

05 / Making Applications

Introduction to Making Applications

This section explains how the parent, carer or guardian makes an application using the One Citizen Self Service portal for one of the following services:

- Free School Meals
- Transport
- School Places
- Courses
- Funded Early Education for Two Year Olds.

The functionality is available to parent, carers or guardians, subject to a licence and v4 Client permissions held by the Local Authority.

All of the pages are configurable by the Local Authority. A configurable tooltip is available on all fields to assist the parent in making their application.

Information about the parent, carer or guardian and their family is also accessed from the **Home** page. For more information, see [My Family](#) on page 27.

The parent, carer or guardian will receive messages from the local authority regarding the status of their application. For more information, see [Messages](#) on page 33.

All of the pages are configurable by the Local Authority. A configurable tooltip is available on all fields to assist the parent in making their application.

The header on the **Home** page displays buttons for **My Account** and **Sign Out**. Clicking the **My Account** button displays the following account details:

- Personal Details
- Contact Details
- Change Email Address
- Change Password
- Change Secret Question
- Change of Circumstances.

The footer on each page displays the following links, containing information set up by the local authority:

- **About** – displays information about the Local Authority.
- **Contact Us** – displays local authority contact details such as address, phone numbers and email addresses.
- **Terms and Conditions** – displays the terms and conditions for using the Citizen Self Service portal.
- **Privacy Notice** – displays additional information.
- **Cookies Policy** – displays information of how cookies are used on the website.

More Information:

For more information, refer to **Error! Hyperlink reference not valid.** on page 5.

Registering for a Citizen Portal Account

Before the parent, carer or guardian can log in to the One Citizen Self Service portal, they must create an account by registering with their local authority.

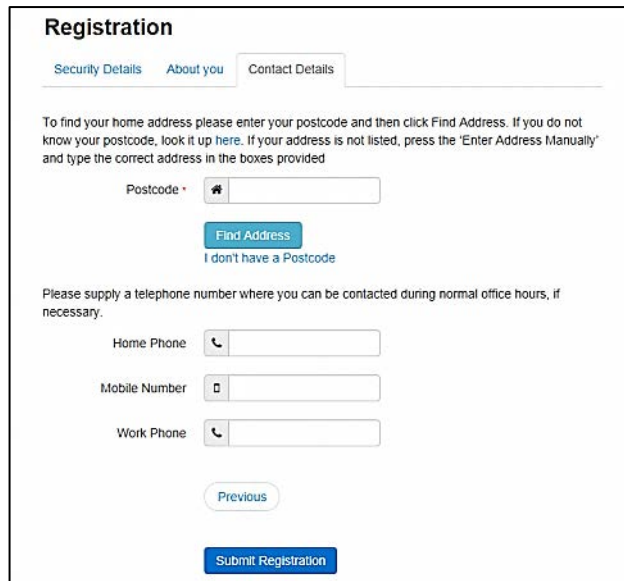
To register for a Citizen Self Service portal account the parent must complete the following procedure:

1. Open the URL for the One Citizen Self Service portal, sent by the local authority, in a web browser to display the **Citizen Portal Home** page.

2. Click the **Register** button on the navigation bar or click the **Please register** link on the **Login** panel to display the **Registration | Security Details** tab.

3. Enter the requested information on the **Security Details** tab; all of the fields are mandatory.
4. Click the **Next** button to display the **About You** tab.

5. Enter the requested information on the **About You** tab; all of the fields are mandatory.
6. Click the **Next** button to display the **Contact Details** tab.



Registration

[Security Details](#) [About you](#) [Contact Details](#)

To find your home address please enter your postcode and then click Find Address. If you do not know your postcode, look it up [here](#). If your address is not listed, press the 'Enter Address Manually' and type the correct address in the boxes provided

Postcode

[Find Address](#)

[I don't have a Postcode](#)

Please supply a telephone number where you can be contacted during normal office hours, if necessary.

Home Phone

Mobile Number

Work Phone

[Previous](#)

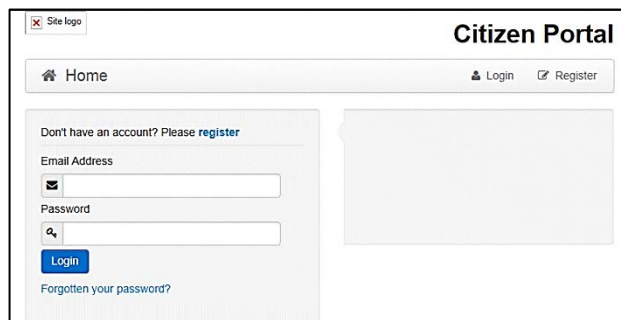
[Submit Registration](#)

7. Enter a **Postcode**; this is a mandatory field.
8. Click the **Find Address** button or use the on-screen instructions to find your address.
The **Home Phone**, **Mobile Number** and **Work Phone** are optional.
9. Click the **Submit Registration** button; you will receive an email asking you to activate your account by confirming your email address.
10. Click the link in the email to confirm your email address and complete the registration. You can now log in to the One Citizen Self Service portal, using the password you created when you registered.

Logging in to the Citizen Portal

To log in to the Citizen Self Service portal, the parent completes the following procedure:

1. Open the URL for the One Citizen Self Service portal, sent by the System Administrator, in a web browser to display the **Citizen Portal Home** page.



Citizen Portal

[Home](#) [Login](#) [Register](#)

Don't have an account? Please [register](#)


Email Address

Password

[Login](#)

[Forgotten your password?](#)

2. Enter the **Email Address** you used to register for the One Citizen Self Service portal.
3. Enter your **Password**.
4. Click the **Login** button to display the **Announcements** page.



Announcements

Advance Notification of system downtime [View Details](#) All Portal users should be aware that the system will be offline, [View Details](#)

[Continue](#)

The **Announcements** page displays only if the local authority has set up any announcements regarding the portal.

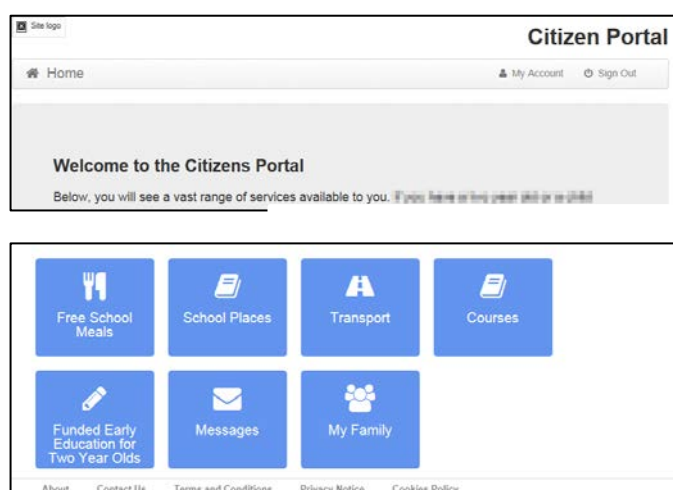
Note: The text for the above page is edited via **One v4 Online | Citizen Portal Admin | Administration | General Administration | Edit Resources | Resource Configuration Title | Markdown | Text Blocks | Announcements.**

5. Click the **Continue** button to display the **Home** page.

Home Page

The **Home** page displays the following services that are available to the parent, carer or guardian:

- Free School Meals
- School Places
- Transport
- Courses
- Funded Early Education for Two Year Olds
- Messages
- My Family.



From here, the Citizen portal user can manage their account, make applications for school places, free school meals, transport, courses and funded early education for two year olds. They can also view any messages from the local authority regarding their applications and make changes to their family.

Note: The text for the above page is edited via **One v4 Online | Citizen Portal Admin | Administration | General Administration | Edit Resources | Resource Configuration Title | Home | Home | HomeGuidanceText.**

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My Family

The **My Family** area of the **Home** page displays the details about the parent, carer or guardian making an application.

Clicking the **Change of Circumstances** button displays a message from the local authority to contact them if any circumstances change, as this may affect their application.

Any existing children are displayed next to the parent, carer or guardian.

Click on a child to view or edit their details

Click the **Add Child** button to add another child to the family's application.

More Information:

For more information, refer to [Adding a Child](#) on page 28.

Adding a Child

To add a child to a parent's account:

1. Select **Citizen Portal | Home | My Family | Add Child** to display the **Add Child** dialog.

2. Enter the required information about the child.
3. Click the **Add Child** button to save the details.

The child is added to the **My Family** area, ready for an application to be made.

Making Applications For Two Year Old Funding

The One Citizen Self Service portal provides full support for parents, carers and guardians to make applications for funded early education for two year olds, integrating with the One Early Years (EY) module.

All of the following screens can be edited by the local authority via **One v4 Online | Citizen Portal Admin | Home | Administration | General Administration | Edit Resources**. For more information, see the *Edit Resources* section in the *General Administration* chapter.

To make an application for two year old funding, the parent completes the following procedure:

Note: As the pages are configurable by the local authority, the graphics below are examples only.

Select **Citizen Portal | Home | Funded Early Education for Two Year Olds** to display the **Funded Early Education for Two Year Old Children** page. The page is divided into the following two sections:

- Children whose age is covered by the funded early education for two year old children arrangements.
- Children whose age is outside of the scope of funded early education for two year old children.

Note: The text for the above page is edited via **One v4 Online | Citizen Portal Admin | Administration | General Administration | Edit Resources | Resource Configuration Title | TYOFunding | Two Year Old Funding | EligibleChildrenTitleText** and **IneligibleChildrenTitleText**.

If this is a first application, the parent, carer or guardian must add the child.

For an eligible child, click the **Start new application** link to display the **Welcome** page.

The parent, carer or guardian must now select whether they want to apply for two year old funding on economic or non-economic grounds.

For more information, see [Making an Economic Application](#) on page 29 and [Making a Non-Economic Application](#) on page 32.

Note: The text for the above page is edited via **One v4 Online | Citizen Portal Admin | Home | Administration | General Administration | Edit Resources | Resource Configuration Title | Provider Two Year Old Funding | Display Attribute_TaskCodeEconomicClaimHelp/DisplayAttributeTaskCodeNonEconomicClaim**.

and **One v4 Online | Citizen Portal Admin | Administration | General Administration | Edit Resources | Resource Configuration Title | Provider Markdown | Economic ApplicationPanelContent/NonEconomicApplicationPanelContent**.

Making an Economic Application

Note: As the pages are configurable by the local authority, the graphics below are examples only.

To apply for two year old funding on economic grounds, the parent follows the following procedure:

1. On the **Welcome** page, click the **Start Economic Application** button to display the **Step 1 Personal Information** page. This information is required by the Department for Work and Pensions (DWP) to check whether the child is eligible for two year old funding.

Funded Early Education for Two Year Old Children

Step 1 Personal Information **Step 2** Summary **Step 3** Give Consent **Step 4** Results

Personal Details

Please provide the following information. This is required by DWP to check whether you are eligible for Two Year Old Funding.

DateOfBirth *

Please enter either:

NationalInsuranceNumber (e.g. AB123456C)

Or

NationalAsylumSeekersNumber (e.g. 13 / 07 / 56789)
 / /

Surestart ID

AddressLine

HomePhone

MobilePhone

Gender
☒ Male ☐ Female

Back **Continue**

Note: The text for the above page is edited via **One v4 Online | Citizen Portal Admin | Home | Administration | General Administration | Edit Resources | Resource Configuration Title | Markdown | Text Blocks | TYOFPersonalDetailsText and Advice_EditPersonalDetails.**

- Click the **Continue** button to display the **Step 2 Summary** page.

Funded Early Education for Two Year Old Children

Step 1 Personal Information **Step 2** Summary **Step 3** Give Consent **Step 4** Results

Application Summary

Applicant Details

Gender: Male
 Date Of Birth: 01-Jul-2014
 Address: 123 Main Street, London, E1 1AA
 National Insurance No.: YX123456789
 Parental Responsibility: Yes
 Relationship: Parent

Application Details

Reference Number: TYF-1408-123456789
 Current Status: In Progress

Child Details

Gender: Male
 Date of Birth: 01-Jul-2014

Cancel **Continue**

- If required, click the **Print this page** button to print the **Application Summary** page.
- Click the **Continue** button to display the **Step 3 Give Consent** page.

Funded Early Education for Two Year Old Children

Step 1 Personal Information ✓ Step 2 Summary ✓ Step 3 Give Consent Step 4 Results

Applicant Declaration

I confirm that I am responsible for the child I am submitting this application for and that they live with me. All information I have provided as part of this application is correct to the best of my knowledge. I agree that my information can be shared locally for the benefit of my family.

☐ I agree

[Back](#) [Confirm](#)

Note: The text for the above page is edited via **One v4 Online | Citizen Portal Admin | Home | Administration | General Administration | Edit Resources | Resource Configuration Title | Markdown | Text Blocks | TYOFDeclaration.**

5. Select the check box to confirm that you have read and agree to the declaration.
6. Click the **Confirm** button to display the **Step 4 Results** page.

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

Application reference number for your information:
TYF-1408-XXXXXX

The application reference above will help us with enquiries - [click here to view more information](#)

If you have any questions or you disagree with our decision. Please click Request Help
[Request Help](#)

[Finish](#)

Note: The text for the above page is edited via **One v4 Online | Citizen Portal Admin | Home | Administration | General Administration | Edit Resources | Resource Configuration Title | Markdown | Text Blocks | TYOFEligibilityStatusFurtherInformation.**

7. Click the **Finish** button to return to the **Home** page. The application is displayed with the application status and reference number.

Submitted

Application Reference Number
TYF-1409-XXXXXX

Date Of Birth: 01 Jan 2019
Current Age: 2

You can perform the following actions

- [View most recent application](#)

You can click the **View most recent application** link to see the **Application Summary** details.

Requesting Help

If the parent, carer or guardian has any questions regarding their application, they can request help from the local authority.

Clicking the **Request Help** button displays information on how the parent can contact the local authority.

They can attach files that they feel would help with their application. They can specify the method they would like to be contacted by. They can also give the local authority permission to complete a Funded Early Education for Two Year Old application on their behalf.

Funded Early Education for Two Year Old Children

Request Help

Please answer the following questions* and type a message in to the box below to get in to contact with your Local Authority.

Enter your question

Browse to the location of any files you would like to attach

+ Add file

How would you like the LA to contact you?

Portal Message System

Do you give the LA permission to complete a Funded Early Education for Two Year Old application on your behalf?

No

Cancel Submit

Note: The text for the above page is edited via **One v4 Online | Citizen Portal Admin | Home | Administration | General Administration | Edit Resources | Resource Configuration Title | Two Year Old Funding | RequestHelpHeaderText** and **RequestHelpMessageText** and **RequestHelpLAPermission** and **RequestHelpAttachmentText** and **RequestHelpLAContact**.

Making a Non-Economic Application

Note: As the pages are configurable by the local authority, the graphics below are examples only.

To apply for two year old funding on non-economic grounds, the parent follows the following procedure:

1. On the **Welcome** page, click the **Start Non-economic Application** to display the **Non-economic Criteria Selection** page.

Funded Early Education for Two Year Old Children

Non-economic Criteria Selection

Select all of the criteria which applies to your application and please provide the details required for that criteria.

Please note that the maximum amount of evidence you can attach cannot exceed a total of 20MB

☐ **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.

☐ **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).

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

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

I confirm that I am responsible for the child I am submitting this application for and that they live with me. All information I have provided as part of this application is correct to the best of my knowledge. I agree that my information can be shared locally for the benefit of my family.

☐ I agree

Cancel Submit

Note: The text for the above page is edited via **One v4 Online | Citizen Portal Admin | Home | Administration | General Administration | Edit Resources | Resource Configuration Title | Markdown | Text Blocks | TYOFNonEconomicQuestionsGuidanceText** and **TYOFDeclaration**.

2. Select the criterion which applies to the application.

Selecting a check box displays a text box enabling the parent to provide details to support their claim relating to the selected criteria.

Files can be attached as additional evidence.

3. Select the check box to confirm that you have read and agree to the contents of the application.
4. Click the **Submit** button to display the **Application Submitted** page.

Note: The text for the above page is edited via **One v4 Online | Citizen Portal Admin | Home | Administration | General Administration | Edit Resources | Resource Configuration Title | Markdown | Text Blocks | TYOFunding_NonEconomic Submitted / TYOFApplication Reference Heading | TYOFEligibilityStatusFurtherInformation.**

5. Click the **Finish** button to return to the **Home** page. The Two Year Old Funding application is displayed with the status and reference number.

You can click the **View most recent application** link to see the **Application Summary** details.

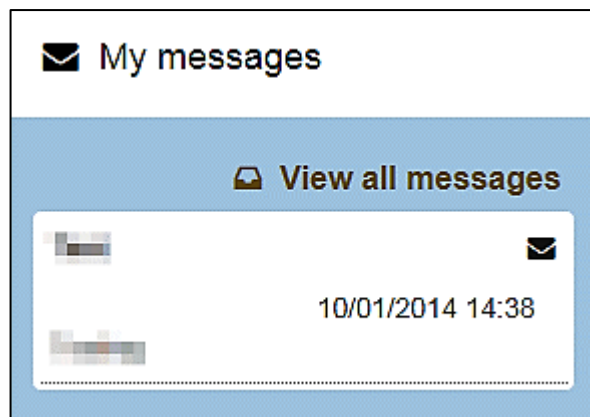
Messages

Messages are sent from the local authority, informing the parent, carer or guardian of the status of their application.

Message details are not sent directly to the Citizen Self Service portal user. A notification is sent to the user's mailbox, informing them that they have a message in their portal account. The user must log in and authenticate with the Citizen Self Service portal, before they can view the message details.

To view their messages, a parent completes the following procedure:

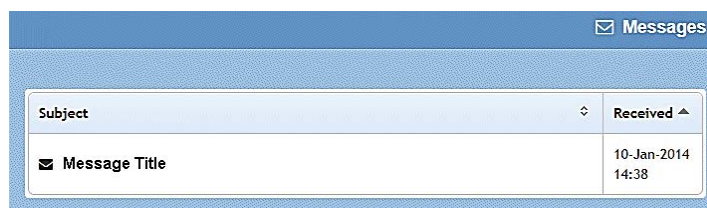
1. Select **Citizen Portal | Home | Messages** to display the Messages dialog.



2. Click the individual message to display the contents.



3. Click the **View all messages** button to display a list of all the messages.



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