Waltham Forest Early Years Parent Portal

User guide for applying for 15 hours Free Early Learning and Childcare for 2year olds
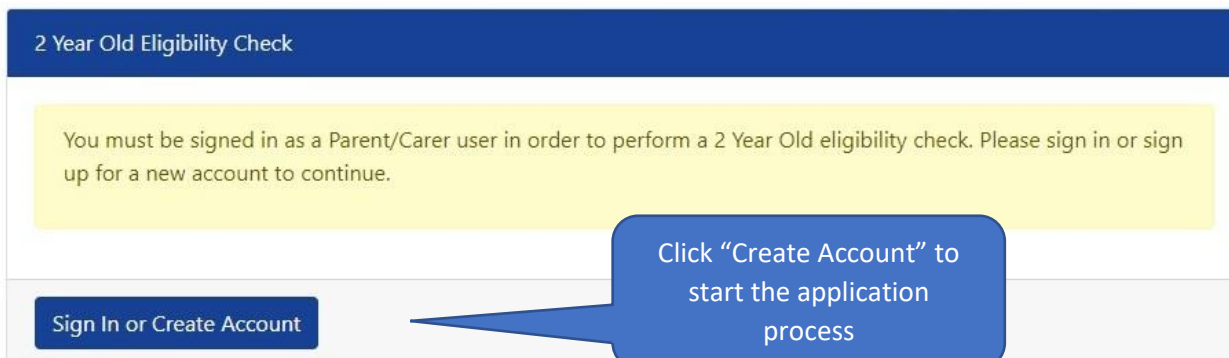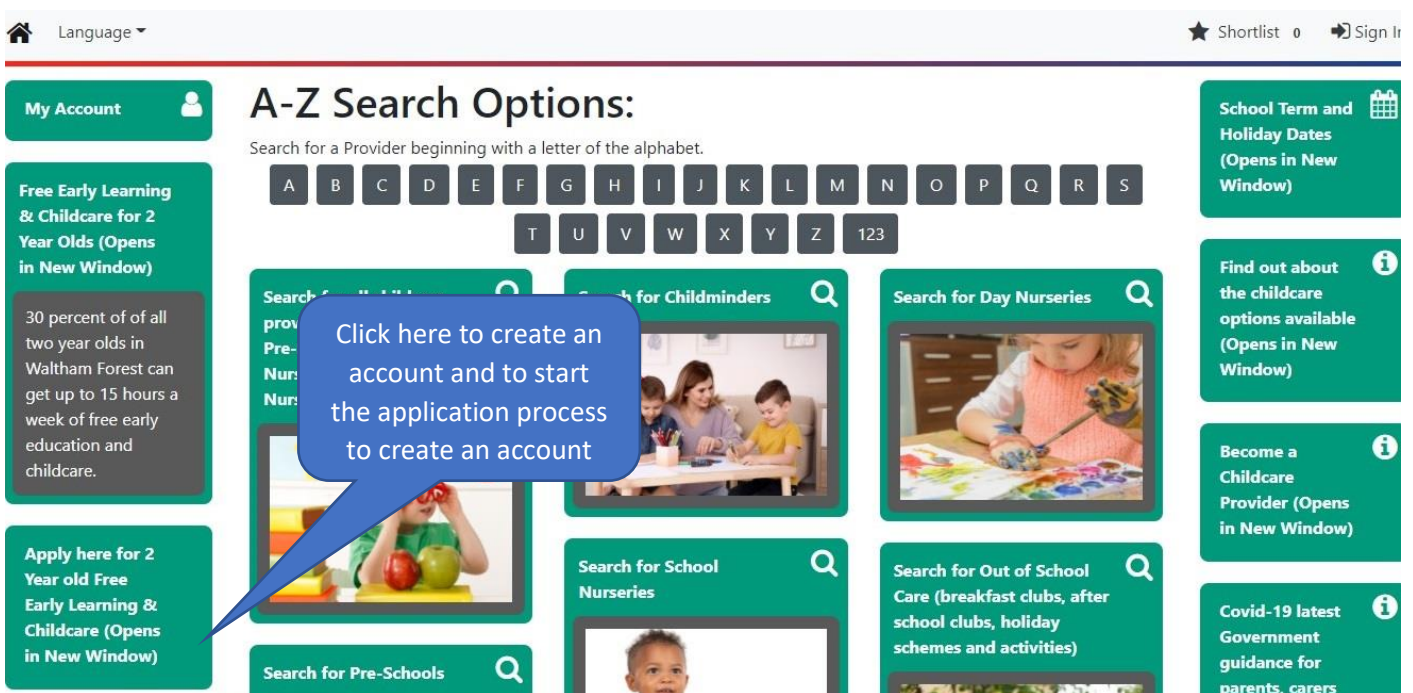
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1.0 Introduction

30 percent of all 2 year olds in Waltham Forest can get up to 15 hours a week of free Early Learning and Childcare. You are eligible for the funding if you meet certain criteria.

In order to apply for the 2 year old childcare funding, please go to:
https://live.cloud.servelec-synergy.com/WalthamForest/SynergyWeb/

2.0 Create an Account

In order to apply for the 15 hours of Free Childcare and Early learning for 2 year olds, you will first need to create an account.

Once you click on "Sign in or Create Account" the following box appears.

Once you have clicked on "Create Account" you will see the following page.

Please note that you can only use an email address once to create an account. If you have already created an account and applied before for another child, please use the same account this time. If you do not remember your password, click on the "Forgot Password" section in the sign in page area.

Note for childcare providers

Since one email address can be used only once for a parent portal account, you cannot check the families' eligibility for the 2 YO funding yourself with your setting's email address. For example, you cannot use tinybees@gmail.com for various accounts as the email address can only be used once. Therefore, if a family needs help applying for the funding, you would need

to use the parents/carers email address and apply with the parent/carer present (email verification required for creating an account).

Address

Search for an Address

Search for an address using the fields below

Primary

Postcode *

Cancel

> Use the "Search" button to easily select and fill your address fields

Search

Account Security

New Password *

> **Please bear in mind the following password requirements when choosing your password:**
>
> - Alpha character
> - Uppercase character
> - Numeric character
> - Special character
> - 8 characters
> - Not username

Confirm Password *

Please confirm your password

Start Again

Create

> Click create to receive your account verification email

2.1 Account verification

Once you have clicked on "Create", you will receive an Account Verification email as shown below. Please allow few minutes to receive it. If you have not received the email, please check your Spam folder.

Parent Portal account verification ▶ Inbox ×

NoReply-WalthamForest@cloud.servelec-group.com   2:20 PM (0 minutes ago)
to me ▾

This email should be used to verify your account in the Parent Portal, in order to allow you to use the system.

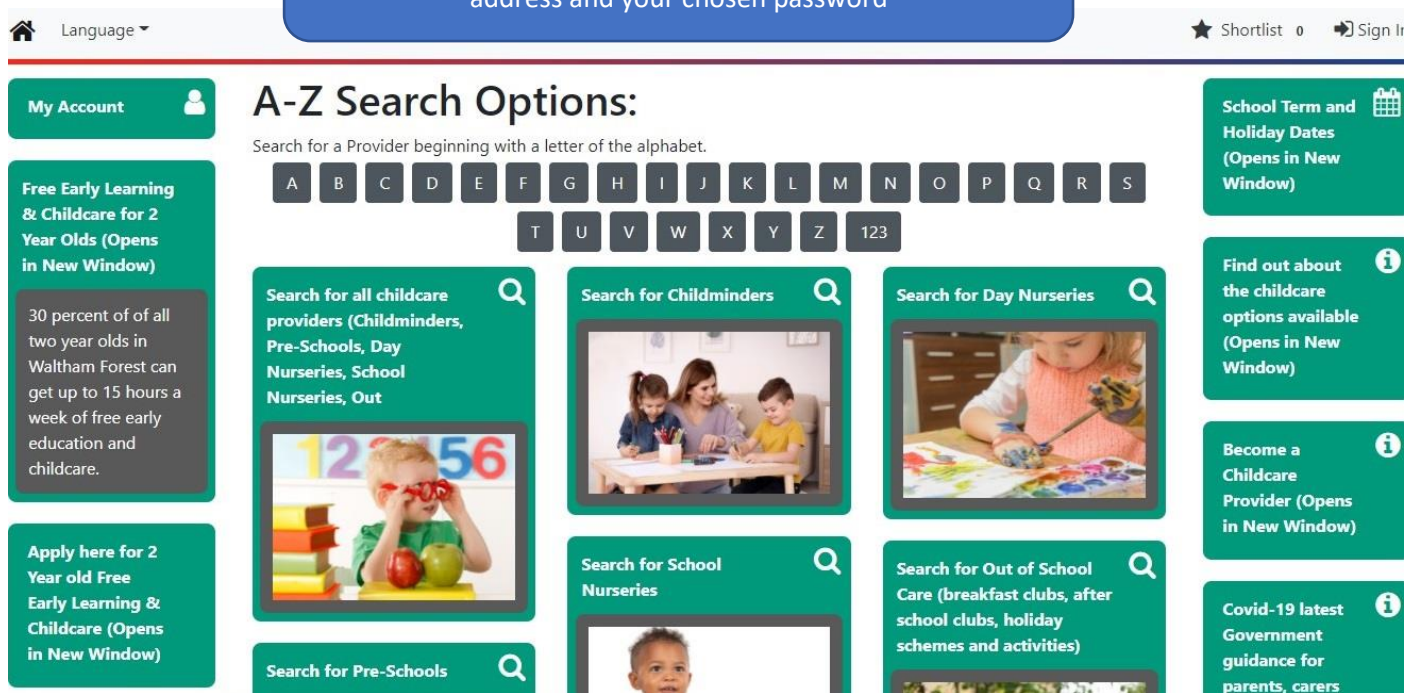Please click the following link or copy/paste to your browser to login to the system.

Do not reply to this email. It has been sent from an automated process.

> Click on the link to verify your account and to sign in

https://test.cloud.servelec-synergy.com/WalthamForest/Test/SynergyWeb/login.aspx?U=d65efb02-cc9c-45ec-999f-8e4c5e4b72d5&ReturnUrl=%2fWalthamForest%2fTest%2fSynergyWeb%2f

Once you have clicked on the link in the account verification email, you can then sign in the parent portal with the password you have chosen.

Click on "Sign in" button. You will then see the same "sign in" box as shown on section 2, page 4. Sign in using your email address and your chosen password

3.0 Early Years Application

Once you are signed in, you will need to fill in your details and your child's details to apply for the 15 hours Free Childcare & Early Learning for 2year olds.

3.1 Your Details

Early Years: Application

1 ? Your Details   2 Select Children   3 Add Documents   4 Your Results

Your Details

Please fill in your National Insurance (NI) or National Asylum Support Service (NASS) number:

NI or NASS Number *   ● NI ○ NASS

NI Number: *   National Insurance Number

DOB *

Tick NI number or NASS (National Asylum Seeker Service number) and fill in the NI number/NASS field and your date of birth. It is important these are correct as this data will need to match with DWP records in order to give the correct eligibility status.

Back   Next

Click "Next "to continue

3.2 Your Child's Details

Early Years: Application

1 ✔ Your Details   2 ? Select Children   3 Add Documents   4 Your Results

Select Children

Please be aware that only children between the age of 1 Year(s) 6 Month(s) and 3 Year(s) 3 Month(s) will be displayed. ✕

Select the child(ren) you wish to include in the early years application.

Selected Name   DOB   New Child

No children are available for the check

Click on "New Child". This will open a box for child's detail that you can see in the screenshot below

Back   Next

Create Child

To create a new child, please complete the following details and then save these details using the buttons at the end of the form.

Child Details

Forename *

Middle Name

Surname *

DOB *

Gender *

☑ This child's primary address is the same as the address that I have saved on my profile (if the child's address differs, uncheck the checkbox to add their address).

Cancel   Save

> Fill in the child's details, tick the address box if applicable and click "Save"

Select the child(ren) you wish to include in the early years application.

Selected	Name	DOB	New Child
☑	Test Child	01/01/2019	✎

Back   Next

> Tick the box for the child you want to do the eligibility check for. (You might have several children here). You can also use the same account in the future and add children here when they are at least one and a half years old.

> Click "Next to continue"

3.3 Add Documents and Submit Your Application

Early Years: Application

1 Your Details — 2 Select Children — 3 Add Documents — 4 Your Results

Add Documents

New documents can be uploaded via the new button.
Your documents are categorised by account or child, Toggle the rows (attached <-> not attached) to attach the supporting evidence to your application.

Description	Name	New
❯ Test Child 0		
❯ Katre Sikka 0		

Table of documents categorised by citizen and child(ren)

Back   Submit Application

If you meet the **non-financial criteri**a (see below on page 10) or have received an eligibility letter from the Early Years & Childcare Team, please attach proof of

Once you are certain that your details are correct and have uploaded any documents if applicable, click on "Submit Application".

4.0 Non-financial Criteria

If you meet any of the **non-financial criteria** stated below, please attach proof of your eligibility by uploading a document (e.g. adoption order, DLA letter).

If you're a non-EEA citizen who cannot claim benefits

Your 2-year-old may get free childcare if you are getting support under the Immigration and Asylum Act and have either:

- claimed asylum in the UK and are waiting for a decision (known as 'part 6')
- been refused asylum in the UK (known as 'section 4')

A 2-year-old you care for may also get free childcare if your household income **is £15,400** a year or less after tax, and **you** have either:

- leave to remain with 'no recourse to public funds' on family or private life grounds

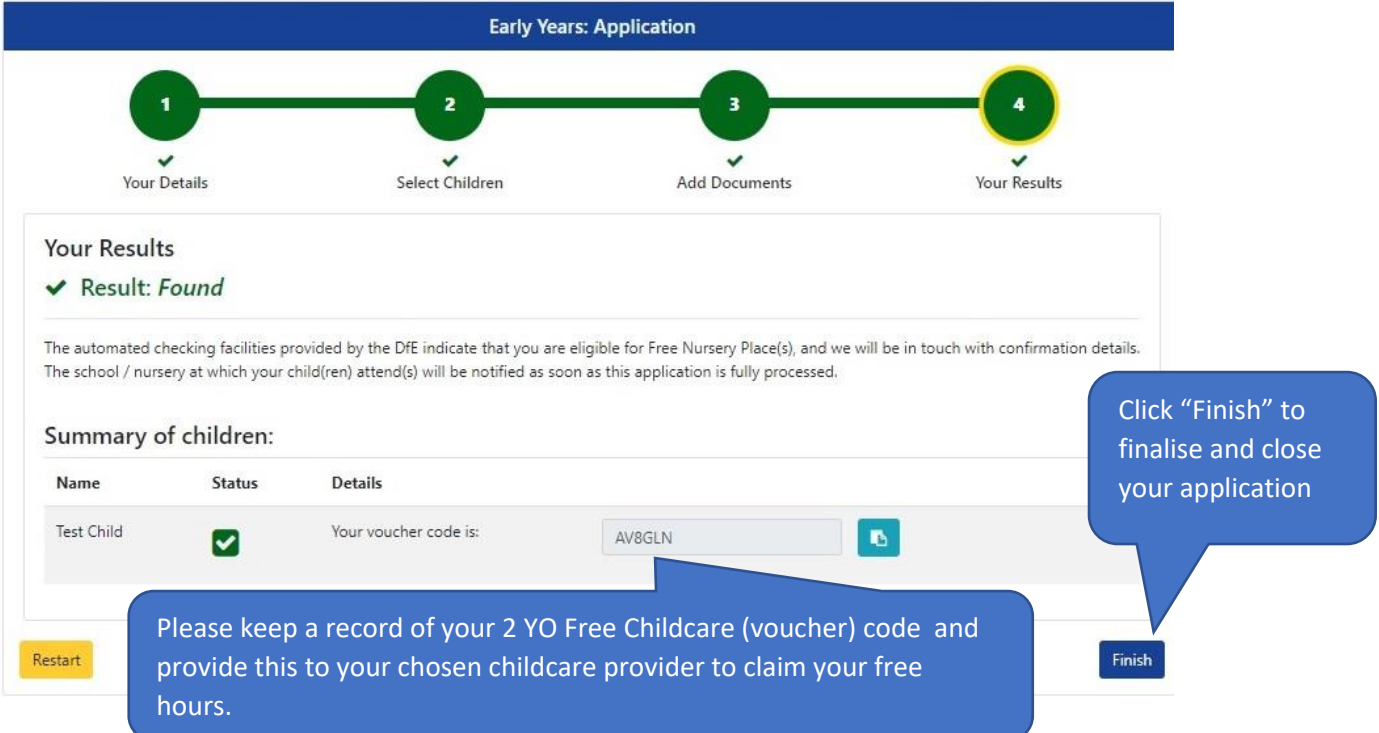- the right to live in the UK because you're the main carer of a British citizen (known as a 'Zambrano Carer')

Your 2 -year-old can also get free childcare and early education if they:

- have an education, health and care plan (EHC Plan)
- get Disability Living Allowance (DLA)
- are looked after by a local authority in England or Wales ('in care')
- have left care under a special guardianship order, child arrangements order or adoption order in England or Wales

If you meet the non-financial criteria and have uploaded any documents, the Early Years and Childcare Team, will contact you to confirm your eligibility. If you have any questions about your application, you can call us on 0208 496 3566 or email childcare@walthamforest.gov.uk.

5.0 Eligibility Check Results

5.1 Eligible Result

You will also receive an email with the eligibility confirmation and your voucher code.

5.2 Not Eligible result

Your Results
✖ Result: *Not Found*

Unfortunately the automated checking facilities provided by the DfE have not been able to tell us at this time whether or not you are eligible for a Free Nursery Place. Your application has still been submitted - we will do a further check and may contact you for additional information.

Summary of children:

Name	Status	Details
Test Child	❌	This child is not eligible for Early Years funding.

If you received "Not found" result and you meet the non-financial criteria, please wait for the eligibility confirmation from the Early Years and Childcare Team.

If you received a "Not found" result, but believe you are eligible based on the economic criteria (e.g. in receipt of Income Support), please contact us on 0208 496 3566 or email childcare@walthamforest.gov.uk.