

## School Admissions Parent Portal – Frequently Asked Questions

Before you make an in-year application please read the step by step guidance here:  
[www.croydon.gov.uk/admissions](http://www.croydon.gov.uk/admissions)

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

The E-Admissions 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.

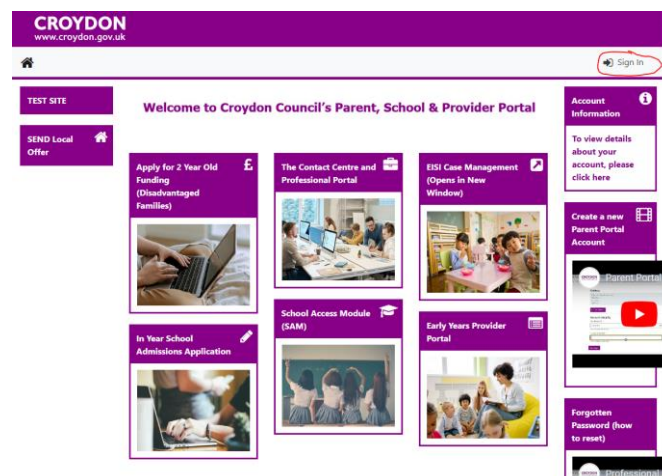
Parents/carers can contact the eadmissions support helpdesk on 020 8255 5555 or email [support@eadmissions.org.uk](mailto:support@eadmissions.org.uk)

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

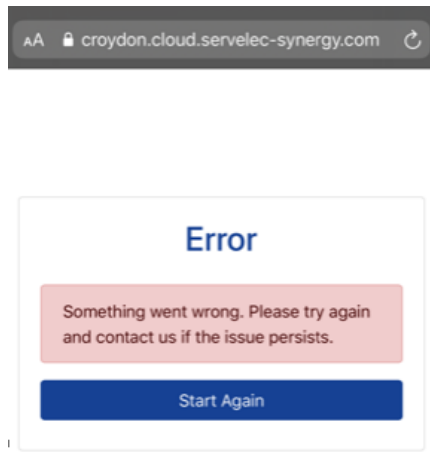
Firstly you will need to access the online Croydon LA parent portal at:  
<https://croydon.cloud.servelec-synergy.com/synergy/>

This will take you to Croydon Council's Parent, School and Provider Portal Homepage as below where you can either create an account, or if you have already done so, sign back into your account.

There are demonstration videos which give step by step instructions on how to create an account and how to reset an account password



**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.'

**Create Account**

**Personal Details**

Title \*  ✓

Forename \*  ✓

Middle Name

Surname \*  ✓

**Contact Details**

Email Address \*  ✓

Confirm Email \*  ✓  
Emails Match

Daytime Number

Evening Number

Mobile Number

**Address**

No address to display.

**Add Address**

**Account Security**

New Password \*  ✓  
Password meets requirements

Confirm Password \*  ✓  
Passwords match

**Start Again** **Create**

**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 [EDQT\\_noreply@croydon.gov.uk](mailto:EDQT_noreply@croydon.gov.uk) (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

**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)

schooladmissions@croydon.gov.uk

Start Again I have a token Help

Request Token

**Enter Token**

Please enter this token so that we can reset your password.

Token

Start Again Help Reset 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 [EDQT\\_noreply@croydon.gov.uk](mailto:EDQT_noreply@croydon.gov.uk) (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](mailto:school.admissions@croydon.gov.uk) so we can log a support ticket with our IT Support service.

**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 (step 1), navigating to step 2 you will be able to add the details for the school place you wish to apply for by clicking on 'new child button'. Once you have filled out the child details, you will be able to select the school(s) you wish to apply for.

**Apply for a School Place**

1 Applicant Details 2 Select Child 3 Select Round 4 Application Submitted 5 Application Submitted

**Select Child** (2 of 8)

Please select the child you wish to apply for

New Child

Apply for a School Place

### Create Child

To create a new child, please complete the following details and then save these details using the buttons at the end of the form.

Forename \*   Is the Child due to change their Address in the near future?

Middle Name

Surname \*

DOB \*

Gender \*

Address same as Applicant?

Cancel

Save

Once you have filled out the child details, you will be able to select the school(s) you wish to apply for.

### 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' (you need to start type *out of borough* in school in school field)

### Search for a School

Local Authority

Gender \*

\*All Applicable Schools\* finds all mixed-gender schools and all schools which only accept your child's gender.

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 to confirm that you have read the disclaimer then click submit application

### Disclaimer

You are only allowed to submit an application if you have legal responsibility for the child. By submitting the application using the button below, you are confirming that you have legal responsibility for the child detailed above, and that all details are correct to the best of your knowledge. If any details are incorrect, return to the summary screen and amend them before continuing. If you do not have legal responsibility to submit this application, you should sign out now.

I have read the disclaimer \*

Back

Submit Application

You will receive an email from [No Reply Admissions@croydon.gov.uk](mailto:No_Reply_Admissions@croydon.gov.uk) to confirm Croydon School Admissions service has received the application request.

Step 9 on the application guidance ribbon will confirm the application has been submitted

Apply for a School Place

5 Fair Access Questions ✓  
6 Select Your Preferences ✓  
7 Preference Reasons ✓  
8 Submit Application ✓  
9 Application Submitted ✓

**Application Submitted** (9 of 9)  
✓ Thank you for applying for I Y 23 Ncy7. Your application has been submitted successfully

New Application Finish

**Do I apply via this portal if my child has an Education Health and Care Plan (EHCP)?**

If your child has an Education Health and Care Plan (EHCP) do not apply via this portal. Contact the Special Educational Needs team for your home Local Authority. If your child lives in Croydon, contact the SEN team on 020 726 6400 or email [SENEnquiries@croydon.gov.uk](mailto:SENEnquiries@croydon.gov.uk)

**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](mailto:school.admissions@croydon.gov.uk) or visit: [www.croydon.gov.uk/admissions](http://www.croydon.gov.uk/admissions).