

## How to access the SEND professional portal

To access the SEND professional portal, you are required to download a free app called 2FA Authenticator.

### About 2FA Authenticator app

This app is only 2MB and does not retain your personal information or any other sensitive information.

The app provides a second form of verification, a six-digit secure passcode. This will be required each time you sign in. Do not delete the app or the code.

### Download 2FA Authenticator app

To download 2FA Authenticator:

- Open the App Store or the Play Store app
- Type 2FA Auth in the search.
- Select the 2FA Authenticator (2FAS) app with a red badge and three white lines.



- Install the app.

### Log in details

Only Microsoft Edge, Google Chrome and Safari are compatible with the portal.

An email with the subject SEND professional portal will be sent from [EalingEducationICT@ealing.gov.uk](mailto:EalingEducationICT@ealing.gov.uk) containing your username and temporary password.

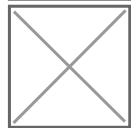
Copy and paste the URL: <https://synergyweb.ealing.gov.uk/Synergy/Gateway/> into the browser search bar.

Read more on how to [access to the SEND professional portal](#) using 2FA Authenticator

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[How to access the SEND professional portal.pdf \(pdf\)](#)



[Education Settings and SENCO guide to submitting an ERSA 23022024.pdf \(pdf\)](#)

### Related content

[SEND professional portal](#)

[SENCO guide to the parent and young person's portal](#)

#### Contact:

- **Education ICT:** [EalingEducationICT@ealing.gov.uk](mailto:EalingEducationICT@ealing.gov.uk)

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- [Neutral](#)
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Last updated: 05 Apr 2024