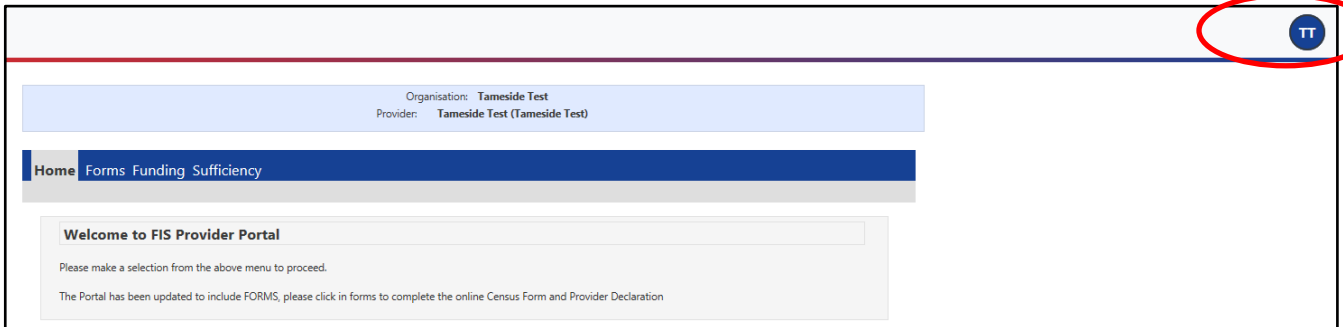


Section 12 – Passwords and Two-Factor Authentication (2FA)

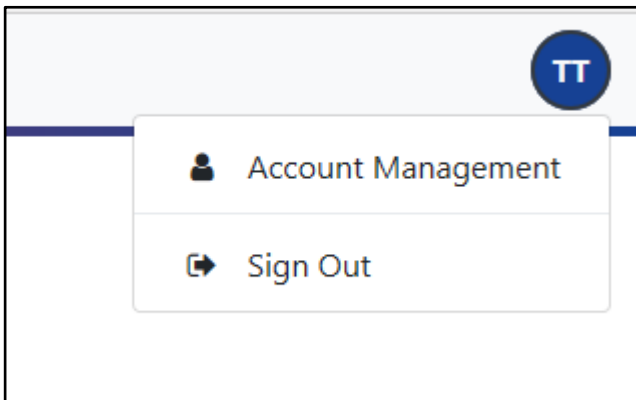
A - Passwords – How to change your password

Please note – your username and password must be kept confidential and must not be disclosed or shared with anyone else. If someone else needs to use the Provider Portal, they must use their own username and password.

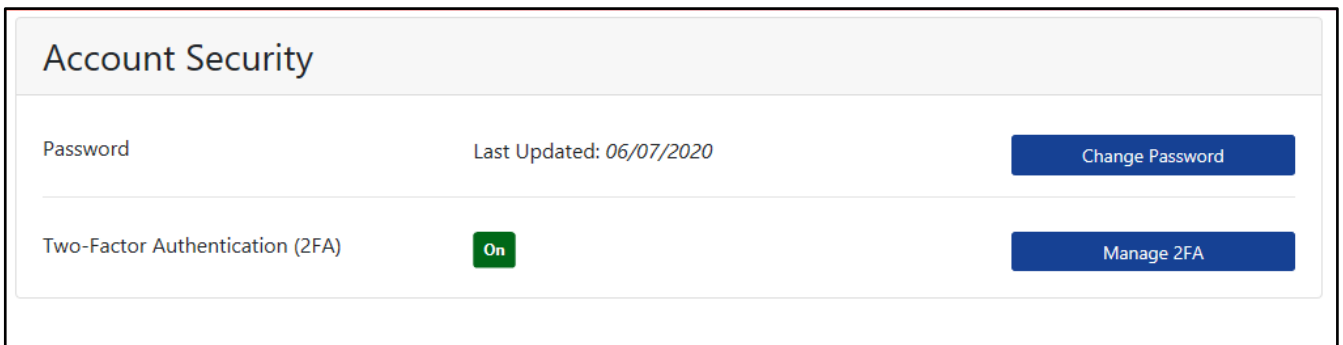
1. Log in to the Synergy FIS Provider Portal
2. Click on your initials at the top right of the page



3. Select Account Management



4. Select Change Password



5. Enter your Current Password and click Next
6. Enter your New Password ensuring it meets the password criteria, confirm your new password

Change Password

New Password *

Confirm Password *

Please confirm your password

Cancel

Change Password

7. Click Change Password – the screen will update to show that your password has changed successfully

Change Password

Your password has now been reset and you will be prompted for it when you next sign in

Finish

8. Click Finish
9. Click on your initials at the top right of the page and select Sign Out

B - Forgotten Passwords – How to reset your Password

1. From the Login screen, enter your username and click Next
2. Click on the 'Forgot password' button

Sign in

Enter your password

Change User

Forgot Password

Sign In

3. Enter your Username (as registered with the Funding Team) and click Request Token

Forgot Password

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

Enter your username

tamesidesa

Start Again I have a token Help

Request Token

4. An email with further instructions will be sent to your recorded email address. Copy the token from the email into Token box and then click Rest Password – see below

Enter Token

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

Token

Start Again Help

Reset Password

5. Enter your new password, confirm your new password and then click Change Password

Reset password

New Password *

Password meets requirements

Confirm Password *

Passwords match

Change Password

6. Click on your initials at the top of the page and select Sign Out

➤ Troubleshooting

Password Reset

1. If after following step 3 above, you do not receive an email. Please contact the Funding Team

Account Disabled

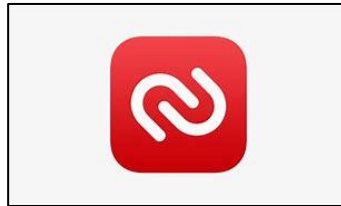
2. If you exceed the number of password attempts and your account is disabled, please contact the Funding Team

C - Two-Factor Authentication (2FA)

Two-Factor Authentication (2FA) provides an extra layer of security beyond entering your username and password. Enabling (2FA) is highly recommended to ensure that your Provider Portal from which you submit all claims for funding is kept secure and only accessed by authorised users.

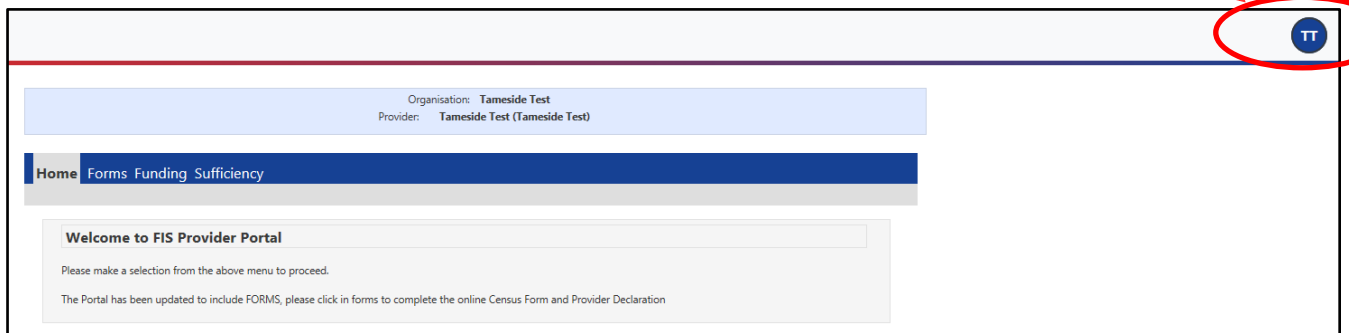
Synergy uses "Time based One-time Password (TOTP), which means obtaining a code (normally 6 digits) from a free to use mobile app. The code needs to be entered within a time limit (normally 30 seconds).

In order to use Two Factor Authentication you will first need to download a free to use app on your mobile device. Synergy recommends the use of Twilio Authy, which is available on iOS and Android. The app can be downloaded from <https://authy.com/download/> or by searching in your App Store.

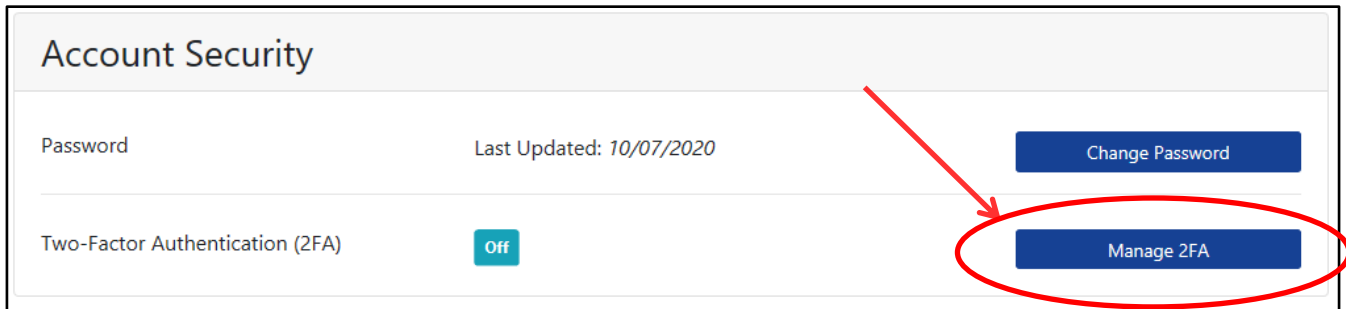


Once you have downloaded and opened the app on your mobile device it will ask you for the mobile number of the phone you are using. You will then be asked whether you would like to receive your registration code by SMS or via phone call. Now you are ready to move on and enable 2FA in your Provider Portal. Please follow the process below:

1. Log in to the Synergy FIS Provider Portal
2. Click on your initials at the top right of the page and select Account Management



3. Select Manage 2FA



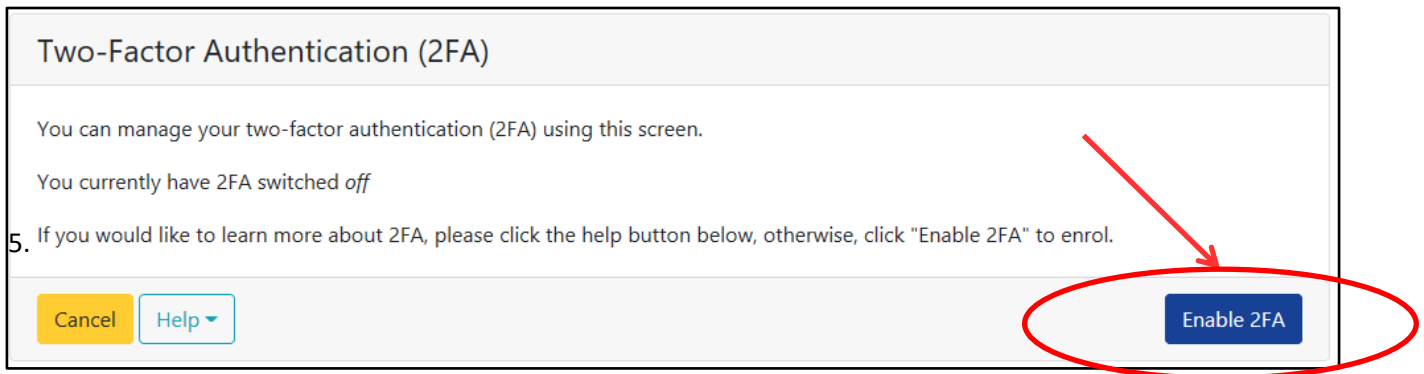
Account Security

Password Last Updated: 10/07/2020 [Change Password](#)

Two-Factor Authentication (2FA) Off [Manage 2FA](#)

A red arrow points to the 'Manage 2FA' button, which is circled in red.

4. Click Enable 2FA



Two-Factor Authentication (2FA)

You can manage your two-factor authentication (2FA) using this screen.

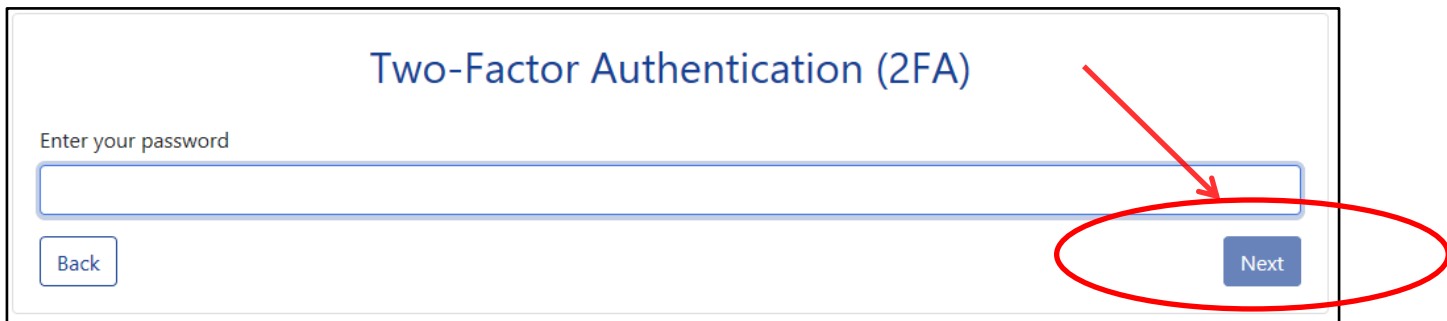
You currently have 2FA switched off

5. If you would like to learn more about 2FA, please click the help button below, otherwise, click "Enable 2FA" to enrol.

[Cancel](#) [Help](#) [Enable 2FA](#)

A red arrow points to the 'Enable 2FA' button, which is circled in red.

6. Enter your password and click Next



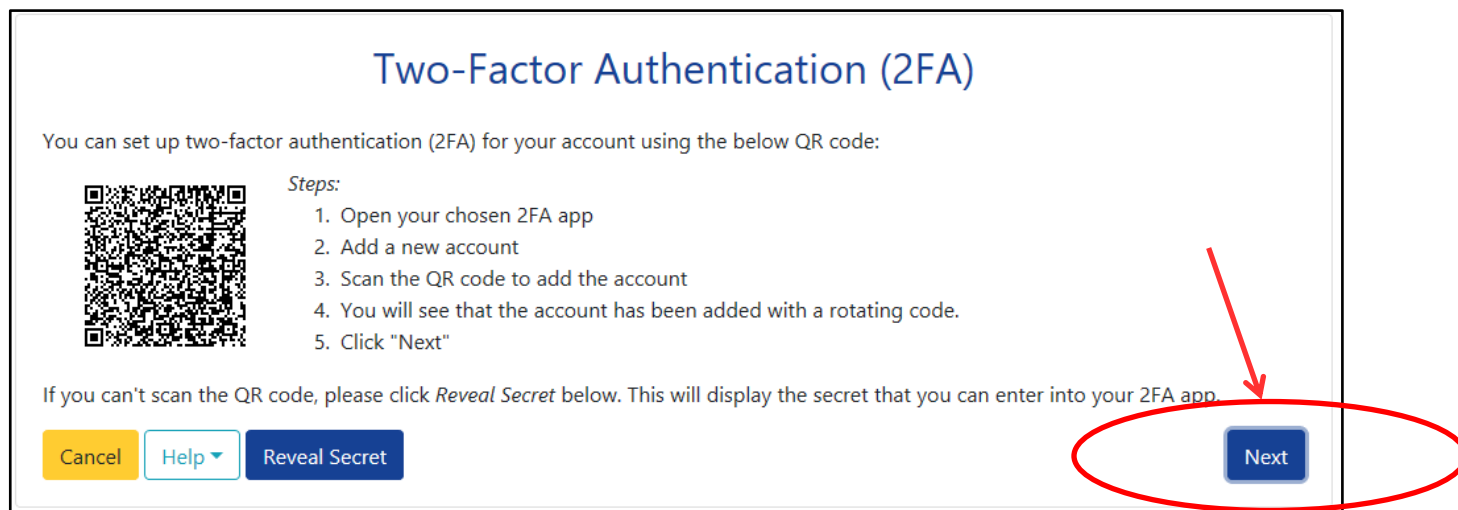
Two-Factor Authentication (2FA)

Enter your password

[Back](#) [Next](#)


A red arrow points to the 'Next' button, which is circled in red.

7. Open your 2FA app on your mobile device and follow the instructions on the screen as shown below:



Two-Factor Authentication (2FA)

You can set up two-factor authentication (2FA) for your account using the below QR code:



Steps:

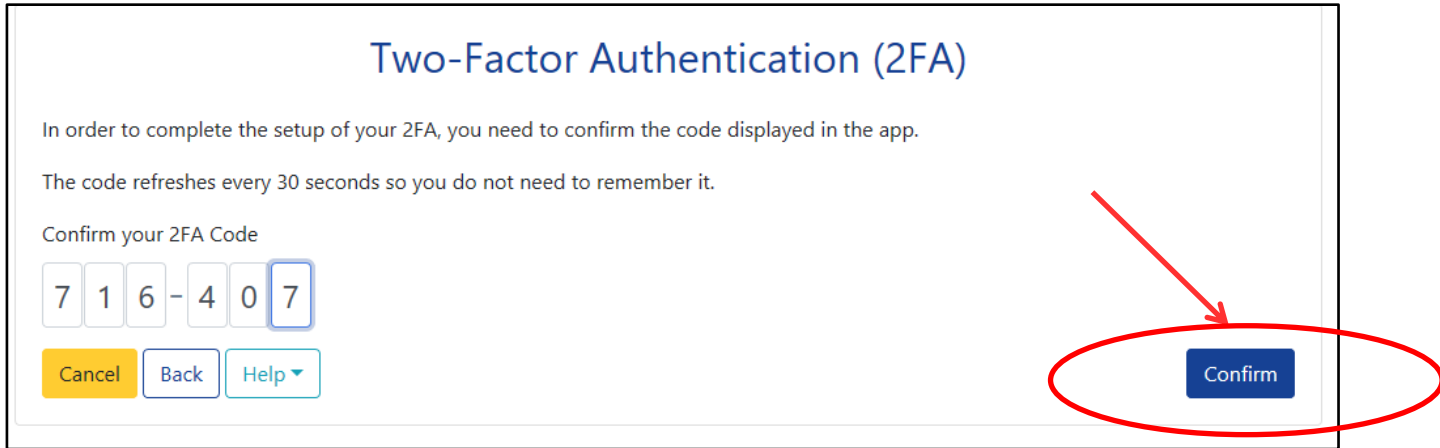
1. Open your chosen 2FA app
2. Add a new account
3. Scan the QR code to add the account
4. You will see that the account has been added with a rotating code.
5. Click "Next"

If you can't scan the QR code, please click *Reveal Secret* below. This will display the secret that you can enter into your 2FA app.

[Cancel](#) [Help](#) [Reveal Secret](#) [Next](#)

A red arrow points to the 'Next' button, which is circled in red.

8. Enter the code from the app and click Confirm. You will have 30 seconds to enter the code before a new one is created; you always need to use the latest code and click Confirm within the 30 seconds



Two-Factor Authentication (2FA)

In order to complete the setup of your 2FA, you need to confirm the code displayed in the app.

The code refreshes every 30 seconds so you do not need to remember it.

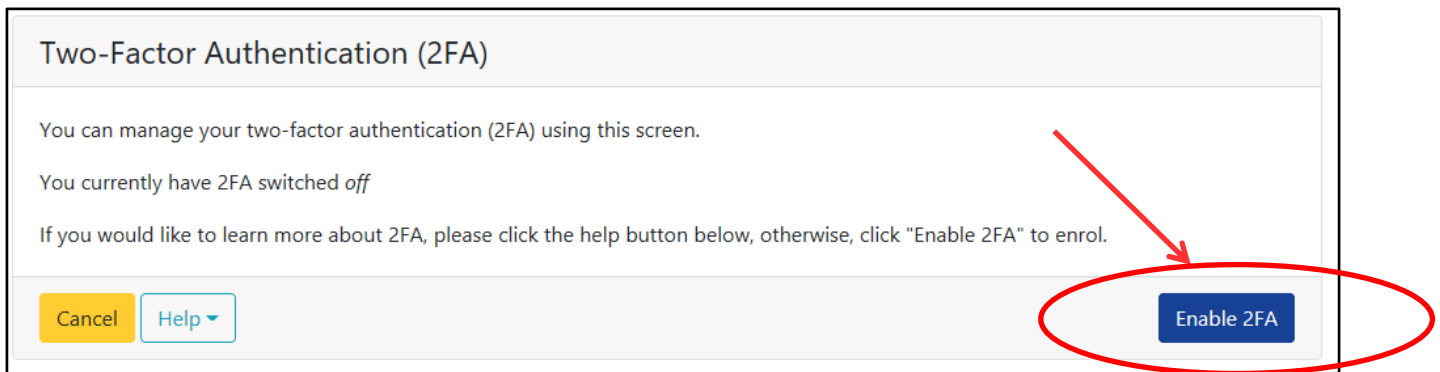
Confirm your 2FA Code

7 1 6 - 4 0 7

Cancel Back Help

Confirm

9. Click Enable 2FA



Two-Factor Authentication (2FA)

You can manage your two-factor authentication (2FA) using this screen.

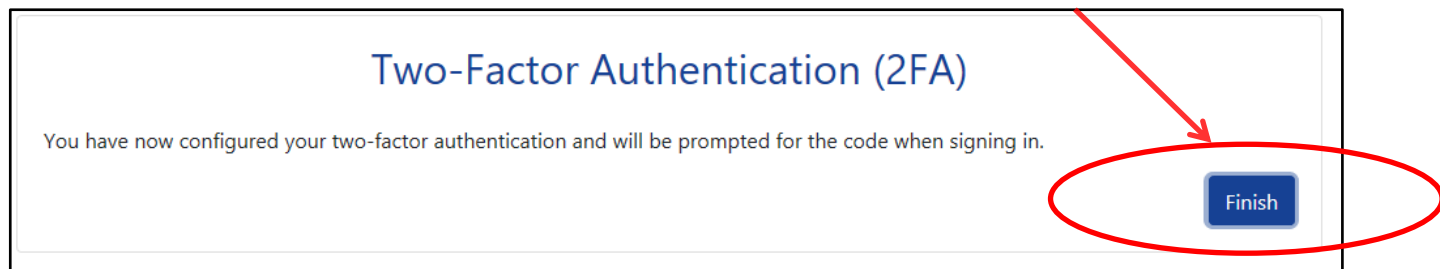
You currently have 2FA switched off

If you would like to learn more about 2FA, please click the help button below, otherwise, click "Enable 2FA" to enrol.

Cancel Help

Enable 2FA

10. You have now configured your Two Factor Authentication and will be prompted for a code from your app when signing in. Click Finish

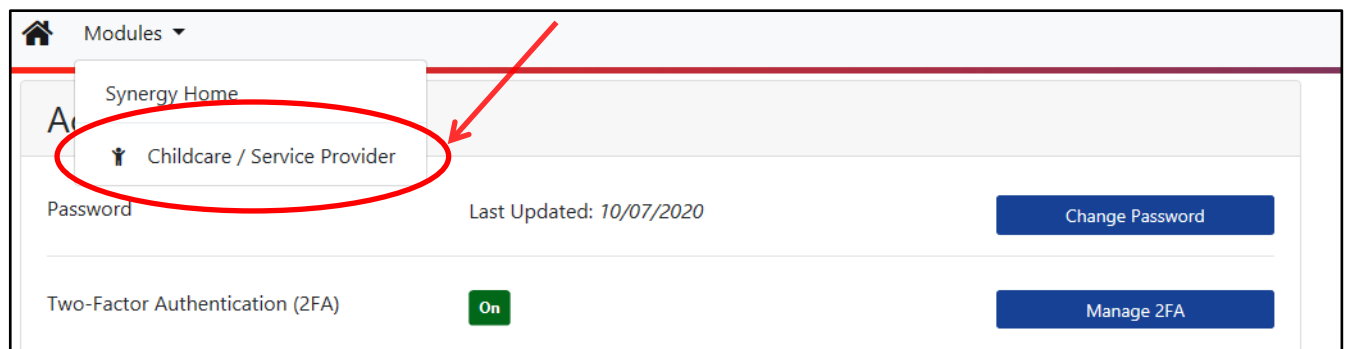


Two-Factor Authentication (2FA)

You have now configured your two-factor authentication and will be prompted for the code when signing in.

Finish

11. To enter the main section of the Provider Portal, click on the Modules section at the top left of the screen and select Childcare / Service Provider



Modules

Synergy Home

Childcare / Service Provider

Password Last Updated: 10/07/2020 Change Password

Two-Factor Authentication (2FA) On Manage 2FA

12. To log out, click on your initials at the top right of the page and select Sign Out