

## 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:

**GOV.UK** The childcare service

**BETA** This is a new service - your [feedback](#) will help us to improve it. [Get help](#)

## Access childcare support through the childcare service

- [How it works](#)
- [Tax-Free Childcare](#)
- [30 hours free childcare](#)
- 4. Apply or sign in to the childcare service as a parent**
- [Tax-Free Childcare for childcare providers](#)

### 4. Apply or sign in to the childcare service as a parent

You can either apply for Tax-Free Childcare or 30 hours free childcare or sign into your childcare service account here. It's one single application but we'll check your eligibility for both.

When you start you'll temporarily leave this site to verify your identity. Once your identity's been verified, you'll be brought back to this site to complete your application. You'll then get a childcare service account.

Your application or account will timeout after 15 minutes of inactivity. You should make ~~sure you have all the~~ details you need, before you start.

Applying should take around 20 minutes.

**Apply or sign in to your account** >

**Check what help you could get with childcare costs**  
[Childcare calculator](#)

**Search for childcare providers signed up for Tax-Free Childcare**  
[Search for a childcare provider](#)

**Find out more about Tax-Free Childcare for childcare providers**  
[Read the childcare provider guidance](#)

**Find out more about Tax-Free Childcare and 30 hours free childcare for parents**  
[Read the parent guidance](#)

**Elsewhere on GOV.UK**  
[Tax credits](#)  
[Universal Credit](#)

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 or local authority, 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.