

FACT SHEET – THE PROVIDER PORTAL

What is the Provider Portal?

Once you have been approved to be on Leicestershire's Directory of Early Years Providers you will be issued a username and password to our Provider Portal. To access the Synergy Early Years Provider Portal you will be required to sign into your account using Two-Factor Authentication (2FA). Further guidance 2FA can be found on our [dedicated webpage](#). You are required to complete and submit your FEEE claims on the headcount and adjustment tasks via our Provider Portal.

By using the [Provider Portal](#) you can:

- Submit headcount and adjustment tasks to claim government funding (including adding / updating parental details, which will allow us to confirm eligibility for Early Years Pupil Premium (EYPP) funding on your behalf)
- Validate the 30-hour codes
- Submit evidence to claim Disability Access Fund (DAF)
- View the initial, final and adjustment payment summaries
- Update your business information via the self-update function

Frequently Asked Questions

How many staff members are allowed access to the Provider Portal?

Each member of staff that enters information onto the Provider Portal must have their own login and password. Only 2 members of staff at each setting can be registered at one time.

How do I add a new member of staff onto the Provider Portal?

To set-up new access for members of staff, please complete the relevant sections (A and H) in the [Change of Circumstance form](#) and return it to feee@leics.gov.uk. We will require the name and email address of the person you wish to take off the Provider Portal and the same information for the new member of staff that you would like to add.

I am unable to log into the Provider Portal as I have forgotten my password or locked my account?

Once you access the [Provider Portal](#), you will see the login page which is shown on the screenshot below:

Sign In

Parents/Carers Sign In or Create Account here

Sign In with Leicestershire Parent Portal

Administrators, Schools, Providers and LCC Staff Sign In here

Enter your username

Sign In with Synergy

If you try and enter the incorrect password too many times, your account will be locked. If this occurs, please contact the FEEE Team at fee@leics.gov.uk informing them of the situation. They will then request an account reset from the local authority's technical team.

To reset your password:

To reset your password, please follow the steps below:

- 1) Enter your username and click on 'Sign in with Synergy' button.
- 2) Click on 'Forgot Password' – please see screenshot below:

Sign in

Enter your password

.....

[Change User](#)

[Forgot Password](#)

[Sign In](#)

You will then be presented with the following screenshot to request a token:

Forgot Password

Request a token to reset your password, which we will email to you to verify your identity.

Enter your username

PRVTEST

[Start Again](#)

[I have a token](#)

[Help ▾](#)

[Request Token](#)

- 3) Ensure that your username is added and click on 'Request Token'. A reset password confirmation email with a token will then be sent to the assigned email address that we have for you on the system.
- 4) Go back on the Provider Portal and click on 'I have a token'. You will then be able to add the token that has been sent to you and you will then be prompted to change your password.

If this process does not work, can you please complete the [Provider Portal Support form](#) to let the FEEE Team know that you have an issue. They will then forward it to the technical team to request an account reset.

I am having issues with the 2 Factor Authentication (2FA)?

If you are unable to log in due to the 2FA, please email the FEEE Team at feee@leics.gov.uk and we will get the technical team to unenroll you, so you can start from the beginning again. Please refer to the 2FA guides on our [dedicated webpage](#) to support you further.

How do I submit a FEEE claim on the Provider portal?

User guides have been developed to support you in completing the headcount and adjustment tasks. Please ensure you read the guides thoroughly prior to completing any task. You can download the user guides from our [dedicated webpage](#).

You can only submit a claim when the headcount or adjustment tasks are open. You will be able to submit children's information multiple times whilst the headcount or adjustment task is open. This makes the system more flexible by allowing you to enter information at the start of the period. You can then update this information if you receive requests from parents or, if you notice any mistakes on your original submission. These changes of information can be added / rectified and then the headcount / adjustment task resubmitted.

Additionally, you will be able to view previously submitted tasks – allowing you to marry up payments with claims far more easily.

How do I view my payment summaries on the Provider Portal?

You can find details of your headcount payments made by logging into the Provider Portal and looking on the 'Summary' tab. Please note that whilst the FEEE Team are processing the submission, the data you see may change daily – please do not contact the FEEE Team until it has been confirmed that the payments have been fully processed, as they could be amended until this date.

To view your adjustment payment in the Provider Portal, you will need to log in and access the relevant headcount for the period and click on the 'Adjustment' tab. You can see the total amount due to be paid under 'Paid as Adjustments'. If you click on the arrow to the left of this, you can view the children who have been processed and it will state what is going to be paid for each child. Please also refer to the 'Reason' column as this will show if your original claim has been reduced by the FEEE Team and for what reason. If the system states 'Not Paid' this will be because you owe the local authority funding back and it will show the amount owed in brackets, which will be deducted from your next payment.

To view a late adjustment payment, you will be able to find out what has been paid in the 'Adjustments' tab in the Provider Portal of the current period. For example, a late spring adjustment will appear in the current summer period, as this will be when it is processed by the FEEE Team. You will also receive an email from the FEEE Team once the late adjustment has been processed informing you of the payment and date to be paid.

What is the Self-Update function on the Provider Portal?

You can update your business details such as new email addresses and your local offer on the Provider Portal by using the 'self-update' function. Please see the 'Provider Portal Videos' on [Early Years Provider Portal Guidance page](#) to view the detailed guidance.

We encourage you to update your business information to ensure your details are accurate and that you continue to receive our communications.



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For more FEEE information for Providers, please visit the [FEEE Website for Providers](#)