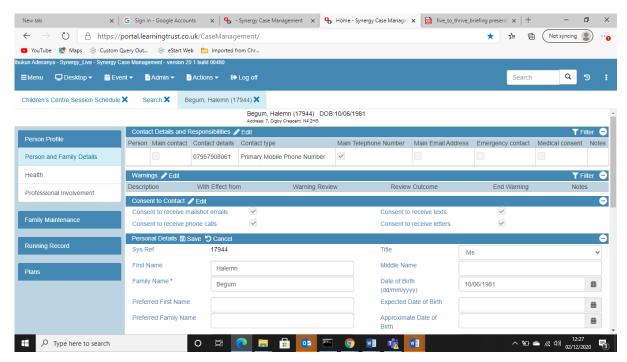# Synergy Children Centre System FAQs

Q1. How do we update the due date of an unborn baby?

Answer. Go to the individual record of the pregnant mother - in the person profile tab under person and family details you can edit personal details panel and edit expected date of birth.
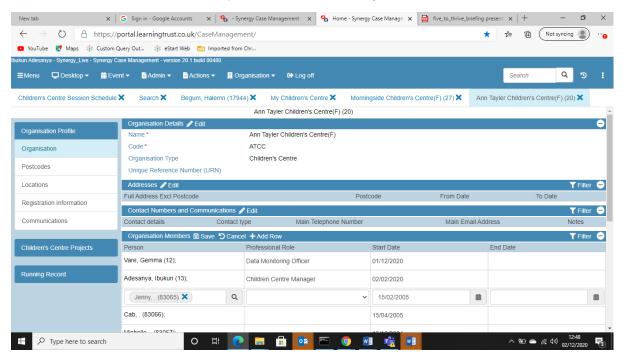

Q2. The relationships between family members are not linked. Is this a system error?

Answer. Due to the compatibility between eStart and Synergy relationships have not been transferred over. We are working through a service plan to rectify this however in the meantime please link the relationships of the families that you are adding. Please select the family maintenance tab and follow the process of creating relationships using the user guide. (Add link to user guide)

Synergy Children Centre System FAQs

Q3. There are many activity workers listed in the system that are no longer working in Children's Centres. How can they be removed?

Answer. Cluster data monitoring officers have been asked to add an end date for those no longer needed once complete the workers will no longer appear in the list. Please contact your Cluster Monitoring officer to add an end date. See screenshot below.

Q4. I am unable to find the correct session name for an activity.

Answer. Please use the closest match for the session. We are updating the activity list for sessions and will keep you informed of progress. For contacts such as vitamin distribution family support contacts etc we are adding these to the system and will notify you as soon as complete, we will provide information on how to add these under the case note, telephone call within the event task bar.

Q5. I am unable to find a family/child in Synergy that were registered on estart.

Answer. If you have thoroughly checked using advanced search the family may be missing. We have been made aware of some missing data records and have notified Servelec the owners of Synergy. We will keep you updated. In the meantime, please add any families that are missing and keep a

Synergy Children Centre System FAQs

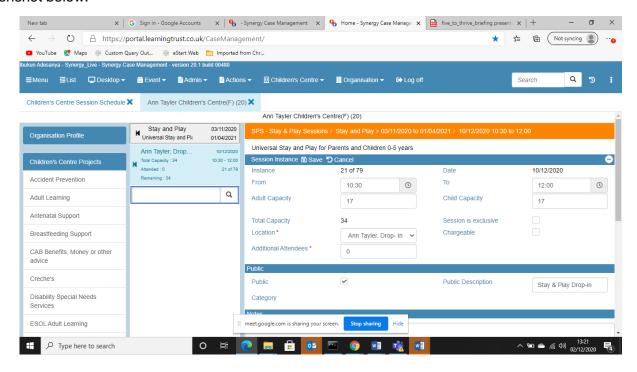### Q6. I am unable to find an address in the system.

Answer. We are aware that some addresses are missing this will be rectified shortly. We will notify you as soon as this is complete.

Q7. I do not have an option to authorise a registration form

Answer. You do not need to authorise registration forms please select Actions on the task bar and select complete.

Q8. How do I amend the time of a session.

Answer. Select the activity from the children's centre scheduler that you wish to amend by clicking on the time of the session. In session instance you can edit the time see screenshot below.

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Synergy Children Centre System FAQs

Q9. I have found duplicate child/family in the system.

Answer. Please notify your local Super User with the details of the family/child.

Q10. I have another synergy query not answered in this FAQ document.

Answer. Please check user guides supplied or contact your local Super User who

Q.11 I am unable to delete an event that I created in error.
Answer. Contact your local Super User who will have the permissions to do this for you

Q.12. How do I amend family details including address and phone number?

Answer. In the Family Group select an individual you wish to amend, then select the Family Maintenance tab, and then click the "edit" icon" and choose the tab that you wish to edit (i.e. either contact details or address) . If changing the address, make sure you assign the address to other family members and click on change.

Q.13. How do I add a new project/event that is not listed in the system?

Answer. Any additional events/projects needed will be approved via the Data Monitoring Officers Forum. Please inform your local Super User of your request.