

The following guidance has been produced by using information from Her Majesty Revenue and Customs (HMRC) and Bristol City Council August 2017

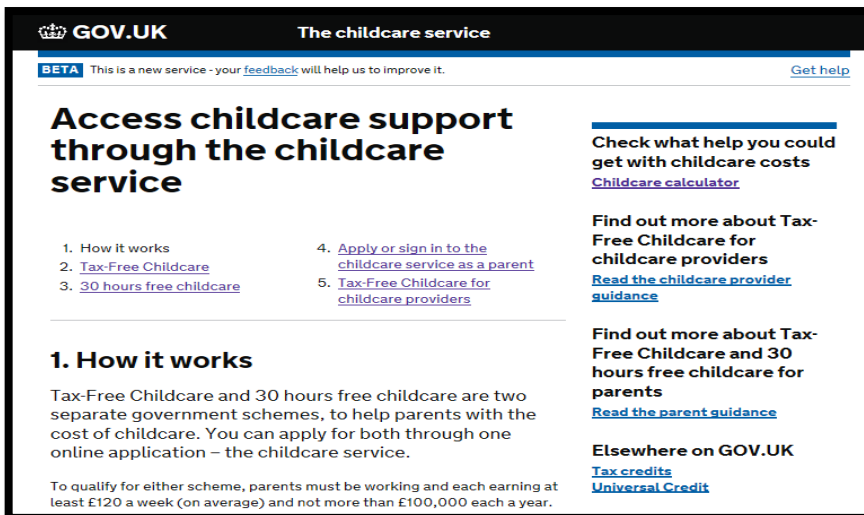
## How parents can find their 11 digit Eligibility Code once they have successfully applied online for 30 hours

The HMRC customer service centre has received a numbers of calls from parents who have applied for the 30 hours free childcare and / or Tax Free Childcare through the childcare service, but cannot recall how to access their account and get their eligibility code.

Here is a step-by-step guide to show you how to find it again:

### Step 1

Access the childcare service website: <https://childcare-support.tax.service.gov.uk/>



**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

1. [How it works](#)
2. [Tax-Free Childcare](#)
3. [30 hours free childcare](#)
4. [Apply or sign in to the childcare service as a parent](#)
5. [Tax-Free Childcare for childcare providers](#)

### 1. How it works

Tax-Free Childcare and 30 hours free childcare are two separate government schemes, to help parents with the cost of childcare. You can apply for both through one online application – the childcare service.

To qualify for either scheme, parents must be working and each earning at least £120 a week (on average) and not more than £100,000 each a year.

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

**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](#)

**Elsewhere on GOV.UK**  
[Tax credits](#)  
[Universal Credit](#)

### Step 2

To get into the account click on: “4. Apply or sign in to the childcare service as a parent”



**GOV.UK** The childcare service

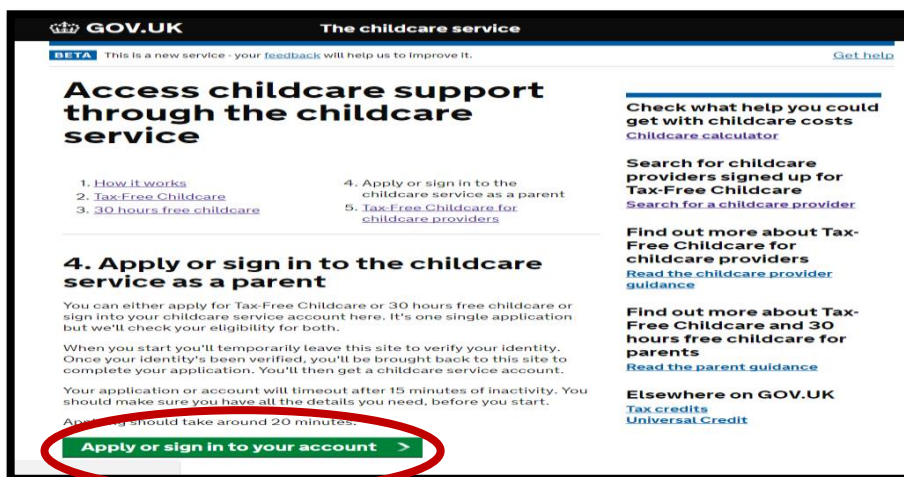
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### Step 3

Click on the green button at the bottom of the screen **'Apply or sign into your account'**



### Step 4

Click 'NO' to the question **'Were you invited to use this service as part of a trial?'**  
Then click on the green button **'Continue'**



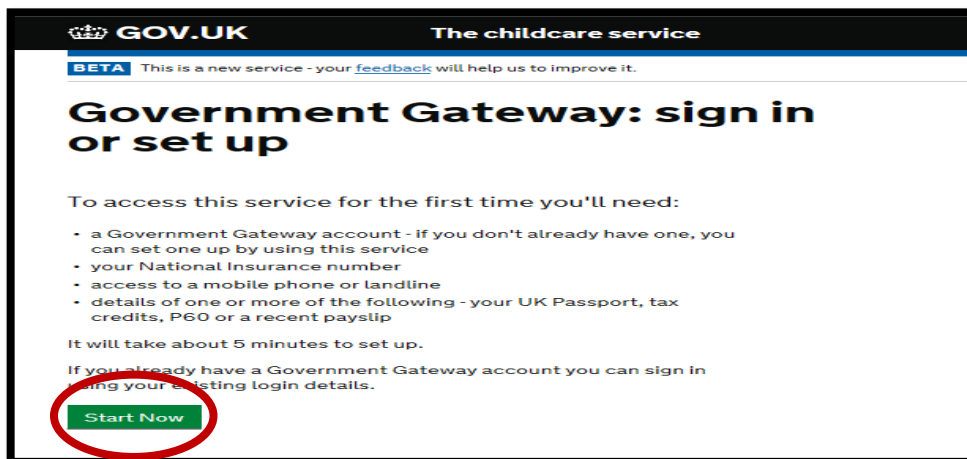
### Step 5

Enter your youngest child's date of birth and then click the green button **'Continue'**



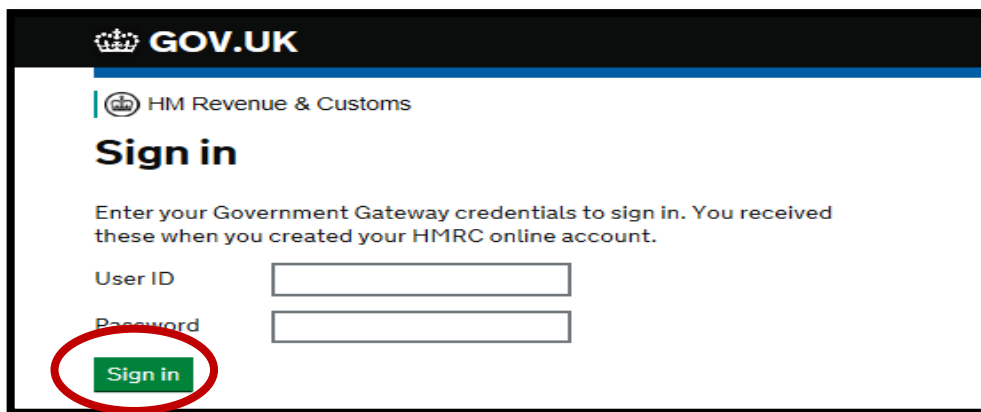
## Step 6

On the Government Gateway: sign in or set up page, click on the green button 'Start Now'



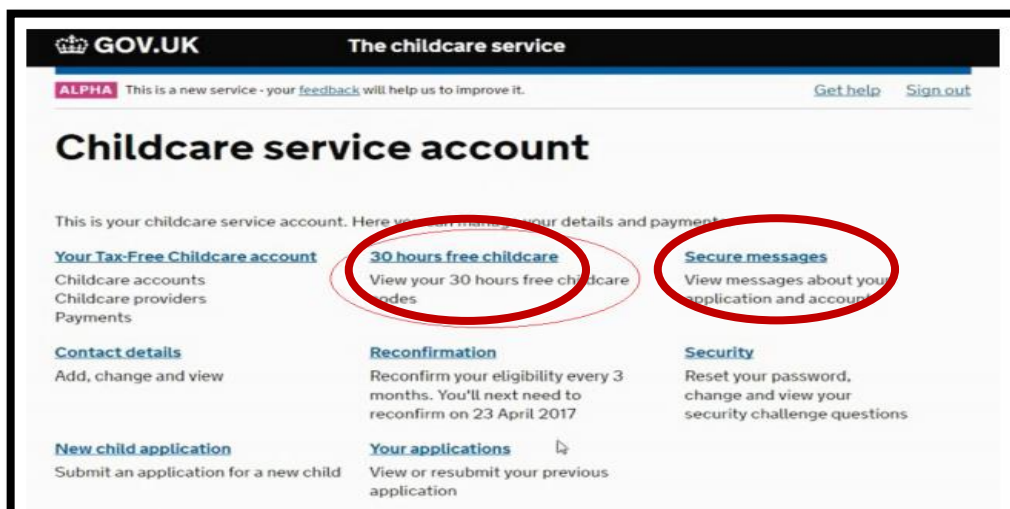
## Step 7

Enter your Government Gateway User ID and Password and then click the green 'Sign in'

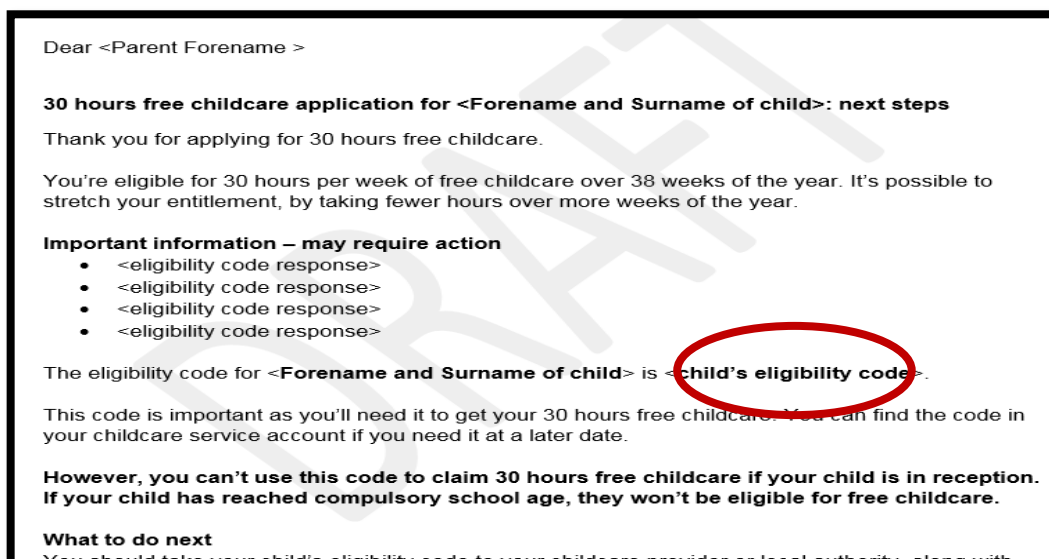


## Step 8

Your childcare account will now be displayed. You can either click on '30 hours free childcare' OR click on 'Secure messages' to see your 11 digit Eligibility Code, which usually starts with '5000...'



If you clicked on '**Secure messages**' you will see a screen that looks like this (this would be populated with your information).



**Please note:** there may be a small number of parents who have been issued with a temporary Eligibility Code , which starts '11...' The parent will have been given this temporary code over the phone from HMRC, and the parent will receive a letter containing this code.

**PARENTS** if you are still struggling to access your account, please contact:  
**HMRC Customer Service Centre**  
**Telephone: 0300 123 4097.**

**Professionals working with families, schools and childcare providers:**  
**PLEASE SHARE** this information with parents, colleagues and partners working with families.