

Logging onto the Provider Portal To access Early Years Training Courses

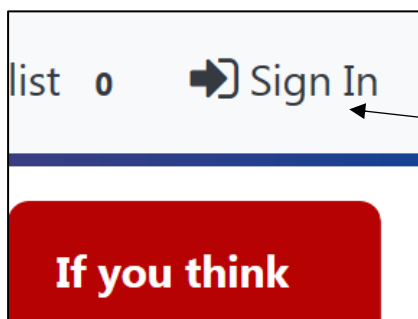
Early Years & Childcare training courses are now available to book online via the new Provider Portal that sits on the Family Service Directory

The FSD can be found at the following web address:

<https://fsd.hounslow.gov.uk/SynergyWeb/>

It is recommended that you use Google Chrome to log in to the FSD and to save the link as a favourite.

When you click on the link above you will see the below image.



Go to the top right hand corner
and click on 'Sign in'

Sign In

Sign in or create an account with us.

Enter your username

Next

Create Account

London Borough of Hounslow

You will be directed to the 'Sign In' screen. Type in your username. Your username is the email account address that this guidance was sent to and then click on 'Next'

DO NOT click on 'Create Account'

Sign in

Enter your password

Change User

Forgot Password

Sign In

London Borough of Hounslow

As you do not have a password to log in yet you will need to create one. To do this click on 'Forgot Password'

Forgot Password

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

Enter your username

parmjit.ghoray

Start Again

I have a token

Help

Request Token

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You will be prompted to enter your username again. Once you have done this click on 'Request Token'

When you request a token, an email will be sent to the email address saved on your account containing your token.

Synergy Forgotten Password Request



noreply@hounslow.gov.uk
To ● Parmjit Ghtoray

You recently requested for your Synergy password to be reset.

Please enter the following text into the "Token" field as required by the forgotten password reset process.

24eefddd-695e-4290-9b4c-ae023d2ed468

The above text identifies that the request has come from you and only you. Please

Do not reply to this email. It has been sent from an automated process.

Go to your emails and you will see an email from noreply@hounslow.gov.uk and will contain your token. Your token to reset your password will look like this

Enter Token

To reset your password, enter the token contained in the email that we sent you.

Token

Start Again

Help ▾

Reset Password

Go back to the sign in page and enter the token into the box. It may be easier to copy and paste the token

After you have entered your token click on 'Reset Password'

New Password *

Confirm Password *

Please confirm your password

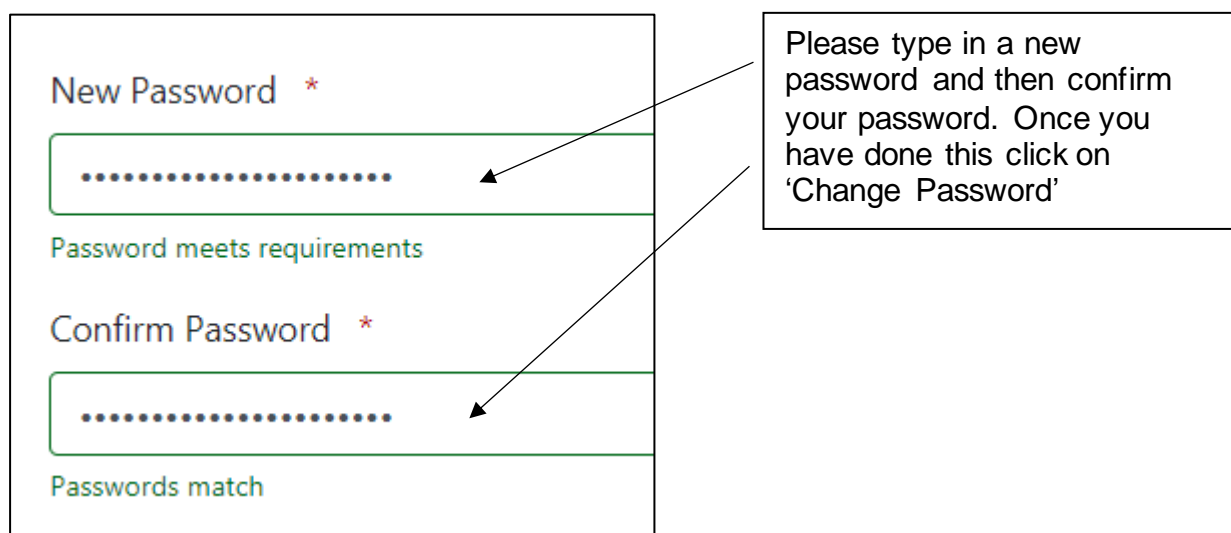
You will then be prompted to create a 'New password' and to 'Confirm your password'

Please see the next page on standard requirements for a password

Standard password requirements

Your password:

- *must have minimum of 12 characters.*
- *Must contain at least one alphabetical character*
- *Must contain a number*
- *Must contain an uppercase character*
- *must not be same as your username*
- *Cannot be a previously used password*



The screenshot shows a web form for changing a password. It has two input fields: 'New Password' and 'Confirm Password', both marked with a red asterisk. Below the 'New Password' field is a green message 'Password meets requirements'. Below the 'Confirm Password' field is a green message 'Passwords match'. A callout box on the right contains the text: 'Please type in a new password and then confirm your password. Once you have done this click on 'Change Password''. Two arrows point from the callout box to the two input fields.

Once you have done this you will be sent an email to your email address asking you to click on a link to regain access to the FSD webpage login.

Once you have changed and confirmed your password, you will see the 'resend was successful' message briefly, then you will be automatically returned to the [Provider Portal](#) login screen, where you should now be able to use your password to gain access.

Further support

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