

How parents who've applied for 30 hours already can access their account

Hi all,

Our call centre has been receiving a high numbers of calls from parents who have applied for 30 hours free childcare and/ or Tax-Free Childcare through the childcare service, but cannot recall how to access their account – and get their eligibility code.

Please share the information below with any parents who are having difficulty finding their code. This will mean that they do not need to contact our call centre.

Access to the childcare service can be found here - <https://childcare-support.tax.service.gov.uk/>

To get into their account, parents should click “4. Apply or sign in to the childcare service as a parent”. They’ll then see this screen:

The screenshot shows the GOV.UK website for 'The childcare service'. At the top, there is a 'BETA' notice and a 'Get help' link. The main heading is 'Access childcare support through the childcare service'. Below this is a numbered list of steps: 1. How it works, 2. Tax-Free Childcare, 3. 30 hours free childcare, 4. Apply or sign in to the childcare service as a parent, and 5. Tax-Free Childcare for childcare providers. The fourth step is highlighted with a blue bar. Below the list, the section '4. Apply or sign in to the childcare service as a parent' is expanded. It contains three paragraphs of text and a green button labeled 'Apply or sign in to your account' with a right-pointing arrow. The button is circled in red. To the right of the main content, there are several links for further assistance, including 'Childcare calculator', 'Search for a childcare provider', and 'Read the parent guidance'.

Parents can click “apply” and then will answer questions about their youngest child’s age before being asked to sign in using their Government Gateway ID, which they will have received when they applied.

Once they’ve signed in using Government Gateway, they will then see the childcare account screen:

Childcare service account

This is your childcare service account. Here you can manage your details and payments.

Your Tax-Free Childcare account

Childcare accounts
Childcare providers
Payments

30 hours free childcare

View your 30 hours free childcare codes

Secure messages

View messages about your application and account

Contact details

Add, change and view

Reconfirmation

Reconfirm your eligibility every 3 months. You'll next need to reconfirm on 23 April 2017

Security

Reset your password, change and view your security challenge questions

New child application

Submit an application for a new child

Your applications

View or resubmit your previous application

They can click on “30 hours free childcare” to see their 30 hours eligibility code. These normally start with “500”.

They will also find this code in their “secure messages”. An example secure eligibility message looks like this (this would be populated with the information of a real parent).

Dear <Parent Forename >

30 hours free childcare application for <Forename and Surname of child>: next steps

Thank you for applying for 30 hours free childcare.

You're eligible for 30 hours per week of free childcare over 38 weeks of the year. It's possible to stretch your entitlement, by taking fewer hours over more weeks of the year.

Important information – may require action

- <eligibility code response>
- <eligibility code response>
- <eligibility code response>
- <eligibility code response>

The eligibility code for <Forename and Surname of child> is <child's eligibility code>.

This code is important as you'll need it to get your 30 hours free childcare. You can find the code in your childcare service account if you need it at a later date.

However, you can't use this code to claim 30 hours free childcare if your child is in reception. If your child has reached compulsory school age, they won't be eligible for free childcare.

What to do next

You should take your child's eligibility code to your childcare provider as soon as possible, along with

There may be a small number of parents who have a temporary code, starting “11...” They will have been given this over the phone, and will receive a letter containing this from HMRC too.

If any parents are still struggling to access their account, please ask them to contact our call centre on 0300 123 4097.

Please share this documents with any providers or other partners speaking with parents who might be struggling to find their eligibility code in their childcare account.