

Schools Access Module (SAM) Guidance Document

Over the last couple of months there has been an update to the Schools Access Module which has slightly changed the look of the screens. This document will help you navigate the site and also provide you with some tips for logging on and resetting your password.

Links to SAM and the Provider Portal

The link for SAM is below, it can also be found on SchoolsNet:

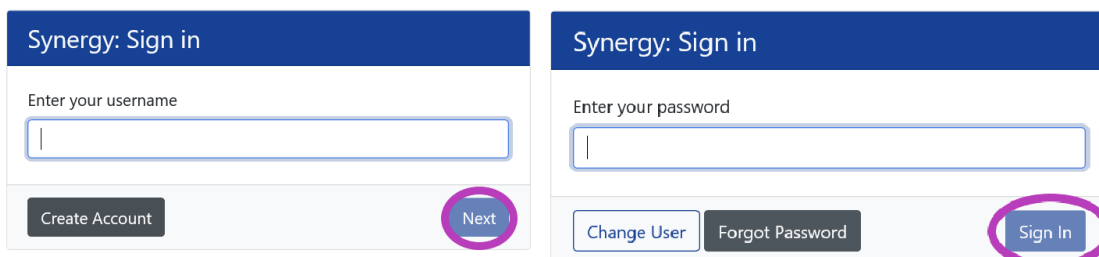
<https://caya-apps.derbyshire.gov.uk/Synergy/SynergyWeb/Schools>

Some of you also access the Provider Portal and the link for that is as follows:

<https://caya-apps.derbyshire.gov.uk/Synergy/SynergyWeb/Providers/>

Logging in to the SAM or Provider Portal

You will notice the Log on screen has changed to a 2-screen format, enter your Username on the first screen and press **Next** then enter your Password on the second screen and click **Sign In**.



i Please note that in the summer 2019 your Username and password were changed to meet new system requirements.

You were emailed in August and advised of your new details, so please make sure you are using these to log in. If you are having trouble finding the emails please be sure to check your Junk Box.

If you cannot find your new log in details, please raise a Halo ticket via the Halo Portal for Schools (IT Support for Education): [Self-Service Portal - Login](#) include your Name, Job Role and School Name and DFE number.

Forgotten Password

If you are unsure of your password, then you can reset this yourself. Please only attempt your Password **Twice** before resetting it as **Three** wrong attempts will mean you are locked out of the system completely and will need to raise a halo ticket via the Halo portal for Schools (IT Support for Education):

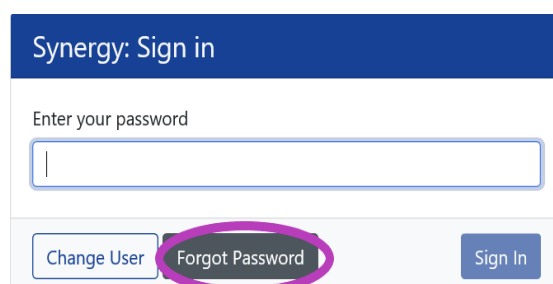
[Self-Service Portal - Login](#)

To reset your password you need to go to the Sign in screen and enter you Username and Click [Next](#)



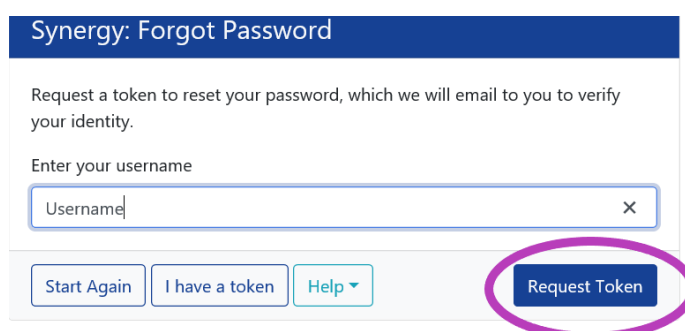
The image shows the 'Synergy: Sign in' screen. It has a blue header with the text 'Synergy: Sign in'. Below the header is a white box with the text 'Enter your username' and a text input field. At the bottom of the white box are two buttons: 'Create Account' on the left and 'Next' on the right. The 'Next' button is circled in purple.

Then Click on the forgotten password Link



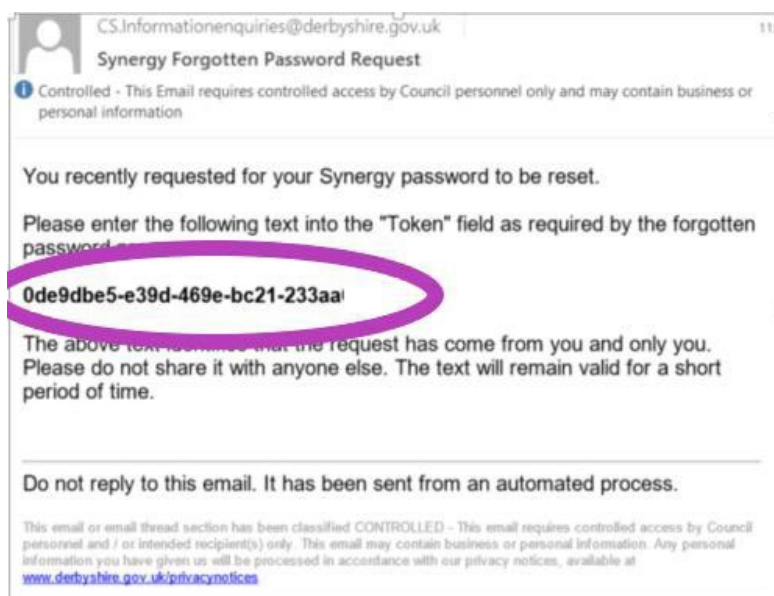
The image shows the 'Synergy: Sign in' screen. It has a blue header with the text 'Synergy: Sign in'. Below the header is a white box with the text 'Enter your password' and a text input field. At the bottom of the white box are three buttons: 'Change User' on the left, 'Forgot Password' in the middle, and 'Sign In' on the right. The 'Forgot Password' button is circled in purple.

You will be directed to another screen where you will be asked to enter your Username again and then click the [Request Token](#) button.

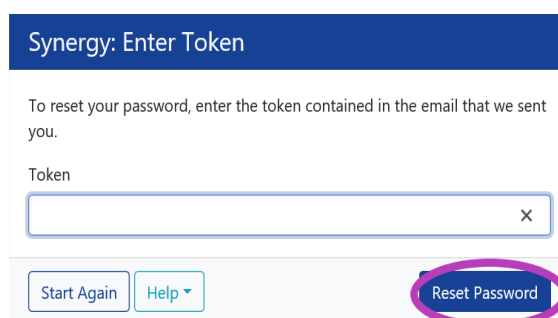


The image shows the 'Synergy: Forgot Password' screen. It has a blue header with the text 'Synergy: Forgot Password'. Below the header is a white box with the text 'Request a token to reset your password, which we will email to you to verify your identity.' and 'Enter your username'. There is a text input field with the text 'Username' and a small 'x' icon on the right. At the bottom of the white box are four buttons: 'Start Again' on the left, 'I have a token' in the middle, 'Help' with a dropdown arrow on the right, and 'Request Token' on the far right. The 'Request Token' button is circled in purple.

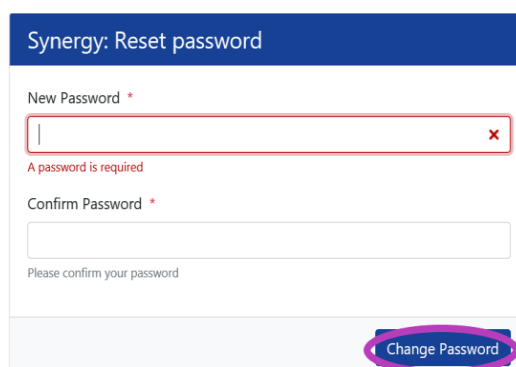
In 5-10 minutes you should receive an email which contains a token like the one below.:



You will need to copy and paste this token into the Token screen on SAM and then click the [Reset Password](#) button.



You should then be directed to a screen where you can change your password. Once you have chosen a password you will need to click the [Change Password](#) button.



You should now have access to your account. From here the screens should look familiar, you should be able to see the drop down list for selecting the admissions round for your school.

If you are still experiencing problems logging into your account, please raise a halo ticket via the Halo portal for Schools (IT Support for Education):

[Self-Service Portal - Login](#)

Try to include details of the issue you are having and the steps you have taken so far. This will help us to assist you quicker and more efficiently.