

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

Parents who are having difficulty finding their eligibility code for the early years extended entitlement, '30 Hours Childcare' or Tax-Free Childcare in their childcare account need to go the website:- <https://childcare-support.tax.service.gov.uk/>

To get into their account, parents need to click, "4. Apply or sign in to the childcare service as a parent". They'll then see this screen:

GOV.UK The childcare service

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

Access childcare support through the childcare service

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- [Tax-Free Childcare](#)
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4. Apply or sign in to the childcare service as a parent

You can either apply for Tax-Free Childcare or 30 hours free childcare or sign into your childcare service account here. It's one single application but we'll check your eligibility for both.

When you start you'll temporarily leave this site to verify your identity. Once your identity's been verified, you'll be brought back to this site to complete your application. You'll then get a childcare service account.

Your application or account will timeout after 15 minutes of inactivity. You should make sure you have all the details you need, before you start.

Applying should take around 20 minutes.

[Apply or sign in to your account](#)

Check what help you could get with childcare costs
[Childcare calculator](#)

Search for childcare providers signed up for Tax-Free Childcare
[Search for a childcare provider](#)

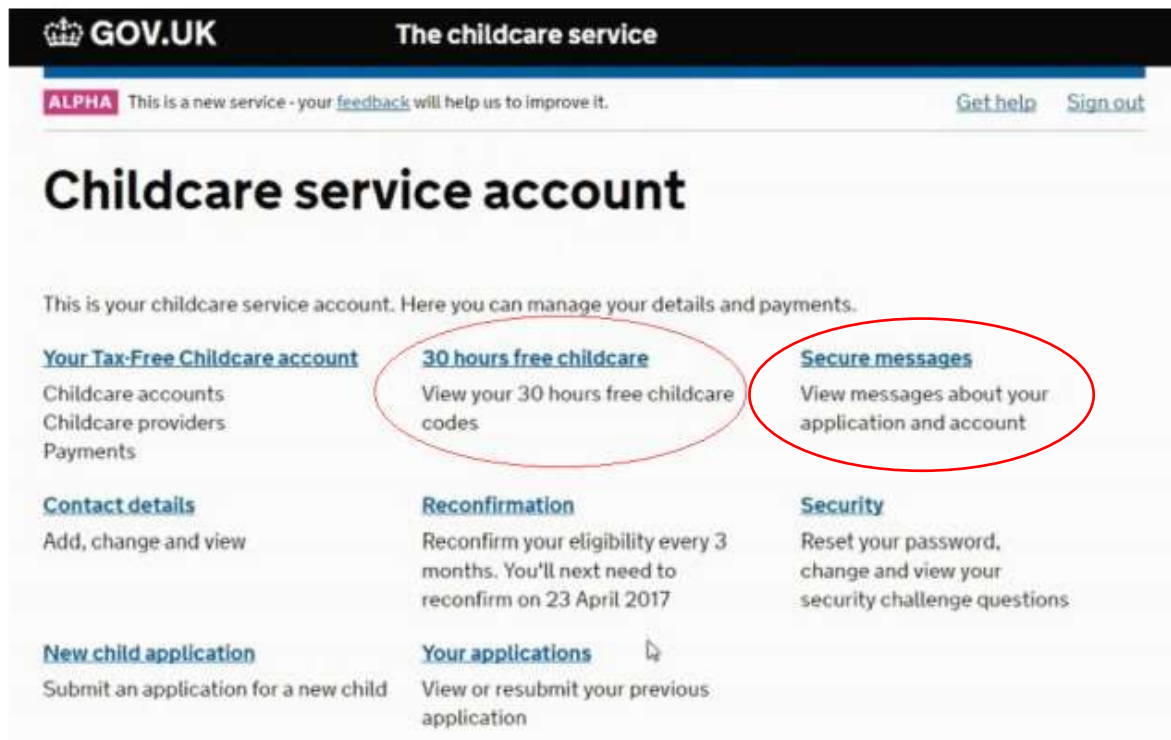
Find out more about Tax-Free Childcare for childcare providers
[Read the childcare provider guidance](#)

Find out more about Tax-Free Childcare and 30 hours free childcare for parents
[Read the parent guidance](#)

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Next parents click "apply or sign in to your account" and then they will be asked to 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 have signed in using Government Gateway, parents will then see the childcare account screen:



Parents 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 of a secure eligibility message looks like this (it would normally be populated with the information of a parent who has applied).

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 or local authority, along with

There are 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 contact the call centre on 0300 123 4097.