

## **Details on how parents reconfirm their eligibility for 30 hours free childcare and/or Tax-Free Childcare.**

### **When do I need to reconfirm I'm still eligible?**

- If you have applied and/or claimed up to 30 hours of free childcare and/or Tax-Free Childcare, you must reconfirm your eligibility. You must do this even if your child hasn't started their 30 hours place. You must do this approximately 3 months from the date you applied to receive their extra hours. Log into your childcare account to check your date for reconfirming.
- You will get a text and/or email 4 weeks before your reconfirmation deadline. This will prompt you to log into your Childcare Service account.
- In the account you must go to 'secure messages'. You can access this section at any time. The section on reconfirmation will inform you of your reconfirmation date.
- You can reconfirm your eligibility up to 4 weeks before your reconfirmation date.
- If your circumstances haven't changed you will need to tick a box to confirm this. You will not receive a new code but the existing one will get extended for 3 more months
- If your circumstances have changed you must amend and resubmit your details
- If you completed your original application over the phone. You will need to phone the Customer Interaction Centre to reconfirm your eligibility
- If you currently have a temporary code (these start with 11) you must complete a new application. You must do this through your childcare service account to get a permanent code
- If you miss the deadline, or if your circumstances change, you will get a message to say your eligibility has ended. You will be able to keep your childcare place for the grace period. You should discuss this with your childcare provider.
- You'll need to submit another application if you become eligible again for 30 hours or Tax-Free Childcare after you've: fallen out of eligibility or missed the reconfirmation deadline. You must present your code to your provider again to confirm.
- If you have any problems when applying or re-confirming your eligibility code you should contact the Customer Interaction Centre on 0300 123 4097.

### **Details on how to access your childcare account and get your eligibility code.**

#### **How do I access my account?**

- To sign into your account, visit the Childcare Service.
- Once you have selected to sign in, you will need to answer questions about your youngest child's age.
- You will then get prompted to sign in using your Government Gateway ID. You will have received this when you applied.
- You will then see the childcare service account screen.
- Click on '30 hours free childcare' to see your eligibility code. Most codes will start with 500\*.
- You can also find your code in 'secure messages'. In this section there will an online style letter which will include your code

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