

# Setting up 2-Factor Authentication (2FA) in Synergy Web

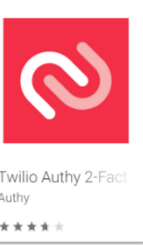
To safeguard children's data, we've implemented two-factor authentication (2FA) for Synergy Web, requiring users to log in with both a password and a one-time code generated by an 'Authenticator' app. This guide walks you through the initial setup before your first access Synergy Web (this process should take approximately 20-30 minutes to complete).

To access Synergy Web via 2FA, you will require an Authenticator app on your smartphone or computer desktop. If you already have an app installed, please skip to the [Section 2](#). If not, please follow Section 1 below.

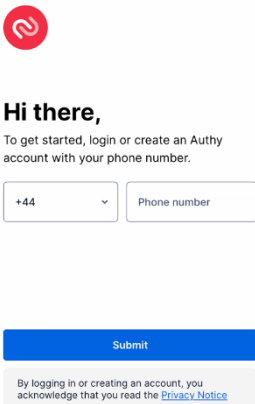
## 1. Downloading and Setting Up a Two Factor Authenticator App

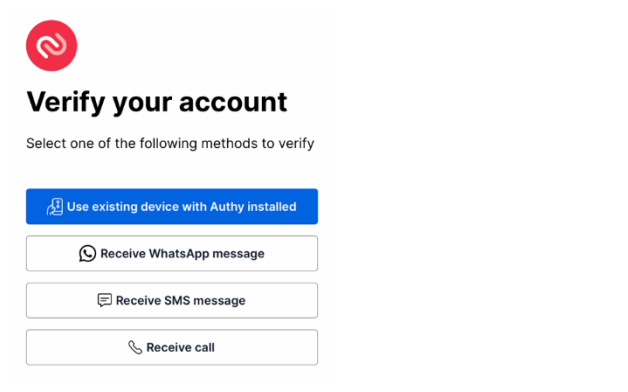
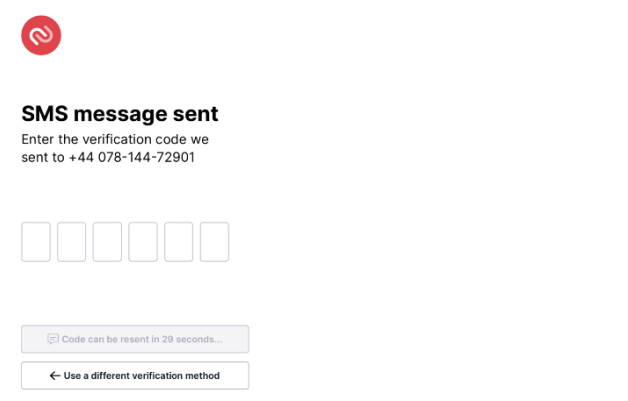
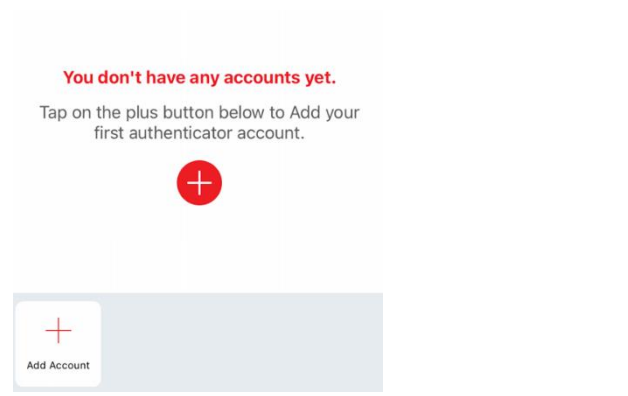
You will need to download a 2-Factor Authenticator App to access Synergy Web. There are a number of Authenticator Apps available, however for the below we've used 'Twilio Authy' as an example. You can use an authenticator application on your computer desktop or smartphone.

### Mobile App

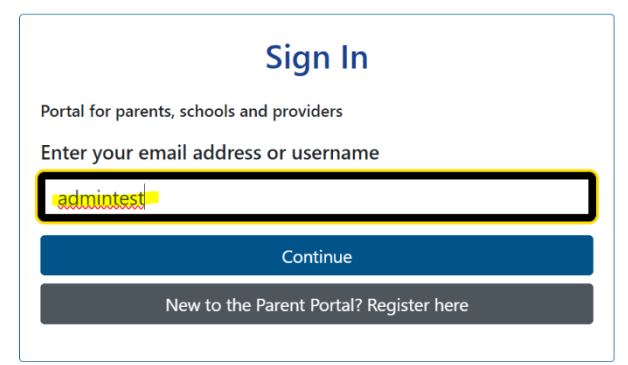
	<p>Open the app store on your phone and search for Twilio Authy</p> <p>Download the app to your phone</p>	
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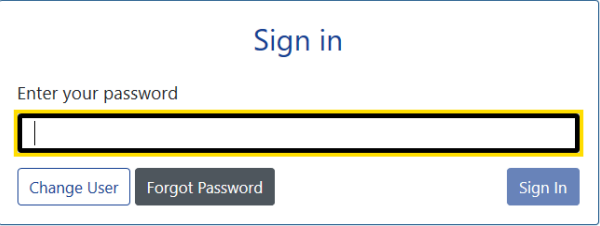
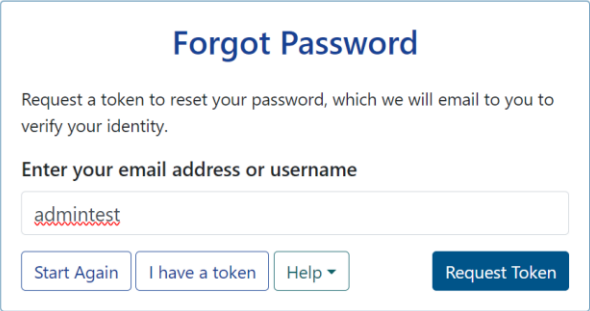
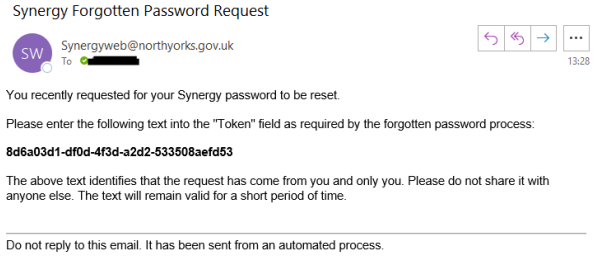
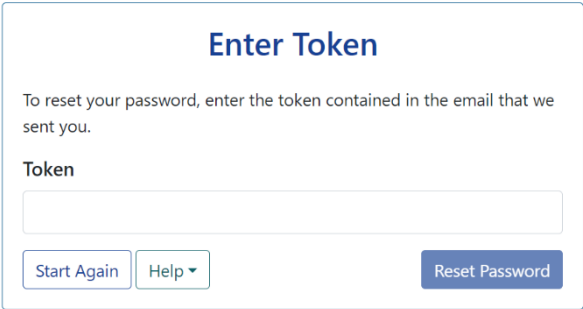
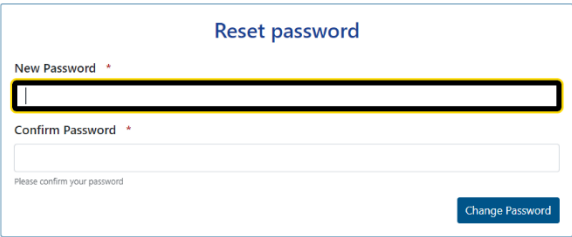
### Verify the Authy App

	<p>Search for your Country Code – United Kingdom</p> <p>Enter your mobile number</p> <p>Click 'Submit'</p>	
	<p>Enter your email address</p> <p>Click 'Submit'</p>	

	<p>Verify your account</p> <p>Click the preferred option to get a code to verify your Authy account e.g. phone call, text message etc.</p>	
	<p>Enter verification code received on text message</p>	
	<p>Once your verification code has been accepted, you will then be presented with this screen. <b>Please move on to <a href="#">Section 2</a> below, before attempting to add an account</b></p>	

## **2. Open Synergy Web and set your password using the reset password function**






<p>1. Open Synergy Web</p>	<p><a href="#">Sign In - Portal for parents, schools and providers (northyorks.gov.uk)</a></p> <p>Enter the username provided with your joining instructions.</p> <p>Click 'Continue'</p>	
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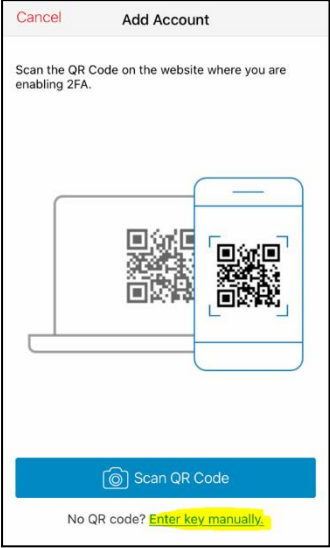
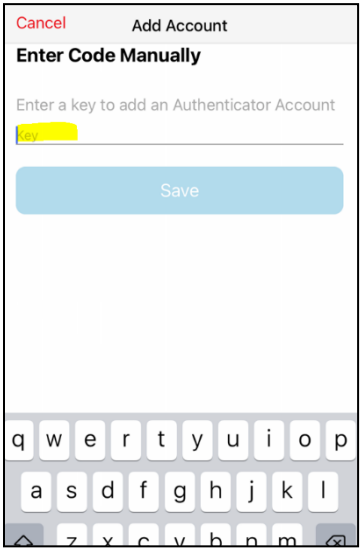
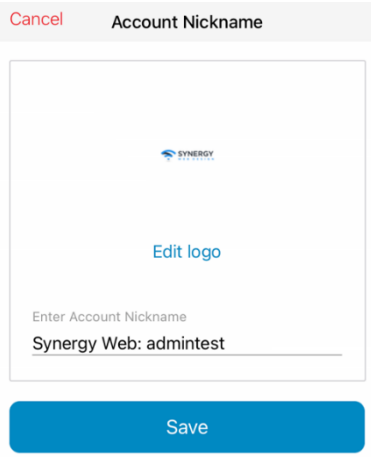
	<p><b>NB you do not need to register an account (this is for parents to register their children for school)</b></p>	
2.	Click 'Forgot Password'	
3.	<p>Leave your user name in the 'Enter your email address or username' box (don't change this to your email address)</p> <p>Click 'Request Token'</p>	
4.	<p>You will then receive an email with a token</p> <p><i>If the email is not immediately visible, please check Junk and Spam folders.</i></p>	
5.	Enter the token number from the email into Synergy Web and click 'Reset Password'	
6.	<p>Enter a 'New Password' and then again in 'Confirm Password'</p> <p>Then click 'Change Password'</p>	


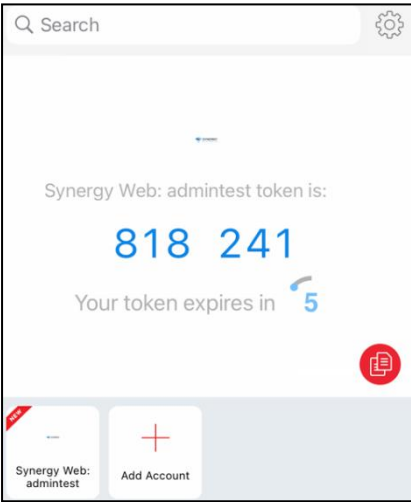
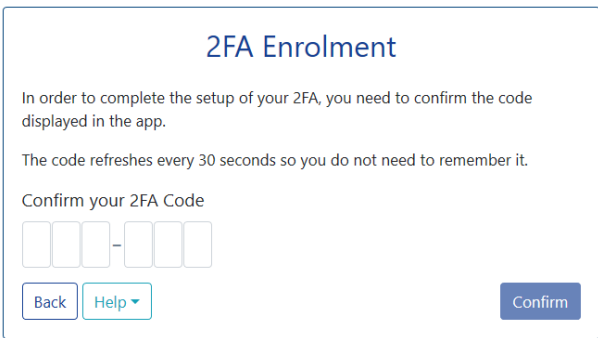
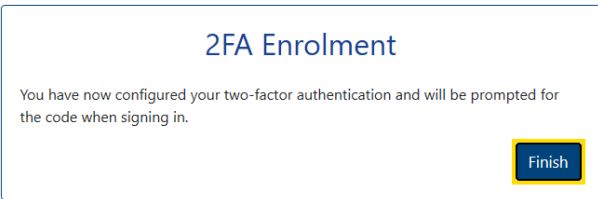
7.	A message will appear explaining 2-factor authentication. Click 'OK' to continue.	<div style="border: 1px solid #ccc; padding: 10px;"> <h3 style="text-align: center;">2FA Enrolment</h3> <p>Your Local Authority has mandated that Two-Factor Authentication (2FA) is enabled on your user account. Please complete Two-Factor Authentication setup in order to sign in.</p> <p>You can find out more about Two-Factor Authentication using the help button below.</p> <div style="display: flex; justify-content: space-between; align-items: center;"> <span>Help ▾</span> <span style="border: 1px solid #ccc; padding: 2px 5px;">OK</span> </div> </div>
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### 3. Set up your two-factor authentication

To do this you need to link your Authy app to your synergy web account

8.	On the Authy app you downloaded in Step 1, click 'Add Account'	<div style="border: 1px solid #ccc; padding: 10px; text-align: center;"> <p><b>You don't have any accounts yet.</b></p> <p>Tap on the plus button below to Add your first authenticator account.</p>  </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px; display: flex; align-items: center; justify-content: center;">  </div>
9.	<p><b>If you are using a smart phone for the Authy App</b></p> <p>Click 'Scan QR code' on the Authy app on your phone</p> <p>Use your phone to scan the QR code on Synergy web</p>	<div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid #ccc; padding: 5px; width: 45%;"> <p style="font-size: small;">Cancel    Add Account</p> <p style="font-size: x-small;">Scan the QR Code on the website where you are enabling 2FA.</p>  <div style="border: 1px solid #007bff; padding: 5px; text-align: center; margin-top: 10px;">  </div> <p style="font-size: x-small; margin-top: 5px;">No QR code? <a href="#">Enter key manually.</a></p> </div> <div style="border: 1px solid #ccc; padding: 10px; width: 45%;"> <h3 style="text-align: center;">2FA Enrolment</h3> <p>You can set up two-factor authentication (2FA) for your account using the below QR code:</p>  <p style="font-size: x-small;"><b>Steps:</b></p> <ol style="list-style-type: none"> <li>1. Open your chosen 2FA app</li> <li>2. Add a new account</li> <li>3. Scan the QR code to add the account</li> <li>4. You will see that the account has been added with a rotating code.</li> <li>5. Click "Next"</li> </ol> <p style="font-size: x-small;">If you can't scan the QR code, please click <i>Reveal Secret</i> below. This will display the secret that you can enter into your 2FA app.</p> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 10px;"> <span>Help ▾</span> <span style="border: 1px solid #007bff; padding: 2px 5px;">Reveal Secret</span> <span style="border: 1px solid #007bff; padding: 2px 5px;">Next</span> </div> </div> </div>

<p>10</p>	<p><b>If you are using a PC desktop app for 2-factor authentication, or if the QR code does not scan on smart phone</b></p> <p>Click 'Reveal Secret' on synergy web to show a code.</p> <p>Click 'Enter Code Manually' on your Authy app</p> <p>Type the code from Synergy Web into the Authy App</p> <p>Click 'Save'</p>	 <p><b>2FA Enrolment</b></p> <p>You can set up two-factor authentication (2FA) for your account using the below QR code:</p> <p><b>Steps:</b></p> <ol style="list-style-type: none"> <li>1. Open your chosen 2FA app</li> <li>2. Add a new account</li> <li>3. Scan the QR code to add the account</li> <li>4. You will see that the account has been added with a rotating code.</li> <li>5. Click "Next"</li> </ol> <p>Your secret is: YWOZT4CMYNYCIL6J25UUDIRYDNNH7PCJ</p> <p>Buttons: Help, Hide Secret, Next</p>  <p><b>Add Account</b></p> <p>Scan the QR Code on the website where you are enabling 2FA.</p> <p>Buttons: Scan QR Code</p> <p>No QR code? Enter key manually.</p>  <p><b>Add Account</b></p> <p><b>Enter Code Manually</b></p> <p>Enter a key to add an Authenticator Account</p> <p>key</p> <p>Buttons: Save</p> <p>Keyboard visible with letters q, w, e, r, t, y, u, i, o, p, a, s, d, f, g, h, j, k, l, z, x, c, v, b, n, m</p>
<p>11</p>	<p>You will be asked to name your Synergy Web account on your Authy app</p> <p>Enter a name of your choice and click 'Save'</p>	 <p><b>Account Nickname</b></p> <p>SYNERGY</p> <p>Edit logo</p> <p>Enter Account Nickname</p> <p>Synergy Web: admintest</p> <p>Buttons: Save</p>

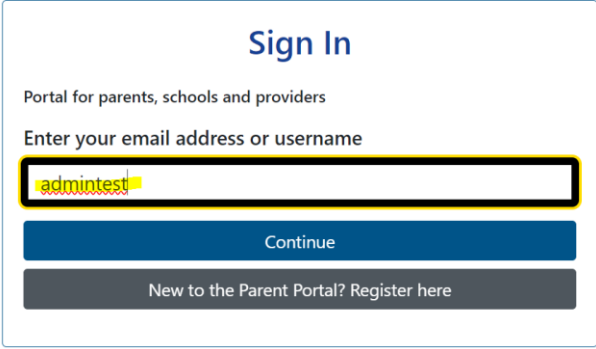
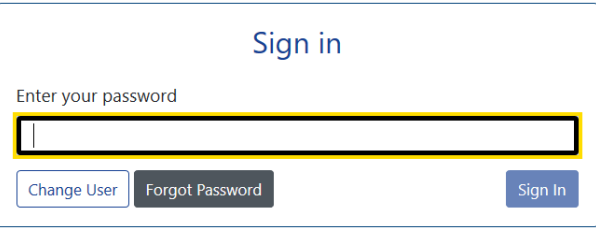
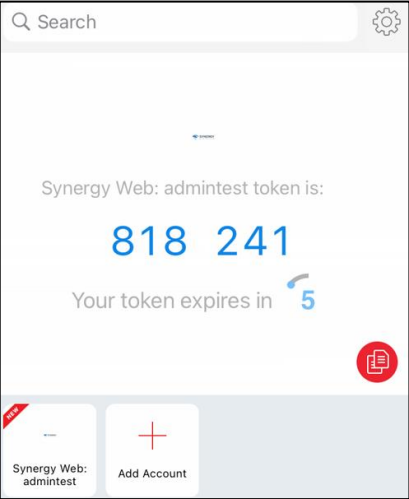
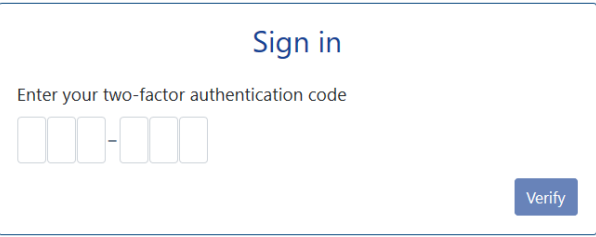
12	<p>Your Authy account is now linked to your Synergy Web account. Click 'Next' in Synergy Web</p>	
13	<p>Open your Authy app and get the 6-digit code</p> <p><i>Codes are valid for 30 seconds and regenerate automatically.</i></p>	
14	<p>Enter the 6-digit code from the Authy app</p> <p>Click 'Confirm'</p>	
15	<p>The system will confirm success of set up, please click 'Finish'.</p>	

16	Review the Welcome Agreement, click 'I Agree' to sign in	<div style="border: 1px solid #ccc; padding: 10px;"> <h3 style="text-align: center; color: #0070c0;">Welcome Agreement</h3> <p>Do not attempt to access any NYC systems, computer or network unless you're an authorised user. Attempting to access a system to which you have no authorised right of access is a criminal offence under the Computer Misuse Act 1990. Remember Data Protection is a legal requirement.</p> <p>Only access records that you need to look at in connection with your professional role, inappropriate access is a data breach for which you will be held personally liable, both by NYC and the ICO.</p> <p>You must not access records of people you know and are not working with professionally. Remember, ALL access is monitored, recorded and audited. Inappropriate access is a data breach. Do not copy and paste data into any other system or document.</p> <p><b><i>For the attention of EY's providers accessing the provider portal</i></b></p> <p><b><u>Declaration of Confirmation</u></b></p> <p>By submitting headcount data on the EY's Portal, you confirm that all children and parent data has been checked by the person responsible at your provision and is correct.</p> <p>An authorized person in the provision has submitted the termly headcount data, checks have been made that children and parent data is correct, and the relevant documentation is held securely to support the claim.</p> <p>All providers must ensure that invoices and receipts are clear, transparent and itemised allowing parents to see that they have received their child's free entitlement completely free of charge and understand fees paid for additional hours or services and do not charge parents "top-up" fees. Invoices and receipts should include the providers full details so that they can be identified as coming from a specific provider.</p> <div style="text-align: right; margin-top: 10px;"> <input type="button" value="I do not agree"/> <input type="button" value="I agree"/> </div> </div>
17	The System will then sign you in	<div style="border: 1px solid #ccc; padding: 10px;"> <h3 style="text-align: center; color: #0070c0;">Signed in</h3> <p style="text-align: center;">You have been signed in and will be redirected shortly...</p> <div style="text-align: center; margin-top: 5px;">  </div> </div>


## Frequently Asked Questions

- How do I Sign-In to Synergy Web (once 2FA has been set up?)

The following steps will guide you through logging into Synergy Web, after 2FA has been setup

	<p>Open Synergy Web</p> <p><a href="#">Sign In - Portal for parents, schools and providers (northyorks.gov.uk)</a></p> <p>Enter your username</p>	
<p>1.</p>	<p>Enter your password</p>	
	<p>2. Open your Authy app and get the 6-digit code</p>	
<p>3.</p>	<p>Enter the code from the Authy app into Synergy Web.</p> <p>Click 'Verify'</p>	



4.	Review the Welcome Agreement, click 'I Agree' to sign in	<div style="border: 1px solid #ccc; padding: 10px;"> <p style="text-align: center; color: #0056b3; margin: 0;"><b>Welcome Agreement</b></p> <p style="font-size: 0.8em; margin: 5px 0 0 20px;">Do not attempt to access any NYC systems, computer or network unless you're an authorised user. Attempting to access a system to which you have no authorised right of access is a criminal offence under the Computer Misuse Act 1990. Remember Data Protection is a legal requirement.</p> <p style="font-size: 0.8em; margin: 5px 0 0 20px;">Only access records that you need to look at in connection with your professional role, inappropriate access is a data breach for which you will be held personally liable, both by NYC and the ICO.</p> <p style="font-size: 0.8em; margin: 5px 0 0 20px;">You must not access records of people you know and are not working with professionally. Remember, ALL access is monitored, recorded and audited. Inappropriate access is a data breach. Do not copy and paste data into any other system or document.</p> <p style="margin: 10px 0 0 20px;"><b><i>For the attention of EY's providers accessing the provider portal</i></b></p> <p style="font-size: 0.8em; margin: 5px 0 0 20px;"><b>Declaration of Confirmation</b></p> <p style="font-size: 0.8em; margin: 5px 0 0 20px;">By submitting headcount data on the EY's Portal, you confirm that all children and parent data has been checked by the person responsible at your provision and is correct.</p> <p style="font-size: 0.8em; margin: 5px 0 0 20px;">An authorized person in the provision has submitted the termly headcount data, checks have been made that children and parent data is correct, and the relevant documentation is held securely to support the claim.</p> <p style="font-size: 0.8em; margin: 5px 0 0 20px;">All providers must ensure that invoices and receipts are clear, transparent and itemised allowing parents to see that they have received their child's free entitlement completely free of charge and understand fees paid for additional hours or services and do not charge parents "top-up" fees. Invoices and receipts should include the providers full details so that they can be identified as coming from a specific provider.</p> <div style="text-align: right; margin-top: 10px;"> <span style="background-color: #c00; color: white; padding: 2px 5px; font-size: 0.8em;">I do not agree</span> <span style="background-color: #0056b3; color: white; padding: 2px 5px; font-size: 0.8em; margin-left: 10px;">I agree</span> </div> </div>
5.	The system will then sign you in	<div style="border: 1px solid #ccc; padding: 10px;"> <p style="text-align: center; color: #0056b3; margin: 0;"><b>Signed in</b></p> <p style="text-align: center; font-size: 0.9em; margin: 5px 0 0 20px;">You have been signed in and will be redirected shortly...</p> <div style="text-align: center; margin-top: 5px;">  </div> </div>

## Troubleshooting

General issues – please contact Schools Admissions/FIS Team

Admissions: [schooladmissions@northyorks.gov.uk](mailto:schooladmissions@northyorks.gov.uk)

FIS Team: [fis.Information@northyorks.gov.uk](mailto:fis.Information@northyorks.gov.uk)

### **New Phone/PC – I no longer have the Authy app**

Contact School Admissions/FIS Team to have your 2-factor authentication reset.

You will be able re-enrol the 2-Factor Authentication following the guidance above.

### **Account locked**

Please contact School Admissions or FIS Team

### **Not receiving email for Password Reset token**

Please check Junk/Spam folder. Please contact School Admissions/FIS Team if the email is not in your Inbox or Junk/SPAM folders.