Application guide for parents 2-year-old targeted funding

Please use the following link to access the Synergy application portal for 2-year-old targeted funding

For any queries, please contact <u>earlyyears@torbay.gov.uk</u>

You can access the application process using the link on the first page of this guidance, or by accessing the Torbay council website, heading to 'Targeted two-year-old funding, and clicking the 'apply for the 2-year-old funding

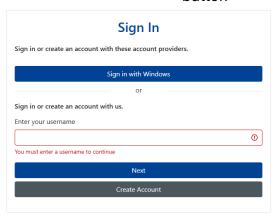


Once you have clicked on the 'Apply for the 2 year old funding' you will see this screen.



Once you have accessed the portal, you will need to sign in or create a parent/carer account by clicking on the parent/carer button





If you are a new user, please create an account using the bottom button.

If you are a returning user, please log in using your email address and password

The create an account screen will ask for parent details.

Please populate all details to ensure your account is up to date.



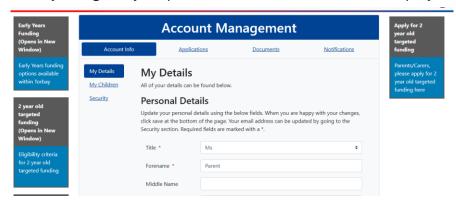
When filling in the address section, you will need to click the 'add address' button.

Address No address to display. Address Address Search for an Address Search for an Address Search for an address using the fields below Primary Postcode * TQ12NT Search Searc

When you have filled in all details and created a password, please select the 'create' button on the bottom right of the screen.

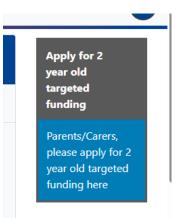
You will now receive a verification email to your email address. You will need to verify your account before you can progress with your application. If you do not receive a verification email, please contact the early years team – earlyyears@torbay.gov.uk

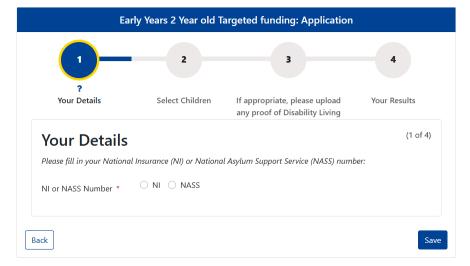
When you log into your portal, the below screen will be displayed.



From here, you can update your account information, view existing applications or documents on your account, add child information and edit your notification preferences.

To start an application, please select the button on the right side of the screen – Apply for 2-year-old targeted funding.





There are 3 short steps to the application process.

 Your details – you will need your NI or NASS number and your Date of Birth.

Please ensure these details are entered correctly to allow the system to perform an eligibility check.

2. Select child applying for You will have the option to add a new child in here. You will need to input their name, Date of birth and gender.

If you have already added child details, please tick the box next to the child you are applying for



Create Child

To create a new child, please complete the following details and then save these details using the buttons at the end of the form.

Forename

*
Middle
Name

Surname

*

DOB *

Gender * Please select an option •

2 This child's primary address is the same as the address that I have saved on my profile (if the child's address differs, unheck the checkbox to

Please ensure these details are entered correctly to allow the system to perform an eligibility check.

Cancel



3. Adding a supporting document
Here you can add any supporting
documents, such as proof of
Disability Living allowance or cared
for child status.

If you have no supporting documents, please tick the 'confirm that you wish to proceed box' to continue to your results



On the final page, you will get your eligibility results, they will either show as 'Found' if you are eligible or 'Not found' if we can't recognise your details or you are not eligible.



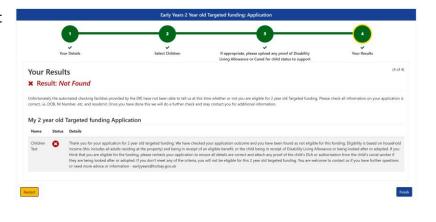
If you are eligible, your screen will show the child you applied for, along with their eligibility code.

Please provide your chosen childcare setting with this code.

You will be able to view this code again from your applications page.

If your result is 'not found' it means you are either not eligible or your details may not be correct.

If you think you should be eligible, please go through the application process to double check you entered the correct information. If all information is correct, please contact – earlyyears@torbay.gov.uk and we can perform a manual check



At the end of the application, there will be a finish or restart button. To get back to the homepage, please click 'finish'. If you wish to restart your application to double check details, please click 'restart'

To view your existing applications, please navigate to the Account management screen. Here you can view your applications and eligibility codes for your children.

