

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 your account, select **4. Apply or sign in to the childcare service as a parent**. You will 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, there are five numbered 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 steps, there is a section for '4. Apply or sign in to the childcare service as a parent' with explanatory text and a green button labeled 'Apply or sign in to your account >'. 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'.

You can select **Apply** and then will answer questions about your youngest child's age before being asked to sign in using their Government Gateway ID, which you received when you applied.

Once signed in using Government Gateway, you will then see the childcare account screen:

GOV.UK The childcare service

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

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

Select **30 hours free childcare** to see your 30 hours eligibility code. These normally start with 500.

You will also find this code under **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 you are still struggling to access your account, please contact the HMRC call centre on 0300 123 4097.