



30 Hours Portal User Guide

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SECTION 1 – Login to Provider Portal

Using the Web Address provided in your email.

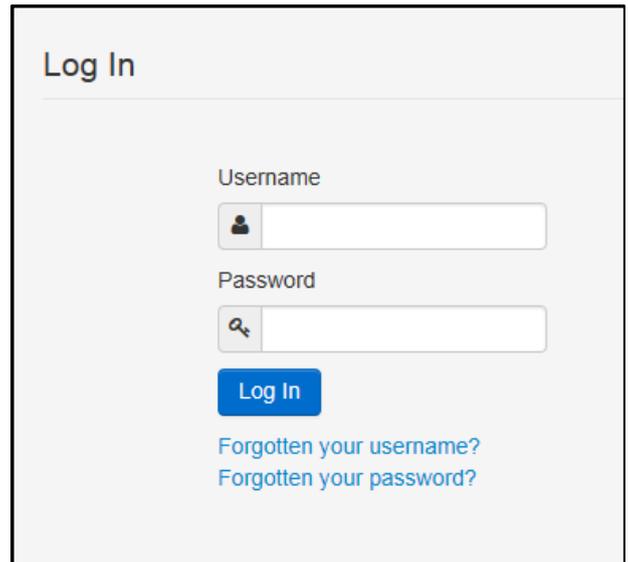
https://ems.bolton.gov.uk/ProviderPortal_LIVE/Account/Account/Login

Select the address or copy and paste into your Internet Browser address bar.

Login to **Provider Portal** by completing the user name and password fields on the login box; then select.

Log In

Note: If you cannot remember either your Username or Password you can Select the links below the Login button and follow the instructions. **You will only get 3 attempts to login so if you do not know your password, click on 'Forgotten your password' after your second attempt to avoid locking your account. You will be then be sent a temporary password to login.**



The first time you login you will be redirected to an information page and an email will be sent to you with a confirmation Web Address, this is to ensure security.

Register User

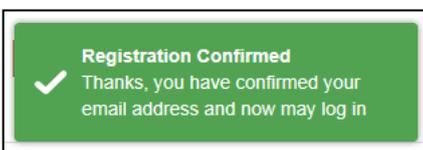
We have sent a confirmation email to your registered email address.

The email contains a confirmation link which will bring you back to the main login page.

You must use this link to continue with your registration.

Each subsequent login to the Provider Portal you will be directed to the Homepage as detailed in Section 2.

After following the Web Address sent in the confirmation email you will see the confirmation message displayed.



At the Security Details prompt **select a secret question and provide a memorable answer;** then click 

Security Details

Please choose a secret question and provide an answer

Secret Question *  Mothers Maiden Name 

Secret Answer * 



Change Password

Your password must be changed to allow access to the portal.

Current password * 

New password * 

Confirm new password * 



During this login you will be prompted to change your password to a memorable one, this **must contain at least 10 characters; and must contain Upper Case, Lower Case, Two Numbers and a special character.** E.g. Password01*

Please do not use **Password01** as your new password this is only an example.

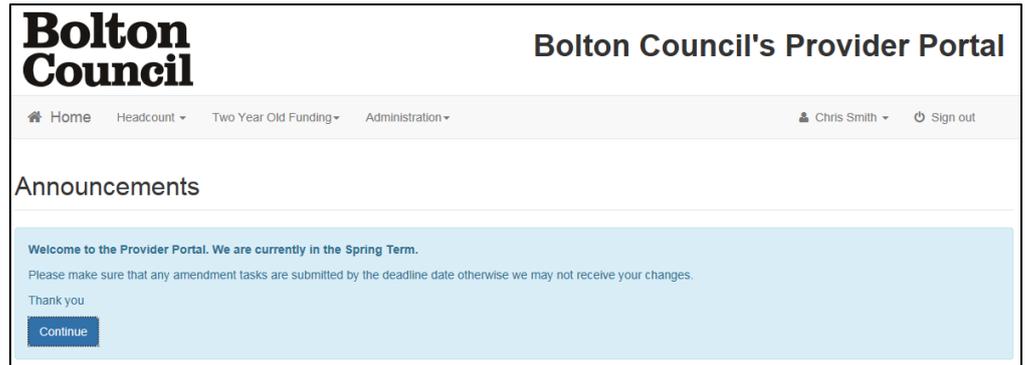
Complete the current password, new password, confirm new password fields; and click



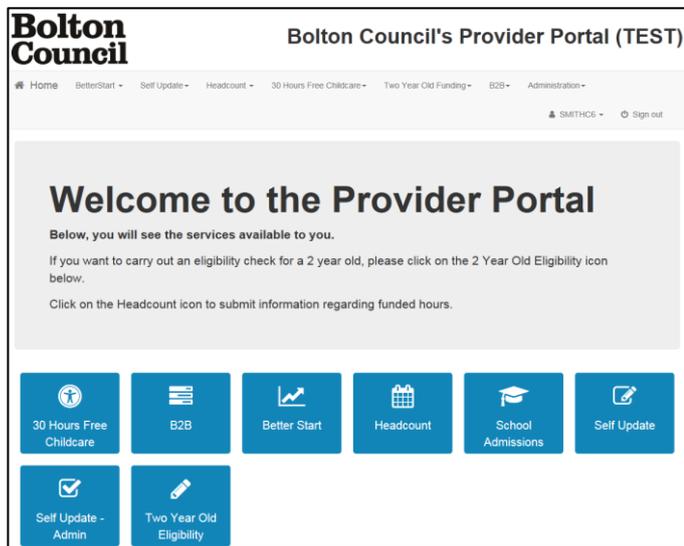
Congratulations you have now successfully logged in for the first time, and will have access to the Provider Portal.

SECTION 2 – Portal Navigation

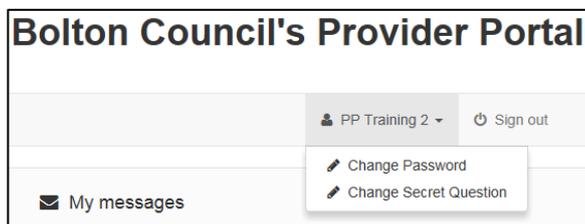
If there are any announcements, you will see this screen when you first login. Please read through it carefully and then click [Continue](#) to proceed to the Homepage.



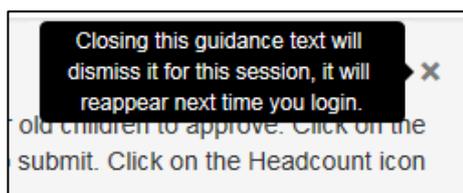
On initial login you may see several services available to you. Click on the service you want to have access to and you will be taken to the service's page.



Selecting on your name; Top Right, brings up a menu where you can change your own password or secret question, and log out securely.



Guidance text can be provided, these can be closed but will become visible again on each new login

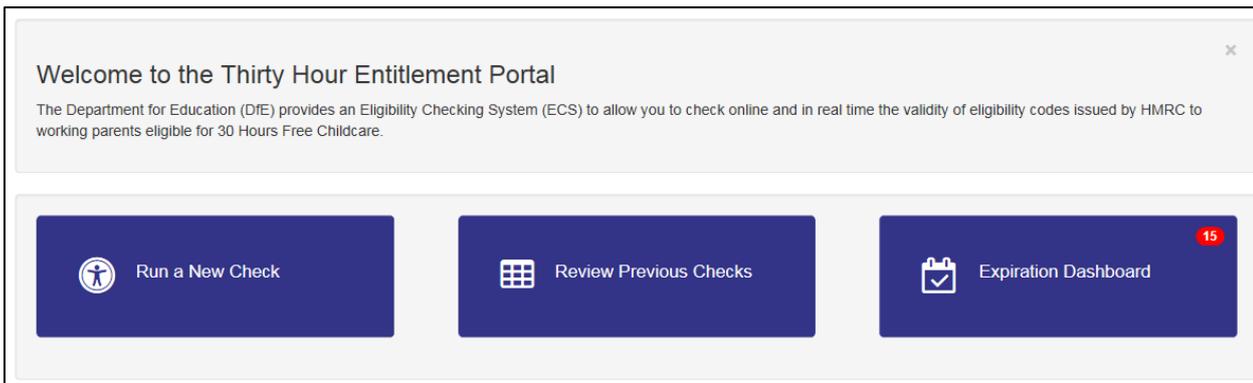


SECTION 3 – New Validation Checks

To start a new 30 hours validation check, click on the 30 Hours Free Childcare button. **This is a validation check only, you can not check eligibility through this screen;** parents must do this themselves via www.childcarechoices.gov.uk. All references to 'check' in this guidance are for validation checks.



Once you have clicked that, click on 'Run a New Check'.



Once you have clicked on 'Run a New Check' button you will see the screen below.

Run a new check

The Department for Education (DfE) provides an Eligibility Checking System (ECS) to allow you to check online and in real time the validity of eligibility codes issued by HMRC to working parents eligible for 30 Hours Free Childcare. You may only perform checks where the parent/carer has given consent for you to do so and when they have agreed that this check information can be shared with the Local Authority and any other providers the child attends.

Child forename *	Child surname *	Child date of birth *	Parent National Insurance number *	30 Hours Eligibility Code *
<input type="text" value="for example John"/>	<input type="text" value="for example Smith"/>	<input type="text" value="for example 30/11/2012"/>	<input type="text" value="for example NM123456C"/>	<input type="text" value="for example 5000100501"/>

Running a check on an existing child

Enter the child's forename and surname. If you have completed a check for them before or they are on your headcount task, then their name will appear below like in the screenshot below

Run a new check

The Department for Education (DfE) provides an Eligibility Checking System (ECS) to allow you to check online and in real time the validity of eligibility codes issued by HMRC to working parents eligible for 30 Hours Free Childcare. You may only perform checks where the parent/carer has given consent for you to do so and when they have agreed that this check information can be shared with the Local Authority and any other providers the child attends.

Child forename *	Child surname *	Child date of birth *	Parent National Insurance number *	30 Hours Eligibility Code *
<input type="text" value="tester"/>	<input type="text" value="mctesterson"/>	<input type="text" value="for example 30/11/2012"/>	<input type="text" value="for example NM123456C"/>	<input type="text" value="for example 5000100501"/>
Tester	McTesterson	01/01/2017 (age 3)		30 Hours Eligibility Code 12345654325

Once you click on the child, it will populate their details apart from the parent's NI number and eligibility code (unless they have been recorded previously). Enter the parent's NI number and the 30 hours eligibility code, then

just click . **The NI number needs to be in capitals otherwise it will not accept the format.**

Run a new check

The Department for Education (DfE) provides an Eligibility Checking System (ECS) to allow you to check online and in real time the validity of eligibility codes issued by HMRC to working parents eligible for 30 Hours Free Childcare. You may only perform checks where the parent/carer has given consent for you to do so and when they have agreed that this check information can be shared with the Local Authority and any other providers the child attends.

Child forename *	Child surname *	Child date of birth *	Parent National Insurance number *	30 Hours Eligibility Code *	<input type="button" value="Clear"/>
<input type="text" value="Tester"/>	<input type="text" value="McTesterson"/>	<input type="text" value="01/01/2017"/>	<input type="text" value="AB123456C"/>	<input type="text" value="12345654325"/>	

Running a check on a new child

Enter the child's forename and surname. If they are not on your headcount or you have not done a validation check on them previously, click on the 'Child not found' button.

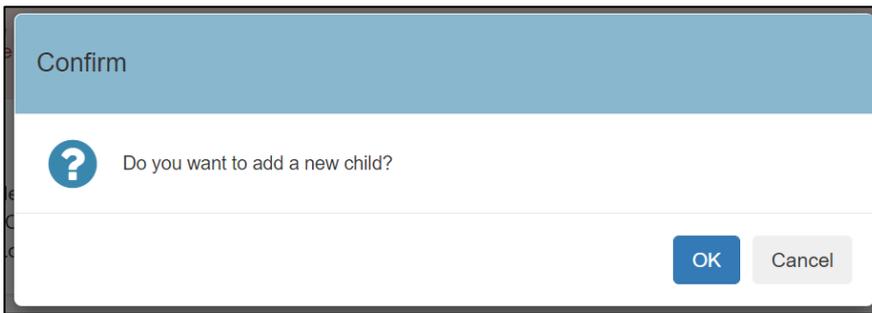
Run a new check

The Department for Education (DfE) provides an Eligibility Checking System (ECS) to allow you to check online and in real time the validity of eligibility codes issued by HMRC to working parents eligible for 30 Hours Free Childcare. You may only perform checks where the parent/carer has given consent for you to do so and when they have agreed that this check information can be shared with the Local Authority and any other providers the child attends.

Child forename *	Child surname *	Child date of birth *	Parent National Insurance number *	30 Hours Eligibility Code *
<input type="text" value="Donald"/>	<input type="text" value="Duck"/>	<input type="text" value="for example 30/11/2012"/>	<input type="text" value="for example NM123456C"/>	<input type="text" value="for example 5000100501"/>

No results

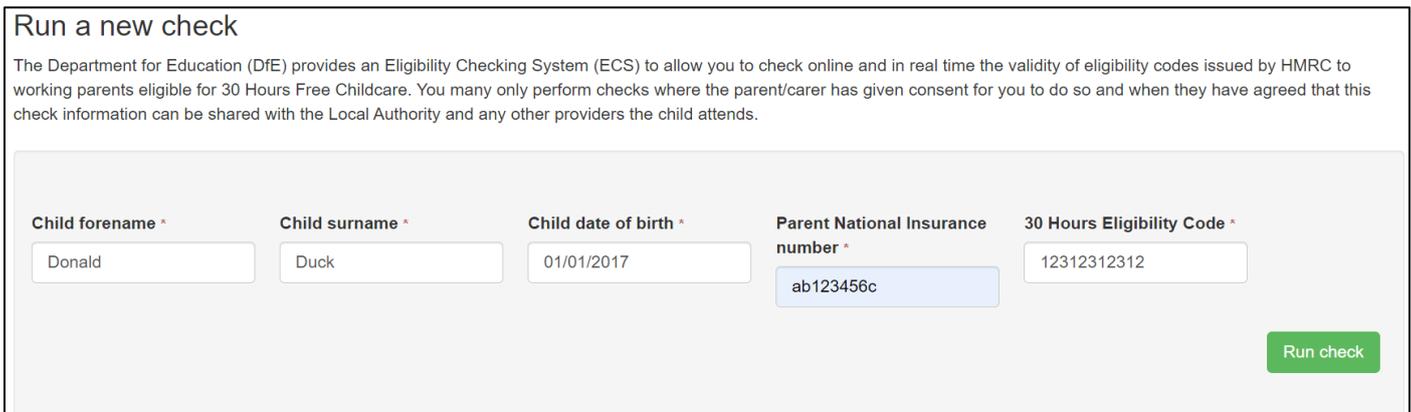
A pop up will then appear - click on the OK button to begin the validation check on the new child.



A dialog box titled "Confirm" with a question mark icon. The text inside asks "Do you want to add a new child?". At the bottom right, there are two buttons: "OK" (highlighted in blue) and "Cancel".

[Run Check](#)

Enter the child's date of birth, parent's NI number and the 11 digit eligibility code and click [Run Check](#). You will need to make sure that all information is inputted accurately – if there is the slightest discrepancy, the code will not be validated.



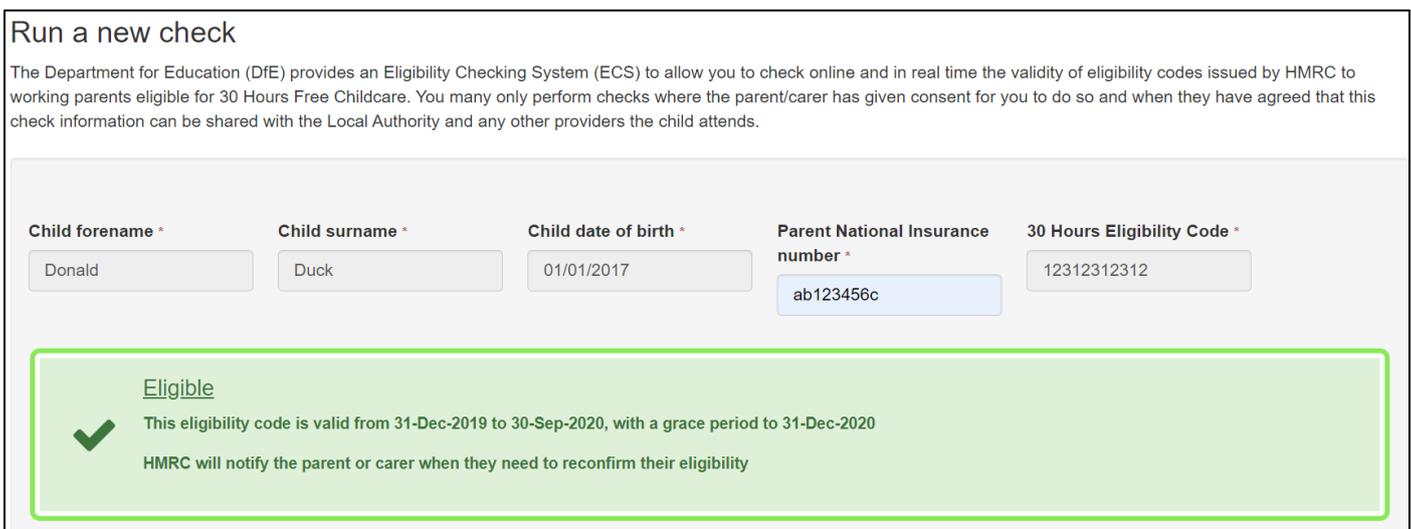
Run a new check

The Department for Education (DfE) provides an Eligibility Checking System (ECS) to allow you to check online and in real time the validity of eligibility codes issued by HMRC to working parents eligible for 30 Hours Free Childcare. You may only perform checks where the parent/carer has given consent for you to do so and when they have agreed that this check information can be shared with the Local Authority and any other providers the child attends.

Child forename *	Child surname *	Child date of birth *	Parent National Insurance number *	30 Hours Eligibility Code *
Donald	Duck	01/01/2017	ab123456c	12312312312

[Run check](#)

It will then tell you whether the child is eligible or ineligible for the additional 15 hours, and the dates that the code is valid. Please be aware that the valid from date does not mean start date.



Run a new check

The Department for Education (DfE) provides an Eligibility Checking System (ECS) to allow you to check online and in real time the validity of eligibility codes issued by HMRC to working parents eligible for 30 Hours Free Childcare. You may only perform checks where the parent/carer has given consent for you to do so and when they have agreed that this check information can be shared with the Local Authority and any other providers the child attends.

Child forename *	Child surname *	Child date of birth *	Parent National Insurance number *	30 Hours Eligibility Code *
Donald	Duck	01/01/2017	ab123456c	12312312312

Eligible

✓ This eligibility code is valid from 31-Dec-2019 to 30-Sep-2020, with a grace period to 31-Dec-2020

HMRC will notify the parent or carer when they need to reconfirm their eligibility

If you have carried out a validation check and want to add the child to your headcount, please see the [Linking an eligible child to your Headcount](#) section.

SECTION 4 – View Previous Checks

To view a check you have completed previously, click on the 'Review Previous Checks' button.

Bolton Council Bolton Council's Provider Portal

Home 30 Hours Free Childcare+ TESTER1 Sign out

Welcome to the Thirty Hour Entitlement Portal

The Department for Education (DfE) provides an Eligibility Checking System (ECS) to allow you to check online and in real time the validity of eligibility codes issued by HMRC to working parents eligible for 30 Hours Free Childcare.

Run a New Check Review Previous Checks

Once you have clicked on the button you will see the screen below.

Checks Run for Ages 2 to 5 Years 6 Months

Existing Child Checks

Child's Forename	Child's Surname	Child's Date of Birth	Parent's NI Number	Eligibility Code	Check Last Run	Eligible From	Eligible To	Grace Period End	Check Status
Eric	Cartman	10/10/2013	as123456y	12121212121	03/07/2017	01/04/2017	26/05/2017	31/08/2017	Eligible
Fred	Golightly	12/12/2013	AB123456C	50001005015	25/05/2017	01/04/2017	26/05/2017	31/08/2017	Eligible
Ted	Jones	10/10/2014	JH123456F	50113333333	08/05/2017	01/04/2017	26/05/2017	31/08/2017	Eligible

Ad-hoc Checks

Child's Forename	Child's Surname	Child's Date of Birth	Parent's NI Number	Eligibility Code	Check Last Run	Eligible From	Eligible To	Grace Period End	Check Status
tim	Burton	10/12/2014	sw111111q	32323232323	03/07/2017	01/04/2017	26/05/2017	31/08/2017	Not Found
Sarah	Connor	06/06/2013	er232321r	12457845126	29/06/2017	01/04/2017	26/05/2017	31/08/2017	Eligible
John	Jones	30/11/2012	NM123456C	50001005014	25/05/2017	01/04/2017	26/05/2017	31/08/2017	Eligible
Imran	Khan	30/11/2012	NM123456C	50001005017	23/05/2017	01/04/2017	26/05/2017	31/08/2017	Eligible
Bart	Simpson	01/01/2015	ad121324d	02587456321	25/04/2017	01/04/2017	26/05/2017	31/08/2017	Eligible
ted	jones	12/12/2013	as212121f	15975368521	25/04/2017	01/04/2017	26/05/2017	31/08/2017	Eligible
tesggh	ghdfhfnxdn	11/11/2014	as123443o	15236985478	25/04/2017	01/01/0001	01/01/0001	01/01/0001	Error - Success
test	test	10/11/2013	as098765e	12587569652	25/04/2017	01/01/0001	01/01/0001	01/01/0001	Error - Success

The Existing Child Checks are checks that have been done on children that are on your headcount. Ad-hoc Checks are checks you have done on children that are not on your headcount.

If you want to search for a child, enter their name in the filter field and it will display them. See below for an example.

Checks Run for Ages 2 to 5 Years 6 Months

eric

Existing Child Checks

Child's Forename	Child's Surname	Child's Date of Birth	Parent's NI Number	Eligibility Code	Check Last Run	Eligible From	Eligible To	Grace Period End	Check Status
Eric	Cartman	10/10/2013	as123456y	12121212121	03/07/2017	01/04/2017	26/05/2017	31/08/2017	Eligible

Ad-hoc Checks

Child's Forename	Child's Surname	Child's Date of Birth	Parent's NI Number	Eligibility Code	Check Last Run	Eligible From	Eligible To	Grace Period End	Check Status
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30 Hours – Linking an eligible child to your Headcount

There are 3 ways you can link a child:

- Complete 30 hours check for them and then add them to your headcount
- Add them to your headcount and then search for them in 30 hours checker
- Manually by editing the child's headcount personal details (use this if you have already added them to your headcount and completed a validation check for them but they have not been linked)

If you are claiming using the child's additional 15 hours, you will need to complete 30 hours check (validate the 11 digit code) before adding them to your headcount.

Complete a 30 Hours check for them and then add them to your headcount

See [Section 3 – New validation checks](#) (completing a check/validating a code for a child that is not on your headcount)

Once you have completed a new check for the child, go onto your current headcount task, and click the 'Add Child' button.

Headcount (Actual) for 2, 3 & 4 year olds

Status: Unsubmitted | Deadline: 31 August 2017

Blathers Nursery / Blathers Nursery / Summer Term 2017 (08 Apr 17 - 31 Aug 17)

Filter by Forename or Surname or Age

Forename: | Surname: | Funding: | Date of birth: | Funding Age: | Start Date: | End Date: | Weeks Attended for term: | Average Hours Attended: | Hours Attended for Term: | Hours Claimed per day: | Hours Claimed for Term: |

Buttons: Add Child, Edit Headcount, Download, Submit

Then enter the child's first and last name exactly how you had spelt it in the 30 hours check, and it should bring up the child's details and the option to select them.

Child Found

Please select the child from the list below or add a new child if they are not listed

Click to add this child	Forename	Surname	Date of birth	Gender	Current Address	Ethnicity	First Language	Eligibility Code
Select	Eric	Cartman	10/10/2013	Male	Rear Of 22 Bridge Street Bolton Greater Manchester BL1 2EA	AIN	ACL	121212121

Buttons: Cancel, Start Again, Add a new child

Once the child appears, click the 'Select' button.

After you have clicked select, the system may ask you to provide some additional information such as address, ethnicity and first language. The eligibility code field is for recording the 30 hours 11 digit eligibility code, **NOT the 2YO funding reference number.**

Child Details

Forename: Eric (Child's legal forename)

Middle Name:

Surname: Cartman

Gender: Male Female

Date of birth (dd/mm/yyyy): 10/10/2013

Ethnicity: AIND - Indian (AIN)

First Language: Acholi (ACL)

Eligibility Code: 121212121

This eligibility code is valid from 01-Apr-2017 to 26-May-2017, with a grace period to 31-Aug-2017.

To find the home address please enter the postcode and click 'Find Address'. If the address is not listed then type the correct address in the boxes provided. If you do not know the postcode you can look it up here.

Add them to your headcount and then search for them in 30 hours checker

You may have a child that has a 30 hours eligibility code on your headcount and you want to check the code is valid. Please see [Section 3 – New checks \(Running a check on a child that is currently on your headcount\)](#). Once you have completed that process, the child will be linked to that check.

Manually by editing the child’s headcount personal details (use this if you have already added them to your headcount and completed a validity check for them but they have not been linked)

If you did not link the child when you completed the validity check or when you added the child to your headcount task then you can add them manually by following the steps below.

Find the child that you need to link (in this case it’s Tim Burton) and click on the ‘Edit Child Details’ button

	Fred	Bolton		27/02/2015	2	01/01/2016	0.00	0.00	0.00	0.00	0.00		
	Tim	Burton		11/11/2013	3	01/09/2017	0.00	0.00	0.00	0.00	0.00		
	Eric	Cartman	EH	10/10/2013	3	08/04/2017	14.00	20.00	280.00	15.00	210.00	5.00	70.00

Enter their eligibility code that you have previously validated in the ‘30 Hours Eligibility Code’ field

Child Details

Forename * Child's leg

Middle Name

Surname *

Gender * Male Female

Date of birth (dd/mm/yyyy)

Ethnicity *

First Language *

30 Hours Eligibility Code

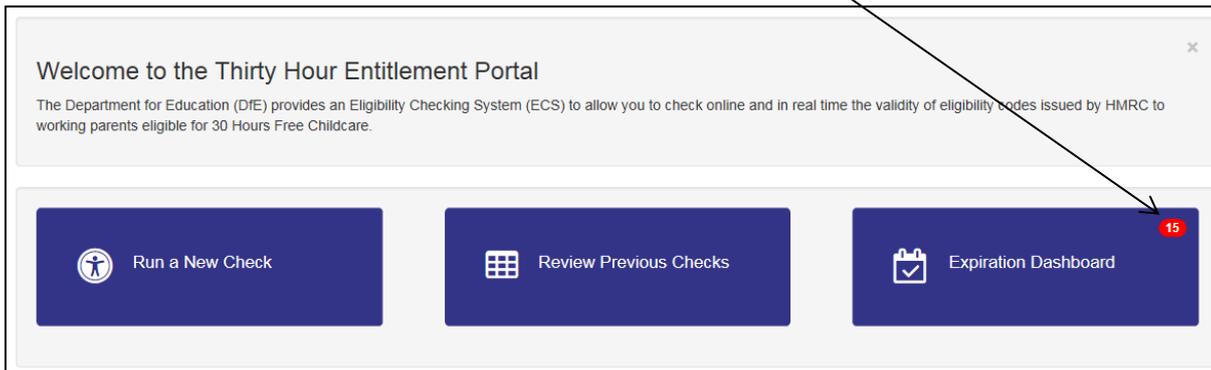
Save the child’s details and you will be taken back to your headcount task and an ‘EH’ symbol (Extended Hours) will have appeared next to their name.

	Fred	Bolton		27/02/2015	2	01/01/2016	0.00	0.00	0.00	0.00	0.00		
	Tim	Burton	EH	11/11/2013	3	01/09/2017	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Eric	Cartman	EH	10/10/2013	3	08/04/2017	14.00	20.00	280.00	15.00	210.00	5.00	70.00

If you try this and it still does not work, try completing a new validity check for the child and link them by following the steps in [Section 3 – New checks \(Running a check on a child that is currently on your headcount\)](#).

SECTION 6 – Expiration Dashboard & Rechecking

When you login to the provider portal and you see a **number in a red circle**, that indicates how many children you have completed checks for that are no longer eligible for the additional 15 hours. In the example below there are 15 children that are no longer eligible.



Click on the 'Expiration Dashboard' to display the children that you have checked, their eligibility and grace period dates and the ability to recheck their status.

Bolton Council **Bolton Council's Provider Portal (TEST)**

Home | Headcount | 30 Hours Free Childcare | Two Year Old Funding | PPTESTER | Sign out

Entitlement Expiration Dashboard

Further Action Needed: Days: Eligibility Filter:

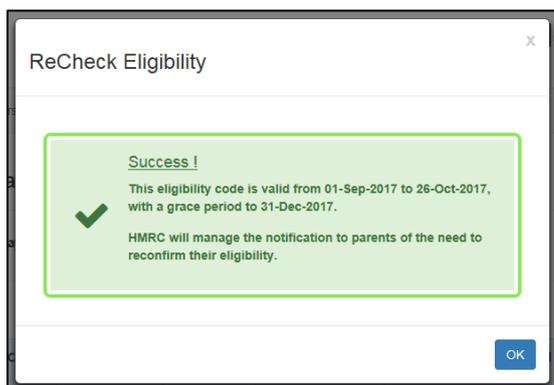
Filter using any keyword

Child	Eligibility Code	Eligible From	Eligible To	Grace Period End	Eligibility was last checked on	Notes / Further Action Needed
tim Jones (10/12/2013)	85739284711	01/04/2017	26/05/2017	31/08/2017	06/07/2017 Eligible Recheck now	<input type="checkbox"/> <input checked="" type="checkbox"/> Update
Tim Margetts (10/10/2013)	76849993344	01/04/2017	26/05/2017	31/08/2017	12/07/2017 Eligible Recheck now	<input type="checkbox"/> <input checked="" type="checkbox"/> Update
sally Shaw (05/04/2013)	54652344444	01/04/2017	26/05/2017	31/08/2017	11/07/2017 Eligible Recheck now	<input type="checkbox"/> <input checked="" type="checkbox"/> Update
Bart Simpson (01/01/2015)	02587456321	01/04/2017	26/05/2017	31/08/2017	25/04/2017 Eligible Recheck now	<input type="checkbox"/> <input checked="" type="checkbox"/> Update
chris smith (15/05/2014)	57458963254	01/04/2017	26/05/2017	31/08/2017	03/07/2017 Eligible Recheck now	<input type="checkbox"/> <input checked="" type="checkbox"/> Update
polly smith (06/06/2014)	03948576105	01/04/2017	26/05/2017	31/08/2017	04/07/2017 Eligible Recheck now	<input type="checkbox"/> <input checked="" type="checkbox"/> Update
James Smith (10/10/2013)	84736295731	01/04/2017	26/05/2017	31/08/2017	04/07/2017 Eligible Recheck now	<input type="checkbox"/> <input checked="" type="checkbox"/> Update
Eric Cartman (10/10/2013)	34565555555	01/09/2017	26/10/2017	31/12/2017	20/07/2017 Eligible Recheck now	<input type="checkbox"/> <input checked="" type="checkbox"/> Update
Sarah Connor (06/06/2013)	12457845126	01/09/2017	26/10/2017	31/12/2017	24/07/2017 Eligible Recheck now	<input type="checkbox"/> <input checked="" type="checkbox"/> Update

The rows highlighted in red are children that are no longer eligible for the additional 15 hours. To make sure the parent is not missing out on any funding, you should remind the parent to complete a new eligibility check on the childcare choices site. If the parent comes back to you and says that they are now eligible, click on the [Recheck now](#) text.

Child	Eligibility Code	Eligible From	Eligible To	Grace Period End	Eligibility was last checked on	Notes / Further Action Needed
tim Jones (10/12/2013)	85739284711	01/04/2017	26/05/2017	31/08/2017	06/07/2017 Eligible Recheck now	<input type="checkbox"/> <input checked="" type="checkbox"/> Update

It will then update the system with the child's new eligibility dates.



This will update the dates in the system and give you a new eligibility start and end date. It's important that the eligibility dates are updated in the system then we can provide you with the correct funding. If you continue to provide the additional 15 hours free after the system says the grace period has ended, you **WILL NOT RECEIVE FUNDING FOR THAT CHILD.**

Removing a children from your Expiration Dashboard

If a child has left your setting or has become ineligible for the foreseeable future and you no longer want to be notified about their eligibility status, you can remove them from your dashboard.

Click on the [Update](#) button for that child.

Child	Eligibility Code	Eligible From	Eligible To	Grace Period End	Eligibility was last checked on	Notes / Further Action Needed
Tim Margetts (10/10/2013)	76849993344	01/04/2017	26/05/2017	31/08/2017	12/07/2017 Eligible Recheck now	<input type="checkbox"/> <input checked="" type="checkbox"/> Update

Remove the tick from the 'Is further action needed' question and click save. You can add notes as well for your own reference if you would find that useful.

Please note: only your setting will be able to see the notes you have added. Not the Local Authority.

Notes / Further Action Needed x

Is further action needed?

The space below can be used to record notes for this eligibility. These notes are not visible to other providers.

Cancel
Save

Once you have done this, you will no longer see that child on the dashboard and they will be removed from your notifications.



It is important that you only do this for children that you are NOT claiming the additional 15 hours for.

Adding a child back to your Expiration Dashboard that you previously removed

If you have removed a child from your notification dashboard and you want to add them back (e.g. a child that you were claiming the hours for has returned to your setting or has become eligible again.) then go onto the expiration dashboard and change the filter "Further Action Needed" to 'No' and then click Search.

Entitlement Expiration Dashboard

Further Action Needed No Days 180 Eligibility Filter Grace Period Ending in the next 180 days Search

This will display the children you previously removed. Once you have found the child, click on the **Update** button and put the tick back in the 'No Further Action' question and then click **Save**.

Child	Eligibility Code	Eligible From	Eligible To	Grace Period End	Eligibility was last checked on	Notes / Further Action Needed
Tim Margetts (10/10/2013)	76849993344	01/04/2017	26/05/2017	31/08/2017	12/07/2017 Eligible Recheck now	<input type="checkbox"/> ✘ Update
tim Jones (10/12/2013)	85739284711	01/09/2017	26/10/2017	31/12/2017	24/07/2017 Eligible Recheck now	<input type="checkbox"/> ✘ Update
tim Jones (10/12/2013)	85739284711	01/09/2017	26/10/2017	31/12/2017	24/07/2017 Eligible Recheck now	<input type="checkbox"/> ✘ Update

Notes / Further Action Needed

Is further action needed?

The space below can be used to record notes for this eligibility. These notes are not visible to other providers.

A tick will then appear in the **further action column** and you will receive notifications again for that child.

Child	Eligibility Code	Eligible From	Eligible To	Grace Period End	Eligibility was last checked on	Notes / Further Action Needed
Tim Margetts (10/10/2013)	76849993344	01/04/2017	26/05/2017	31/08/2017	12/07/2017 Eligible Recheck now	<input checked="" type="checkbox"/> ✔ Update
sally Shaw (05/04/2013)	54652344444	01/04/2017	26/05/2017	31/08/2017	11/07/2017 Eligible Recheck now	<input checked="" type="checkbox"/> ✔ Update
Bart Simpson (01/01/2015)	02587456321	01/04/2017	26/05/2017	31/08/2017	25/04/2017 Eligible Recheck now	<input checked="" type="checkbox"/> ✔ Update

SECTION 7 – Temporary Codes

In most circumstances, an eligibility code given to a parent will never change however there are occasions where a parent may be given a temporary code. You will need to also collect the new permanent code from the parent once it has been issued at the next reconfirmation. The temporary code will be valid for 3 to 4 months and then the new permanent code will need to be used. These temporary codes are easy to identify because they begin with 11.

SECTION 8 – Further Support

Logging on to the system

Information Management – one.support@bolton.gov.uk

Eligibility checks for parents

Parents need to contact Her Majesty Revenue & Customs (HMRC):

- www.childcarechoices.gov.uk
- 0300 123 4097

Validation checks for providers

Families Information Service

- families@bolton.gov.uk
- Phone:
 - 01204 338122
 - 01204 332125
 - 01204 338756
 - 01204 332198

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