

Special Educational Needs Inclusion Fund (SENIF) – Guidance

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Accessing the portal

Request access to the portal

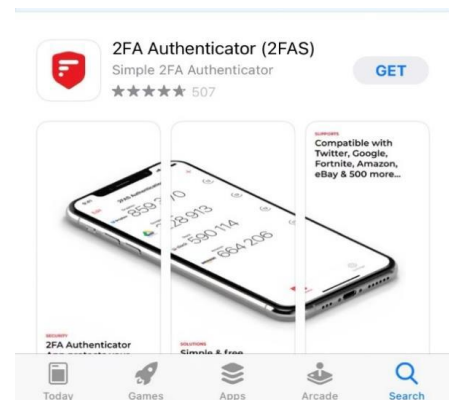
Email ealingeducationICT@ealing.gov.uk requesting access to the portal.

1. Download Authenticator App

To access the portal, you are required to download a free app called **2FA Authenticator (2FAS)** that enables two-factor authentication.

When searching for the app, a few options maybe returned, see image on right showing the app's logo, ensure the correct app is downloaded.

This app is only 2mb and does not hold any personal or sensitive information.



2. How to sign into the portal

Once you have your username and temporary password

Copy and paste <https://synergyweb.ealing.gov.uk/Synergy/Gateway/> into either **Microsoft EDGE**, **Google Chrome** or **Safari**. These are the only compatible browsers.

You may want to add this URL to your favourites, click on the Star icon with the plus sign.



Enter your Parent email address or Professional username, enter your username or email address. Click Sign In with Existing Account.

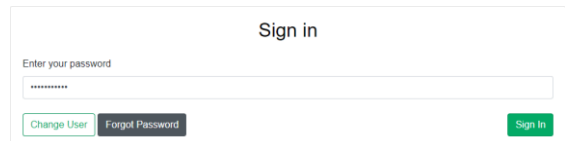
OR

Sign in with your Parent or Professional Account

Enter your Parent email address or Professional username

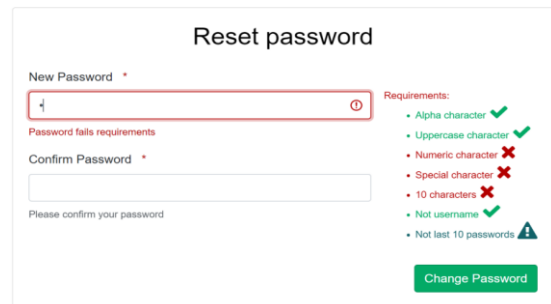
Enter your temporary password, click **Sign In**.

PLEASE NOTE: there is a Forget Password option that might be useful in future.

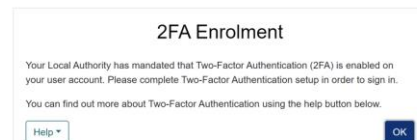


Create a new password in accordance with the requirements shown.

Click Change Password.

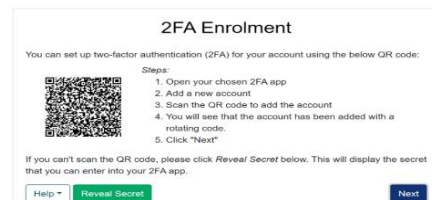


In the 2FA Enrolment screen click OK



Within the portal, the QR Code is now available to be scanned.

This QR code is for guidance ONLY and you will need to access a unique QR code from the portal.



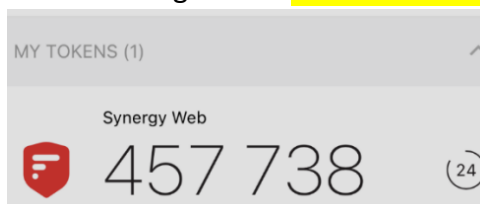
In the portal, click Next.

3. Scan the QR code

Open the 2FA app, tap on the red circle with the white plus sign, top right corner, scan the QR code.

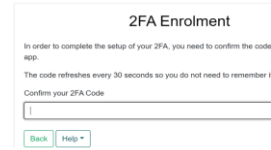


In the app, a token will appear called Synergy Web, displaying your username underneath and a six-digit authentication code with a 30 second time counting down. **This code is for guidance ONLY**



In the 2FA Enrolment screen, add the six-digit authentication code giving enough time before the timer runs down.

Click **Confirm** then in the next screen click **Finish**.



Sign in every SIX WEEKS to keep your account active. Set up a reminder in outlook to help complete this, logging in only takes a minute.

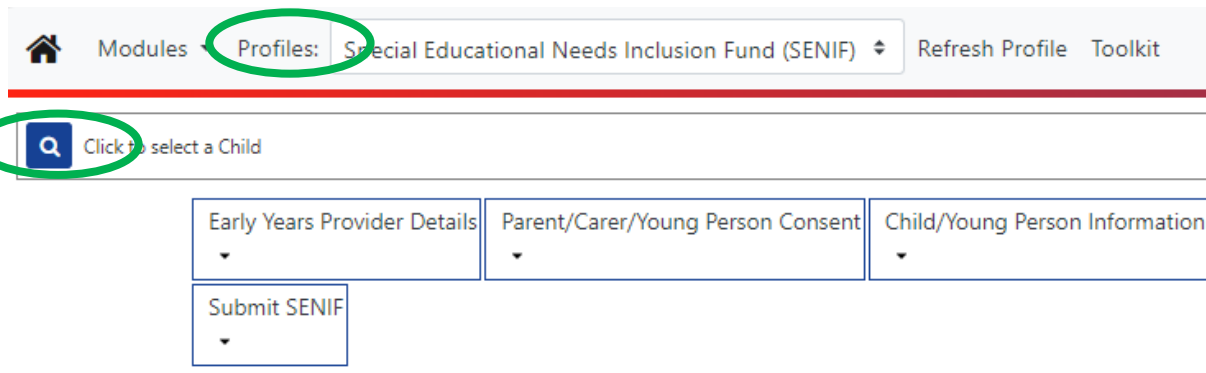
PLEASE NOTE: The Forget Password option can be used to change your password on the sign in page however this will only work if your account has been signed into within SIX WEEKS.

If you change your phone linked to the 2FAS app email ealingeducationICT@ealing.gov.uk to reset your account.

How to start the application

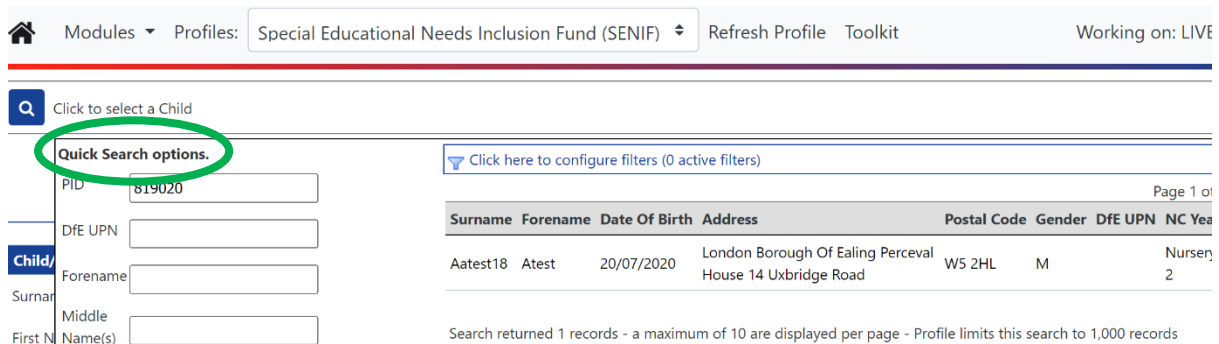
Select Profile

Click on the Profiles dropdown, select **Special Educational Needs Inclusion Funds (SENIF)**



Search and open a child's record
Click on the **spyglass icon**, top left corner.

Quick Search options window pops up. Use search option **Forename** and **Surname** or **Date of Birth**. After entering the criteria, click **Search**.

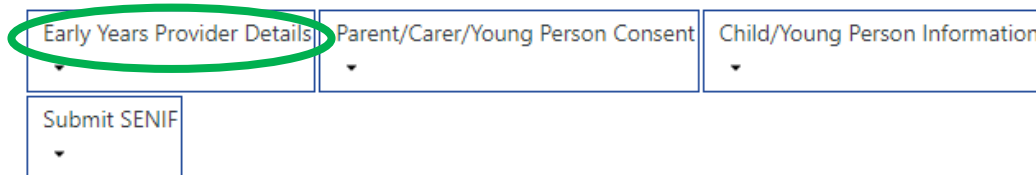


If you find duplicate records or cannot find a child please contact EalingEducationICT@ealing.gov.uk for support.

To open the record, click on the line returned on the right-hand side

How to start the application

Start with the **Early Years Provider Details** tab.

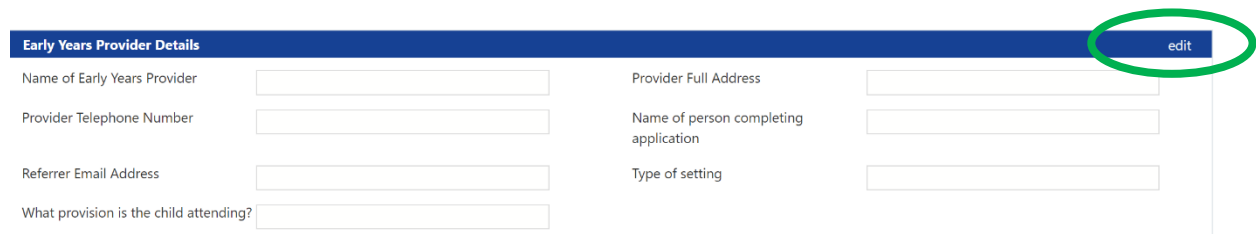


In the **Early Years Provider Details** section, click on the **edit** link on the blue bar and input the information then select update (save).

PLEASE NOTE: Update (save) regularly – it is essential to save regularly on an online platform in case you lose connection.

The portal will time out after 10 minutes of inactivity.

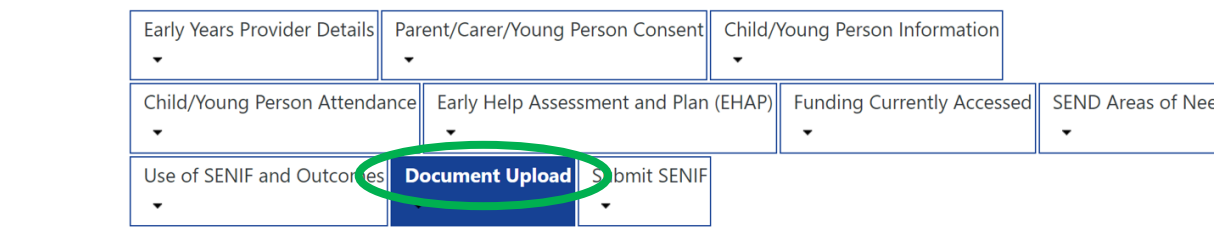
You will not be able to edit the child’s personal details.



How to Upload a Document

PLEASE NOTE: The portal only accepts uploads of PDFs that are no more than 9MB. Avoid scanned documents and convert word document to PDF.

Click on **Document Upload** tab.



In the **Document Upload** section click on **new**, add a **Title** and **Date Uploaded**. Under **Document Category** select **SEND (Portal)**.

Click on **Upload New File** then **Choose File** and navigate to the PDF file click on **Upload New File** then click **insert**.

If the file is password protected, add the password into the **Reason for information**.

The screenshot shows a 'Document Upload' form with the following fields: Title (containing 'Test'), Date Uploaded, Document Category, and Reason for Information (Including passwords to open document). The 'Reason for Information' field is circled in green. There is also an 'Upload New File' button and 'insert'/'cancel' options at the top right.

Preview application before submitting

Click on the **Submit SENIF** tab then **run report** section

The screenshot shows the 'Submit SENIF' section with a search bar and various dropdown menus for selection. The 'run report' button is circled in green. Below the form, there is a blue bar with the text 'Submit SENIF by clicking 'Run Report'' and a 'run report' button circled in green.

Under the **Report** dropdown select **SENIF (Preview)**

Leave **Format** as PDF Click **run report**

Check the PDF for any errors

The screenshot shows the 'Run Report' section with the following fields: Report (set to 'SENIF (Preview)'), Format (set to 'Portable Document Format (Pdf)'), and a legend indicating that '*' denotes a mandatory field. The 'run report' button is circled in green.

Submit application

Click on the **Submit SENIF** tab then **run report** section

Under the **Report** dropdown select **SENIF**

Leave **Format** as PDF

Click **run report**

Run Report

* Report

* Format

* = mandatory field

Open Report after creation **run report** **cancel**

A pop window will appear, click **ok**.

Report Saved

SENIF (Submission) SENIF(Submission) 03042024124514 saved to Document History

ok

Check the application submitted successfully

Click on the **Documents** tab, in **Documents List** you will see a line with the **SENIF (Submission)** and the submitters name on the right.

Document List				
Title	Document Name	Date Uploaded	Document Category	Modified Date
SENIF (Submission) SENIF(Su...	SENIF(Submission)_03042024...	03/04/2024	SENIF Application	03/04/2024 12:45:14

Further Assistance

If you are locked out, require further assistance or are experiencing technical difficulties please contact EalingEducationICT@ealing.gov.uk