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

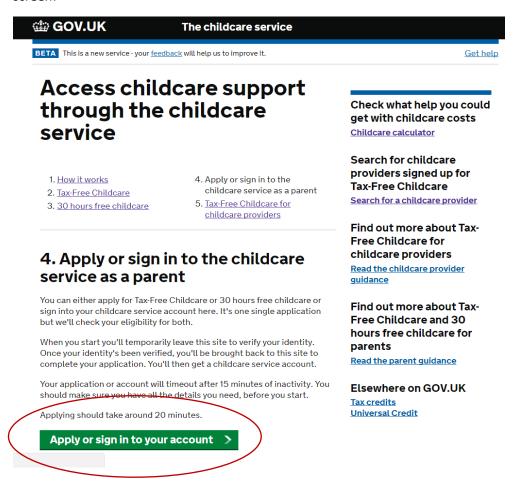
Hi all.

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/

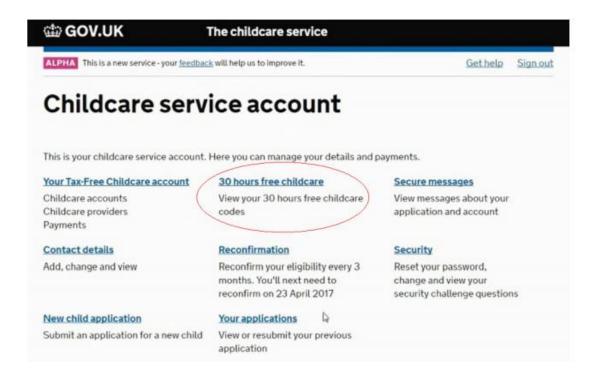
To get into your account, select **4. Apply or sign in to the childcare service as a parent**. You will see this screen:



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.

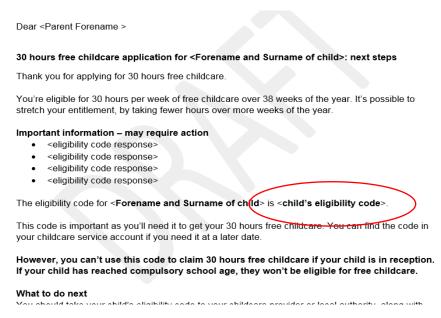
Once signed in using Government Gateway, you will then see the childcare account screen:

Update from HMRC July 2017



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.



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.

Update from HMRC July 2017