

Requesting a Halo Account

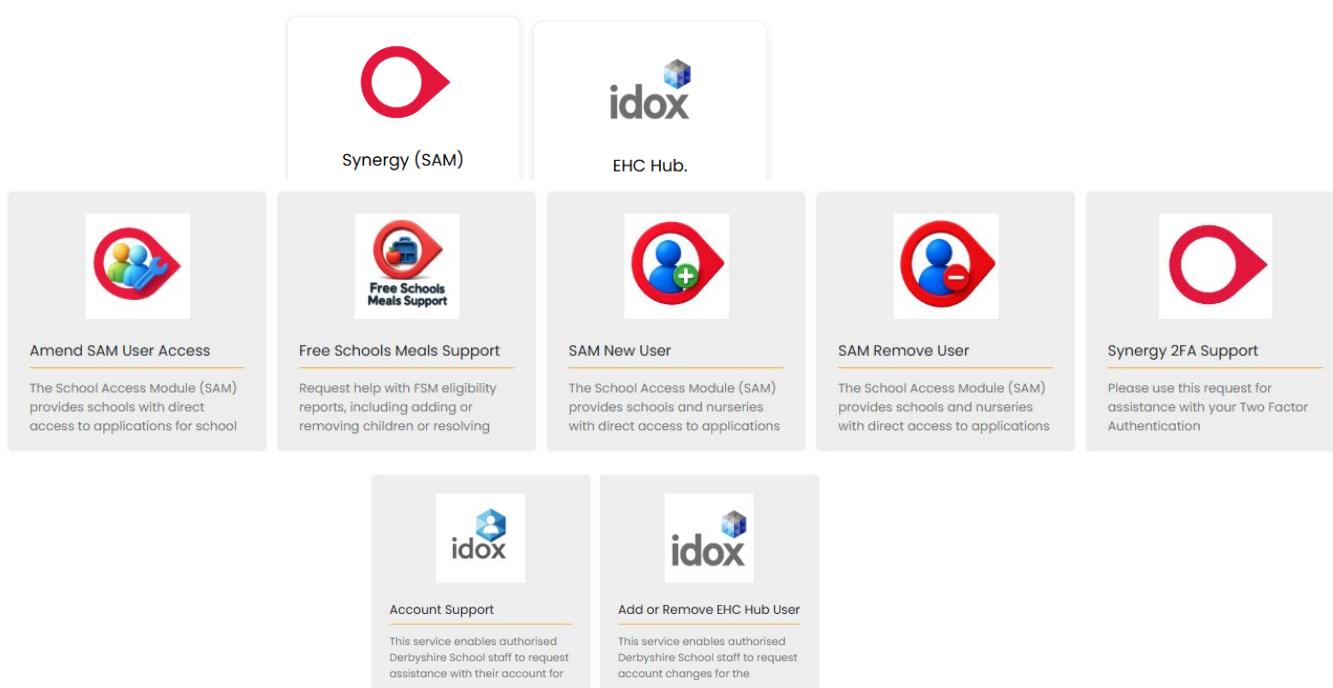
1. What is the purpose of a Halo Account

The Halo for schools portal is currently being improved to include Offerings that will allow users to get help with the EHC Hub and SAM.

We have been developing offerings to allow registered users to raise requests for amendments to SAM Users, EHC Hub users and also to request for help and support across the two systems.

The reason we have developed these offerings is to streamline the process and direct the requests to the relevant team quickly and more efficiently.

Please note there are specific offerings for these requests within their own sections in Halo as shown below.



If you currently request IT Support from the Education Data Hub then you will continue to do this the way you always have.

Requests relating to the EHC Hub and SAM should not be sent to the IT Support team in the Education Data Hub as they will not be able to process these requests.

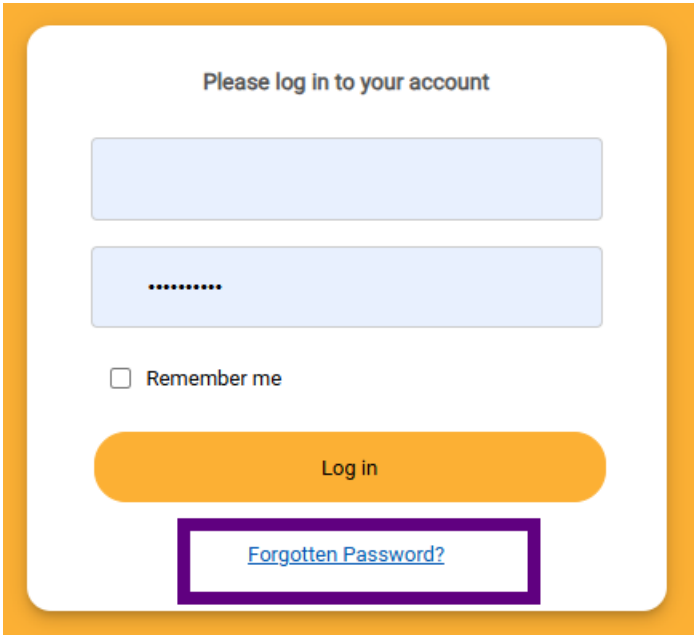
2. Who can request a Halo Account

Headteachers and Deputy Headteachers along with SAM users can make a request for a Halo Account.

We would encourage you to check before logging a request as you may already have an account which you use for contacting the IT support team in the Education Data Hub. You will use the same account just different offerings within the portal.

To check if you have an account please navigate to the following link [Self-Service Portal - Login](#) and select the forgotten password link on the log on page. You will be asked to enter your email address.

If you receive a password reset email, then you can reset your password and gain access to the System. If you don't receive an email, then you can follow the steps listed below to request an account.



The image shows a login interface with a white background and an orange border. At the top, it says "Please log in to your account". Below this are two light blue input fields: the first for a username and the second for a password, which is masked with dots. Under the password field is a checkbox labeled "Remember me". Below the checkbox is a large orange "Log in" button. At the bottom, there is a link that says "Forgotten Password?", which is highlighted with a purple rectangular border.

3. How do I request a Halo Account?

If you have tried completing the forgotten password link and haven't received an email, then you will need to request an account.

Halo accounts can be requested for Headteachers, Deputy Headteachers and SAM users.

If users cover multiple schools then you will need a Halo account for each school that you cover so that when requests are submitted in the future, we know which school the issue is related to.

To request an account please complete the Microsoft form on the following link [Request a Halo Account – Fill in form](#)

Please provide the details of the person completing the form along with the details of the person the account is for.

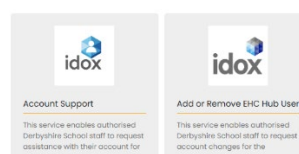
Requests will be automatically sent to our Applications support team who will validate and progress the request accordingly.

4. What can I do once I have an account?

Once you have an account you will be able to log into the portal and access the offerings that we currently have available. These include the following:

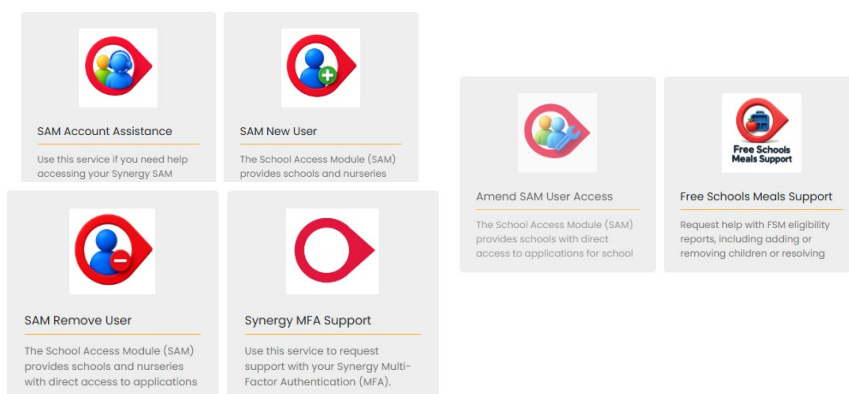
EHC Hub Offerings

- Account Support
- Add or Remove EHC Hub User



Synergy (SAM) Offerings

- Amend SAM Access
- Free School Meals Support
- SAM New User
- SAM Remove User
- Synergy 2FA Support
- Account Administration



Request for amendments to Users for the EHC Hub and SAM will only be accepted from the Headteacher or Deputy Headteacher.

General support assistance, 2FA Support and Free school meal support requests can be submitted by a SAM user as well as the Headteacher and Deputy Headteacher.

We will no longer be able to accept requests for SAM amendments by email so please ensure you follow the steps to create an account and make use of the offerings available. Requests should not be made to the IT Support Team in the Education Data Hub as they will not be able to process them.