

How to access the SEND professional portal

To access the SEND Professional portal, you are required to download a free app called **2FA Authenticator**.

About 2FA Authenticator app

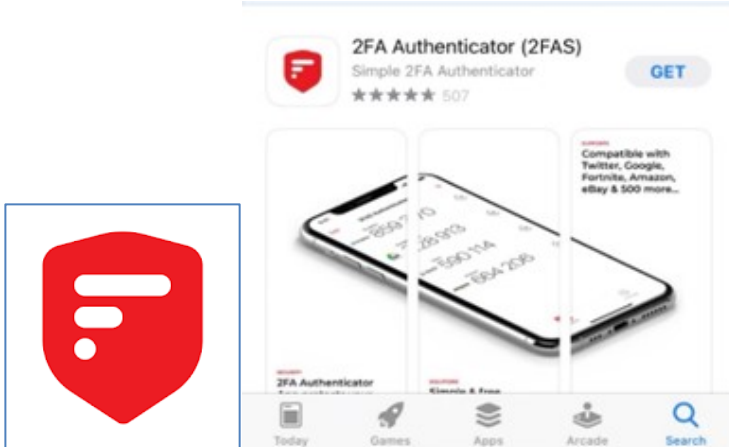
This app is only 2MB and does **not** retain your personal information or any other sensitive information.

The app provides a second form of verification, a six-digit secure passcode, this will be required each time you sign in, do not delete the app or the code.

Download 2FA Authenticator app

To download 2FA Authenticator:

- Open the **App Store** or the **Play Store** app
- Type **2FA Auth** in the search.
- Select the **2FA Authenticator (2FAS)** app with a red badge and three white lines.



- Install the app.

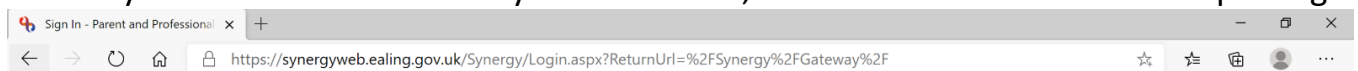
Log in details

Only **Microsoft Edge**, **Google Chrome** and **Safari** are compatible with the portal.

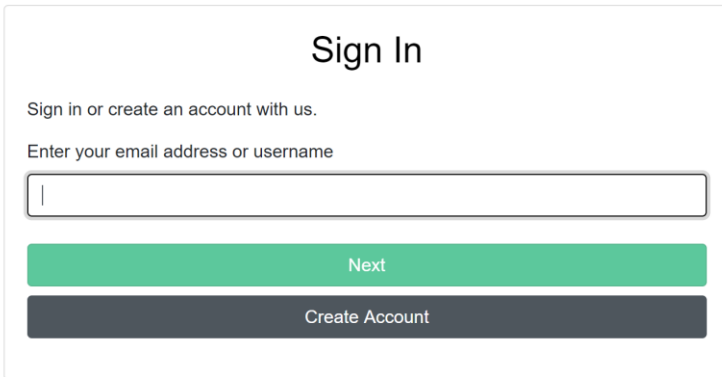
An email with the subject **SEND Professional Portal** will be sent from EalingEducationICT@ealing.gov.uk containing your username and temporary password.

Copy and paste the URL: <https://synergyweb.ealing.gov.uk/Synergy/Gateway/> into the browser search bar.

You may want to add this URL to your favourites, click on the Star icon with the plus sign



On the **Sign In** screen, enter **username**, click **Next**



Sign In

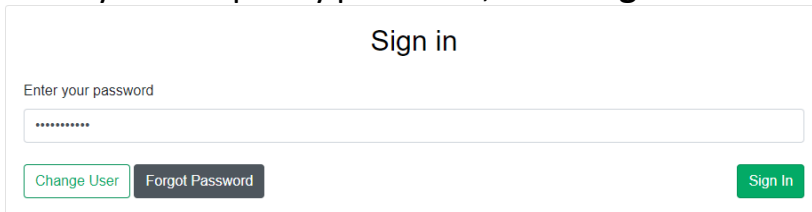
Sign in or create an account with us.

Enter your email address or username

Next

Create Account

Enter your temporary password, select **Sign In**.

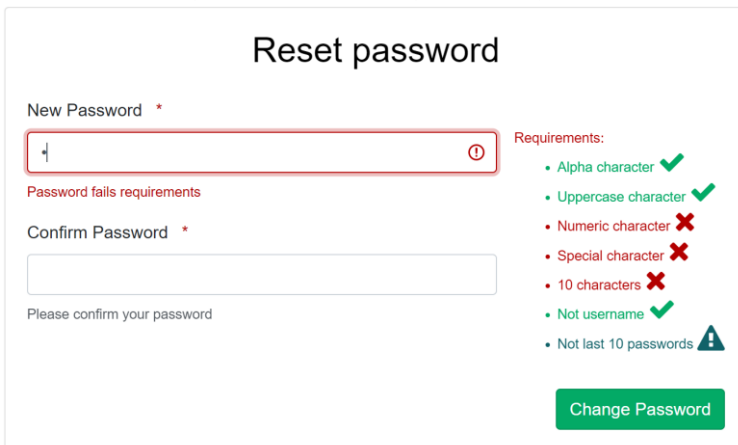


Sign in

Enter your password

Change User Forgot Password Sign In

Enter a new password using the requirements shown



Reset password

New Password *

Password fails requirements

Confirm Password *

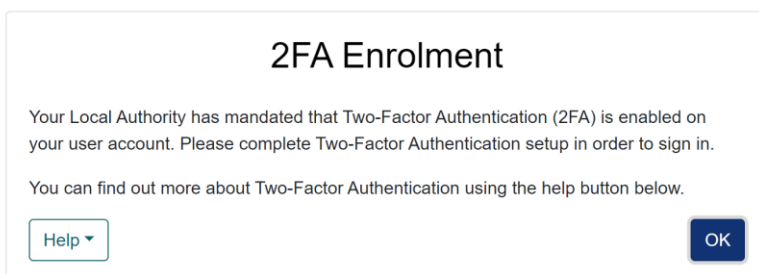
Please confirm your password

Requirements:

- Alpha character ✓
- Uppercase character ✓
- Numeric character ✗
- Special character ✗
- 10 characters ✗
- Not username ✓
- Not last 10 passwords ⚠

Change Password

Click **OK**



2FA Enrolment

Your Local Authority has mandated that Two-Factor Authentication (2FA) is enabled on your user account. Please complete Two-Factor Authentication setup in order to sign in.

You can find out more about Two-Factor Authentication using the help button below.

Help OK

On reaching this screen, open the 2FA app to scan the QR code

2FA Enrolment

You can set up two-factor authentication (2FA) for your account using the below QR code:



Steps:

1. Open your chosen 2FA app
2. Add a new account
3. Scan the QR code to add the account
4. You will see that the account has been added with a rotating code.
5. Click "Next"

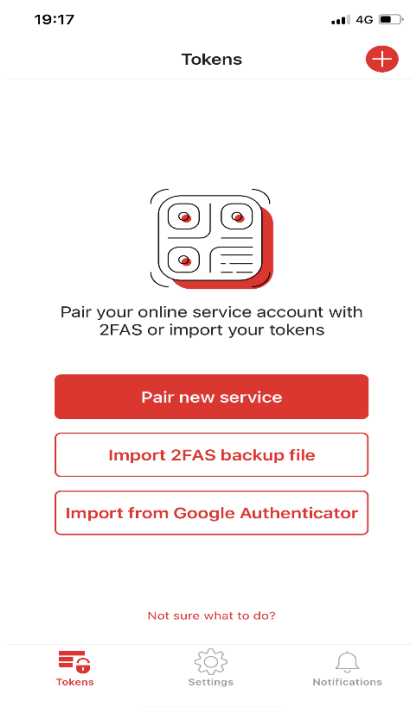
If you can't scan the QR code, please click *Reveal Secret* below. This will display the secret that you can enter into your 2FA app.

Help ▾

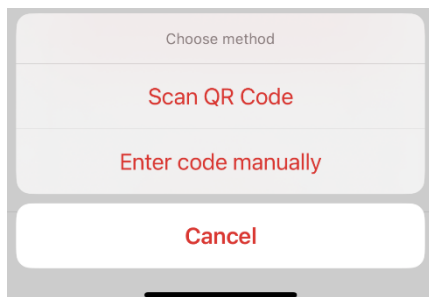
Reveal Secret

Next

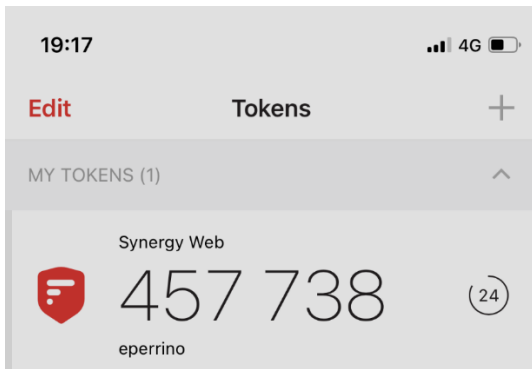
Once in the app, select the red circle with the plus sign.



On the Choose method box, select **Scan QR Code** then scan the QR Code shown in the portal.



A token appears in the app with Synergy Web above a six-digit code, the code has a 30 second count down timer next to it and under the code is your username. Close any popup windows in the app.



Add your six-digit code into the portal before the 30 second timer runs out, select **Confirm**.

2FA Enrolment

In order to complete the setup of your 2FA, you need to confirm the code displayed in the app.

The code refreshes every 30 seconds so you do not need to remember it.

Confirm your 2FA Code

Select **Finish**.

2FA Enrolment

You have now configured your two-factor authentication and will be prompted for the code when signing in.

If you require further assistance or are experiencing technical difficulties, please contact Ealing Education ICT via email EalingEducationICT@ealing.gov.uk