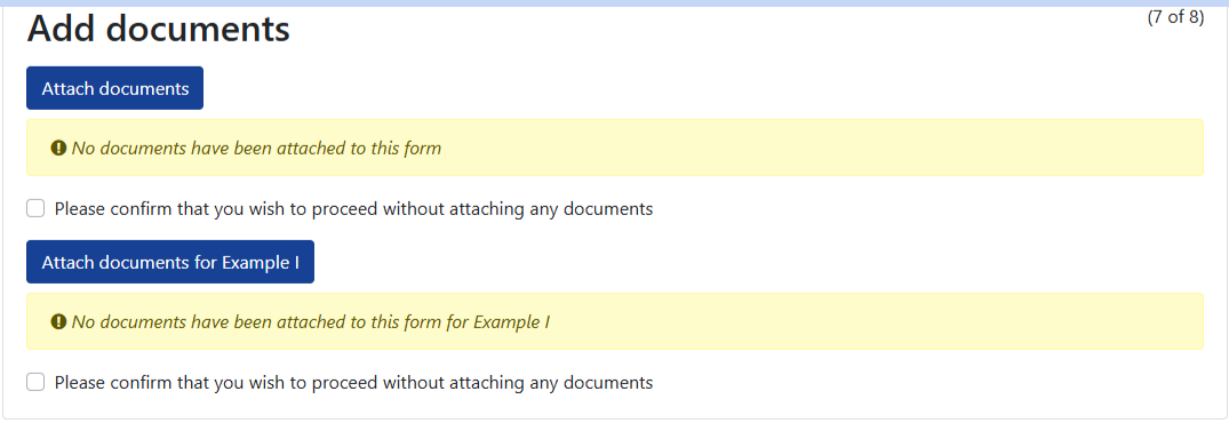
**Step 4** Fill in all necessary details in the form you are completing. (If a section is marked with an asterisk (\*) then it is a mandatory to be completed section).



**Step 5** Once you have completed a section you will see an option to 'Save and Continue', clicking on this will save your form at that point. You can pick up your progress at any point under your account details you will see your forms in progress.



**Step 5** Some forms will allow you to upload supporting documents. You will have the option to attach the documents to the form or for the child you are completing the form for. It does not matter which option you choose. Please **DO NOT** attach the same document for both options. To upload a document, click on 'Attach Documents' or 'Attach documents for *Child*'.



Step 6

You will then have the option to add any of your previously attached documents from a list – do this by clicking the check box against the document you want to attach.

Or if you want to add a new document, click 'Browse' to open your files, select the document you want to attach. You will see it has been added, then click 'Attach Documents'. Repeat if you want to attach multiple documents.

### Add Documents

Select any of your existing documents below that you wish to attach to your form or upload new documents

#### Existing Documents

Select any existing documents to add to your form







	Filename	File Description	Created Date	Actions
<input type="checkbox"/>	Test 2.docx	test2	23/01/2026 13:03	  
<input type="checkbox"/>	Test.docx	test	05/08/2025 10:14	  

Table of your existing documents

#### New Document

Select files to upload

*No documents have been attached to this form for Example 1*

Please confirm that you wish to proceed without attaching any documents

Step 7

Finally, to attach all the documents you have selected and/or added, you will need to tick the confirmation boxes.

Please tick the confirmation box to confirm the attached documents are correct.

Also tick the box against the any options which you didn't attach documents for.

No Attachments

If you don't need to attach any documents then check all boxes to say you are happy to proceed without attaching.

### Add documents (7 of 8)





Filename	File Description	Created Date	Actions
Test 2.docx	test2	23/01/2026 13:03	 
Test.docx	test	05/08/2025 10:14	 

Table of your selected documents for this form

Please confirm the attached documents are correct

*No documents have been attached to this form for Example 1*

Please confirm that you wish to proceed without attaching any documents

Step 8

Click 'Submit' – Please be aware you cannot edit or update any details on a form after submission