

Forgotten Password (how to reset)

If you have forgotten your password, enter your username (email address if you are a Citizen or Service Provider; username if you are a School, Early Years or Professional user) then click next.

Sign in or create an account with us (Citizens and Service Providers)

Enter your email address (Parent/Carer user) / username (School/Early Years/Professional user)

Next

Create Account ▾

If you require a password reset click **Forgot Password**

Sign in

Enter your password

Sign In

Change User

Forgot Password

Create Account ▾

On the next screen click **Request Token** then check your email for the token code to enter to be able to reset your password

Forgot Password

Request a token to reset your password, which we will email to you to verify your identity.

Enter your email address (Parent/Carer user) / username (School/Early Years/Professional user)

Start Again

I have a token

Help ▾

Request Token

*Remember Please check all emails including the junk folder for an email from -
EDQT_noreply@croydon.gov.uk

Forgot Password

Request a token to reset your password, which we will email to you to verify your identity.

Enter your email address (parent/carer user) / username (school/EY Funding user)

You must enter a username to request a token

Start Again

I have a token

Help ▾

Request Token

- Check your email
- **Copy** the token code

Synergy Forgotten Password Request

EDQT_noreply@croydon.gov.uk
To: You

You recently requested for your Synergy password to be reset.

Please enter the following text into the "Token" field as required by the forgotten password process:

8f405b61-7ffd-4b97-b21d-db948845299e

The above text identifies that the request has come from you and only you. Please do not share it with anyone else. The text will remain valid for a short period of time.

- **Enter** the code into the box

Enter Token

To reset your password, enter the token contained in the email that we sent you.

Token

Start Again

Help ▾

Reset Password

- Click **Reset Password**
- Enter a new password and confirm password
- The new password must be at least 12 characters
 - At least **12 characters** long
 - Includes **1 uppercase letter**
 - Includes **1 number**
 - Includes **1 special character** (e.g., @, !, ?, %, £)
 - Does **NOT** contain anything related to your name, email, or username
 - Cannot match any of the **previous 5 passwords** (checked on save)
- Click **Change Password**
- Log back in

Reset password

New Password *

.....

✓

Confirm Password *

.....

✓

Cancel

Change Password

- Log back in with your new password