REFERENCE GUIDE:

The Citizen Portal

This guide is designed to support the use of the Sheffield Citizen Portal.
https://ems.sheffield.gov.uk/CitizenPortal_LIVE

The Citizen Portal is an online facility which enables parents to apply for various children's services including applying for funded childcare for a 2 year old and checking the validity of a "30 hours" code from HMRC.

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Intro - The System Requirements

In order to ensure that the Citizen Portal functions effectively it is important that you access it via the latest version of one of the following Web Browsers *(a 'Browser' is a software application for retrieving, presenting and accessing information resources on the World Wide Web).*

Internet Explorer   or   Google Chrome   or   Firefox
(10 or above)

Need to check which browser and version you are using? You can check this by visiting www.whatbrowser.org from the computer you are using.

To ensure that the Citizen Portal operates correctly, please also check that your **computer** and **browser language settings** are set to **English (UK).**

If your browser language settings are set to a language that is unsupported, this may cause issues when we validate the data you enter.

To change settings on your computer:
- Click on Start
- Select 'Control Panel'
- Select 'Clock, language, region'
- Select 'Change location'
- In the drop down select 'United Kingdom'

Refer to your Browser's help notes for changing languages on your Browser

❖ **I am an Apple Mac user - will I be able to access the portal?**
Yes. Working with an Apple Mac user we found Google Chrome was compatible if the browser and computer language setting was set to 'English (United Kingdom)'.   The Portal is not currently compatible with the Apple Safari browser.

❖ **Can I use the portal on a mobile device or tablet?**
Yes. You should be able to use the Portal effectively with most Android smartphone and tablet devices, and also Iphone/Ipad devices.

1 – Registration
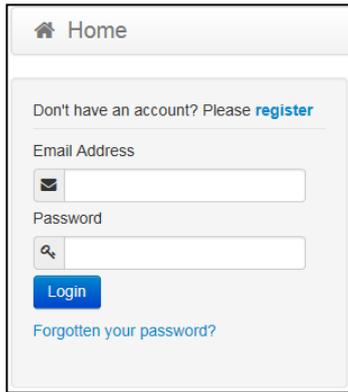
Select the register link

Home

Don't have an account? Please **register**

Email Address

[✉] [_____]

Password

[🔑] [_____]

[**Login**]

Forgotten your password?

Data Protection

You must provide consent for the Authority to use your information for the purpose shown below. If you do not wish to provide consent, you can not proceed with registration.

I understand that Sheffield City Council will only use my information for purposes covered by legislation and to ensure that my child/children are receiving the services and funding they are entitled to.

The uses of your data can be found in the Early Years Privacy Notice available in the downloads section of the Sheffield Directory, and information about your rights are in the council's Privacy Notice

👉 ☐ I agree

[Continue]

The first time you register, your very first login, and any time the wording of the Privacy Notices changes you will be required to confirm that you agree to the use of your information for the purposes stated in the relevant privacy notices. You will not be able to receive the services you are applying for without agreeing to this.

Security Details

Field		
Email Address *	✉	[_____]
Confirm Email *	✉	[_____]
Password *	🔑	[_____]
Confirm Password *	🔑	[_____]
Secret Question *	🔒	Favourite Colour ▾
Secret Answer *	🔓	[_____]
Title *	👥	Please select ▾
Forename *	👤	[_____]
Surname *	👤	[_____]
Gender *	👤	Please select a gender ▾

Complete the Security Details

By registering for an account you agree to receive the outcome of your eligibility check, and system messages to your email address. You should make sure your email remains safe and secure, for example by:

- Changing your password regularly, keeping it in a safe place and not sharing it with anyone.
- Not opening attachments from anyone you don't know.
- Not replying to spam or forwarding chain emails.
- Making sure that you have antivirus software installed and it's kept up to date.

Should you wish to withdraw your consent to receive emails to this address at any point and close your Citizen Portal account please follow the withdraw procedures by clicking the withdraw consent link in the My Account section after logging in.

Address Details

1. Enter your Postcode and press **Find Address**

2. When you find your address press click on it to highlight it in blue and then press **Select**

Postcode * 🏠 S1 4PL

Find Address   Enter Address Manually

Level 2, West Wing, 1, Moorfoot, Sheffield, S1 4PL
Level 5, West Wing, 1, Moorfoot, Sheffield, S1 4PL
Level 7, West Wing, 1, Moorfoot, Sheffield, S1 4PL
Level 5 , North Wing, 1, Moorfoot, Sheffield, S1 4PL
MIS Team , Level 7, East Wing, 1, Moorfoot, Sheffield, S1 4PL

Select

3. If you cannot find your address you add your address manually - **Enter Address Manually**

4. After telling us where you live, provide us with at least one telephone number to contact you in case of problems with your application

5. Finally press **Submit Registration**

Nearly done...

We've sent you an email containing a link. You'll need to click the link to confirm your email address as your new username.

6. You will then get an email - Click on the link or copy and paste it into your Internet Browser

Thank you for registering with the Citizen Portal.

To activate your account we need you to confirm your email address is valid. To do this, click on the link below this will take you to a page where you can enter your password and login.

https://vm2008x64r2/CitizenPortal/Account.Mvc/CompleteRegistration/1116   c24f5101-36c5-4450-853c-3141565009aa

Please note: if you are unable to click on this link, carefully copy and paste the text into your Internet browser.

Kind Regards, Portal Administrator

Thank you for registering

Thank you for confirming your email address. Your registration is now complete. When you sign in, use your email address as your username.
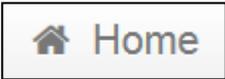
7. Press the Home button to login [⌂ Home]

You can now log in using the email address and password you have just set up.

Don't have an account? Please **register**

Email Address
✉ aperson@gmail.com

Password
🔍 ●●●●●●●●●●

Login

Forgotten your password?

Enter your Email address and Password and press [Login]

As this is your first login, you will be required to confirm that you agree to the use of your information for the purposes stated in the relevant privacy notices. You will not be able to receive the services you are applying for without agreeing to this.

Data Protection

The Authority has updated its Data Protection Consent Statement. You must confirm that you are content for the information you have provided, and will provide in future to be used for the purposes shown below. If you do not wish to give consent to the updated Consent Statement, your account will be disabled and the Authority will invoke its Withdrawal of Consent procedures.

Withdrawing your consent will:

- Close your portal account
- If your child/children receives additional educational funding that relies on the information within your Portal Account, the relevant teams will be notified that you wish to cease your eligibility for that funding.

If you wish to discuss any impacts that withdrawing your information will have for your family please email emssupport@sheffield.gov.uk so that the relevant team can contact you.

I understand that Sheffield City Council will only use my information for purposes covered by legislation and to ensure that my child/children are receiving the services and funding they are entitled to.

The uses of your data can be found in the Early Years Privacy Notice available in the downloads section of the Sheffield Directory, and information about your rights are in the council's Privacy Notice

👍 ☑ I agree

Continue

2 – Home Page

Return to Home

Change your details

zen Portal

🏠 Home

👤 My Account   Sign Out   ✏️ English/Cymraeg ▾

Log out

Welcome to the Citizens Portal.

Below, you will see the services available to you.

- If you wish to apply for a school place for your child, select the "School Places" button below (Active after 01/07/16)
- If you have a two year old or a child coming up for two you could be eligible for support with nursery funding. Click on the Two Year Old Funding button to apply.

NB - Applications for Two Year Old funding are restricted to 10 weeks prior to the start of the term which follows your child's 2nd birthday. For example if your child turns 2 in May, you will be able to apply 10 weeks before the beginning of the September term. Terms begin in September, January, and Late March/April.

Check your "30 Hours" code is valid

Read your messages

Add or update your family details

Make an application

| 🧑‍🦽 30 Hour Entitlement | 📖 School Places | ✏️ Funded Early Education for Two Year Olds | ✉️ 12 Messages | 👨‍👩‍👧 My Family |

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3 – Select "My Family" to add your child/children

You will need to add children to this section **before** making an application for School Places or Funding for Two Year Olds, or before checking a "30 hours" code.

👨‍👩‍👧 My Family

Select My Family to begin adding your children's details

If you have used this website before you maybe be presented with details of your children. However it is more likely that this is the first time you have used this site and we have no details about your children – so press

➕ Add Child

6

Add Child

Legal Forename *	👤 [ ]
Middle Name	👤 [ ]
Legal Surname *	👤 [ ]
Gender *	👤 Please select a gender ▾
Date of Birth *	📅 dd/mm/yyyy
Current School	📖 Please Select Current School
Relationship to Child *	📖 Please select ▾

Your child's **legal** names

Select **not known** if your child has not yet started at school.

Your relationship to this child (i.e. you are the Father of this child)

Parental Responsibility *   ○ Yes
                            ○ No

If you have legal responsibility for this child, select Yes

Select Address (Click on your address if displayed to select it) *

🏠 ▇▇▇▇▇▇▇▇▇▇▇▇▇▇▇

⊕ Click to add new address

Select (by clicking) if your child has the same address

When you have completed all the fields – press   **Add Child**

Once you have added your children, return to the Home page and select the application or check you want to make.

4a – Funded Early Learning for Two Year olds

The Citizen Portal enables parents to check if they are financially eligible for Funded Early Learning (FEL) for 2 year olds. You may make a claim for Two Year Old FEL due to Economic reasons (e.g. state benefits) or Non-Economic reasons (e.g. a disability, Child in Care, or adoption). For further information on who is eligible and when to apply please see: http://www.sheffielddirectory.org.uk/fel

This guide should contain all the information you need apply for 2 Year FEL, however should you have any further queries please contact us between 8am and 6pm, Monday to Friday on 0114 2734567 and select option 4. Please note that the team at this number cannot support applications for School Age children – the contact details for admissions can be located at: https://www.sheffield.gov.uk/content/sheffield/home/schools-childcare/apply-school-place.html

If you have not yet added any children who are old enough to apply for a funded place, then you will see the above message. To add children please see Section 3 – Select "My Family" to add your Child/Children.

If you have children the right age that can apply for funding you should see a screen like the one below. Click the link in the green box for **Start new application**.

You will now see the **Welcome to Two Year Old Funding** screen. This explains the eligibility criteria for Two Year Old FEL for both types of application (for economic and non-economic reasons). It also explains what to do if you have problems applying and the Data Protection policy.

Applying due to Economic reasons

Selecting [Claim on economic grounds] will show you the Carer details to populate. You must complete the date of birth of the adult, and either the National Insurance number or the National Asylum Seekers number. And select [Continue]. **The details of the carer must exactly match what is held at the relevant benefits agency for your check to be successful**.

If you have applied for funding for any child before you may find some of these fields are already populated.

The details of your application will now be shown on the **Application Summary** screen.

Please note – you will see a reference number on this screen starting "TYF".

You cannot use this code yet – you still need to complete the process.

Click [Continue] to go to the **Applicant Declaration** screen

You must read this carefully and select ☑ I agree to the Declaration before selecting [Confirm]

Data Protection Act

Personal information that you have provided will be used carefully and will be held on computer systems in the Children, Young People, and Families department. The use of this personal information is covered by registration under data protection legislation. Under the legislation you have the right to obtain a copy of the information that we hold about you. We will share the basic information held on this form with relevant services within the Children, Young People, and Families department of the Local Authority.

☐ I agree

[Back]   [Confirm]

Results – successful

✏ **Funded Early Education for Two Year Old Children**

[✔ Step 1 Personal Information] [✔ Step 2 Summary] [✔ Step 3 Give Consent] [▼ Step 4 Results]

Eligibility Result - funded early education for two year old children

✅ The check for eligibility for funded early education has confirmed that Daisy User is eligible.

You will need to provide evidence to confirm the information you have given to your provider at the time that you apply for a funded early education placement. The details of evidence that you need to show your provider as proof of eligibility have been sent to your email address and your Citizen Portal Messages inbox.

Application reference number for your information:

TYF-1503-Y8D5HOF7

Funding for early education for Daisy User is available immediately. Funding will commence from the date, on or after 10/03/2015, when an early education placement is taken up with an approved provider.

The application reference above will help us with enquiries - please store it somewhere safe. If you have any further enquiries about your application or would like to take any further action please contact us at: PO Box 244 Shepherds Bush London E1

[Finish] Click **Finish** to return to the 2 Year Old Funding page

Results - Unsuccessful

If your application is not successful you will see the following text:

❌ The check for eligibility for funded early education has been unable to confirm automatically if your child is eligible.

If your application was based on eligibility for certain benefits and these have only recently been awarded, it is possible that a record of your benefits was not yet available on the eligibility checking system. In this case, please re-apply for 2 year old funding in a few days. If the system is still unable to confirm eligibility then you can request help from us, send or attach the required evidence, and we will investigate.

We will be unable to process any further checks for eligibility until the required evidence is received. The list of acceptable evidence can be found as a word document on the Sheffield website.

Please note, that you will not be told that you are **not** eligible. You will be told that we are unable to confirm eligibility at this time. It maybe that a recent change in circumstances means you are eligible but the system needs time to catch up. You may need to send us evidence, such as an award letter for state benefits, to prove that you are eligible.

If you believe you are eligible for economic reasons but the application has not been successful, you can click on the **Request Help** button.

Applying due to Non-Economic reasons

Selecting **Start Non-economic Application** will take you to the **Non-economic Criteria Selection** screen. This asks you to tick which non-economic reason you are applying under.

☑ **Looked After Child** A "looked after child" is a child who is (a) in the care of a local authority, or (b) being provided with accommodation by a local authority in the exercise of their social services function.

Please provide details to support your claim relating to the above criteria:

> For a child that is or has been Looked After, put the date the child went into care, the end date (if applicable) and the Local Authority responsible (for example Sheffield City Council).

☑ **Adoption, Residence Order or Special Guardianship** Children who have left care but are not able to return home (through adoption orders, residence orders or special guardianship).

Please provide details to support your claim relating to the above criteria:

> For a child that has been Adopted etc. put the date the adoption order was made and the Local Authority responsible (for example Sheffield City Council).

☑ **Child has a Special Educational Need (SEN)** Has a current statement of Special Educational Needs or an Education, Health and Care plan.

Please provide details to support your claim relating to the above criteria:

> For a child with an EHCP, put the date the EHCP was finalised and the Local Authority that processed the EHCP (for example Sheffield City Council).

☑ **Child has a disability** Is in receipt of Disability Living Allowance (DLA).

Please provide details to support your claim relating to the above criteria:

Please attach any additional evidence relating to the above criteria:

+ Add file

> Click here to upload a scanned copy of your child's DLA award letter.

If you are applying because your child receives Disability Living allowance (DLA) but you are unable to attach an award letter as evidence then you can post the award letter to us. The address is on the **Non-economic Criteria Selection** page.

To complete the application, you will need to tick that you agree to the use of your information for the purposes stated in the relevant privacy notices. You will not be able to receive the funding without agreeing to this.

Data Protection Act

Personal information that you have provided will be used carefully and will be held on computer systems in the Children, Young People, and Families department. The use of this personal information is covered by registration under data protection legislation and GDPR. For further information please see the Privacy Notice section

☐ **I agree**

> Tick to Agree

> Click to complete

Cancel   **Submit**

Because we cannot confirm eligibility immediately, you will see the following screen.

Application Submitted

Your application for Hyacinth User has been submitted. You will be notified of the result of your claim by email and will receive a message through the portal.

Application reference number for your information:

TYF373-1807-DOQ57KF5 — Reference number only. You cannot use this to claim funding at this stage.

The application reference above will help us with enquiries - please store it somewhere safe. If you have any further enquiries about your application or would like to take any further action please contact us using the appropriate option.

Finish — Click to return to the 2 Year FEL page.

You will see a code starting "TYF". At this stage in the process, this is only a reference number. It is not a valid code for 2 Year Old Funding until we have confirmed that your child is eligible.

On the 2 Year FEL home page, your child's details will now show that your claim has been submitted. We may contact you for further information or evidence to support your application.

Submitted

Hyacinth
User

Application Reference Number
TYF373-1807-DOQ57KF5
Date Of Birth: 05-Jan-2016
Current Age: 2

You can perform the following actions
- **View most recent application**
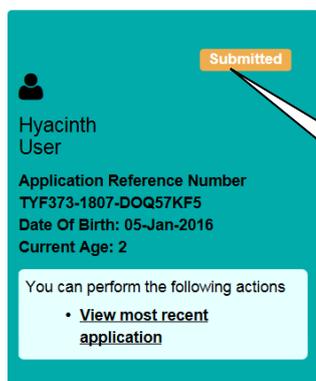
This shows the status of your application

Once we have completed processing your application you will be contacted to inform you of the outcome.

What happens next?

Once you have a valid Two Year Old Funding Code, you can contact a childcare provider to arrange a place. You will need to tell them your code, so you may find it easier to print off the message.

In the **Funded Early Education for Two Year Old Children** page, your child's details now show they are eligible. Click on "View most recent application" to open up the full details.
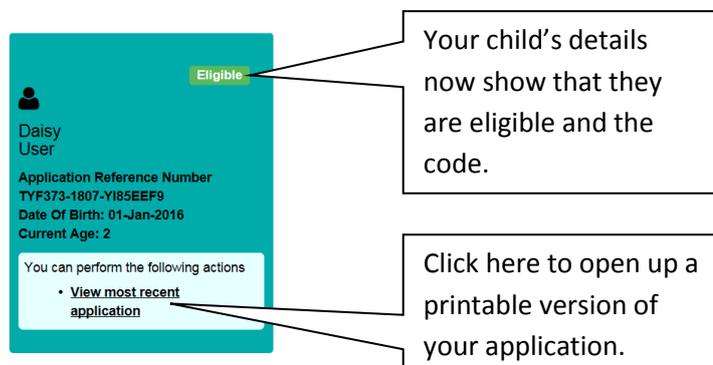
Your child's details now show that they are eligible and the code.

Click here to open up a printable version of your application.

Click here to open a new window that you can print off.

Alternatively, you can go to the Messages section from the Home Page:

Click the subject to open the message:

The provider will check with us that the code is valid before confirming that a place is available.

Please remember that the system will generate a code starting "TYF" for every application, whether eligible or not, so the provider needs to check that it is valid.

Even if your circumstances change, once you have a valid code it will stay valid until the term after your child's third birthday, when all children are entitled to funded childcare.

For more information and details of Childcare Providers, please go to the Sheffield Directory website: http://www.sheffielddirectory.org.uk/fel

4b- "30 Hours" Code Check (Extended FEL for 3 and 4 year olds)

All 3 and 4 year olds are entitled to 570 hours of funded childcare a year. In Sheffield we call this Funded Early Learning or FEL. Eligible 3 and 4 year olds will also be entitled to an additional 570 hours a year (1,140 hours in total). This is commonly referred to as "30 Hours free Childcare" but in Sheffield we call it *Extended* FEL.

For further information on who is eligible and how to apply please see the sections on Extended FEL on the Sheffield Directory: http://www.sheffielddirectory.org.uk/fel

Please note, you cannot **apply** for "30 Hours" on the Citizen Portal. You can only apply via HMRC. The Citizen Portal allows you to check the code is valid and when it expires.
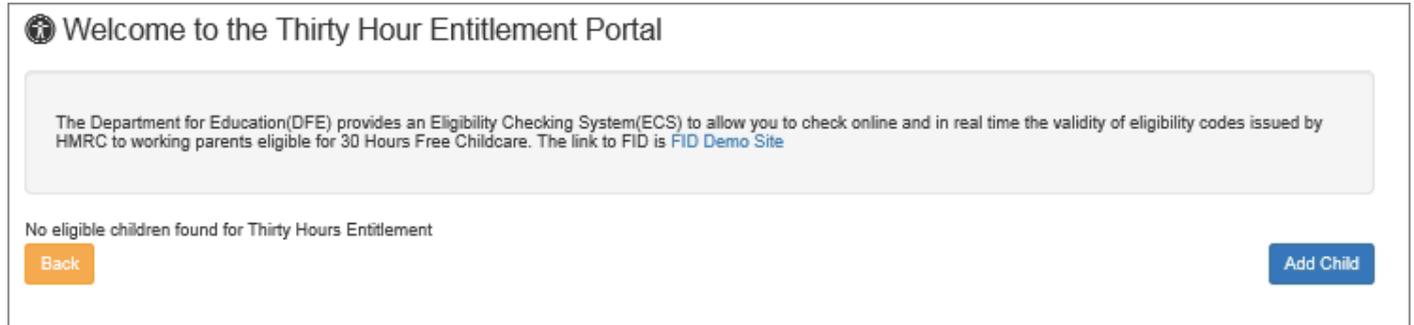
If you have used this website before you maybe be presented with details of any child within the age range to apply for "30 Hours". You will be able to select your child and check their details.

However If you have not yet added any children who are old enough to apply for "30 Hours", then you will see the above message. To add children please see **Section 3 – Select "My Family" to add your Child/Children.**

Once a child of the right age has been added, you will see this screen.
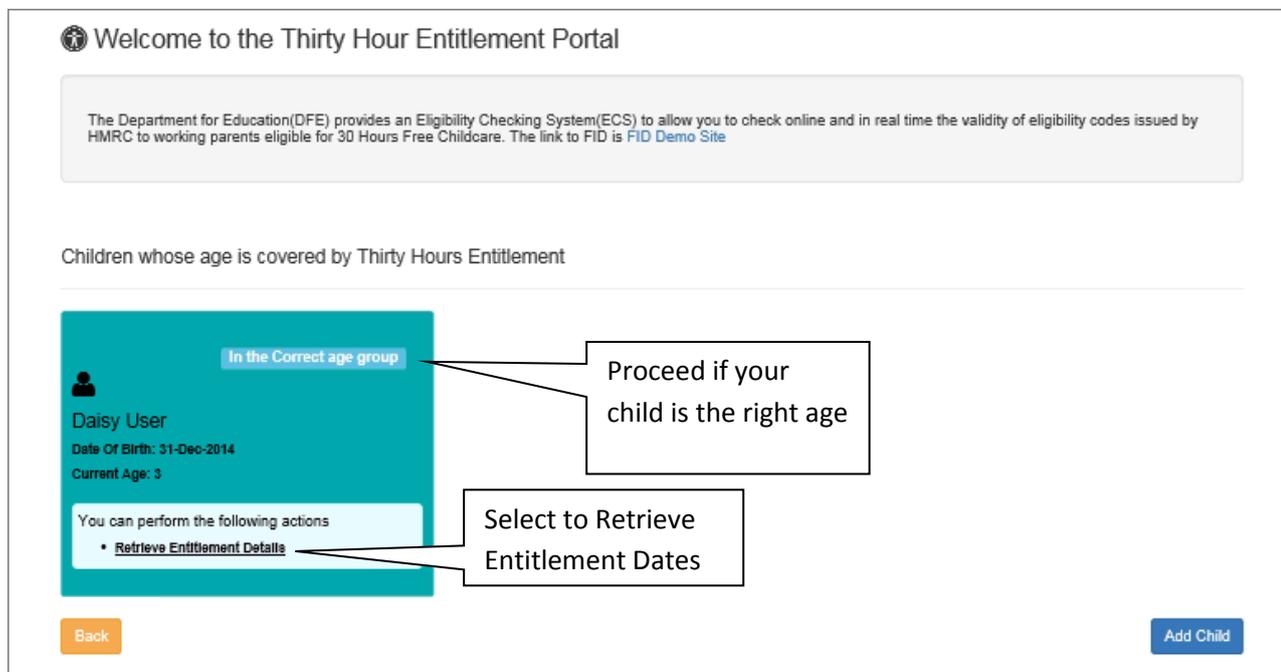
Enter your National Insurance Number and Eligibility Code

Note: The Eligibility code was provided by HMRC when you originally registered for 30 Hour Funding

🌐 Welcome to the Thirty Hour Entitlement Portal

Retrieve Entitlement Dates for Extended Hours

Child's Forename	Child's Surname	Child's Date of Birth	Parent's NI Number *	Eligibility Code *
Daisy	User	12/31/2014	NB537281C	50000124587

Retrieve Entitlement Dates

Back

Eligibility Code

Date of birth is in American format: Month/Day/Year

National Insurance Number

Press **Retrieve Entitlement Dates** to show the date you can take up the Extended Funding from, and the date range you must re-confirm your Eligibility between, to keep your funded place going forward

Success !

The earliest start date you can take up Extended Hours funding is 01-Jan-2018 Spring.

Please choose the Provider(s) you would like to check for a Childcare Place, entitlement Details will be shared with the chosen Providers.

✔ This eligibility code is valid from 01-Apr-2017 to 31-Aug-2018, with a grace period to 31-Dec-2018.

You must re-confirm your eligibility code with HMRC between 03-Aug-2018 and 31-Aug-2018 in order to retain the extended hours eligibility, failure to do this could lead to loss of funding.

You can use this link to the HMRC Childcare Account when you need to reconfirm your Eligibility.

Back

Choose Providers to share Entitlement Details

Press **Choose Providers to share Entitlement Details**

🌐 Welcome to the Thirty Hour Entitlement Portal

Select Providers to share the details of Entitlement to Extended Hours

Note: Only the Providers who Offer the Extended Childcare will be available for the selection below, Providers who are not Offering Extended Childcare Services are greyed out

Select Provider   Select Provider ▼   Share

Selected Providers   Details not shared with any Provider.

Back

Select a Provider to Share your details

Press **Share** to send the details. You can select more Childcare Providers by repeating this stage.

If you don't already know which providers you are interested in, you can search for a provider using the Sheffield Directory website: http://www.sheffielddirectory.org.uk/

If you change your mind you can Press [Unshare] or Press [Back] to return to the Child Page

Welcome to the Thirty Hour Entitlement Portal

Select Providers to share the details of Entitlement to Extended Hours

Note: Only the Providers who Offer the Extended Childcare will be available for the selection below, Providers who are not Offering Extended Childcare Services are greyed out

Select Provider   [Select Provider ▾]   [Share]

Selected Providers   St Marks   [Unshare]

[Back]

Your child's record on the **30 Hours** home page will now look like this:

In the Correct age group

Daisy User
Date Of Birth: 31-Dec-2014
Current Age: 3
The Earliest Date to take up an Extended Hours place: 01-01-2018
Date Range to re-confirm Extended Hours Eligibility Code: 03-08-2018 to 31-08-2018

You can perform the following actions
- Retrieve Entitlement Details
- Choose Providers to apply for Extended Hours Placement
- Review Entitlement History

Entitlement and Recheck Dates

Choose more Providers to Share details with

Review History

[Back]   [Add Child]

Selecting [Review Entitlement History] in the future will show the history of changes and rechecks.

Entitlement History

Use this screen to review entitlement history for this child.

Daisy User
Date Of Birth: 31-Dec-2014
Current Age: 3

These details are shared with the following providers: Acorn Nursery, St Marks

[Filter using any keyword]

Entitlement Details last retrieved On ⇕	Earliest Date to take up 30 Hrs place	Eligible From ⇕	Eligible To ⇕	Grace Period End ⇕	Extended Entitlement Status	Parent's NI Number	Eligibility Code
15/Mar/2018	01/Jan/2018 Spring	01/Apr/2017	31/Aug/2018	31/Dec/2018	Eligible	NB537281C	50000124587

What happens next?

Once you have shared your details, you can contact the Childcare Providers who will be able to organise childcare with you, they will already have details you have shared with them, and may contact you.

Note: Sharing does not guarantee that a funded place will be available for the days you require

If a provider you have shared details with a provider and they have not contacted you, it may be worth following up with a phone call to make sure they are aware of your interest.

Please note that the Grace Period only applies if you have started using the "30 Hours" place. If the **Eligible To** date is before the date your child starts using the hours, then you need to reconfirm the code because the Grace Period will not apply.

For more information and details of Childcare Providers, please go to the Sheffield Directory website: http://www.sheffielddirectory.org.uk/fel

5 – Changing your details

You can change your details, and find out how to tell us about other changes in your circumstances.

Click on **My Account** at the top of the Home Page.

A change of name can be entered under **Personal Details**

You can also update your home address and phone number under **Contact Details**.

If you want to add another security stage to logging in, you can select **Two Step Verification**. This means we will send you a verification code every time you log in.

You can also view your Consent History and Withdraw Consent to use your data here. Please note that withdrawal of consent to use your data may mean we are unable to continue funding your child.

6 - Further Information

❖ **What do I do if I forget my password?**
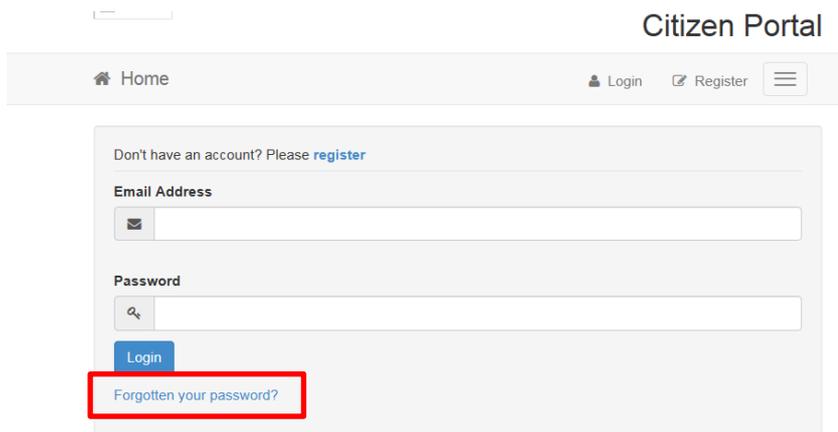
If you have forgotten your password, please select the 'Forgotten your password' link on the login page. You will then be required to provide the email address you use to logon with and the answer to your secret question, which will send you a link to reset your password.

❖ **What do I do if I forget my email address or the answer to my secret question?**
If you have forgotten your email address you will need to register a new account with the portal with a different email address.

If you have forgotten your secret question answer you can either

- register a new account with a new email address (you cannot use the same email address unless you have previously notified us to close your account, see below).
- Contact us for a password reset at ed-admissions@sheffield.gov.uk

❖ **How do I change my login details or personal information?**

To change your information click the menu button (3 horizontal stripes) and select 'My Account'.
Within that screen you can edit your information and save your changes.
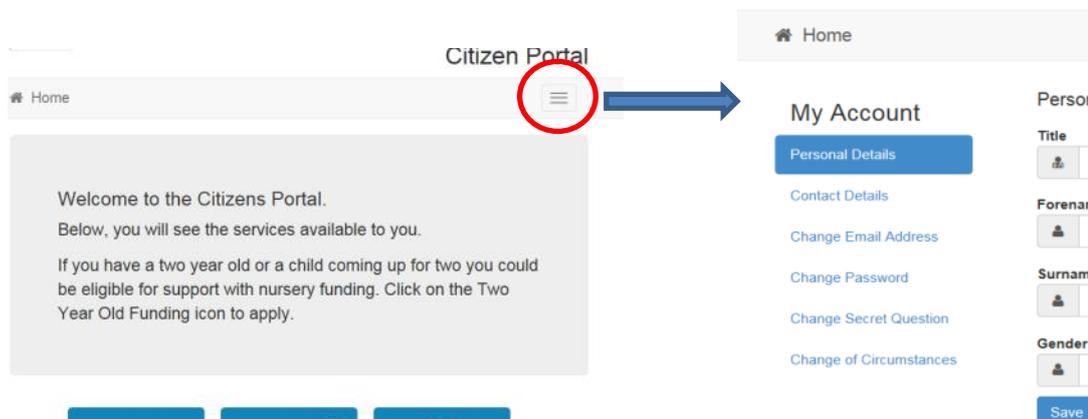
❖ **How do I close my portal account?**
If you want to close your Portal account permanently please send a request by email to emssupport@sheffield.gov.uk detailing the email address you use for logging in.