



# Gateway

Guide to making a child attendance, children missing education (CME) and child missing out on education (CMOE) referral

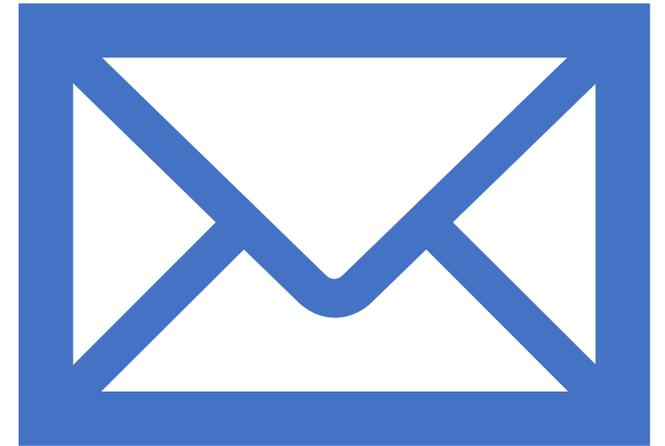
# Getting a logon and accessing Gateway

**The web address for Gateway is**

**<https://synergyweb.ealing.gov.uk/Synergy/Login.aspx/?ReturnUrl=%2FSynergy%2Fgateway%2F>**

**To request a login for Gateway please email [ealingeducationICT@ealing.gov.uk](mailto:ealingeducationICT@ealing.gov.uk)**

**The person responsible for uploading the referral should request a login for the Gateway. This needs to be assigned to a named email address i.E. [Jsmith@testschool.sch.Uk](mailto:Jsmith@testschool.sch.Uk) not an admin address such as [admin@testschool.sch.Uk](mailto:admin@testschool.sch.Uk).**



# Login pages

Enter your **username** and **password** and select **sign in**

Sign In

Sign in or create an account with us.

Enter your email address or username

Next

Create a Parent / Young Person Account

Sign in

Enter your password

Change User Forgot Password Create a Parent / Young Person Account Sign In

# Finding a pupil

Select **Click to select a child**



Home Modules ▾ Profiles: School Referral ▾ Refresh Profile Toolkit Working on: LIVE CH

Click to select a Child

Child / Young Person Details Child Attendance, CME and CMOE School Referral Documents School Referral Submission

**Child/Young Person Details**

PID	<input type="text"/>	Surname	<input type="text"/>
Middle Name(s)	<input type="text"/>	First Name	<input type="text"/>
Date Of Birth	<input type="text"/>	Gender	<input type="radio"/> Male <input type="radio"/> Female
Alias	<input type="text"/>	Preferred Surname	<input type="text"/>
Preferred First Name	<input type="text"/>	Former Surname	<input type="text"/>
DfE UPN	<input type="text"/>	Age	<input type="text"/>

**Child/Young Person Demographics**

Religion	<input type="text"/>	Ethnicity	<input type="text"/>
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Enter the pupil's surname, forename, DOB etc to search for them. You do not have to fill in all fields to search for a pupil. Select **search** to generate the results.

Modules ▾ Profiles: School Referral ▾ Refresh Profile Toolkit Working on: LIVE CH

Click to select a Child

Quick Search options. [Click here to configure filters \(0 active filters\)](#)

PID	<input type="text"/>
Child/Young Person	DfE UPN <input type="text"/>
PID	Forename <input type="text"/>
Middle Name	Middle Name(s) <input type="text"/>
Surname	<input type="text"/>
Alias	Address <input type="text"/>
Preferred First Name	Postal Code <input type="text"/>
DfE UPN	Date Of Birth <input type="text"/>
Child/Young Person	To Date Of Birth <input type="text"/>
Religion	Gender <input type="text"/>
First Language	LA Name <input type="text"/>
Child/Young Person	Current Main School <input type="text"/>

Temporary Upn  ULN

NHS Number

The pupil's record should appear on screen. Double click on the record to open their file.

Home Modules Profiles: School Referral Refresh Profile Toolkit Working on: LIVE CH

Click to select a Child

Quick Search options. [Click here to configure filters \(0 active filters\)](#)

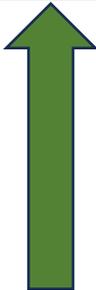
Page 1 of 1

Surname	Forename	Date Of Birth	Address	Postal Code	Gender	DfE UPN	NC Year
Test	Test	31/10/2006	24 Albert Road	UB2 5HY	M		NC Year 12

Search returned 1 records - a maximum of 10 are displayed per page - Profile limits this search to 1,000 records

Child/Young Person Search Fields:  
PID: 807544  
DfE UPN:   
Forename:   
Middle Name(s):   
Date Of Birth: Surname:   
Alias: Address:   
Preferred First Name: Postal Code:   
DfE UPN: Date Of Birth:   
To Date Of Birth:   
Religion: Gender:   
First Language: LA Name:   
Current Main School:   
Search Clear Close

Temporary Upn:  ULN:   
NHS Number:



The file will open on the first tab 'Child/Young Person Details'. You do not need to enter/change anything here unless there is an error in the record.

Modules ▾ Profiles: School Referral ▾ Refresh Profile Toolkit Working on: LIVE **CH**

**Q** Surname : Test Forename : Test Middle Name(s) : Date Of Birth : 31/10/2006 Gender : Male DfE UPN : NC Year : NC Year 12 PID : 807544

**Child / Young Person Details** Child Attendance, CME and CMOE School Referral Documents School Referral Submission

**Child/Young Person Details**

Pupil Alert flag set

PID	807544	Surname	Test
Middle Name(s)		First Name	Test
Date Of Birth	31/10/2006	Gender	<input checked="" type="radio"/> Male <input type="radio"/> Female
Alias		Preferred Surname	
Preferred First Name		Former Surname	
DfE UPN		Age	16 years 11 months

**Child/Young Person Demographics** [edit](#)

Religion	[unknown]	Ethnicity	Chinese and any other ethnic group
First Language	[Unknown]		

**Child/Young Person References** [edit](#)

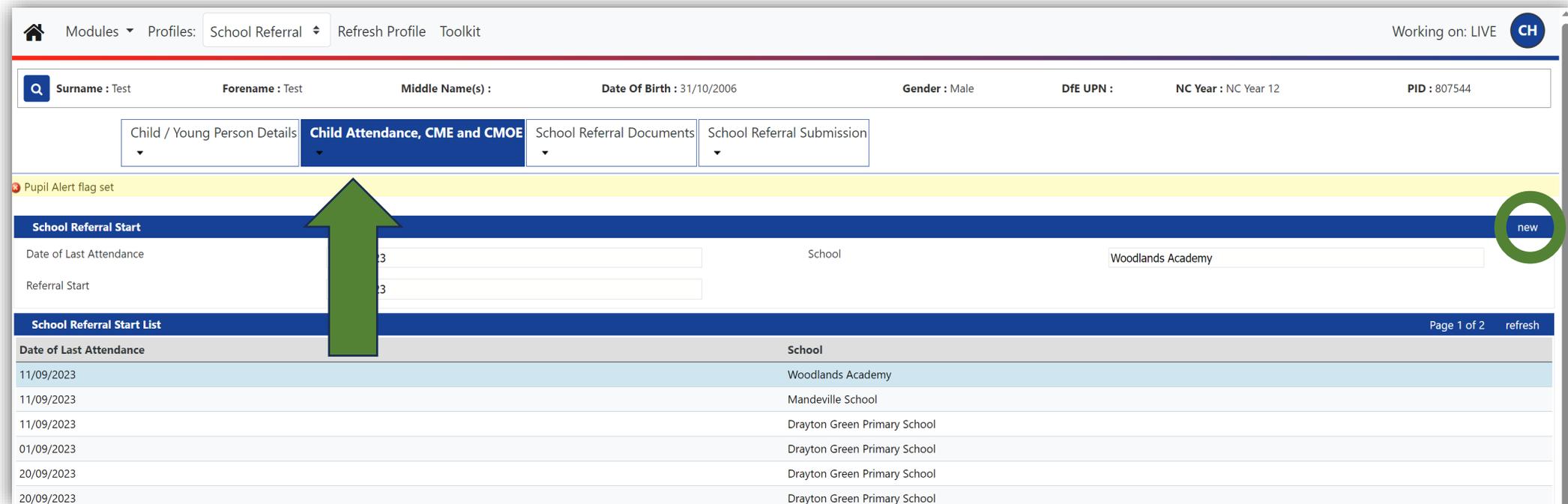
DfE UPN		LA Pupil Number	
Temporary Upn		ULN	
NHS Number			

**Child/Young Person Address**

Address Line 1	24 Albert Road	Address Line 2	
Address Line 3		Locality	Southall
Town		County	
Postal Code	UB2 5HY	Home LA	Ealing

# Entering the referral details

To start your referral, select the 'Child Attendance, CME and CMOE' tab. Then select **new** on the left-hand side of the 'School Referral Start' bar (circled in green) then enter the details.



Modules ▾ Profiles: School Referral ▾ Refresh Profile Toolkit Working on: LIVE CH

Search Surname : Test Forename : Test Middle Name(s) : Date Of Birth : 31/10/2006 Gender : Male DfE UPN : NC Year : NC Year 12 PID : 807544

Child / Young Person Details **Child Attendance, CME and CMOE** School Referral Documents School Referral Submission

Pupil Alert flag set

**School Referral Start** new

Date of Last Attendance 23 School Woodlands Academy

Referral Start 23

**School Referral Start List** Page 1 of 2 refresh

Date of Last Attendance	School
11/09/2023	Woodlands Academy
11/09/2023	Mandeville School
11/09/2023	Drayton Green Primary School
01/09/2023	Drayton Green Primary School
20/09/2023	Drayton Green Primary School
20/09/2023	Drayton Green Primary School

Complete the fields circled in green and then select **insert**.

If you are requesting a penalty fine or referring a pupil to us due to an Attendance concern or because they are CME, please go to the School Referral Documents tab ([details on slide 11](#)).

If you are notifying us about a Child Missing Out on Education, please see slides 9 & 10 for further instructions.

Modules ▾ Profiles: School Referral ▾ Refresh Profile Toolkit Working on: LIVE CH

Surname : Test Forename : Test Middle Name(s) : Date Of Birth : 31/10/2006 Gender : Male DfE UPN : NC Year : NC Year 12 PID : 807544

Child / Young Person Details Child Attendance, CME and CMOE School Referral Documents School Referral Submission

Pupil Alert flag set

**School Referral Start** insert cancel

\* Date of Last Attendance 11/09/2023 School Drayton Green Primary School

\* Referral Start 25/09/2023

\* = mandatory field

**School Referral Start List** Page 1 of 2 refresh

Date of Last Attendance	School
01/09/2023	Drayton Green Primary School
20/09/2023	Drayton Green Primary School
20/09/2023	Drayton Green Primary School
15/09/2023	Drayton Green Primary School

If you are notifying us about a Child Missing out on education, select **new** in the Children Missing Out on Education (CMOE) Details section.

Home Modules Profiles: School Referral Refresh Profile Toolkit Working on: LIVE CH

Search Surname : Test Forename : Test Middle Name(s) : Date Of Birth : 31/10/2006 Gender : Male DfE UPN : NC Year : NC Year 12 PID : 807544

Child / Young Person Details **Child Attendance, CME and CMOE** School Referral Documents School Referral Submission

Pupil Alert flag set

**School Referral Start** insert cancel

Date of Last Attendance 11/09/2023 School Drayton Green Primary School

Referral Start 25/09/2023

\* = mandatory field

**School Referral Start List** Page 1 of 2 refresh

Date of Last Attendance	School
01/09/2023	Drayton Green Primary School
20/09/2023	Drayton Green Primary School
20/09/2023	Drayton Green Primary School
15/09/2023	Drayton Green Primary School
13/09/2023	Drayton Green Primary School
13/09/2023	Drayton Green Primary School
12/09/2023	Drayton Green Primary School
08/09/2023	Ealing Primary Centre
06/09/2023	Drayton Green Primary School
06/09/2023	Ealing Primary Centre

1 2

**School Referral Type** new

School Referral Type School Referral Date

**School Referral Type List** refresh

No information to display.

**Children Missing Out on Education (CMOE) Details** new

Event Date Event Type

Hours in school per week Hours in alternative provision per week

Combined Hours per week School

**Children Missing Out on Education List** refresh

To complete the Children Missing Out on Education (CMOE) Details section please fill in all the fields and select **insert** before moving to the School Referral Documents tab.

Child / Young Person Details | **Child Attendance, CME and CMOE** | School Referral Documents | School Referral Submission

**Pupil Alert flag set**

**School Referral Start** new

Date of Last Attendance:  School:

Referral Start:

**School Referral Start List** Page 1 of 2 refresh

Date of Last Attendance	School
11/09/2023	Drayton Green Primary School
01/09/2023	Drayton Green Primary School
20/09/2023	Drayton Green Primary School
20/09/2023	Drayton Green Primary School
15/09/2023	Drayton Green Primary School
13/09/2023	Drayton Green Primary School
13/09/2023	Drayton Green Primary School
12/09/2023	Drayton Green Primary School
08/09/2023	Ealing Primary Centre
06/09/2023	Drayton Green Primary School

1 2

**School Referral Type** new

School Referral Type:  School Referral Date:

**School Referral Type List** refresh

No information to display.

**Children Missing Out on Education (CMOE) Details** insert

\* Event Date:  \* Event Type:

Hours in school per week:  Hours in alternative provision per week:

Combined Hours per week:  School:

\* = mandatory field

**Children Missing Out on Education List** refresh

No information to display.

# Uploading your documents

Select **new** to upload documents in the School Referral Documents tab for the pupil (Attendance referral form, CME referral form, registration certificate for penalty fine requests a or a plan for Pupils on a Reduced Timetable as a Short-Term Provision or Alternative Provision Plan and School Refuser Notification) and any related documents

Modules ▾ Profiles: School Referral ▾ Refresh Profile Toolkit Working on: LIVE CH

Search: Surname: Test Forename: Test Middle Name(s): Date Of Birth: 31/10/2006 Gender: Male DfE UPN: NC Year: NC Year 12 PID: 807544

Child / Young Person Details Child Attendance, CME and CMOE **School Referral Documents** School Referral Submission

Pupil Alert flag set

**Document Upload** edit new

Title: Pupil Services Submission (Attendance) PupilServicesSubmission(Attendance) 2009202315 Document Name: PupilServicesSubmission(Attendance)\_20092023150103.Pdf

Date Uploaded: 20/09/2023 Download File

Document Category: School Attendance Referral School:

Reason for Information (Including passwords to open document):

**Document List** Page 1 of 2 refresh

Title	Document Name	Date Uploaded	Document Category	School	Modified Date	Modifying User
Pupil Services Submission (Attendance) PupilServicesSubmission(Attendance) 2009202315	PupilServicesSubmission(Attendance)_2009202315...	20/09/2023	School Attendance Referral		20/09/2023 15:01:03	LBEALING-TC,BantlemanP
holiday	Aron Ladu.pdf	20/09/2023	Unauthorised Term Time Leave (Holiday fine)		20/09/2023 15:00:27	LBEALING-TC,BantlemanP
Pupil Services Submission (CMOE) PupilServicesSubmission(CMOE)_13092023115531...	PupilServicesSubmission(CMOE)_13092023115531...	13/09/2023	Children Missing Out on Education (CMOE)		13/09/2023 11:55:32	LBEALING-TC,BantlemanP
Pupil Services Submission (CMOE) PupilServicesSubmission(CMOE)_13092023095837...	PupilServicesSubmission(CMOE)_13092023095837...	13/09/2023	Children Missing Out on Education (CMOE)		13/09/2023 09:58:37	LBEALING-TC,Amornix

Select **Upload New File** and browse for the file you wish to upload. The file must be in PDF or JPEG format.

Home Modules ▾ Profiles: School Referral ▾ Refresh Profile Toolkit Working on: LIVE CH

Search Surname : Test Forename : Test Middle Name(s) : Date Of Birth : 31/10/2006 Gender : Male DfE UPN : NC Year : NC Year 12 PID : 807544

Child / Young Person Details Child Attendance, CME and CMOE **School Referral Documents** School Referral Submission

Pupil Alert flag set

### Document Upload

insert cancel

\* Title  Document Name

Date Uploaded    **Upload New File**

Document Category   School  

Reason for Information (Including passwords to open document)

\* = mandatory field

### Document List

Page 1 of 2 refresh

Title	Document Name	Date Uploaded	Document Category	School	Modified Date	Modifying User
Pupil Services Submission (Attendance) PupilServi...	PupilServicesSubmission(Attendance)_2009202315...	20/09/2023	School Attendance Referral		20/09/2023 15:01:03	LBEALING-TC\BantlemanP
holiday	Aron Ladu.pdf	20/09/2023	Unauthorised Term Time Leave (Holiday fine)		20/09/2023 15:00:27	LBEALING-TC\BantlemanP
Pupil Services Submission (CMOE) PupilServicesSu...	PupilServicesSubmission(CMOE)_13092023115531...	13/09/2023	Children Missing Out on Education (CMOE)		13/09/2023 11:55:32	LBEALING-TC\BantlemanP
Pupil Services Submission (CMOE) PupilServicesSu...	PupilServicesSubmission(CMOE)_13092023095837...	13/09/2023	Children Missing Out on Education (CMOE)		13/09/2023 09:58:37	LBEALING-TC\Amornix
Attendance Grid	Mohamed Mohamed.pdf	13/09/2023	Unauthorised Term Time Leave (Holiday fine)		13/09/2023 11:54:47	LBEALING-TC\BantlemanP
test	2021 Certificate Poll Station Training.pdf	13/09/2023	School Attendance Referral		13/09/2023 09:58:09	LBEALING-TC\Amornix
Pupil Services Submission (Attendance) PupilServi...	PupilServicesSubmission(Attendance)_1209202314...	12/09/2023	School Attendance Referral		12/09/2023 14:41:13	LBEALING-TC\HooperC
test attendance	Guidance For Early Years Settings and Schools on ...	12/09/2023	School Attendance Referral	Woodlands Academy	12/09/2023 14:40:49	LBEALING-TC\HooperC
Pupil Services Submission (Attendance) PupilServi...	PupilServicesSubmission(Attendance)_0809202314...	08/09/2023	School Attendance Referral		08/09/2023 14:24:54	LBEALING-TC\HooperC
wgfu	CME Process Flowchart.pdf	08/09/2023	Children Missing Education (CME)	Woodlands Academy	08/09/2023 14:24:31	LBEALING-TC\HooperC

Modules Profiles: School Referral Refresh Profile Toolkit Working on: LIVE CH

Surname: Test Access Synergy - Children's Services - File Upload - Work - Microsoft Edge  
https://synergyweb.ealing.gov.uk/Synergy/gateway/FileUpload.aspx?m=2&f=-1&mr=-1&...

Select File to upload:  
Choose File No file chosen  
Upload File Cancel

Document Upload

Title  
Date Uploaded  
Document Category  
Reason for Information (Including words to open document)

Document Name  
School

Upload New File

Document List

Title	Document Name	Date Uploaded	Document Category	School	Modified Date	Modifying User
Pupil Services Submission (Attendance) Pupil Servi...	PupilServicesSubmission(Attendance) 2009202315...	20/09/2023	School Attendance Referral		20/09/2023 15:01:03	LBEALING-TC\BantlemanP

Open

« CME and Leavers Toolkit » Abroad off rolling » Mainstream schools

Organise New folder

Name	Status	Date modified	Type	Size
Abroad off roll letters to parents, steps 1,...	✓	20/09/2023 15:34	OpenDocument T...	20 KB
Abroad off rolling flow chart mainstream...	✓	20/09/2023 15:34	Microsoft Edge P...	78 KB
Guidance for mainstream schools	✓	20/09/2023 15:34	Microsoft Edge P...	206 KB

File name: Abroad off rolling flow chart mainstream schools All files

Open

Select **Upload New File** and a pop up box will appear. In this box, select **Choose File**. Brows for the file you wish to upload. Either double click on the file you wish to upload or select it and then select **Open**, then **Upload file**.

REMEMBER; ALL FILES UPLOADED MUST BE IN PDF or JPEG FORMAT

Please complete all the fields circled in green; the 'Document Category' field is essential. The 'Document Name' field will be automatically generated by the file you upload.

Once you have completed all the fields and uploaded the document/s, select **insert** and move on to the School Referral Submission tab.

Modules ▾ Profiles: School Referral ▾ Refresh Profile Toolkit Working on: LIVE CH

Search: Surname : Test Forename : Test Middle Name(s) : Date Of Birth : 31/10/2006 Gender : Male DfE UPN : NC Year : NC Year 12 PID : 807544

Child / Young Person Details Child Attendance, CME and CMOE **School Referral Documents** School Referral Submission

Pupil Alert flag set

**Document Upload** insert cancel

\* Title

Date Uploaded

Document Category

Reason for Information (Including passwords to open document)

Document Name

School

File Uploaded

\* = mandatory field

**Document List** Page 1 of 2 refresh

Title	Document Name	Date Uploaded	Document Category	School	Modified Date	Modifying User
Test CME	Abroad off rolling flow chart mainstream schools...	25/09/2023	Children Missing Education (CME)	Woodlands Academy	25/09/2023 14:46:00	LBEALING-TC\HooperC

# Submitting your referral

To begin submitting your referral/request/notification select **run report**.

The screenshot displays a web application interface for submitting a school referral. The top navigation bar includes a home icon, 'Modules', 'Profiles: School Referral', 'Refresh Profile', and 'Toolkit'. The user is logged in as 'Working on: LIVE CH'. Below the navigation bar, a search bar contains the following information: Surname: Test, Forename: Test, Middle Name(s):, Date Of Birth: 31/10/2006, Gender: Male, DfE UPN:, NC Year: NC Year 12, and PID: 807544. A green arrow points down from the search bar area to the 'run report' button. The main content area features a tabbed interface with four tabs: 'Child / Young Person Details', 'Child Attendance, CME and CMOE', 'School Referral Documents', and 'School Referral Submission'. The 'School Referral Submission' tab is active and highlighted in blue. Below the tabs, a yellow banner displays a message: 'Pupil Alert flag set'. At the bottom of the page, a blue bar contains the text 'School Referral Submission' and a 'run report' button.

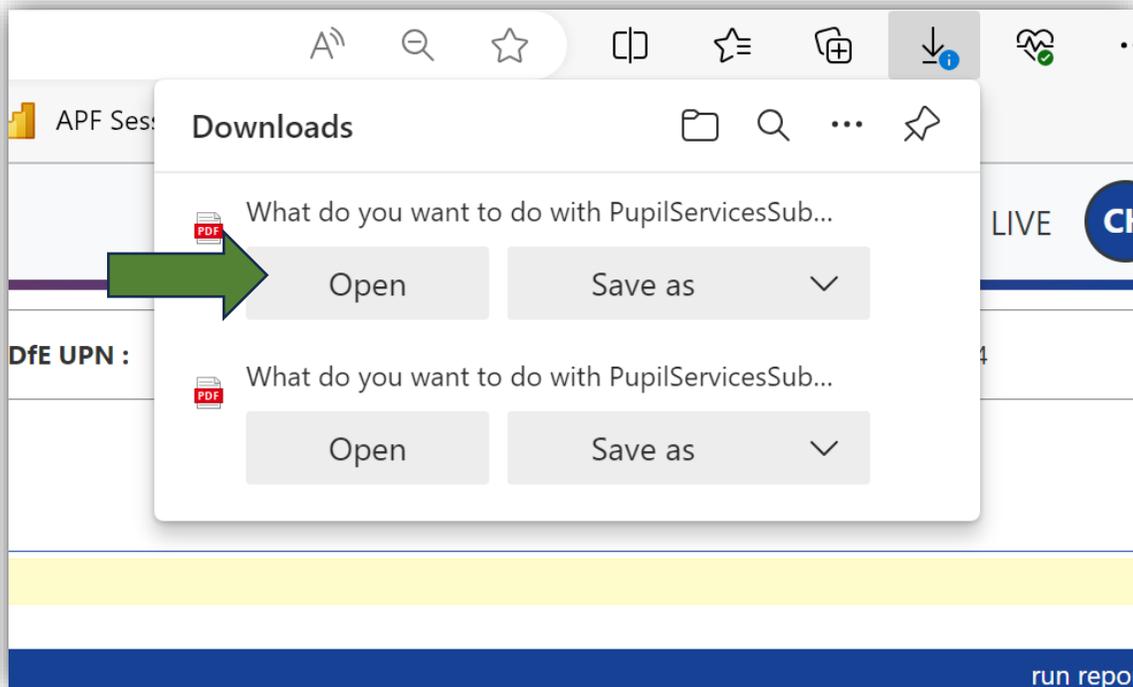
The pop up on the left of this page will appear. Select the relevant service in the **Report field**. The Format field will always be PDF.

Once you have selected the relevant service tick the **Open Report after creation** box and then select **run report**.

The image shows a 'Run Report' dialog box overlaid on a page titled 'School Referral Submission'. The dialog box has a blue header with the text 'Run Report'. Below the header, there are two dropdown menus. The first is labeled '\*Report' and is set to 'Pupil Services Submission (CMOE)'. The second is labeled '\*Format' and is set to 'Portable Document Format (Pdf)'. Below these is a legend: '\* = mandatory field'. At the bottom of the dialog, there is a checkbox labeled 'Open Report after creation' which is currently unchecked. To the right of the checkbox are two buttons: 'run report' and 'cancel'. Three green arrows point to the 'Report' dropdown, the 'Format' dropdown, and the 'run report' button.

A new download, shown below, will appear in the top, right-hand corner of your screen. Select **Open** to view your digital receipt (example to right).

An acknowledgment email for your referral/request/notification will also be sent to you as soon as possible by the service receiving it.



School Children Missing  
Education (CME) submitted:  
9/25/2023 3:05:11 PM

# Further Gateway information

Synergy<sup>8</sup>



Accounts close after 45 days of inactivity, and you will need to request re-instatement. However, you can simply login every so often without uploading a referral to keep your account active.



We suggest you request a login before the summer break. If you log into the account before the end of the academic year, it will remain active for September



If you find any duplicate records, please email:  
**ealingeducationICT@ealing.gov.uk**