

Annex C – Step by step guide on how to find evidence of initial application by 31 March, where a parent has a permanent code dated between 1-23 April

You will need to ask the parent to take you through the following steps to show you the evidence of when they initially completed their 30 hours application, where their permanent code is dated between 1-23 April.

- 1) The parent will log into their childcare service account and select the 'Secure messages' section.

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Zoe Smith

Your childcare service account

[I'm new to the childcare service, what do I do first?](#)

- Your Tax-Free Childcare account**
Manage your Tax-Free Childcare account, pay money in and select and pay childcare providers
- 30 hours free childcare**
View your 30 hours free childcare codes
- Contact details**
View or change your email address or phone number
- Reconfirmation**
Reconfirm your eligibility every 3 months. Your next reconfirmation date is 15 January 2018
- Security**
Reset your telephone password, change and view your security check questions
- Secure messages (6)**
View messages about your application and account
- Re-apply or apply for a new child**
Apply for a new child, or one who wasn't eligible in an earlier application
- Your last application**
View your last application or reconfirmation summary

- 2) The parent will be able to show the date of the message they received from HMRC advising them they're looking into their application. This will prove when they originally applied.

This date shows when the message was received. If the message itself indicates HMRC was looking into the parent's application, then it is evidence of when the parent applied

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Secure messages

Date	View details	Status
2 March 2018	Welcome to 30 hours free childcare	Read
2 March 2018	30 hours free childcare application for Sam Smith	Read
26 February 2018	30 hours free childcare application for Sam Smith	Read

[Homepage](#)

The parent will need to click on the message to show you that HMRC was looking into their application

- 3) When the parent clicks on the message you should see something similar to the below message.



30 hours free childcare

Web: www.childcare-support.tax.service.gov.uk

Dear Zoe Smith

30 hours free childcare - application for Sam Smith

Thank you for applying for 30 hours free childcare.

We're looking at your application for Sam Smith.

Next steps

You don't need to take any action now, you can expect to receive a reply from us within 10 days. This may take longer during busy periods.

Yours sincerely

Childcare service team

- 4) If step 2 and 3 have been completed successfully, then you can offer a 30 hours place for summer term.