

Section 9 – Uploading Documents

➤ Uploading Documents – how to upload documents to a child’s record

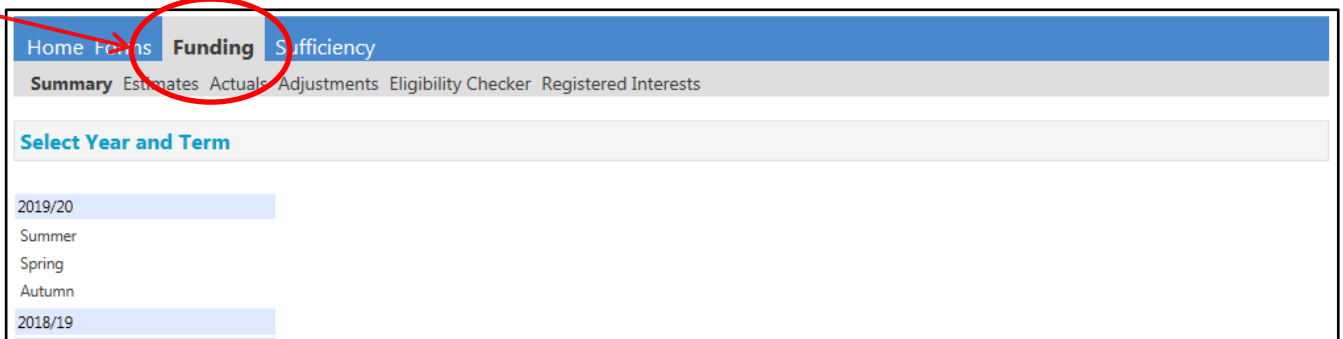
Documents that are to be uploaded will first need to be saved to a suitable location on your computer.

The Document Uploader can accept the following file types:

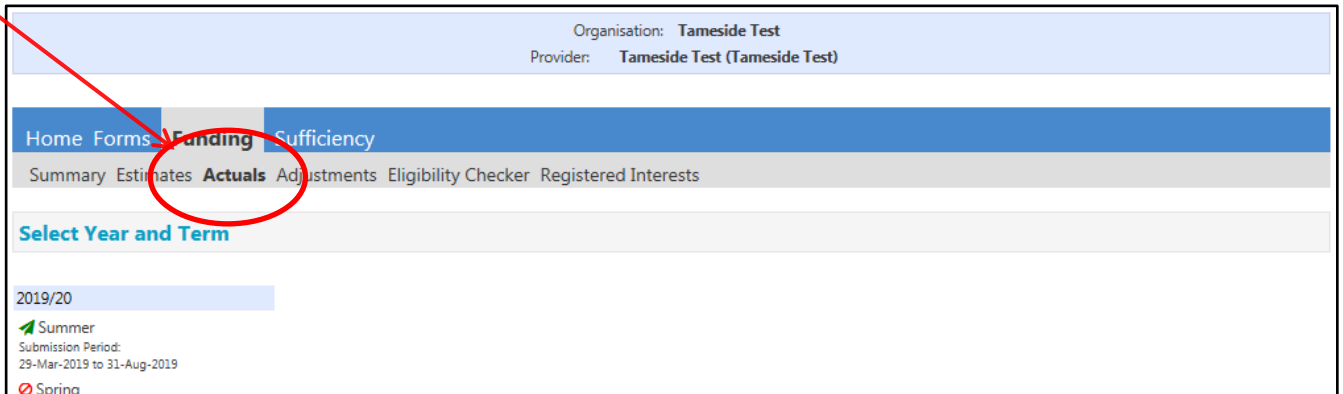
pdf, .doc, .docx, .ppt, .pptx, .xls, .xlsx, .xml, .bmp, .gif, .jpg, .jpeg, .png, .wav, .mp3, .mp4, .mpg, .mpeg, .mov, .avi, .txt, .rtf, .webm, .ogg, .wav, .ogv, .oga, .flv, .m4v

There is an overall maximum file size of 5MB.

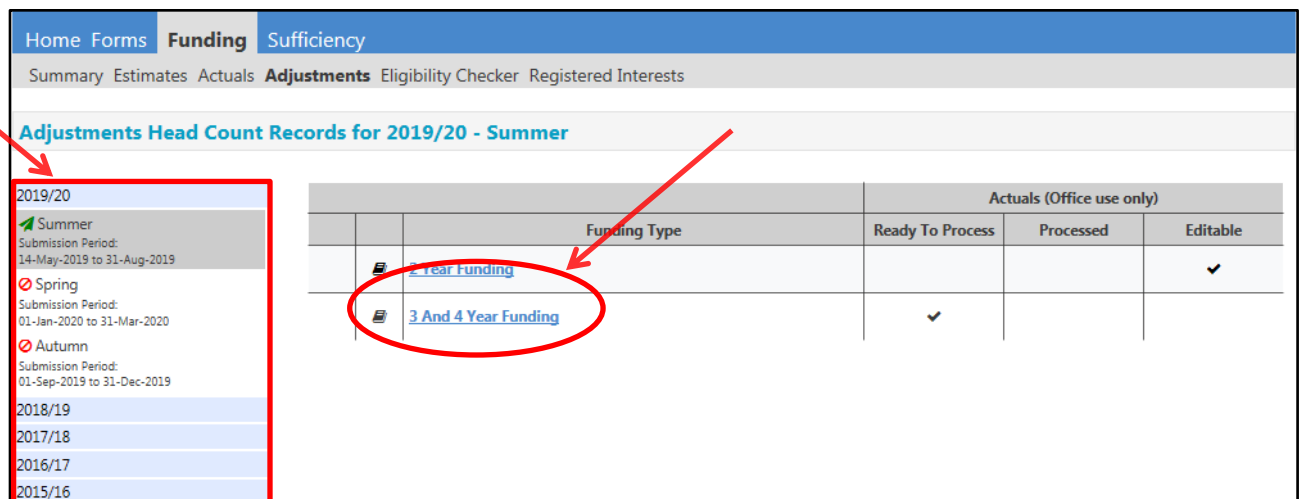
1. Log in to the Synergy FIS Provider Portal
2. Select the Funding tab from the top of the page



3. Select Actuals option to input or amend current pupil detail



4. Select the Term and Funding Type



5. Click on the child's name, select the Documents Tab and click 'Upload a file'

Home Forms **Funding** Sufficiency

Summary Estimates **Actuals** Adjustments Eligibility Checker Registered Interests

Name: **Bobbie Brown** DOB: 14-Jul-2015

Summary Child Details Parent / Carer Details Funding Details **Documents** Notes

Supporting Documents

Please upload any documents which support this term.

Please enter a Description to clarify what the file contains.
Allowed file types are: All file types permitted
Files may not be larger than 5 MB.

Description*	File Name	Upload a file
No Documents Uploaded		

6. Select the document that you wish to upload (you will have previously saved this to a suitable location on your computer)
7. Enter a Description of the document e.g. 'DLA Award for DAF claim' and click Save

Home Forms **Funding** Sufficiency

Summary Estimates **Actuals** Adjustments Eligibility Checker Registered Interests

Name: **Bobbie Brown** DOB: 14-Jul-2015

Summary Child Details Parent / Carer Details Funding Details **Documents** Notes

Supporting Documents

Please upload any documents which support this term.

Please enter a Description to clarify what the file contains.
Allowed file types are: All file types permitted
Files may not be larger than 5 MB.

Description*	File Name	Upload a file
DLA Award for DAF Claim	DLA Award.jpg	Delete

Save Cancel *denotes mandatory fields

8. To add another document to the same record, click 'Upload a File' again and repeat the process
9. You will now see a paperclip at the side of the child's name indicating that the document has been successfully attached


Home Forms **Funding** Sufficiency

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Submit Actual: 2019/20 Summer - 3 And 4 Year Funding [CHANGE](#)

Not submitted

Add Child Send Claim

		Status	Child Name	Universal Hours (inc Adj)	Extended Hours (inc Adj)	Total Funding Amount for Term (inc Adj)	Child Weightings	Eligibility Status	
!	↻	Edit Pending	Brown, Bobbie (14-Jul-2015)	180.00	0.00	£766.80			
	↻	Edit Pending, Submitted	Brown, Charlie (19-Feb-2016)	165.00	0.00	£702.90			
!	↻	Edit Pending	Brown, Susanna (03-Oct-2014)	180.00	0.00	£862.20	EYPP		
✘		Unchanged	Doolittle, Eliza (20-Jan-2015)	150.00	150.00	£1278.00		24-Mar-2019 - 24-Sep-2019 Grace Period: 01-Jan-2020	
✘		Unchanged	Duke, Daisy (25-Mar-2015)	180.00	0.00	£766.80			
✘		Unchanged	Eden, Anthony (12-Sep-2015)	180.00	0.00	£766.80			
✘		Unchanged	Kelly, Grace (27-Nov-2015)	180.00	0.00	£766.80			
✘		Unchanged	Oliver, Jamie (07-Nov-2015)	180.00	0.00	£766.80			

Add Child Send Claim

10. Click 'Send Claim' – the following message will appear if the submission is successful



11. Sign out

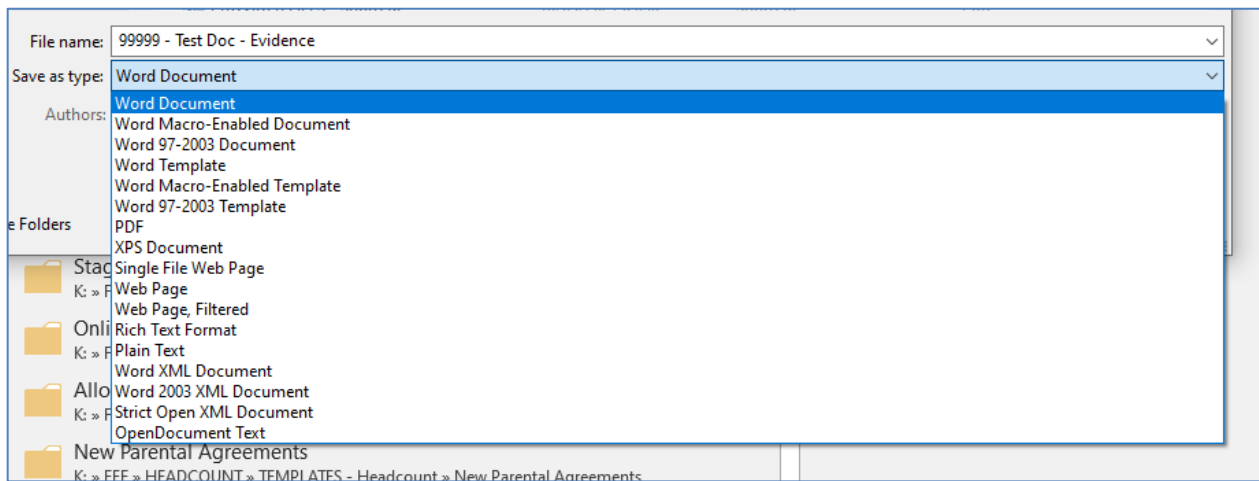
➤ Troubleshooting

Message

Isppweb.tameside.gov.uk says - The file exceeds the allowed maximum file size of 5 megabytes (5MB)

Solution

- This means your document is too big. Try re-saving your document using a smaller file size
 - ❖ File, Save as - you may then be able to select a different file size
- If you are unable to save the document in a smaller file save, try saving the document in a different format e.g. pdf this will usually reduce the file size to a smaller size
 - ❖ File, Save as - In the Save as Type box, select a different file type



Message

Isppweb.tameside.gov.uk says - The file extension is not allowed. The allowed extensions are pdf, .doc, .docx, .ppt, .pptx, .xls, .xlsx, .xml, .bmp, .gif, .jpg, .jpeg, .png, .wav, .mp3, .mp4, .mpg, .mpeg, .mov, .avi, .txt, .rtf, .webm, .ogg, .wav, .ogv, .oga, .flv, .m4v

Solution

3. Try re-saving your document using one of the accepted file types listed. PDF is usually the most common