

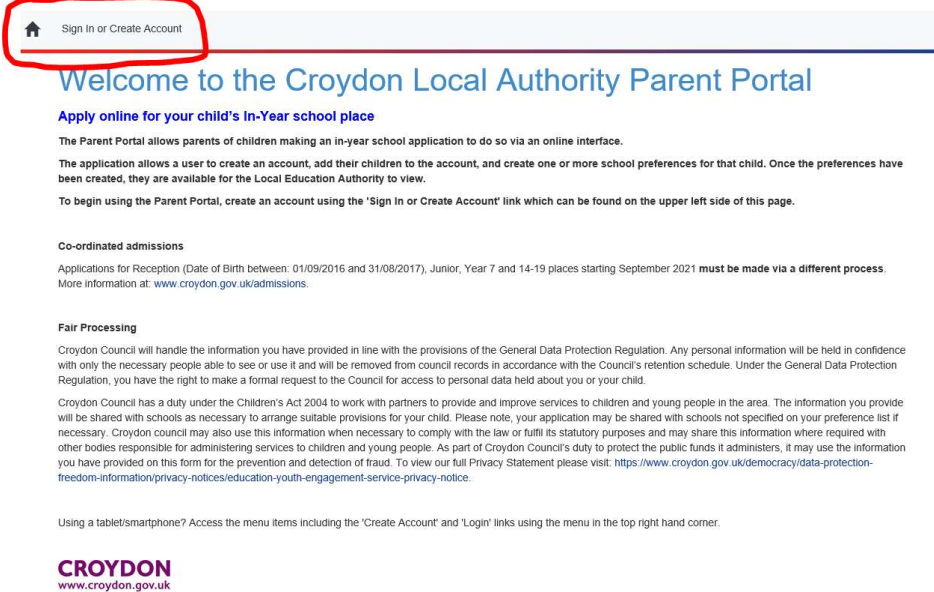
School Admissions Parent Portal – Frequently Asked Questions

How do I create an account to make an In-Year application?

Firstly you will need to access the online Croydon LA parent portal at:

<https://croydon.cloud.servelec-synergy.com/synergy/Parents/>

This will take you to the Parent Portal Homepage as below where you can either create an account, or if you have already done so, sign back into your account.



Sign In or Create Account

Welcome to the Croydon Local Authority Parent Portal

Apply online for your child's In-Year school place

The Parent Portal allows parents of children making an in-year school application to do so via an online interface.

The application allows a user to create an account, add their children to the account, and create one or more school preferences for that child. Once the preferences have been created, they are available for the Local Education Authority to view.

To begin using the Parent Portal, create an account using the 'Sign In or Create Account' link which can be found on the upper left side of this page.

Co-ordinated admissions

Applications for Reception (Date of Birth between: 01/09/2016 and 31/08/2017), Junior, Year 7 and 14-19 places starting September 2021 **must be made via a different process**.
More information at: www.croydon.gov.uk/admissions.

Fair Processing

Croydon Council will handle the information you have provided in line with the provisions of the General Data Protection Regulation. Any personal information will be held in confidence with only the necessary people able to see or use it and will be removed from council records in accordance with the Council's retention schedule. Under the General Data Protection Regulation, you have the right to make a formal request to the Council for access to personal data held about you or your child.

Croydon Council has a duty under the Children's Act 2004 to work with partners to provide and improve services to children and young people in the area. The information you provide will be shared with schools as necessary to arrange suitable provisions for your child. Please note, your application may be shared with schools not specified on your preference list if necessary. Croydon council may also use this information when necessary to comply with the law or fulfil its statutory purposes and may share this information where required with other bodies responsible for administering services to children and young people. As part of Croydon Council's duty to protect the public funds it administers, it may use the information you have provided on this form for the prevention and detection of fraud. To view our full Privacy Statement please visit: <https://www.croydon.gov.uk/democracy/data-protection-freedom-information/privacy-notices/education-youth-engagement-service-privacy-notice>.

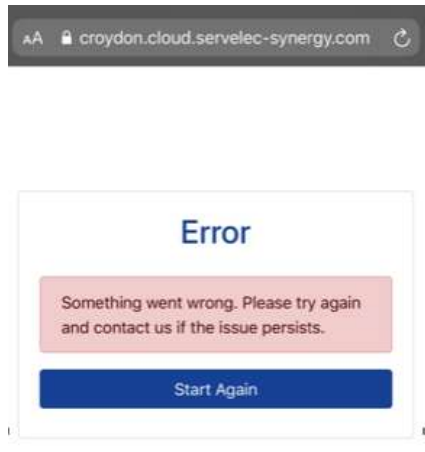
Using a tablet/smartphone? Access the menu items including the 'Create Account' and 'Login' links using the menu in the top right hand corner.

CROYDON
www.croydon.gov.uk

Before you make an in-year application please read the step by step guidance here:

www.croydon.gov.uk/admissions.

I am receiving an error message when I try to create an account?



This error sometimes appears if one of the required fields haven't been filled out when creating an account.

Please ensure that you have added information against all the required fields (these are marked with a red asterisk) on the create account page (Title, Forename, Surname, E-mail address and Password).

The screenshot below shows the mandatory fields when creating an account – you must make sure that all mandatory fields are completed, ensuring you enter the e-mail and password fields twice. Each of the fields should have a tick confirming that the data has been accepted, then click on 'create.'

Personal Details

Title * ✓

Forename * ✓

Middle Name

Surname * ✓

Contact Details

Email Address * ✓

Confirm Email * ✓
Emails Match

Daytime Number

Evening Number

Mobile Number

Address

✓

Account Security

New Password * ✓
Password meets requirements

Confirm Password * ✓
Passwords match

Requirements:

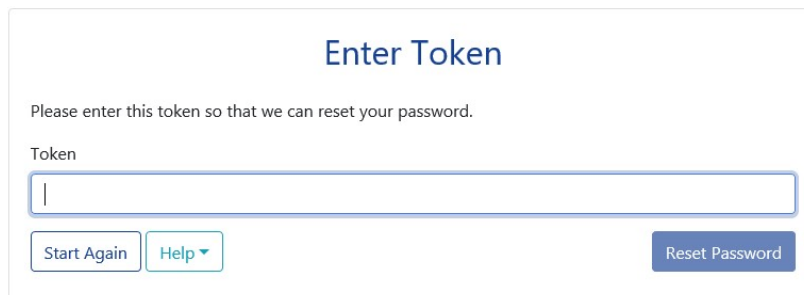

- Alpha character ✓
- Uppercase character ✓
- Numeric character ✓
- Special character ✓
- 8 characters ✓
- Not username ✓

What is my username?

The user name for the parent portal is your email address.

I have forgotten my password?

If you cannot remember the password you created then click on forget password and 'request token'
You will receive an email from Croydon@cloud.servelec-group.com (check it doesn't land in junk or spam mail) with the token code – it is a long code so we recommend you copy and paste. Enter the token then you should be able to reset the password



I have completed the create account form but I have not received the email verification code to create my account?

You will receive an email from Croydon@cloud.servelec-group.com (check it doesn't land in junk or spam mail) with the token code.

If you have not received this email please email: school.admissions@croydon.gov.uk so we can log a support ticket with our IT Support service.

There are two school application portals on the Croydon website; Eadmissions and Parent Portal, which one do I use?

The Eadmissions application is for children applying to start Reception or Year 7 for the coming September, all other applications, which will be applications to join any existing year group, must be made through the Parent Portal.

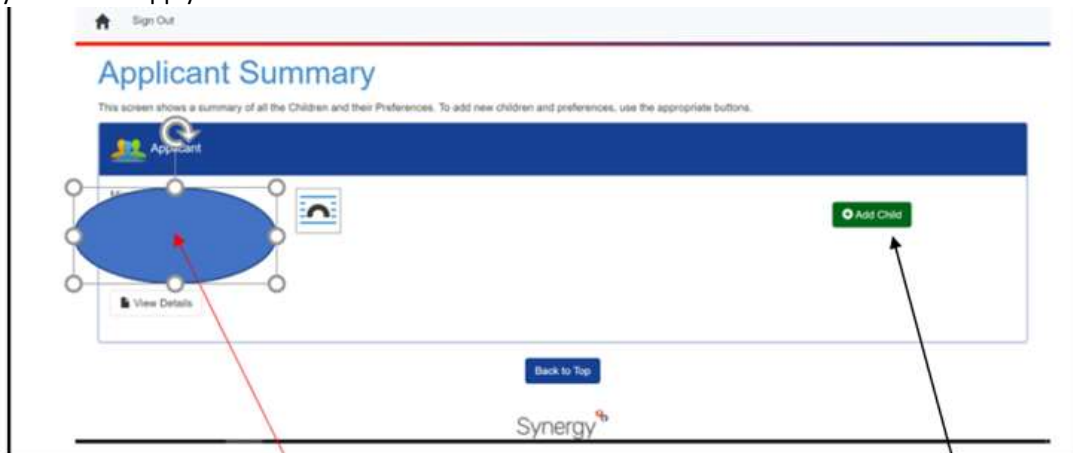
If you are applying for more than one child and one is applying for Reception or Year 7 which has not yet started and starts in September, and the other is applying for an existing year group, you must make the separate applications on the different application portals, you cannot use the same application portal.

Please note Eadmissions and Parent Portal are two completely different application portals, you cannot use the log in you have for eadmissions to log in to the Parent Portal.

Parents/carers can contact the eadmissions support helpdesk on 020 8255 5555 or email support@eadmissions.org.uk

I have signed in to my parent portal account. How do I add the child that I am submitting an application for?

Once you have logged in and confirmed your details, you should be able to add a child using the steps shown below. Once you have filled out the child details, you will be able to select the school(s) you wish to apply for.



Your own details will be showing in the highlighted area.

The next step is to add your child's details which you will do by clicking on the **Add Child** Button which will take you to the next screen where you can complete their details..

You will need to log into your account on the parent portal and complete a new in-year application form.

Once you have added the child on the application home screen you will see the child name then green button to start to complete the in-year application form as per screenshot below

Applicant Summary

This screen shows a summary of all the Children and their Preferences. To add new children and preferences, use the appropriate buttons.
If you would like help creating or using your account, please download our guidance on the Parent Portal (PDF, 556 KB).

Applicant

Mr Drew Test
8 Bernard Westhill House,
Basement To Tenth Floor,
Mint Walk,
Croydon,
CR0 1EA

[Add Child](#)

[View Details](#)

If you have not already done so, please use the 'Edit Child' link to review or amend child details before progressing.

Test Test 14/03/2017 [Edit Child](#) [Deletes Child](#)

School Admissions

[New School Admissions Application](#)

Available Year Groups:
1Y 21 Ncy Rec

My child currently attends a school at a home local authority that is not Croydon. However, when I select the Local Authority, the school isn't one of the options listed?

Please set the Home Local Authority default to Croydon, then choose the option 'out of borough school'

Child due to change address in the near future?

Home Local Authority of current school

Current School (Select "Out of School" if not attending School)

The 'out of borough school' option only appears when the Home Local Authority default is set as Croydon

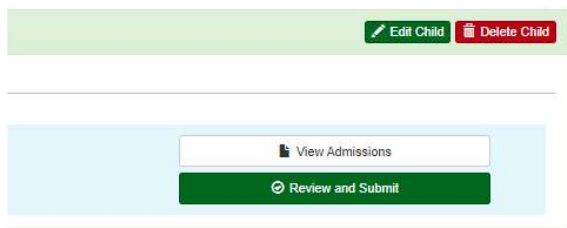
I have completed the application form. How do I submit to the LA to process?

To submit an application you have to click on the "review and submit" next to the application.

You will receive an email from Croydon@cloud.servelec-group.com to confirm Croydon School Admissions service has received the application request.

To submit an application, the parent has to click on "review and submit" next to the application

or amend child details before progressing.



The screenshot shows a user interface with a green header bar containing two buttons: 'Edit Child' (with a pencil icon) and 'Delete Child' (with a trash can icon). Below this is a light blue box containing two buttons: 'View Admissions' (with a document icon) and 'Review and Submit' (with a circular arrow icon).

Back to Top

Then tick that they have read the disclaimer and select **submit application**

I have read the disclaimer

Print Summary

Return to Preferred School(s) Summary

Submit Application

I have a question that has not been covered in this document?

If you have any further questions please email: school.admissions@croydon.gov.uk or visit: www.croydon.gov.uk/admissions.