

Citizen Portal Access Guidance for the Public

v1.0

Capita Business Support Team
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This guidance is to be used by Children's Centre and Library Staff.

It is intended to help members of the public to access or register onto the Citizen Portal



With pride. With purpose. With you.

A Quick Guide for Parent / Carers to Access the Citizen Portal

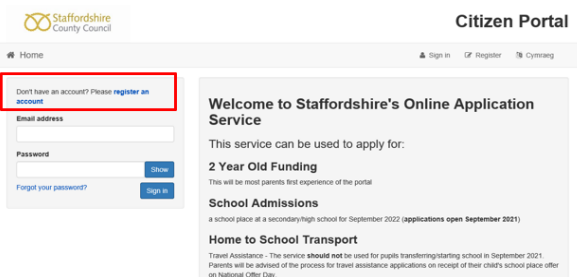
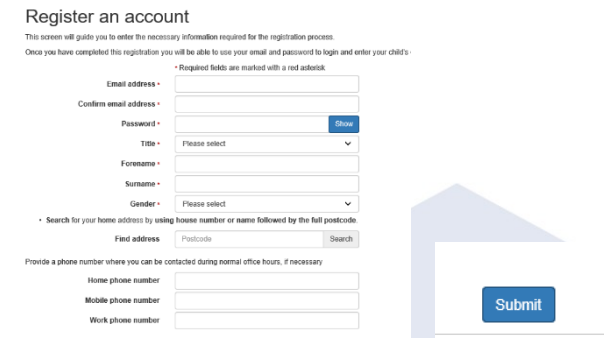
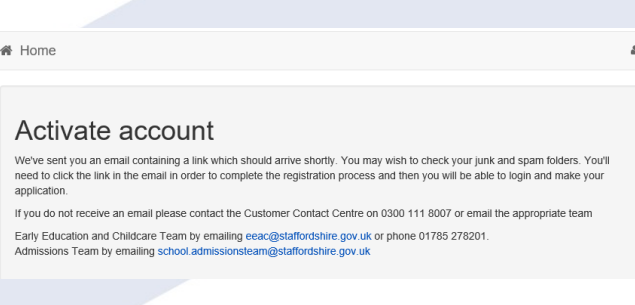

For eligibility criteria and a full navigation guide of the Citizen Portal to check your 2 year old's eligibility for funding please see the County Council's Early Education page; enter the following web address into your browser

www.staffordshire.gov.uk/Children-and-early-years and select **Childcare** and **Funded Places for 2 year olds**

To access the Citizen Portal directly enter the following web address into your browser

www.staffordshire.gov.uk/citizenportal

If you have previously registered and have an existing account enter your email address and password to logon. Otherwise to complete your registration you will need a valid email address

<p>1</p>	<p>You will be presented with the Welcome Screen (wordings may vary)</p> <p>Click on the register an account text to begin</p>	 <p>Citizen Portal</p> <p>Home Sign in Register Cymraeg</p> <p>Don't have an account? Please register an account</p> <p>Email address</p> <p>Password <input type="button" value="Show"/></p> <p>Forgot your password? <input type="button" value="Sign in"/></p> <p>Welcome to Staffordshire's Online Application Service</p> <p>This service can be used to apply for:</p> <p>2 Year Old Funding This will be most parents first experience of the portal</p> <p>School Admissions a school place at a secondary/high school for September 2022 (applications open September 2021)</p> <p>Home to School Transport Travel Assistance - The service should not be used for pupils transferring/starting school in September 2021. Parents will be advised of the process for travel assistance applications on receipt of their child's school place offer on National Offer Day.</p>
<p>2</p>	<p>Follow the on screen instruction and enter the details required.</p> <p>Those marked with a red * are mandatory fields</p> <p>Once complete, click the Submit button</p>	 <p>Register an account</p> <p>This screen will guide you to enter the necessary information required for the registration process. Once you have completed this registration you will be able to use your email and password to login and enter your child's details.</p> <p>* Required fields are marked with a red asterisk.</p> <p>Email address *</p> <p>Confirm email address *</p> <p>Password * <input type="button" value="Show"/></p> <p>Title * Please select</p> <p>Forename *</p> <p>Surname *</p> <p>Gender * Please select</p> <p>* Search for your home address by using house number or name followed by the full postcode.</p> <p>Find address Postcode <input type="button" value="Search"/></p> <p>Provide a phone number where you can be contacted during normal office hours, if necessary</p> <p>Home phone number</p> <p>Mobile phone number</p> <p>Work phone number</p> <p><input type="button" value="Submit"/></p>
<p>3</p>	<p>If you have had no errors to correct and submitted successfully you will see the following message appear</p> <p>Access your email to complete registration</p>	 <p>Home Sign in</p> <p>Activate account</p> <p>We've sent you an email containing a link which should arrive shortly. You may wish to check your junk and spam folders. You'll need to click the link in the email in order to complete the registration process and then you will be able to login and make your application.</p> <p>If you do not receive an email please contact the Customer Contact Centre on 0300 111 8007 or email the appropriate team</p> <p>Early Education and Childcare Team by emailing eeac@staffordshire.gov.uk or phone 01785 278201.</p> <p>Admissions Team by emailing school.admissionsteam@staffordshire.gov.uk</p>
<p>4</p>	<p>Once you have clicked the link in the email, you will see this registration completion message</p>	 <p>Home Sign in Register Cymraeg</p> <p>Thank you for registering</p> <p>Thank you for confirming your email address. Your registration is now complete. Please click on Home in the top left hand corner to sign in, using your email address as your username and the password you chose when registering.</p>
<p>Follow the message instructions to login to the portal</p>		