

## How to Reset your password

If you are unable to remember your password, you can request a token to reset it by following the below steps.

**Sign In**

Sign in or create an account with us.

Enter your username

name@emailprovider.com

Next

Create Account

Enter your username (this will be the e-mail address used when creating the account) and click next

**Sign in**

Enter your password

Change User

**Forgot Password**

Sign In

Click forgot password

**Forgot Password**

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

Enter your username

name@emailprovider.com

Start Again

I have a token

Help

**Request Token**

Ensure your username is correct and click request token

You will now receive an e-mail from [info@shropshire.gov.uk](mailto:info@shropshire.gov.uk) , if you can't see the e-mail please check your junk/Spam files. In the e-mail will be a code

Synergy Forgotten Password Request

info@shropshire.gov.uk

To: [redacted]

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 process:

**412eac77-3c04-40f0-adbd-78fb83fa124b**

The above text identifies that the request has come from you and only you. Please do not share it with anyone else. The text will remain valid for...

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

Copy the long code in the e-mail

### Enter Token

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

Token

Go back to the webpage and enter the code and click reset password

If you closed the webpage when viewing the e-mail, go through the click forgot password step and then select 'I have a token' to input your token.

### Reset password

New Password \*

Confirm Password \*

Please confirm your password

You can now enter a new password and click change password, this will save your password and log you in

If your account has been locked, you will be unable to request a token and will first need to e-mail the admissions team at [school-admissions@shropshire.gov.uk](mailto:school-admissions@shropshire.gov.uk) to request your account to be unlocked.