

Using Two-Factor Authentication to access the Synergy Early Years Provider Portal

Contents

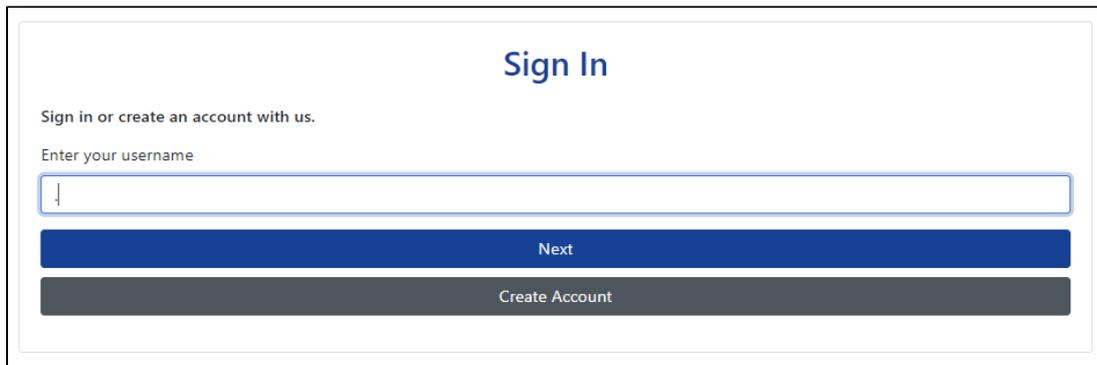
Introduction	1
Accessing Early Years Provider Portal for the first time	1
Authenticator Apps	3
Microsoft Authenticator	3
Google Authenticator	6

Introduction

To access the Synergy **Early Years Provider Portal**, you will have to sign into your account using Two-Factor Authentication (2FA). To do this you will need to download an authenticator app (Microsoft Authenticator or Google Authenticator) to your mobile phone – see pages 3 to 8 of this guide. The authenticator app generates a different one-time passcode every time you log in, adding an extra layer of security to your account.

Accessing Early Years Provider Portal for the first time

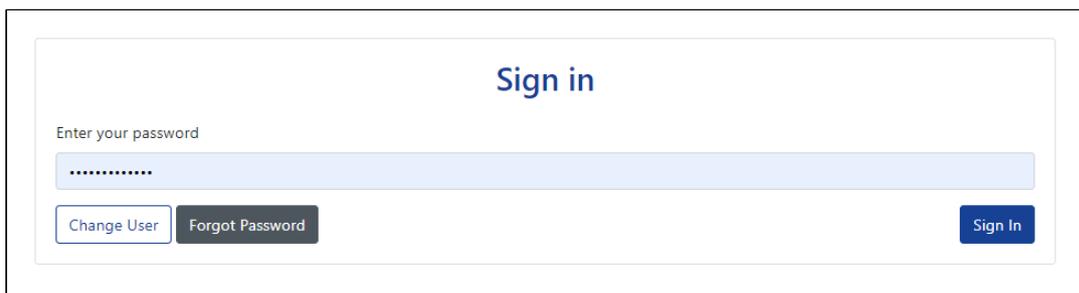
Step 1. Enter your **Username** and select **Next**.



The screenshot shows a 'Sign In' page with the following elements:

- Header: **Sign In**
- Text: Sign in or create an account with us.
- Text: Enter your username
- Input field: A text box containing a cursor.
- Buttons: A blue 'Next' button and a grey 'Create Account' button.

Step 2. Enter your **Password** and select **Sign In**.



The screenshot shows a 'Sign in' page with the following elements:

- Header: **Sign in**
- Text: Enter your password
- Input field: A password field with masked characters (dots).
- Buttons: 'Change User', 'Forgot Password', and 'Sign In'.

Step 3. The first time you sign in with your username and password you will see the details below informing you of **2FA Enrolment**. Select **OK** to continue.

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

Step 4. The next screen displays information on **2FA Enrolment**. When you have downloaded one of the authenticator apps, you will have to scan the **QR code** to set up the account. Scanning the QR code will also generate a 2FA password code. Select **Next** to continue.

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 SecretNext

Step 5. Enter the **2FA Code** generated by the authenticator app and 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

BackHelp ▾Confirm

Step 6. **2FA Enrolment** is complete. Each time you sign in you will need to use the authenticator app to obtain a code which you will enter. Select **Finish**.

2FA Enrolment

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

Finish

Authenticator Apps

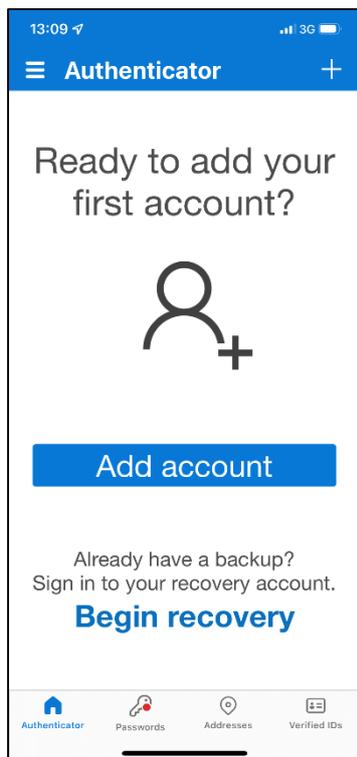
You will need to use a 2FA app to access the Synergy Provider Portal. Microsoft Authenticator **or** Google Authenticator can be downloaded to your mobile phone and used to set up 2FA. The information below tells you how to set up each app.

Microsoft Authenticator

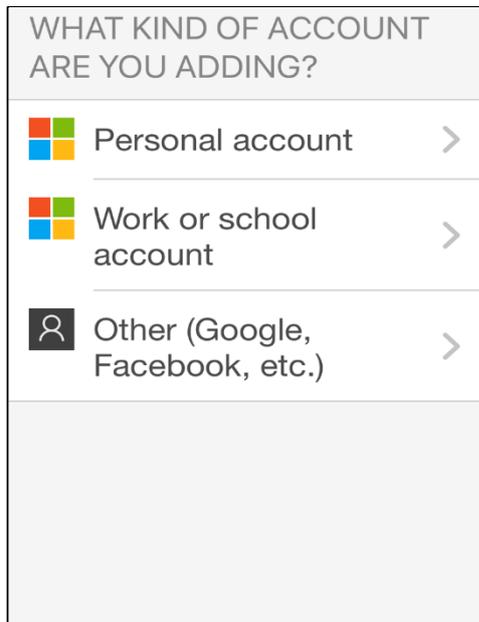
Step 1. Download the app to your mobile phone.

Step 2. Open the app.

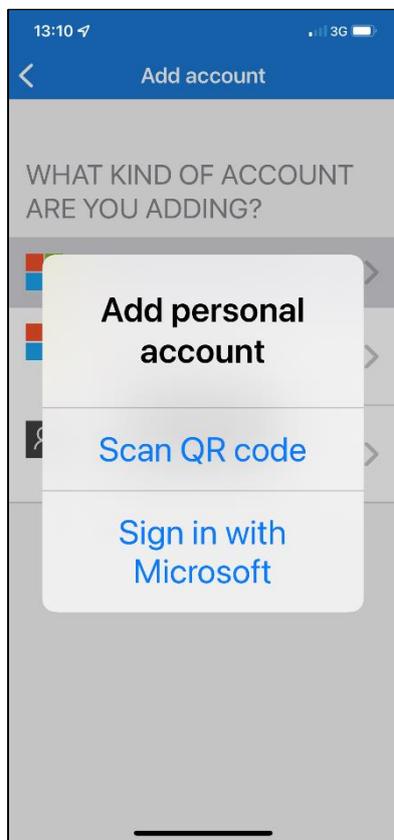
Step 3. Select the **Add account** button. If you have previously downloaded and already use Microsoft Authenticator, select the plus sign button **+** to add a new account.



Step 4. Select **Personal account**.



Step 5. Select **Scan QR code**.

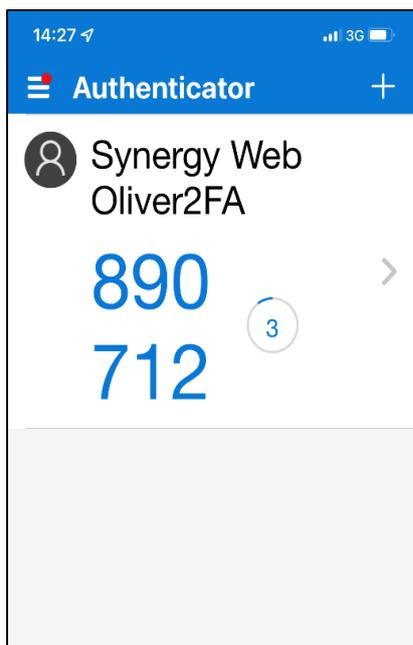


Step 6. Use your phone camera to scan the QR Code displayed on the Synergy Provider Portal webpage.

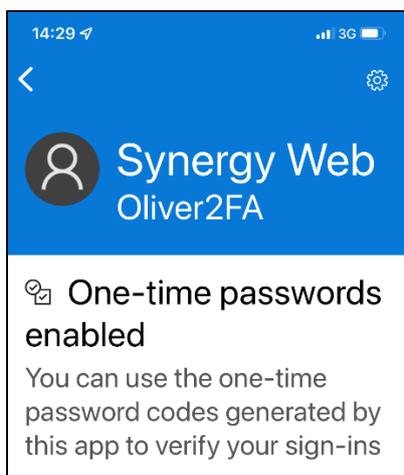
Scanning the QR code will add the Synergy Web account and will display your username. "Oliver2FA" is the example username shown in the picture below.

Enter the generated 6-digit pass-code into the **2FA Enrolment** field on the Provider Portal when prompted. This will complete the configuration process.

A 6-digit pass-code generated in this way will need to be entered every time that you access the Portal. This is a random number that regenerates after 30 seconds if you have not used it within that time.



Step 7. Your account set up is now complete and you can use the app to generate a one-time 6-digit passcode each time you access the Provider Portal.

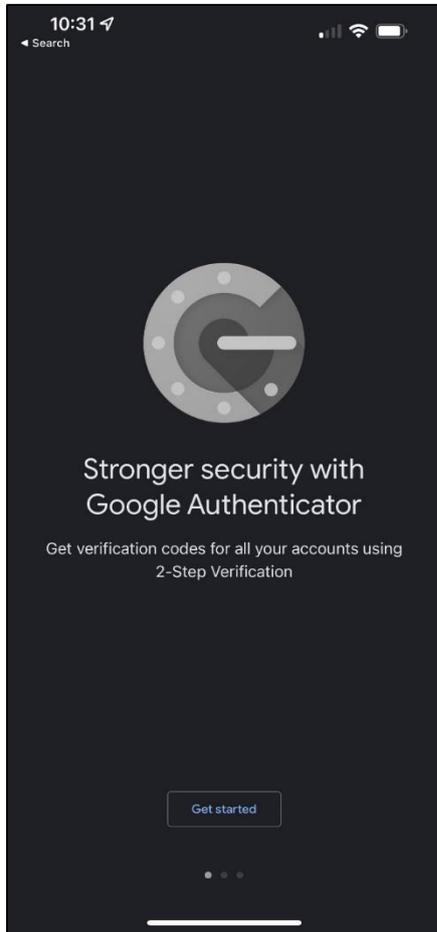


Google Authenticator

Step 1. Download the app to your mobile phone.

Step 2. Open the app.

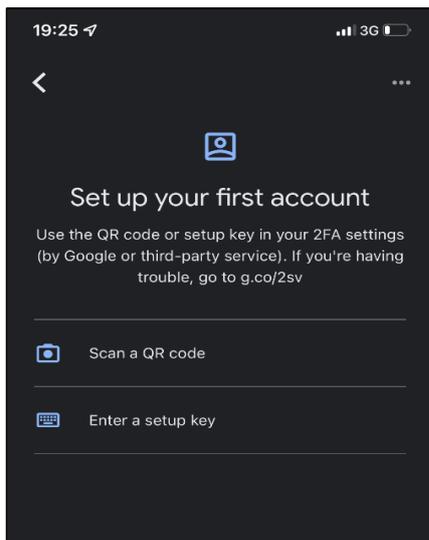
Step 3. Select **Get Started**.



If you are already a Google Authenticator user, add a new account by clicking the plus sign button at the bottom of the screen.



Step 4. Select **Scan a QR code**

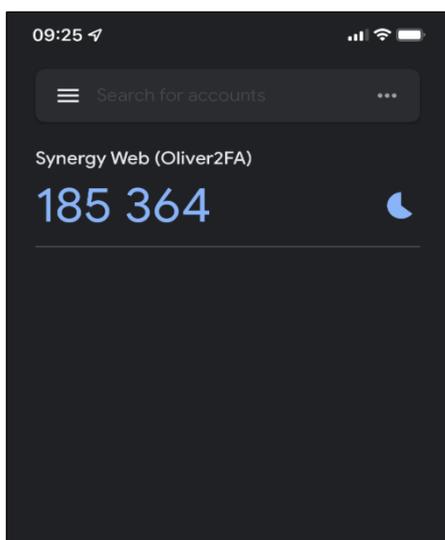


Step 5. Use your phone camera to scan the QR Code displayed on the Synergy Provider Portal webpage.

Scanning the QR code will add the Synergy Web account and will display your username. "Oliver2FA" is the example username shown in the picture below.

Enter the generated 6-digit pass-code into the **2FA Enrolment** field on Provider Portal when prompted. This will complete the configuration process.

A 6-digit pass-code generated in this way will need to be entered every time that you access the portal. This is a random number that regenerates after 30 seconds if you have not used it within that time.



Step 6. Your account set up is now complete and you can use the app to generate one-time codes each time you access Provider Portal.