

Creating an account and checking eligibility for 15 hours free childcare for your 2 year old

Before checking that your 2 year old child qualifies for funded childcare please have ready:

- Your email address and access to your emails
- Your National Insurance Number or National Asylum Seeker Number
- Your child's date of birth

Create your parent account

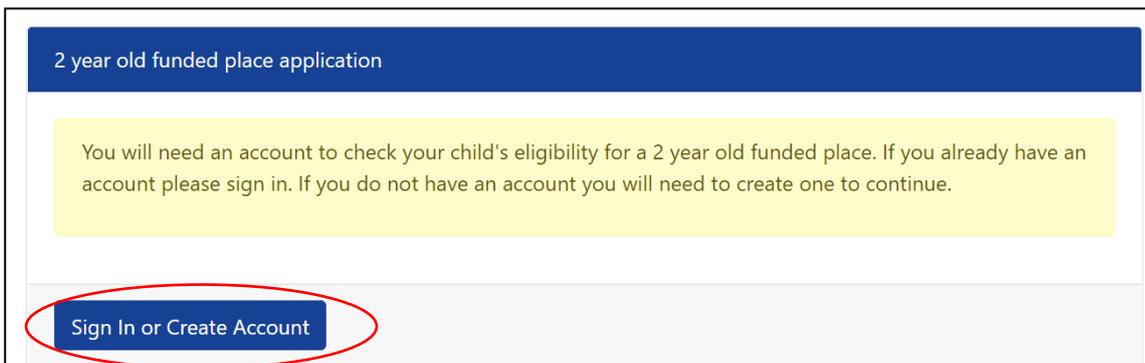
You will need to create a 'parent account' before you can check to see if you qualify.

If you already have an account and / or have checked for other children before and want to log back in, please see the guidance 'Checking eligibility for 2 year old funded childcare for parents with an online account'

1. Click on the link or type in web address on an internet browser

www.hounslow.gov.uk/free2apply

When you go to the webpage you will see the screen below:



2. Click on 'Sign In or Create Account'

Sign In

Sign in or create an account with us.

Enter your username

Next

Create Account

3. Click on 'Create Account'

When you click on 'Create Account' this will open another screen as shown below. You will need to add your details.

Create Account

Personal Details

Title *

Forename *

Middle Name

Surname *

Contact Details

Email Address *

Confirm Email *

Please confirm your email

Daytime Number

Evening Number

Mobile Number

Create Account

Personal Details

Title *

Forename *

Middle Name

Surname *

Contact Details

Email Address *

- Mr
- Mrs
- Ms
- Miss
- Sir
- Dr
- Lord
- Lady
- Rev
- Fr
- Prof
- Hon

4. Go to 'Title' and click on the arrows and then choose your title from the list

Create Account

Personal Details

Title * ✓

Forename *

Middle Name

Surname *

5. Add your 'Forename' and 'Surname'

Contact Details

Email Address * ✓

Confirm Email * ✓

Emails Match

Daytime Number

Evening Number

Mobile Number

6. Add your email address and then confirm your email

7. Add your telephone numbers

Add your address

If you live outside the London Borough of Hounslow and want to take up a place outside of Hounslow please contact your own local Council's Family Information Service to check if you qualify for 2 year old funded childcare. However, if you want to take up a place in Hounslow Borough please continue to make a check.

Address

No address to display.

8. Click on 'Add Address'

Address
Search for an Address
 Search for an address using the fields below

house name or number

Postcode *

9. Type in your house name or number and then your postcode

10. Then click on 'Search'

Search Results
 Please select an address from the results below. *

11. Click on the arrows and choose your address

Selected Address

Secondary

house name or number

Street

Locality

Town

County

Postcode

12. Check the correct address has come up

If your address does not come up, you can add it manually. Go to the next page to see how to do this

13. When you have checked your address Click on 'Confirm Selected'

Add your address manually – if not found

If you could not find your address you can add this manually.

Search Results

Please select an address from the results below. *

Cancel

Enter Address Manually

Click on 'Enter Address Manually'

Another screen will open and you can type in your address as shown below:

house name or number * 7 ✓

Street * Bath Road ✓

Locality

Town

County

Postcode * TW3 3EB ✓

Cancel

Confirm Selected

Click on 'Confirm Selected'

Create a password

You will now need to create a password. Your password should have at least one of below:

- Letter of the alphabet
- Uppercase letter
- Number
- Special character (for example ! " £ \$ % ^ & * @ # ?)
- 8 characters

Your password must not be your username

Account Security

New Password *

Confirm Password *

Please confirm your password

14. Type in a password and then confirm your password

Account Security

New Password *

Password meets requirements

Confirm Password *

Passwords match

Start Again

Create

15. After filling in your details and creating your password click on 'Create'

When you click on 'Create' the message below will show on the screen.

Verify email address

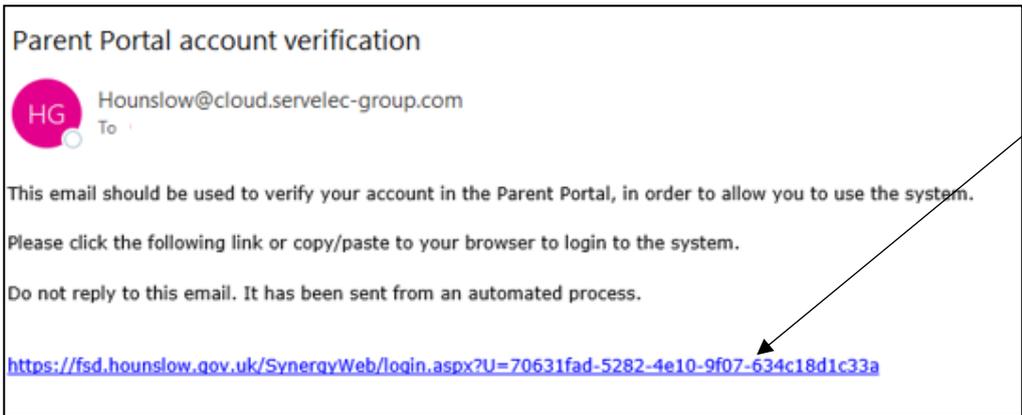
We have sent you an email to verify your account. You must click the link in this email before you can sign in.

You can click "Resend Email" to have a new one sent out.

Resend email

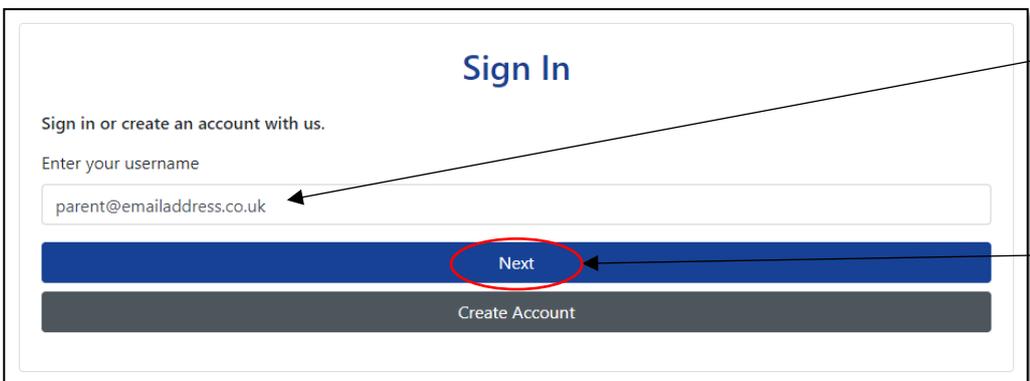
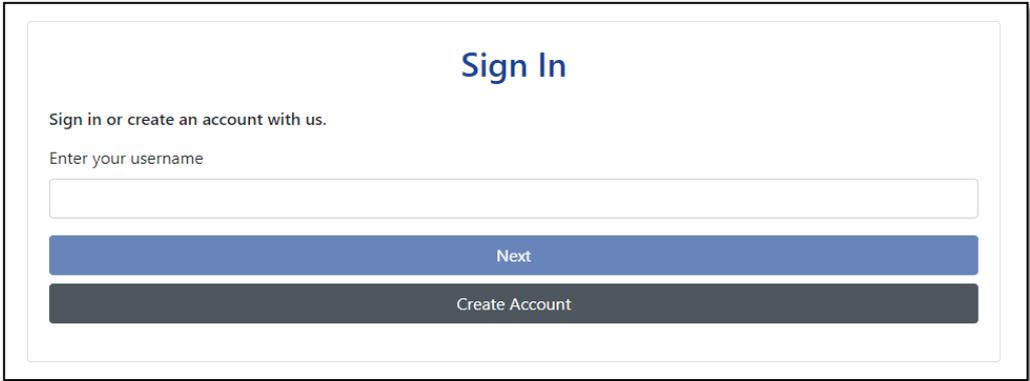
Verify your email address

Next go to your emails. You will receive an email that looks like the image on the next page. The email will be from Hounslow@cloud.servelec-group.com



16. Click on the link

When you click on the link this will take you back to the 'Sign In' page as shown below:



17. Type in your email address

18. Click on 'Next'



19. Type in your password

20. Click on 'Sign In'

When you click on 'Sign In' this will take you back to the main Family Service Directory as shown below.



Please note that the main Family Service Directory page will look different because it gets updated regularly

21. Click on the image of a young boy with a banana

This will then take you to the 2 year old page.

If you are in receipt of any of the following benefits, you may be able to get 15 hours of free childcare and early education for your 2 year old.

- Income Support
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)
- the guaranteed element of State Pension Credit
- support through part 6 of the Immigration and Asylum Act
- Universal Credit and not working
- Universal Credit, and your household income is £15,400 a year or less after tax, not including benefit payments
- Your incomes is £16,190 a year or less, and you
 - are in receipt of child tax credit but not working tax credit
 - are in receipt of working tax credit but not child tax credit
 - are in receipt of the working tax credit 4 week run on

You are not eligible if you are claiming working tax credits and child tax credits at the same time.

[Click to Apply, Sign In or Create an Account](#)

22. Click here to apply

You have now created your parent account successfully and can check to see if you qualify for 2 year old funding.

Check to see if your child qualifies for 2 year old funding

When you have created your parent account and signed in again you will see the image below:

2 year old funded place application

1
?
Your Details

2
Your Child/ren

3
Add Documents

4
Your Results

Your Details (1 of 4)

Please fill in your National Insurance (NI) or National Asylum Support Service (NASS) number:

NI or NASS Number * NI NASS

Back
Save

Your Details

23. You will need to add your NI or NASS number by clicking in the circle for either NI or NASS

Your Details (1 of 4)

Please fill in your National Insurance (NI) or National Asylum Support Service (NASS) number:

NI or NASS Number * NI NASS

Your Details (1 of 4)

Please fill in your National Insurance (NI) or National Asylum Support Service (NASS) number:

NI or NASS Number * NI NASS

NI Number: * ✓

DOB * ✓

Back
Save

24. Add your NI or NASS

25. Add your date of birth

26. Click on 'Save'

Your Child/ren

When you have added your details, you will be taken the section to add your child or children as shown below:

1 Your Details

2 Your Child/ren

3 Add Documents

4 Your Results

Your Child/ren (2 of 4)

Please be aware that only children between the age of 1 Year 9 Months and 2 Years 11 Months will be displayed.

Select the child(ren) you wish to include in your application.

[New Child](#)

Name	DOB
There are no records to show	

Please select the child you wish to apply for

27. Click on 'New Child'

When you click on 'New Child' you will see the screen below and will need to add your child's information.

Create Child

To create a new child, please complete the following details and then save these details using the buttons at the end of the form.

Forename * ✓

Middle Name ✓

Surname * ✓

DOB * ✓

Gender * ↕

This child's primary address is the same as the address that I have saved on my profile (if the child's address differs, uncheck the checkbox to add their address).

[Cancel](#) [Save](#)

28. Add the child's forename and surname

29. Add the child's date of birth

30. Choose the child's gender by clicking on the arrows

31. Click on 'Save' when finished

1 Your Details 2 Your Child/ren 3 Add Documents 4 Your Results

Your Child/ren (2 of 4)

Please be aware that only children between the age of 1 Year 9 Months and 2 Years 11 Months will be displayed.

Select the child(ren) you wish to include in your application.

New Child

Name	DOB
<input checked="" type="checkbox"/> Test Child	01/08/2019

Please select the child you wish to apply for

Back Next

32. Choose the child by clicking in the box

33. Click on 'Next'

Add another child

You will be able to add another child for example if you have twins. You can do this by clicking on 'New Child'

Your Child/ren (2 of 4)

Please be aware that only children between the age of 1 Year 9 Months and 2 Years 11 Months will be displayed.

Select the child(ren) you wish to include in your application.

New Child

Name	DOB
<input checked="" type="checkbox"/> Test Child	01/08/2019
<input checked="" type="checkbox"/> Second Anotherchild	01/08/2019

Please select the child you wish to apply for

When you click on 'New Child' another screen will open and you can add the information as you did for the first child. You will also be able to check for both children by choosing both as shown below:

Your Child/ren (2 of 4)

Please be aware that only children between the age of 1 Year 9 Months and 2 Years 11 Months will be displayed.

Select the child(ren) you wish to include in your application.

New Child

Name	DOB
<input checked="" type="checkbox"/> Test Child	01/08/2019
<input checked="" type="checkbox"/> Second Anotherchild	01/08/2019

Please select the child you wish to apply for

Back Next

Documents

Please do not add any documents.

The screenshot shows a progress bar with four steps: 1. Your Details (green circle with checkmark), 2. Your Child/ren (green circle with checkmark), 3. Add Documents (red circle with 'x'), and 4. Your Results (grey circle). Below the progress bar is a form titled 'Add Documents (3 of 4)'. It contains a blue button 'Attach documents to application', a yellow warning box with the text 'No documents have been attached to this application.', and a checkbox with a green checkmark and the text 'Please confirm that you wish to proceed without attaching any documents'. A red circle highlights this checkbox. At the bottom are 'Back' and 'Submit Application' buttons.

34. Click in the box 'Please confirm that you wish to proceed without attaching any documents'

Submit application

Submit Application

35. Click on 'Submit Application'

Your results

Once you click on submit application you will see your results straight away.

Qualify

If you qualify you will see:

Your Results
✓ Result: *Found*

This means you qualify for funded childcare for your two year old child

You will see information telling you that you will receive an email on what to do next

You will also see a 2YO voucher code

What to do next

Go to your emails and you will see an email as shown below:

The email will have the same 2YO voucher code and instructions on what to do next.

You will need to contact some childcare providers to ask if they have a 2 year old funded place for your child.

You can search for Ofsted Registered Day Nurseries, Childminders and Pre-School Playgroups by visiting www.hounslow.gov.uk/childcare

Once you have found a childcare provider you will need to show them your voucher number.

Do not qualify

If you do not qualify you will see:

Your Results

✘ Result: *Not Found*

Unfortunately, you do not qualify for funded childcare for your 2 year old

Your Results

✘ Result: *Not Found*

Qualifier: *Manual process*

Unfortunately, based on the information you have provided your child is not eligible for a 2 year old funded place. If you think this is incorrect and you are receiving one of the qualifying benefits please email 2y@hounslow.gov.uk providing your contact telephone number and someone will get back to you.

My 2 year old funded place application

Name	Status	Details
Testtwelve Notthesame	✘	This child is not eligible for a 2 year old funded place.

You will see information telling you that if you think this is wrong you can contact us

Please check the qualifying criteria www.hounslow.gov.uk/free2 and if you still think you qualify then please email 2y@hounslow.gov.uk or call 020 8583 6421 / 3470.

You will also receive an email confirming that you have made an application as shown below:

2 year old funded application

 Hounslow@cloud.servelec-group.com
To

Dear Parent/Guardian,

This email confirms that you have made an application to check if your 2 year old qualifies for free childcare.