# **2YO Eligibility Check guidance**

#### How to check eligibility for 2 year old funded childcare

#### **Topics covered:**

- 1. How to create and log in to your account
- 2. How to check eligibility for 2 year old funded childcare
- 3. Help and Advice

Updated by Croydon Digital Service, March 2023



1. How to create and login to your account

In order to check that your 2 year old child qualifies for funded childcare, you will need to set up an account.

Please have ready:

Your email address (you will need access to your emails)
 Your National Insurance Number or National Asylum Seeker Number
 Your child's date of birth



- Click (or copy and paste into your browser) this link <a href="https://croydon.cloud.servelec-synergy.com/synergy/">https://croydon.cloud.servelec-synergy.com/synergy/</a>
- In the 'Parents' column click on 'Apply for 2 year Old Funding'

Â				Sign In
	Parents	Schools	Early Years Providers	Account Information
$\langle$	Apply for 2 Year Old Funding	School Access Module (SAM)	Early Years Provider Portal	To view details about your account, please click here
	Admission to School (co- ordinated) (Opens in New Window)			
	Apply for an In Year Admissions 🔶 🔶 Place			



• Click on 'Click here to apply'

#### 2 Year Old Eligibility Check

	You will be required to create an account to apply.
	In order to check that your 2 year old child qualifies for funded childcare, you will need to set up an account.
	Please have ready:
	1) Your email address (you will need access to your emails)
	2) Your National Insurance Number or National Asylum Seeker Number
	3) Your child's date of birth
	If you would like help creating or using your account, please download our guidance on <b>How to check eligibility for 15 hours free</b> childcare for your 2 year old
	Click here to apply or if you already have a Parent Portal account use the 'Sign In" link which can be found on the upper right side of this page.
T	



• You should see a sign in page as shown below. Click on

Sign In or Create Account

ī	Early Years: Application
	You must be signed in as a Citizen in order to perform an Early Years application. Please sign in or sign up for a new account to continue.
	Sign In or Create Account



• Click on 'Create Account'

Sign In	
Sign in or create an account with us.	
Enter your email address (parent/carer user) / username (school/EY Funding user)	
0	ן
You must enter a username to continue	2
Next	
Back	
Create Account	



• Enter your details

Personal Details		
Title *		\$
Forename *		
Middle Name		
Surname *		
Contact Details		
Email Address *		
Confirm Email *		
	Please confirm your email	
Daytime Number		
Confirm Email * Daytime Number	Please confirm your email	



Click on
 Add Address

- Enter your postcode and click search
   In 'Search Results select the dropdown box and select your address, click
   Confirm Selected
- If you cannot locate your address click Enter Address Manually and enter your address, then click Confirm Selected

Address		
Search for an	Address	
Search for an address using t	he fields below	
House Number		
Postcode *	CR0 1EA	
		Search
Search Results		
Please select an address from	the results below. *	
		÷
Cancel		Enter Address Mar fally Confirm Selected



You will now need to create a password. Your password must not be your username and should have at least one of below:

- Letter of the alphabet
- Uppercase letter
- Number
- Special character (for example ! " £ \$ % ^ & \* @ # ?)
- 8 characters

Account Security New Password *	Type in a password	
Password meets requirements Confirm Password *  Passwords match Start Again	Then re-type it in the field below to confirm	Then click
	CROYDON www.croydon.gov.uk	on create

• Please click on the link

You will then receive a notification that you need to verify your email address

#### Verify email address We have sent you an email to verify your account. You must click the link in this email before you can sign in. You can click "Resend Email" to have a new one sent out. Parent Portal account verification Inbox × a croydon.noreply@cloud.servelec-group.com 4:07 PM (1 minute ago) Next, go to your email account 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. You will receive an email from Do not reply to this email. It has been sent from an automated process. croydon.noreply@cloud.servelecgroup.com which will include a link https://croydon.cloud.servelec-synergy.com/synergy/login.aspx?U=f3951243-ee43-4adb-975d-7a03f89661b6&ReturnUrl=%2fSynergy% 2fEnguiries%2fCitizen%2fEarlyYears.aspx%2f



#### How to log in to your account

• When you click on the link this will take you back to the 'Sign In' page as shown below:



On the next screen enter your password and press <b>Sign In</b>	Sign in Enter your password	
	Change User Forgot Password Sign In	



# 2. How to check if your 2yr old is eligible for a 2yr old funded childcare

You should see the image below. Next you will need to add your NI or NASS number by clicking in the

circle for either NI or NASS:

Early Years: Application			
1	2	3	4
? Your Details	Select Children	Add Documents	Your Results
Your Details Please fill in your National Insurance (1	VI) or National Asylum Support Service (NAS	S) number:	(1 of 4)
NI or NASS Number *			
Back			Save



Fill in your NI or NASS Number and your (Parent/Carer) DOB then click Save

our Details	(1 0T 4) Insurance (NI) or National Asylum Support Service (NASS) number:	
or NASS Number *		
Number: *	National Insurance Number ①	
ant/Carer DOB *	The format of this NI Number is not valid (enter it without separating spaces - a space as the final character is acceptable)	
	Please enter a date of birth	
	Your Details Please fill in your National Insurance (NI) or National Asylum Support Service (NASS) number:	(1 of 4)
	NL or NASS Number *	
	NI or NASS Number *     NI or NASS       NASS Number *     National Asylum Support Service Number       Parent/Carer DOB *	0



• The next screen should look like this. To add a child, click on New Child.



This screen should appear. Please fill it in and when completed, press Save.

	Create Child
If there is an *	To create a new child, please complete the following details and then save these details using the buttons at the end of the form.
next to it, then it	Forename *
in.	Middle Name
	Surname *
	DOB *
	Gender * Please select an option +
	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



• Select the child by clicking in the tick box and then click **Next.** 

	Test Test	01/02/2021	đ
Please select th	e child you wish to apply for		
Back			Next

• The next screen will ask you about attaching evidence documents if required. If nothing to attach please click on the tick box and then on **Submit Application**.



www.croydon.gov.uk

# If your child is eligible

The next page is the Results page. This result shows that the child is eligible

		Carry Tea		
Your D	etails	Select Children	Add Documents	Your Results
Vour Res	ults			(4 of 4
iour res				
✓ Result	: Found			
<ul> <li>Result</li> <li>The automated of</li> </ul>	: Found	ovided by the DfE indicate that you are	e eligible for 2 Year old Place(s), and we will be	in touch with confirmation details.
Result  The automated of The school/nurse	+ Found hecking facilities pro- ry at which your chi	ovided by the DfE indicate that you an ild(ren) attend(s) will be notified as soc	e eligible for 2 Year old Place(s), and we will be on as this application is fully processed.	in touch with confirmation details.
Result The automated of The school/nurse My Early Ye Name	Found hecking facilities pro ry at which your chi ears Funding	ovided by the DfE indicate that you an ild(ren) attend(s) will be notified as soc Application	e eligible for 2 Year old Place(s), and we will be on as this application is fully processed.	in touch with confirmation details.
Result     Result     The automated of     The school/nurse     My Early Ye     Name     Test Abod	thecking facilities provide the second secon	ovided by the DfE indicate that you an ild(ren) attend(s) will be notified as soc Application Details Your youcher code is:	e eligible for 2 Year old Place(s), and we will be on as this application is fully processed.	in touch with confirmation details.

You will see information telling you that you will receive an email on what to do next.

You will also see a 2YO voucher code



# If your child is eligible

Next, go to your emails and you will see an email which confirms your 2 Year Old voucher code.

# Dear Parent/Carer, This e-mail confirms you have applied for 2 year old funding online This is your EY Voucher Code(s): Marley : FJSYCW You will need show this voucher code to your chosen childcare provider. If you have any queries please contact child.care@croydon.go.uk Kind regards Early Learning Sufficiency Team

#### Instructions on what to do next

You will need to contact local childcare providers to ask if they have a 2 year old funded place for your child. You can search for Ofsted Registered Day Nurseries, Childminders and Pre-School Playgroups by visiting www.croydon.gov.uk/childcare

Once you have found a childcare provider you will need to show them your voucher number.



#### If your child is NOT eligible

× Result	t: Not Found	1
Qualifier: Unkno	own - Raise manual q	uery
funding. Please	check the informatio	n again to ensure that there are no typos or errors in the spellings of names or dates of birth that are different to those ation has still been submitted - we will do a further check and may contact you for additional information.
My Early Y	Years Funding Status	Application

This shows that unfortunately your child is **not eligible.** 

If you think this is incorrect, please check the qualifying criteria here: <u>https://www.croydon.gov.uk/child</u> <u>ren-young-people-and-</u> <u>families/childcare/help-childcare-</u> <u>costs</u>

and then, if you still think your child does qualify, please contact us (details are on the next page)

#### Dear Parent/Carer,

This e-mail confirms you have applied for 2 year old funding online

If you require any further help and advice, please contact us at: <u>child.care@croydon.gov.uk</u>

Kind regards

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Early Learning Sufficiency Team

You will also receive an email confirming that you have application as shown



#### 3. Help and Advice

For further help and advice, please contact us at:

child.care@croydon.gov.uk

Thank you