

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

Some parents who have applied for 30 hours free childcare and/or Tax-Free Childcare through the childcare service are reporting that they 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, as this will be quicker for them rather than directing them to the HMRC call centre.

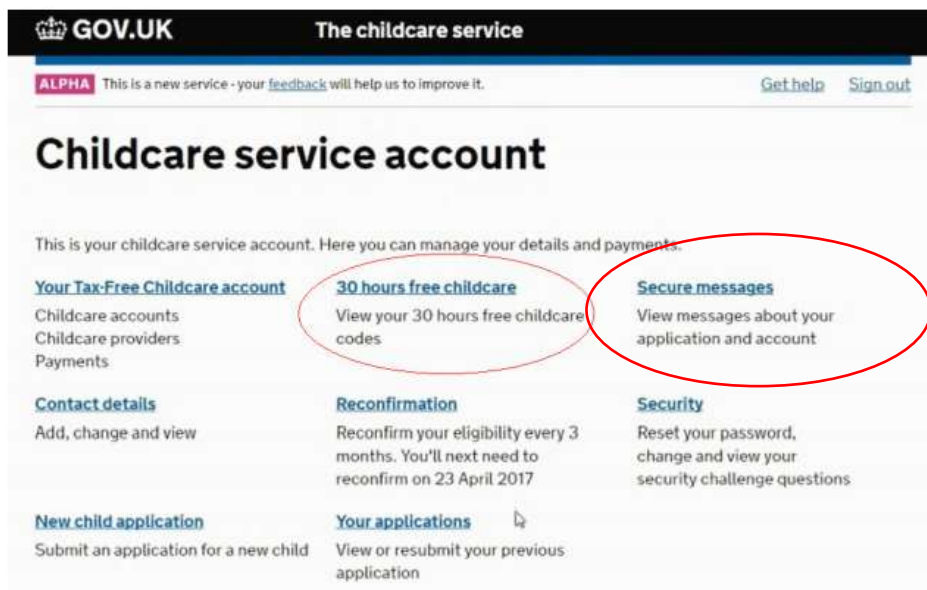
Log in here <https://childcare-support.tax.service.gov.uk/>

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'. The main heading is 'Access childcare support through the childcare service'. A list of steps is provided: 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 '4. Apply or sign in to the childcare service as a parent' section is expanded, showing instructions for applying or signing in. A green button labeled 'Apply or sign in to your account' with a right-pointing arrow is highlighted with a red circle. To the right, there are links for 'Check what help you could get with childcare costs', 'Search for childcare providers signed up for Tax-Free Childcare', 'Find out more about Tax-Free Childcare for childcare providers', and 'Find out more about Tax-Free Childcare and 30 hours free childcare for parents'. At the bottom right, there are links for 'Elsewhere on GOV.UK' including 'Tax credits' and '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:



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 part of their application.

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 the HMRC call centre on 0300 123 4097.