

## School Admissions Parent Portal – Frequently Asked Questions

### 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/Parents/>

This will take you to the Parent Portal Homepage as below where you can either create an account, or if you have already done so, sign back into your account.



**Welcome to the Croydon Local Authority Parent Portal**

**Apply online for your child's In-Year school place**

The Parent Portal allows parents of children making an in-year school application to do so via an online interface.

The application allows a user to create an account, add their children to the account, and create one or more school preferences for that child. Once the preferences have been created, they are available for the Local Education Authority to view.

To begin using the Parent Portal, create an account using the 'Sign In or Create Account' link which can be found on the upper left side of this page.

**Co-ordinated admissions**

Applications for Reception (Date of Birth between: 01/09/2016 and 31/08/2017), Junior, Year 7 and 14-19 places starting September 2021 **must be made via a different process.**  
More information at: [www.croydon.gov.uk/admissions](http://www.croydon.gov.uk/admissions).

**Fair Processing**

Croydon Council will handle the information you have provided in line with the provisions of the General Data Protection Regulation. Any personal information will be held in confidence with only the necessary people able to see or use it and will be removed from council records in accordance with the Council's retention schedule. Under the General Data Protection Regulation, you have the right to make a formal request to the Council for access to personal data held about you or your child.

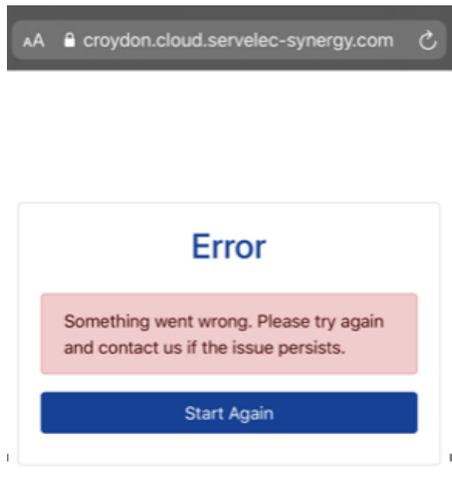
Croydon Council has a duty under the Children's Act 2004 to work with partners to provide and improve services to children and young people in the area. The information you provide will be shared with schools as necessary to arrange suitable provisions for your child. Please note, your application may be shared with schools not specified on your preference list if necessary. Croydon council may also use this information when necessary to comply with the law or fulfill its statutory purposes and may share this information where required with other bodies responsible for administering services to children and young people. As part of Croydon Council's duty to protect the public funds it administers, it may use the information you have provided on this form for the prevention and detection of fraud. To view our full Privacy Statement please visit: <https://www.croydon.gov.uk/democracy/data-protection-freedom-information/privacy-notices/education-youth-engagement-service-privacy-notice>.

Using a tablet/smartphone? Access the menu items including the 'Create Account' and 'Login' links using the menu in the top right hand corner.

**CROYDON**  
www.croydon.gov.uk

**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).

**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.'

**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

Requirements:

- Alpha character ✓
- Uppercase character ✓
- Numeric character ✓
- Special character ✓
- 8 characters ✓
- Not username ✓

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

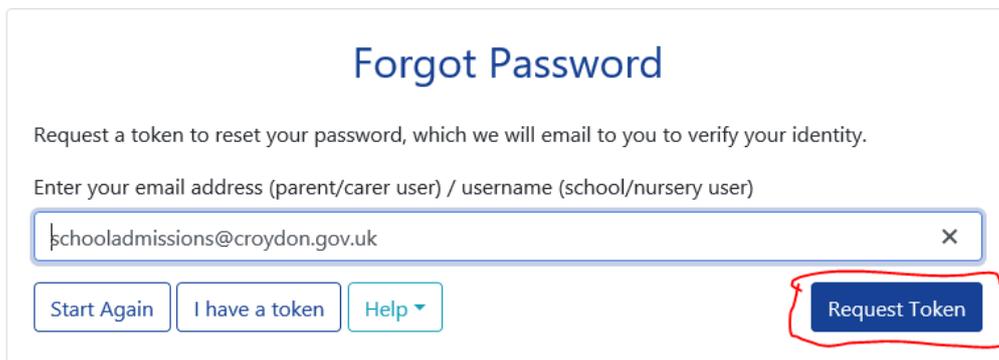
**What is my username?**

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 [Croydon@cloud.servelec-group.com](mailto:Croydon@cloud.servelec-group.com) (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

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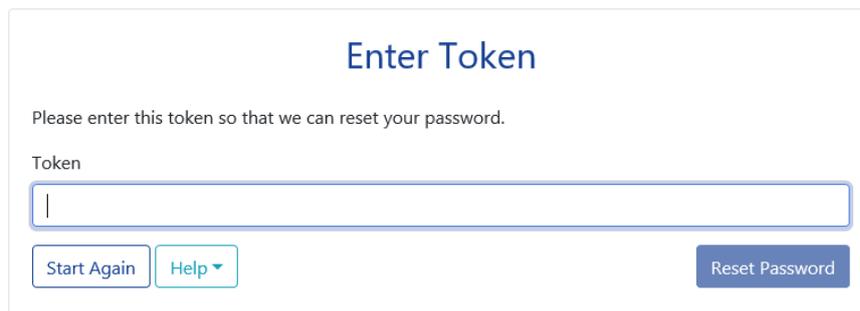


**Forgot Password**

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/nursery user)

[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 [Croydon@cloud.servelec-group.com](mailto:Croydon@cloud.servelec-group.com) (check it doesn't land in junk or spam mail) with the token code.

If you have not received it please email our IT Support: [educationdataquality@croydon.gov.uk](mailto:educationdataquality@croydon.gov.uk)

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

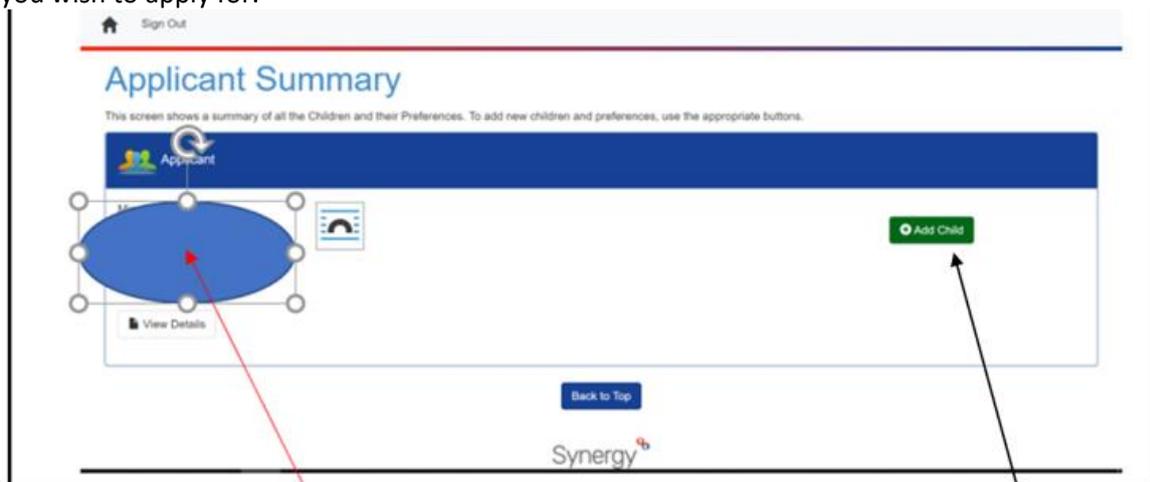
The Eadmissions application is for children applying to start Reception or Year 7 for the coming September, all other applications, which will be applications to join any existing year group, must be made through the Parent Portal.

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.

**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, you should be able to add a child using the steps shown below. Once you have filled out the child details, you will be able to select the school(s) you wish to apply for.



Your own details will be showing in the highlighted area.

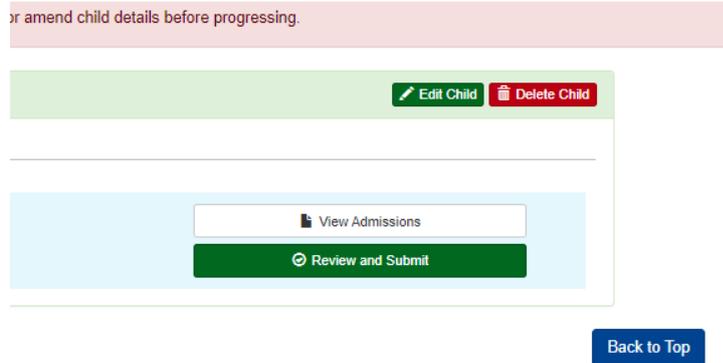
The next step is to add your child's details which you will do by clicking on the **Add Child** Button which will take you to the next screen where you can complete their details..

**I have completed the application form. How do I submit to the LA to process?**

To submit an application you have to click on the “review and submit” next to the application.

You will receive an email from [Croydon@cloud.servelec-group.com](mailto:Croydon@cloud.servelec-group.com) to confirm Croydon School Admissions service has received the application request.

To submit an application, the parent has to click on "review and submit" next to the application



Then tick that they have read the disclaimer and select **submit application**

I have read the disclaimer

Print Summary

Return to Preferred School(s) Summary

Submit Application

**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).