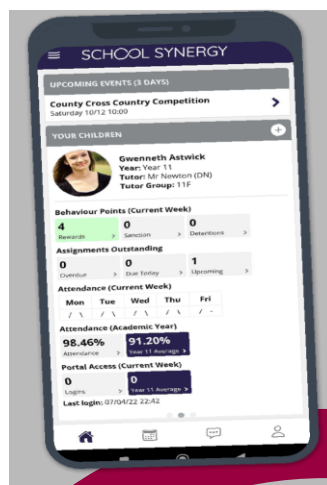




Welcome to the Parent Portal - your quick, one-stop access to school information!

An App is also available for Android and Apple devices.

Your one-page dashboard displays your messages, upcoming events, parent letters and a summary of recent behaviour, punctuality and assignments/homework for each of your children.



GET IT ON
Google Play



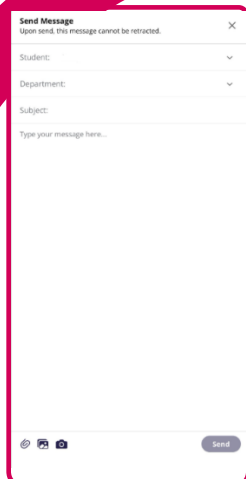
Download on the
App Store

What other information can I see in my Parent Portal?

Communication

It's super easy to contact school!
Using the App: Tap the **Inbox**, then hit the pencil icon in the bottom-right corner to start a new message.

Using the Web: Click [CONTACT SCHOOL](#) to open the message window. Your message will automatically be saved within your child's account — keeping a clear record of your communication with the school.

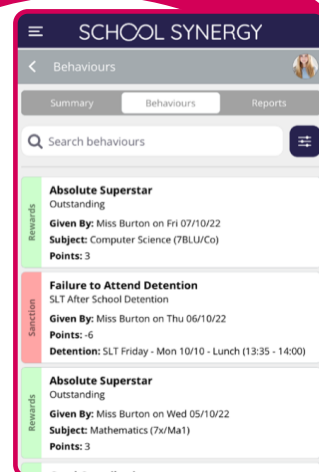


Homework & Assignments

Clearly see what is due and when. View details, instructions and files. Check grades of homework submitted.

Documents

View and download documents such as progress reports or results.



Timetable

View your child's school timetable.



School Calendar

Keep up to date with school events.

Parent Letters

View electronic versions of school letters.

Class Work

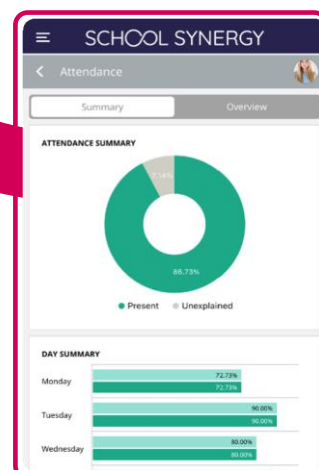
View materials and resources shared with students in lessons.

Behaviour & Achievements

View information on achievements and success along with areas for improvement.

Attendance

See your child's recent and historical attendance.



Clubs and Societies

View enrichment and extracurricular activities available and your child's attendance.

Download the Synergy Parent App

Register and verify your device using your mobile number

Do you already have a Parent Portal account?

Yes! I already have a Parent Portal account.

Yes

No



1 Great! Let's log in.
When asked if you have an account, select Yes.



2 Start typing your child's school name or postcode. Select the school from the list.



3 Fill in your Parent Portal log in details as you would on the web and click log in. You are now logged in!

No. I do not have a Parent Portal account.

1. No problem! Click the link provided in the email you received on your child's first day at LHA. - If you have not received your email, or are unable to find it, please do get in touch by emailing admin@lostockhallacademy.org, and we will resend the link.

2. Reset your password as shown.

Example email from school synergy -

Thank you for registering with the Parent Portal.

This is your temporary password: XXXXXXXX

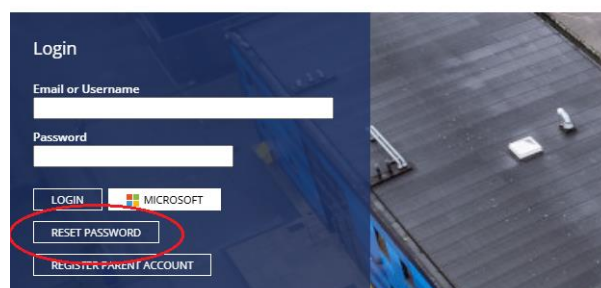
Please click the following link to login to your account using the temporary password above.

You can change to a memorable password within the 'My Account' section of the Portal.

Click here to login

SCHOOL SYNERGY
Doing the right thing... Making a difference!

Lostock Hall Academy



3. Follow the instructions – enter your registered email address and click RESET PASSWORD.

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Lostock Hall Academy

Reset Password

Please enter your email address and **click** Reset Password. **Click, do not press enter.**

If your email exists, an email will be sent with instructions on how to complete your password reset.

Email

RESET PASSWORD **CANCEL**

SCHOOL SYNERGY
Doing the right thing...Making a difference!

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Reset Password

If your email exists, an email will be sent with instructions on how to reset your password. Please allow upto 20 minutes for this email to deliver.

The email will be sent from lha@email.schoolsynergy.co.uk.

Please check your spam/junk folders.

4. Follow the instructions and link within the email

School Synergy: Password Reset

Dear

A password reset has been requested for your account. If you haven't requested this, please forward this email to support@schoolsynergy.co.uk

To reset your password, click the following link.

[Click here to reset your password](#)

School Synergy

5. Reset your password – enter your new password using a mixture of lowercase and capital letters, numbers and a symbol. Click CHANGE PASSWORD – DO NOT PRESS ENTER.

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Reset Password

Please enter a new password and **click** Change Password. **Click, do not press enter.**

Password

* Include a mixture of capital letters, numbers and a symbol e.g. wj55hHd!

Password suitability

Re-enter password

CHANGE PASSWORD

6. Click Login

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Reset Password

Your password reset has been successful.

Click Login below.

LOGIN

What's the difference between using the Parent Portal App and the Web Portal?

When accessing the web portal, you log in through your school's specific website. This means only the children enrolled at that particular school will appear in your account.

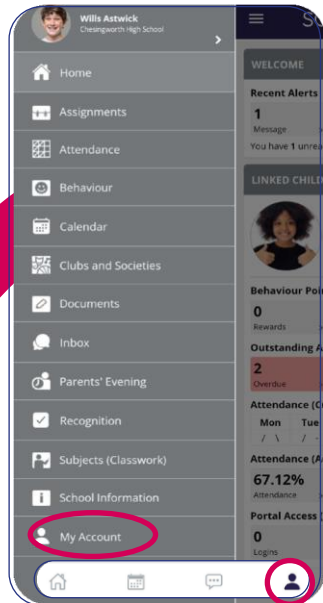
With the Parent Portal App, however, you can link children from multiple schools that use Synergy. All of your children will then be connected under a single Portal account.

What happens if I have more than one child at the school.

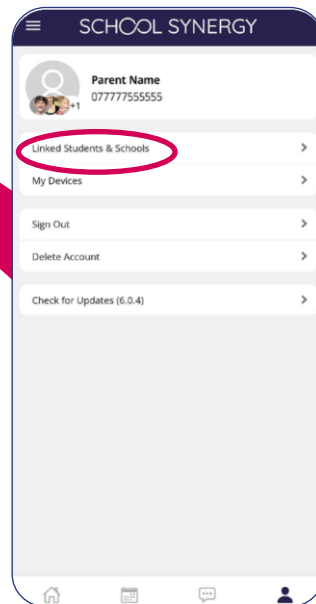
If you have more than one child at school, they should appear on your Parent Portal account. You do not need to register again.

Parent Portal App

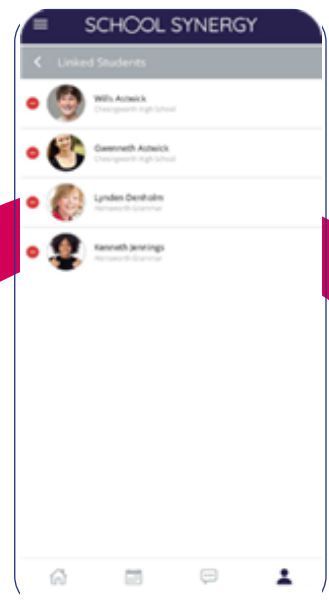
1. Open the App and tap the  icon on the bottom right, or from the side menu, tap 'My Account'.



2. Tap 'Linked Students & Schools'.

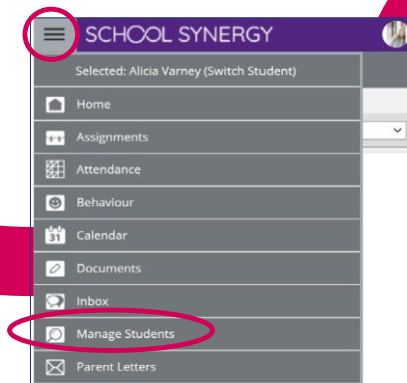


3. All your children, whether at the same school or not, should be shown in your account.

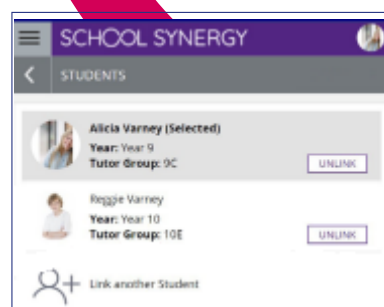


Parent Portal web portal (website)

1 Log into the Portal, open the side menu and click 'Manage Students'



2 If all your children do not appear, contact school and ask them to link them to your account.



Take a 2 minute tour of the Parent Portal
<https://vimeo.com/506028955/8geg80e5of>
 or scan this QR code with your phone

Are you are still having trouble accessing Synergy?

No worries — we're here to help!
 Please pop in and have a chat with one of our admin team or send an email to -
admin@lostockhallacademy.org.

We'll be happy to get you up and running in no time!