

Online Provider Portal help guide

How to use the instant extended FE eligibility checker

About this guide

This is a step-by-step guide for using the extended (30 hours) Free Entitlement (FE) eligibility checker on the Online Prover Portal. You can:

- carry out an instant eligibility check to allow you to offer extended FE places to eligible parents and carers with confidence
- find out eligibility code start and end dates, and grace period end dates

Contents

Before you start.....	1
How to find the checker on the portal.....	2
Starting a check.....	3
Results of a check.....	5
Green banner (Code is found).....	5
Red banner (Code is not found, or not eligible).....	6

Before you start

Have these things ready

- The child's eligibility code (11 digits)
- The parent or carer's surname and National Insurance number

You must have parental consent to use this data for the purposes of an eligibility check. If they completed and signed the FE Parent Declaration form, they will have given consent.

Things to note

- Providers should ensure that eligibility codes are valid before offering a place. You will only be able to claim extended hours within your next Actuals submission if code dates span the entire term – check this carefully when prompted in this guide
- The data you input for the check is not retained
- The checker is a standalone feature on the portal and is not linked to your claims
- Eligibility codes beginning '11' are temporary and may take 48 hours to be available to the checker after they are issued.

If you require assistance logging on to the portal

- Find help [online](#)

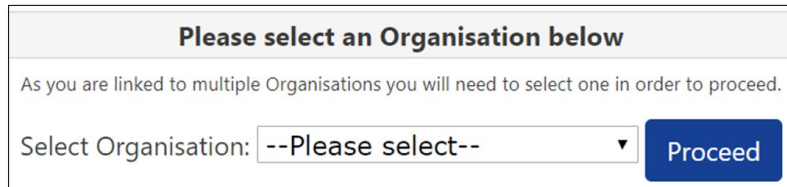
If you require assistance to determine the validity of a code

- [Email us](#) before the child starts accessing an Extended FE place.

How to find the checker on the portal

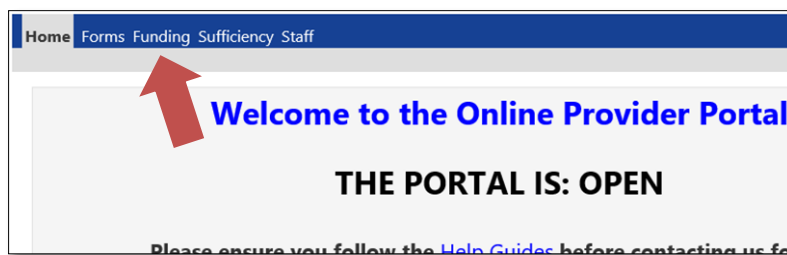
1. [Sign in](#) to the portal

If your account has access to more than one provider, choose the appropriate one from the list at the top of the screen (either day nursery, pre-school or childminder) then press the **Proceed** button



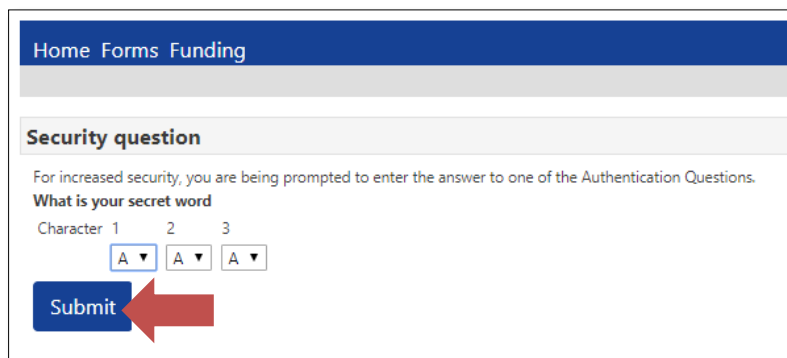
The screenshot shows a form titled "Please select an Organisation below". Below the title, it says "As you are linked to multiple Organisations you will need to select one in order to proceed." There is a dropdown menu labeled "Select Organisation:" with "--Please select--" as the selected option. To the right of the dropdown is a blue button labeled "Proceed".

2. Choose **Funding** in the top menu



3. To access the **Funding** area of the portal, you must pass through a Security Question. Enter three characters from your secret word (note which three the portal is asking for) then press the **Submit** button.

If this is the first time accessing the Funding area of the portal, or you've had your account reset by us, your Secret Word will be defaulted to WSCC



The screenshot shows a "Security question" form. It asks "What is your secret word" and provides three character input fields labeled "Character 1", "2", and "3". Each field contains the letter "A" and a dropdown arrow. A blue "Submit" button is located below the input fields, with a red arrow pointing to it.

4. This step is for users that have the default Secret Word (WSCC) only

If this is the first time accessing the **Funding** area of the portal, you'll be prompted to change your default secret word to one of your own choosing

First, click on the text *What is your secret word (Provider)* so that it becomes highlighted (may take a moment to highlight if using a mobile or tablet device)

Then enter the old and new answer, into the boxes - the answers are case sensitive

Press the **Save** button

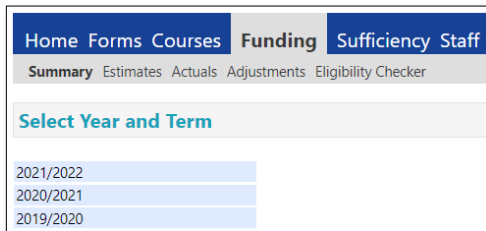
The screenshot shows a web interface for a childcare/service provider. At the top, there's a header with a home icon and the text 'Childcare/service provider'. Below that, there are two tabs: 'Account Security' and 'Authentication Questions'. The main heading is 'Please change your authentication questions below'. A sub-heading reads: 'If an asterisk is displayed in front of an authentication question then the question has not yet been assigned a personal answer.' A dropdown menu is open, showing 'What is your secret word (Provider)' highlighted in blue. Below the dropdown are three input fields: 'Old Answer:', 'New Answer:', and 'Confirm New Answer:'. Each field has a masked password field (dots). A blue 'Save' button is located at the bottom right of the form.

After changing your answer you'll need to press **Childcare/service provider** at the top left of the window to return to the portal, and select **Funding** from the main menu again

This is a partial screenshot of the same web interface as above. It shows the header 'Childcare/service provider', the 'Authentication Questions' tab, and the heading 'Please change your authentication'. The sub-heading and the dropdown menu are also visible, with 'What is your secret word (Provider)' highlighted in blue.

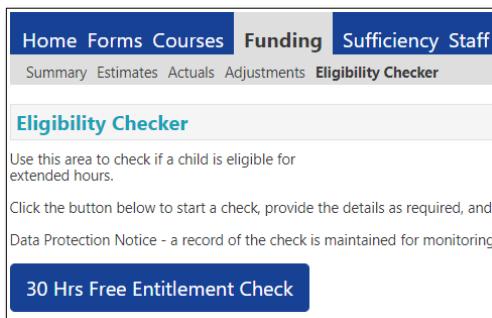
Starting a check

5. Choose **Eligibility Checker** from the **Funding** sub-menu



The screenshot shows a navigation menu with 'Home', 'Forms', 'Courses', 'Funding', and 'Sufficiency Staff'. Under 'Funding', there are sub-items: 'Summary', 'Estimates', 'Actuals', 'Adjustments', and 'Eligibility Checker'. Below the menu is a section titled 'Select Year and Term' with three radio button options: '2021/2022', '2020/2021', and '2019/2020'.

6. Press the **30 Hrs Free Entitlement Check** button

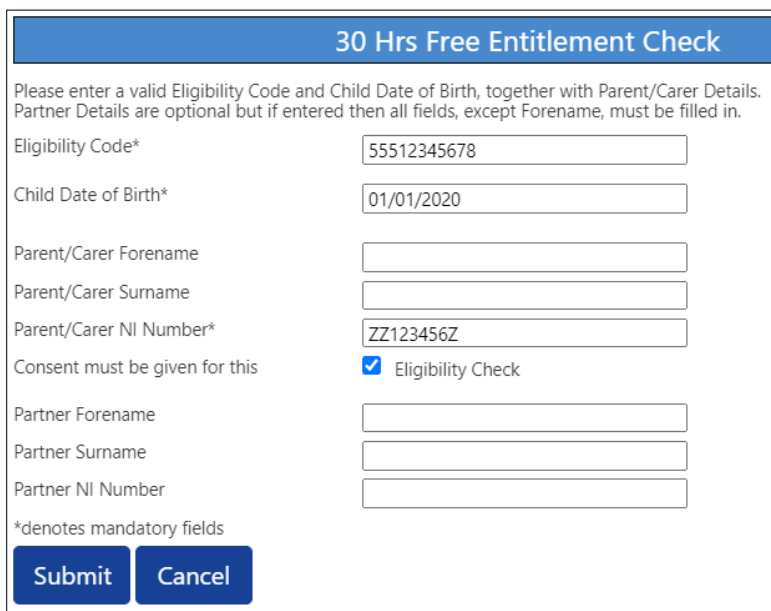


The screenshot shows the 'Eligibility Checker' page. It includes a navigation menu with 'Home', 'Forms', 'Courses', 'Funding', and 'Sufficiency Staff'. Under 'Funding', the sub-item 'Eligibility Checker' is selected. The page content includes instructions: 'Use this area to check if a child is eligible for extended hours. Click the button below to start a check, provide the details as required, and Data Protection Notice - a record of the check is maintained for monitoring'. A blue button labeled '30 Hrs Free Entitlement Check' is prominently displayed at the bottom.

7. Only three fields require data to perform a check, denoted by an asterisk:

- **Eligibility code** (11 digits)
- **Child's date of birth** (in format DD/MM/YYYY)
- **Parent/carer NI Number** (9 characters, must be the one used on the application)

Tick the box to confirm that you have parental consent to perform the check, then press the **Submit** button



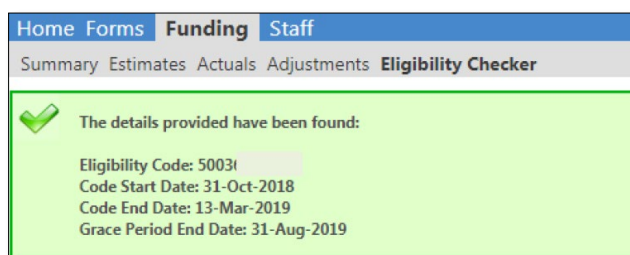
The screenshot shows the '30 Hrs Free Entitlement Check' form. It includes a title bar and instructions: 'Please enter a valid Eligibility Code and Child Date of Birth, together with Parent/Carer Details. Partner Details are optional but if entered then all fields, except Forename, must be filled in.' The form contains several input fields: 'Eligibility Code*' (with value 55512345678), 'Child Date of Birth*' (with value 01/01/2020), 'Parent/Carer Forename', 'Parent/Carer Surname', 'Parent/Carer NI Number*' (with value ZZ123456Z), 'Consent must be given for this' (with a checked box for 'Eligibility Check'), 'Partner Forename', 'Partner Surname', and 'Partner NI Number'. A note at the bottom states '*denotes mandatory fields'. At the bottom of the form are two buttons: 'Submit' and 'Cancel'.

Results of a check

8. You are given either a green or red banner with the results of the check

Green banner (Code is found)

A green banner and tick denote that the code has been found only - it **does not denote that the code is valid** for the upcoming term, or that you can claim extended hours for the child on your Actuals submission for the upcoming term



The following information is provided:

- **Code Start date** – when code first issued by HMRC, or when the parent reconfirmed eligibility
- **Code End date** – by which the applicant should reconfirm their eligibility with HMRC
- **Grace Period End Date** – when eligibility will end if the parent fails to reconfirm with HMRC

To be able to claim extended hours for the child on your next Actuals submission, the code **must** be valid for the entirety of that term. Refer to the table below to check validity for the term in which you intend to claim.

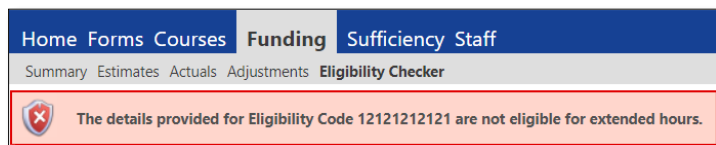
To claim in...	code start date must be...	and grace period end date must be...
Autumn term	31 August, or earlier	31 December, or later
Spring Term	31 December, or earlier	31 March, or later
Summer term	31 March, or earlier	31 August, or later

Note that:

- If the parent applied or reconfirmed with HMRC in time, but the code start date is after the start of term, take a screenshot of the Eligibility Checker outcome (using the Print screen button on your keyboard) and email freentitlement@westsussex.gov.uk for support.
- If a parent has forgotten to reconfirm, and/or no longer meets the eligibility criteria, the child can continue to access their Extended FE place up to the grace period end date.
- A child cannot start at a new provider if the code has fallen into the grace period.

Red banner (Code is not found, or not eligible)

A red banner denotes that the code has not been found, or the applicant is not eligible. You cannot claim extended hours for the child on your Actuals submission for the upcoming term.



Check the details that you entered are correct and try again.

If you still receive the red banner message, the applicant:

- may have given you incorrect data – check it with them
- has applied but isn't eligible – query it with them
- was previously eligible but no longer is – query it with them

END