

EL2 Application Guide

EH&CFS

Parent Portal – For Parents

Date Reviewed	July 2022
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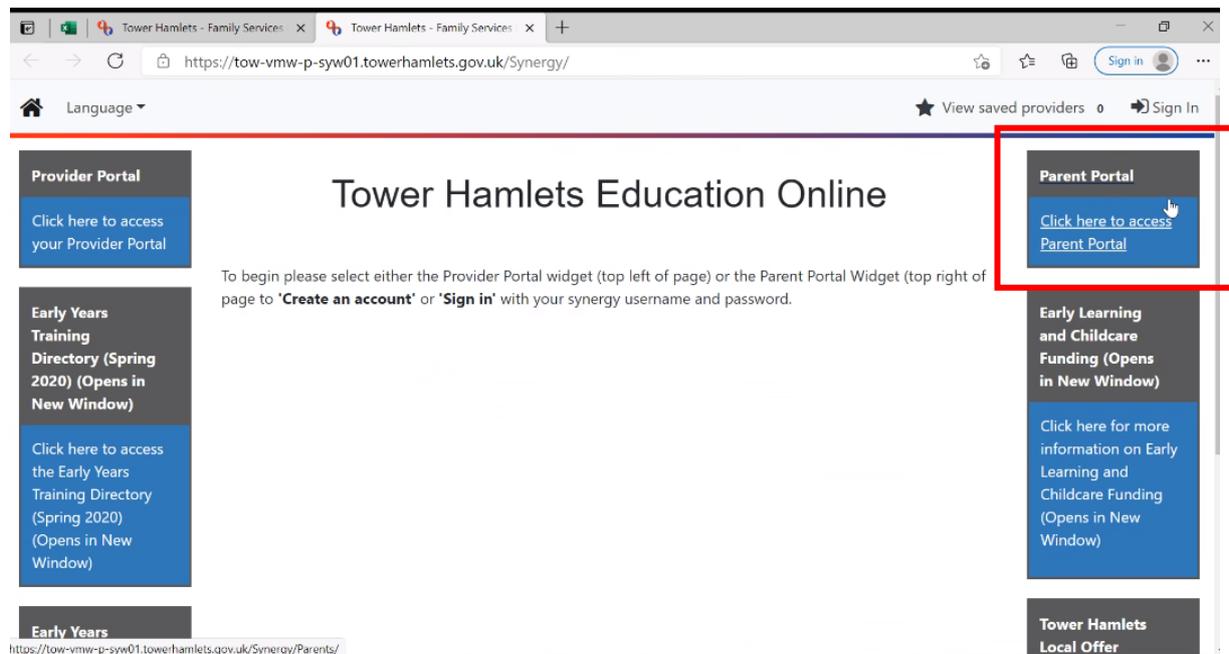
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Parent Portal Process (PARENTS)

<https://education.towerhamlets.gov.uk/Synergy/Login.aspx> - External Link (Parents/Public)

Parents will be presented with the below home page once in the link. They will need to select the Parent portal widget to enter if they are presented with the home page.



The link will then directly take you to the parent portal page, where they need to select the 'Sign in' button on the top left.



Free Early Learning for Two year olds

Welcome to the *Parent Portal*

The *Parent Portal* allows you to apply online for Free Entitlement for two year olds . It also informs you if you are eligible for the funding.

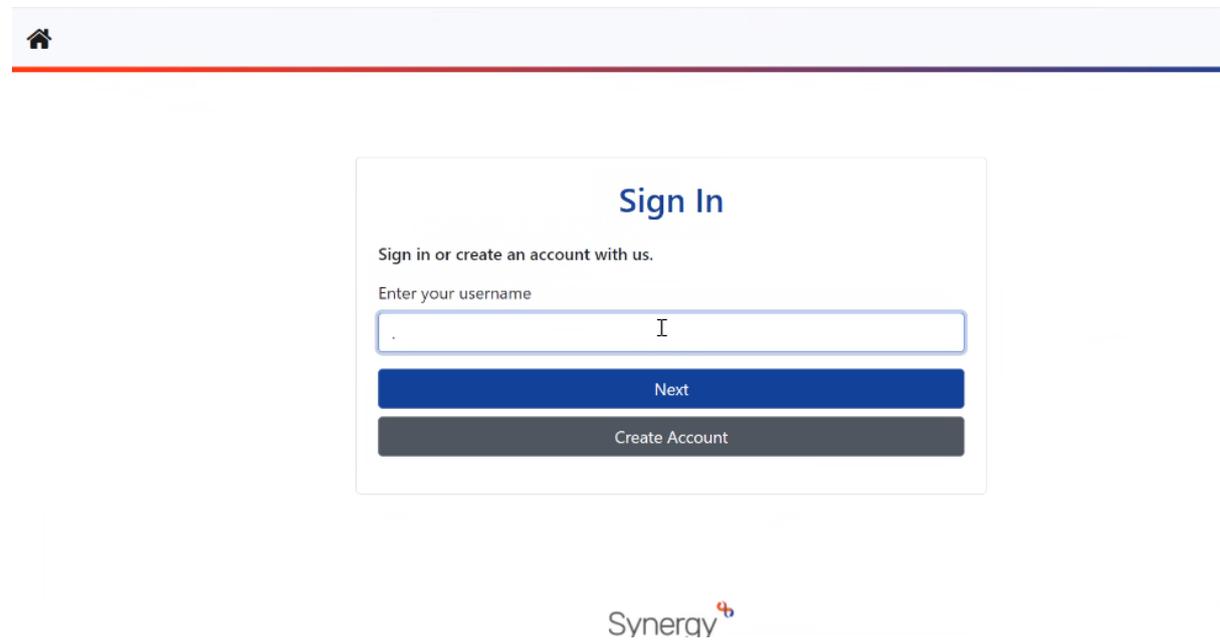
Please follow the steps below to submit your EL2 application:

- 1) Click on '**Create Account**' at the top of this page.
- 2) Verify your account by following the 'Login' link sent to your email.
- 3) Select '**Add Child**' to create an account for your child.
- 4) Click on '**Submit EL2 Application**' to provide some information.
- 5) Click on '**Submit your EL2 application**'.

Once your application has been submitted, it will be available for the Local Authority (LA) to review. The LA will process your information so you can take your EL2 Voucher code to your chosen nursery setting. If you require help in choosing a nursery setting please visit your nearest

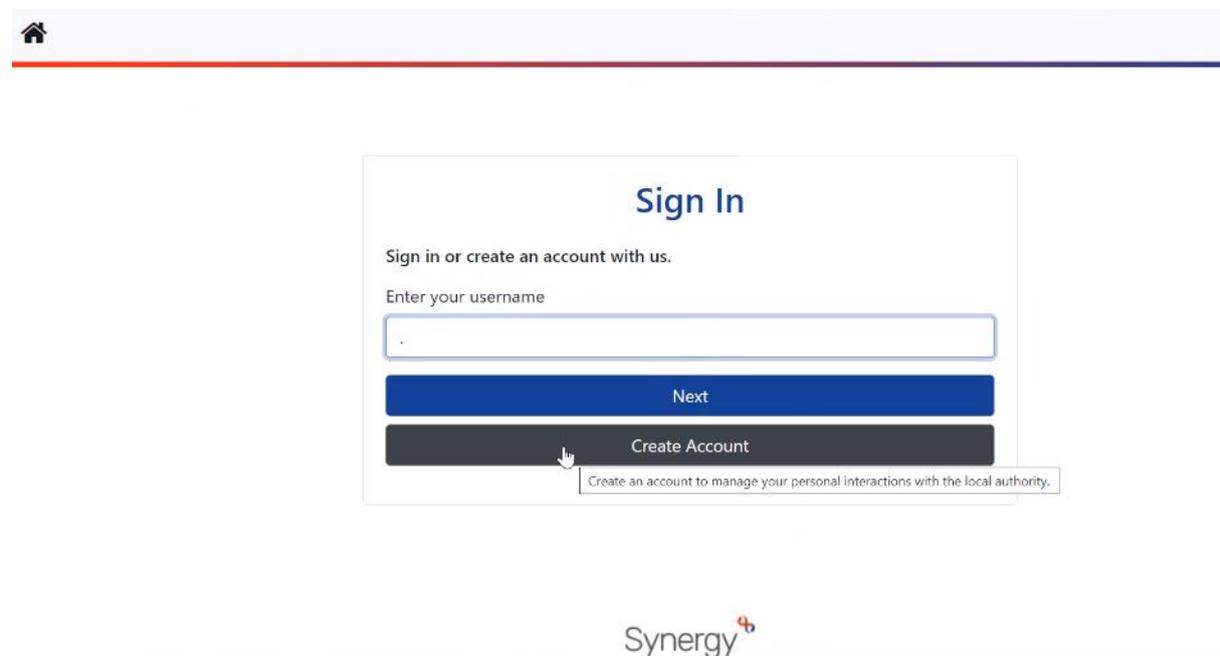
<https://tow-vmw-p-syw01.towerhamlets.gov.uk/Synergy/login.aspx?ReturnUrl=%2FParents%2F>

If parents already have an account they can 'Sign in'



The screenshot shows a web page with a home icon in the top left corner. The main content is a 'Sign In' form. The form title is 'Sign In'. Below the title is the text 'Sign in or create an account with us.' followed by 'Enter your username'. There is a text input field containing a single dot. Below the input field are two buttons: a blue 'Next' button and a grey 'Create Account' button. The 'Next' button is highlighted with a blue border. At the bottom of the page is the Synergy logo.

Select create an account if they have not done so previously:



The screenshot shows the same 'Sign In' form as above. In this version, the 'Create Account' button is highlighted with a blue border. A mouse cursor is pointing at the 'Create Account' button, and a tooltip is visible below it with the text: 'Create an account to manage your personal interactions with the local authority.' At the bottom of the page is the Synergy logo.

To create an account, parents will need to provide their below details

Personal Details

Title * ✓ ▾

Forename * ✓

Middle Name

Surname * ✓

Contact Details

Email Address * ✓

Confirm Email * ✓
E-mails Match

Daytime Number

Evening Number

Mobile Number

← → ↻ <https://tow-vmw-p-syw01.towerhamlets.gov.uk/Synergy/login.aspx?ReturnUrl=.%2FParents%2F> 🔍 ⚙️ ⌂

Address

No address to display.

Add Address

Account Security

New Password *

Confirm Password *

Please confirm your password

Start Again

Create

Address

Search for an Address

Search for an address using the fields below

Primary

Postcode *

Cancel

Search

Account Security

New Password *

Confirm Password *

Please confirm your password

Start Again

Create

https://tow-vmw-p-syw01.towerhamlets.gov.uk/Synergy/login.aspx?ReturnUrl=.%2FParents%2F

Address

Search for an Address

Search for an address using the fields below

Primary

Postcode * ✓

Cancel

Search

Search

Account Security

New Password *

Confirm Password *

Please confirm your password

Start Again

Create

Address

Search for an Address

Search for an address using the fields below

Primary

Postcode * 

Search Results

Please select an address from the results below.

Account Security

New Password *

Search Results

Please select an address from the results below.

Selected Address

Secondary

Primary

Street

Locality

Town

County

Postcode

Create a password

5 Mulberry Place Town Hall,
Clove Crescent,
London,
E14 2BG

[Update Address](#)

Account Security

New Password *

..... ✓

Password meets requirements

Confirm Password *

..... ✓

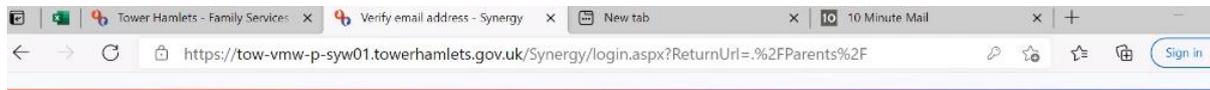
Passwords match

[Start Again](#) [Create](#)



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Verify their email address



Verify email address

We have sent you an email to verify your account. You must click the link in this email before you can sign in.

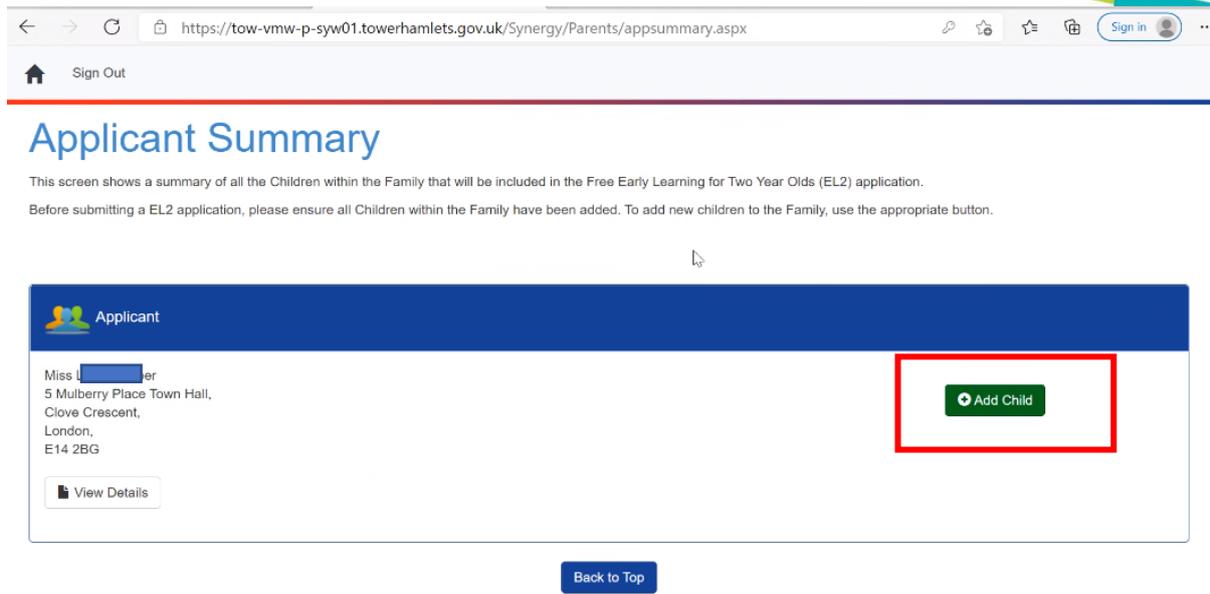
You can click "Resend Email" to have a new one sent out.

[Resend email in 14 seconds.](#)

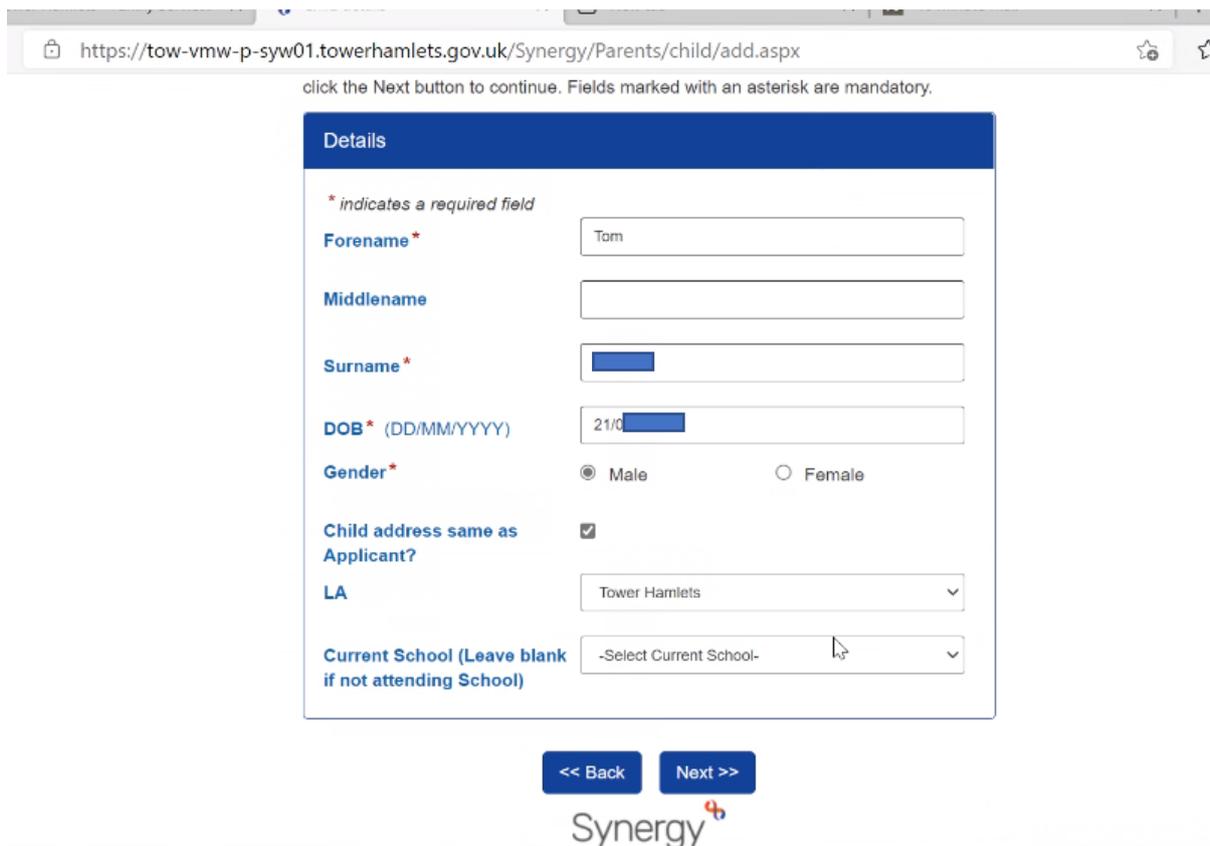


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Once the account is verified they can log in, and now 'add child'



And complete relevant details below:



Child details confirmation

The information below is a confirmation of the details you have supplied for the child. If the information you have supplied is correct click the Confirm button to continue. To amend any of the details, click the appropriate heading to return to that section and update the information as necessary.

Child Details Edit Child Details section Forename: Tom Surname: [redacted] DOB: 21/04 [redacted] Gender: Male Child address same as Applicant?: Yes	School Details Edit School Details section Current School: Not currently at school
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[<< Back](#) [Confirm](#)

If the child is of eligible age, the 'Submit EL2 Application' button will appear, they will need to select this to enter their application

https://tow-vmw-p-syw01.towerhamlets.gov.uk/Synergy/Parents/appsummary.aspx

 Applicant

Miss Layla Coo [redacted]
5 Mulberry Place Town Hall,
Clove Crescent,
London,
E14 2BG

[View Details](#)

[Add Child](#)

[Submit EL2 Application](#)

Before progressing, please use the 'Edit Child' link to review or amend child details.

 Tom [redacted] 21/04 [redacted]

[Edit Child](#) [Delete Child](#)

[Back to Top](#)

Enter the relevant details below: (NI/NASS Number is necessary)

<https://tow-vmw-p-syw01.towerhamlets.gov.uk/synergy/parents/account/fsmadd.aspx?mode=ey>

Applicant EL2 Details

Please specify the required EL2 application details. Click the 'Submit EL2 Application' button to submit the EL2 application.

Details

** indicates a required field*

Please enter NI Number or NASS Number:-

NI Number

NASS Number

DOB (DD/MM/YYYY)*

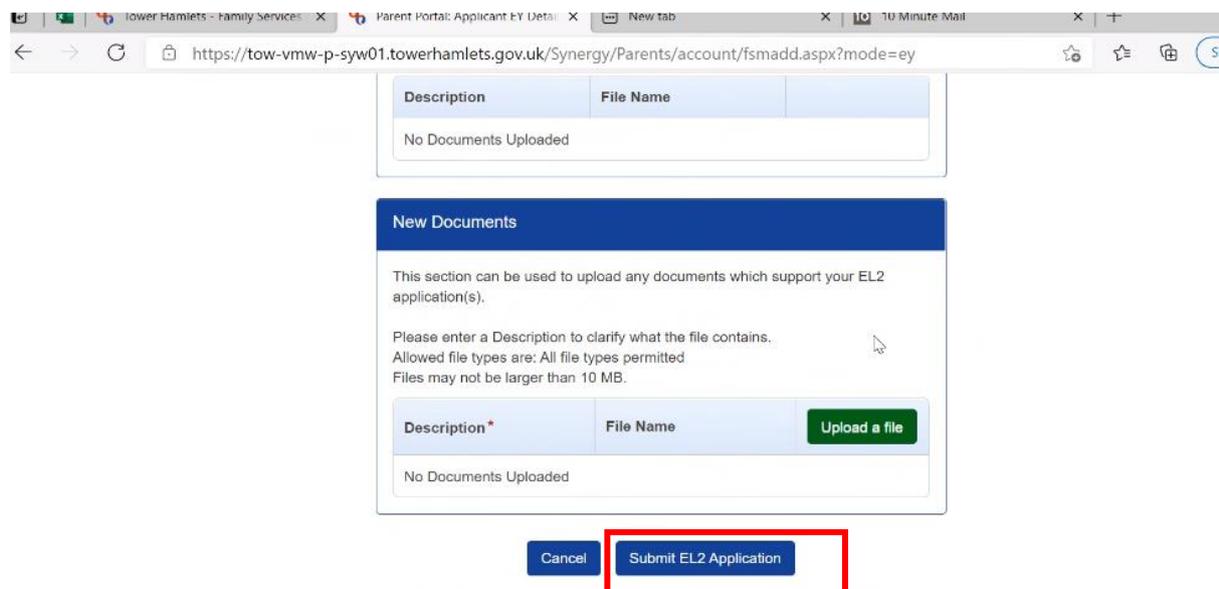
Applicant Documents

Shown below are any documents previously uploaded for this applicant. Attach any documents that are relevant to this application.

Attached documents will support your application.

Description	File Name
No Documents Uploaded	

If they have preferences of EL2 places they can write their choices on a document (not necessary for confident parents)



Browser tabs: Lower Hamlets - Family Services, Parent Portal: Applicant EY Detail, New tab, 10 Minute Mail

URL: <https://tow-vmw-p-syw01.towerhamlets.gov.uk/Synergy/Parents/account/fsmadd.aspx?mode=ey>

Description	File Name
No Documents Uploaded	

New Documents

This section can be used to upload any documents which support your EL2 application(s).

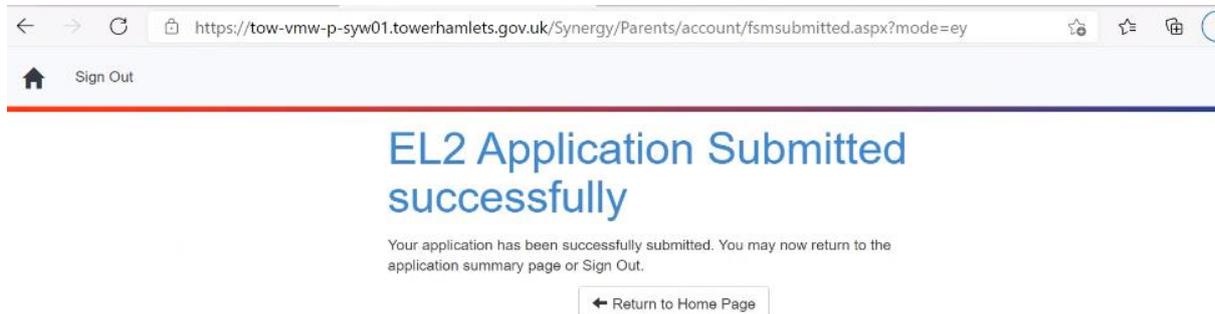
Please enter a Description to clarify what the file contains.
 Allowed file types are: All file types permitted
 Files may not be larger than 10 MB.

Description *	File Name	Upload a file
No Documents Uploaded		

Cancel Submit EL2 Application

Upon submission of your EL2 Application, a provisional check will be performed with the Eligibility Checking Service (ECS). The results of the provisional check will be displayed when you are returned to the Application Summary page.

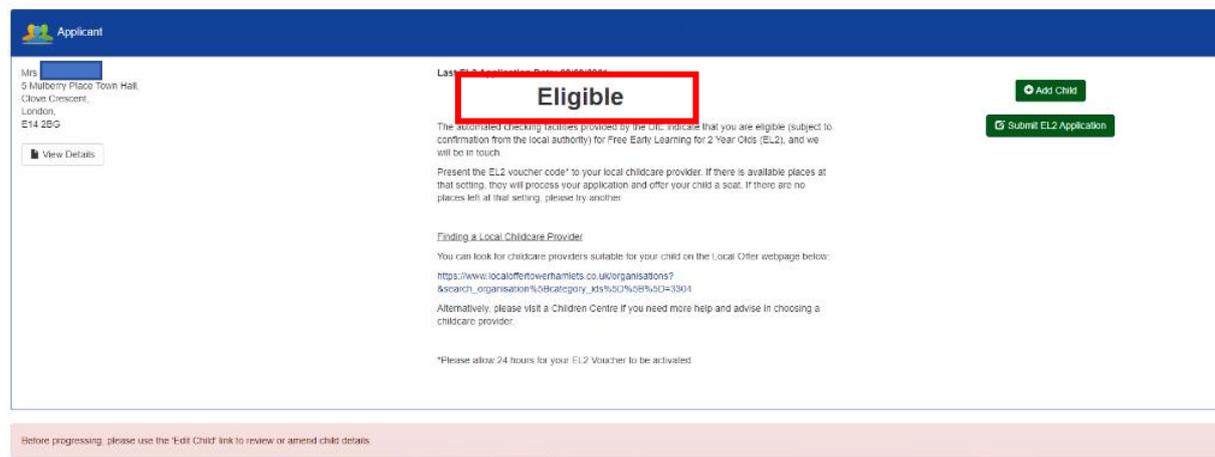
Once they have submitted their application, the server will let them know if they are eligible



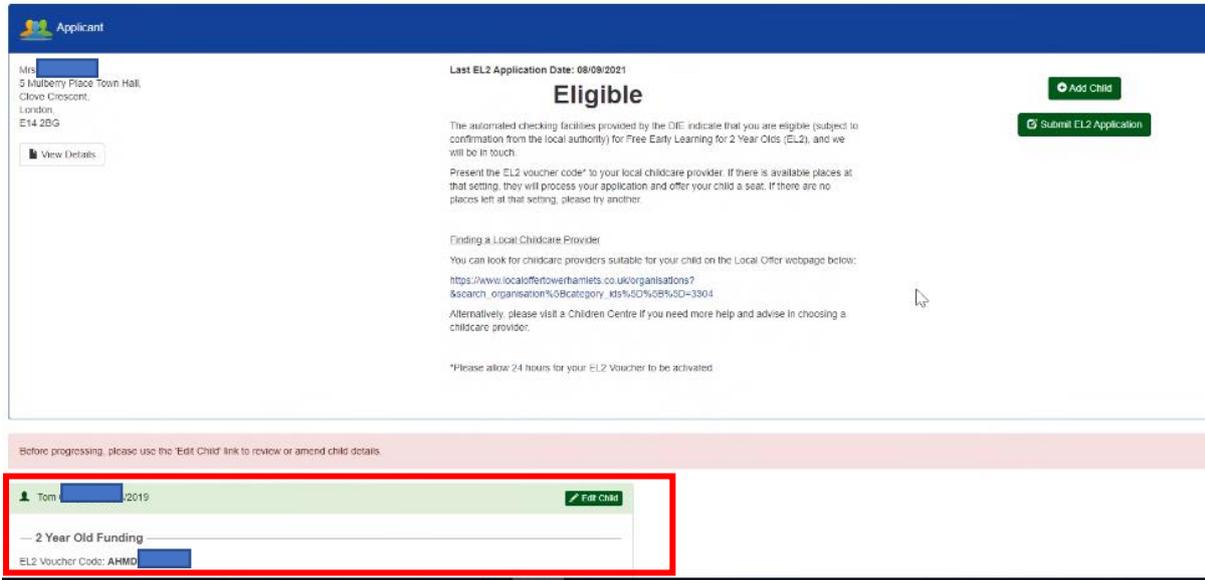
It will appear in bold if they are eligible or not:

Applicant Summary

This screen shows a summary of all the Children within the Family that will be included in the Free Early Learning for Two Year Olds (EL2) application. Before submitting a EL2 application, please ensure all Children within the Family have been added. To add new children to the Family, use the appropriate button.



If they are Eligible, there will be a voucher code at the bottom left of the page, the parents will need to contact their chosen provider and provide them with the voucher code to secure their EL2 place for their child.



Applicant

Mrs [Redacted]
5 Mulberry Place Town Hall
Clove Crescent,
London,
E14 2BG

Last EL2 Application Date: 08/09/2021

Eligible

The automated checking facilities provided by the OIE indicate that you are eligible (subject to confirmation from the local authority) for Free Early Learning for 2 Year Olds (EL2), and we will be in touch.

Present the EL2 voucher code* to your local childcare provider. If there is available places at that setting, they will process your application and offer your child a seat. If there are no places left at that setting, please try another.

Finding a Local Childcare Provider

You can look for childcare providers suitable for your child on the Local Offer webpage below:
https://www.localoffertowerhamlets.co.uk/organisations?&search_organisation%0Bcategory_ids%5C%0B%5D=3504

Alternatively, please visit a Children Centre if you need more help and advice in choosing a childcare provider.

*Please allow 24 hours for your EL2 Voucher to be activated.

Buttons: Add Child, Submit EL2 Application

Before progressing, please use the 'Edit Child' link to review or amend child details.

Child: Tom [Redacted] 2019 Edit Child

2 Year Old Funding

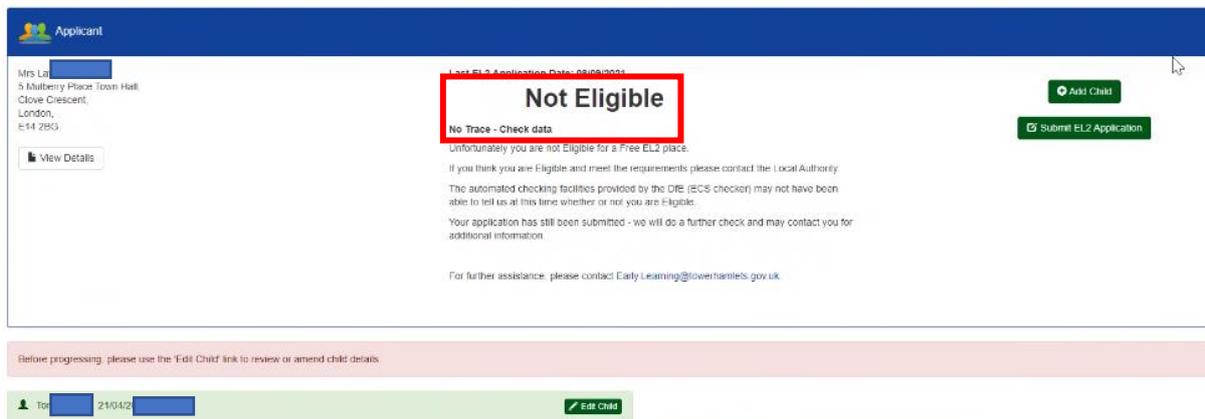
EL2 Voucher Code: AHMD [Redacted]

If they are not Eligible, there are details regarding contacting EHCFS staff for further guidance. All applications eligible/not eligible will be followed up by staff.

Applicant Summary

This screen shows a summary of all the Children within the Family that will be included in the Free Early Learning for Two Year Olds (EL2) application. Before submitting a EL2 application, please ensure all Children within the Family have been added. To add new children to the Family, use the appropriate button.

Details saved. Your updated details will be downloaded for any EL2 Application that does not indicate that it has been received by the LA. For any user with an EL2 Application received by the authority, any changes made to the account or child details will not be downloaded again. You must contact the authority if you would like to make a change to them.



Applicant

Mrs La [Redacted]
5 Mulberry Place Iron Hall
Clove Crescent,
London,
E14 2BG

Last EL2 Application Date: 08/09/2021

Not Eligible

No Trace - Check data

Unfortunately you are not Eligible for a Free EL2 place.

If you think you are Eligible and meet the requirements please contact the Local Authority.

The automated checking facilities provided by the OIE (ECS checker) may not have been able to tell us at this time whether or not you are Eligible.

Your application has still been submitted - we will do a further check and may contact you for additional information.

For further assistance, please contact Early Learning@towerhamlets.gov.uk

Buttons: Add Child, Submit EL2 Application

Before progressing, please use the 'Edit Child' link to review or amend child details.

Child: Tom [Redacted] 21/04/2 [Redacted] Edit Child