

# Tips for using your childcare service account for the first time

Once you've successfully applied for childcare support, you can start using your new childcare services account – to receive up to £2,000 per child per year towards your childcare costs and, for three and four year olds, up to 30 hours free childcare a week. All you'll need to do is sign in to your account on the Gov.UK website [gov.uk/sign-in-childcare-account](https://www.gov.uk/sign-in-childcare-account) and select the following options:

## Use 'Your Tax-Free Childcare account'

Select this tab to:

1. Pay money in
2. Automatically receive the government top up
3. Make payments to your childcare provider

You can choose a childcare provider and setup one-off and regular payments for each of your children.

Payments to your provider will take up to 3 working days to be received.

**GOV.UK** Business account

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

## Your childcare service account

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▶ [I'm new to the childcare service, what do I do first?](#)

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|--|---|--|
| <a href="#">Your Tax-Free Childcare account</a><br>Manage your Tax-Free Childcare account, pay money in and select and pay childcare providers | <a href="#">30 hours free childcare</a><br>View your 30 hours free childcare codes  | <a href="#">Secure messages (6)</a><br>View messages about your application and account                  |
| <a href="#">Contact details</a><br>View or change your email address or phone number   | <a href="#">Reconfirmation</a><br>Reconfirm your eligibility every 3 months. Your next reconfirmation date is 13 September 2017 | <a href="#">Security</a><br>Reset your telephone password, change and view your security check questions |

## Check your 'Secure Messages' tab

To find important information about how to use your childcare service account, including your eligibility response.

If you are signed up for Tax-Free Childcare, your Tax-Free Childcare payment reference number can be found here. You must give this number to your childcare provider so they can identify your payments.

## Access your '30 hours free childcare' code

If you have a 3 or 4 year old and have signed up for 30 hours free childcare, you'll find your 30 hours eligibility code here. You'll need to take this code to your childcare provider to secure 30 hours free childcare.

**Remember**, to keep receiving the government Tax-Free Childcare top-up or 30 hours free childcare **you'll need to reconfirm your eligibility every 3 months** using the 'Reconfirmation' link in your childcare service account. We'll send you a reminder text or email when you need to do this.