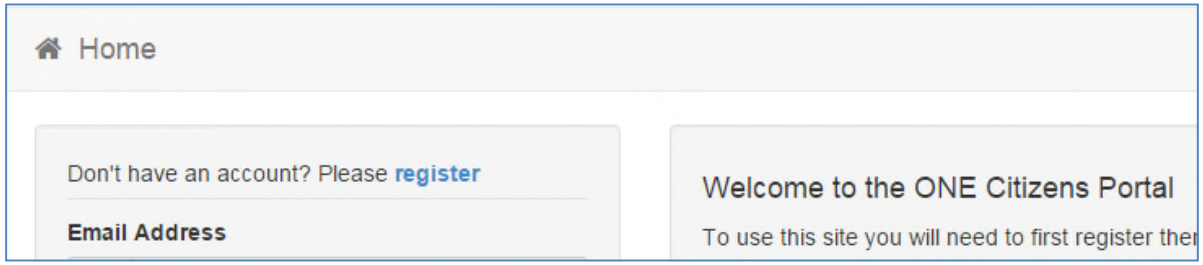
Parents’ Guide to Admissions

A Guide to using the Citizen Portal for Leicestershire Parents

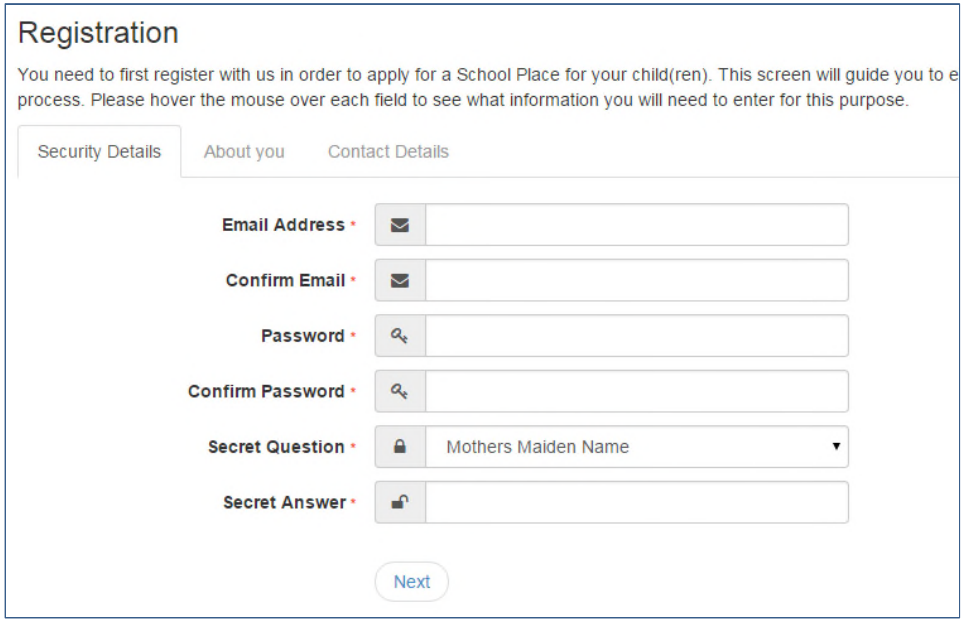
Some of the pages on the Leicestershire Portal may have slightly different wording from this general guide. However the basic processes outlined in this guide still apply. You should read each page of the Leicestershire Portal as you make your application to make sure you are not missing any local advice or requirements.

Registration

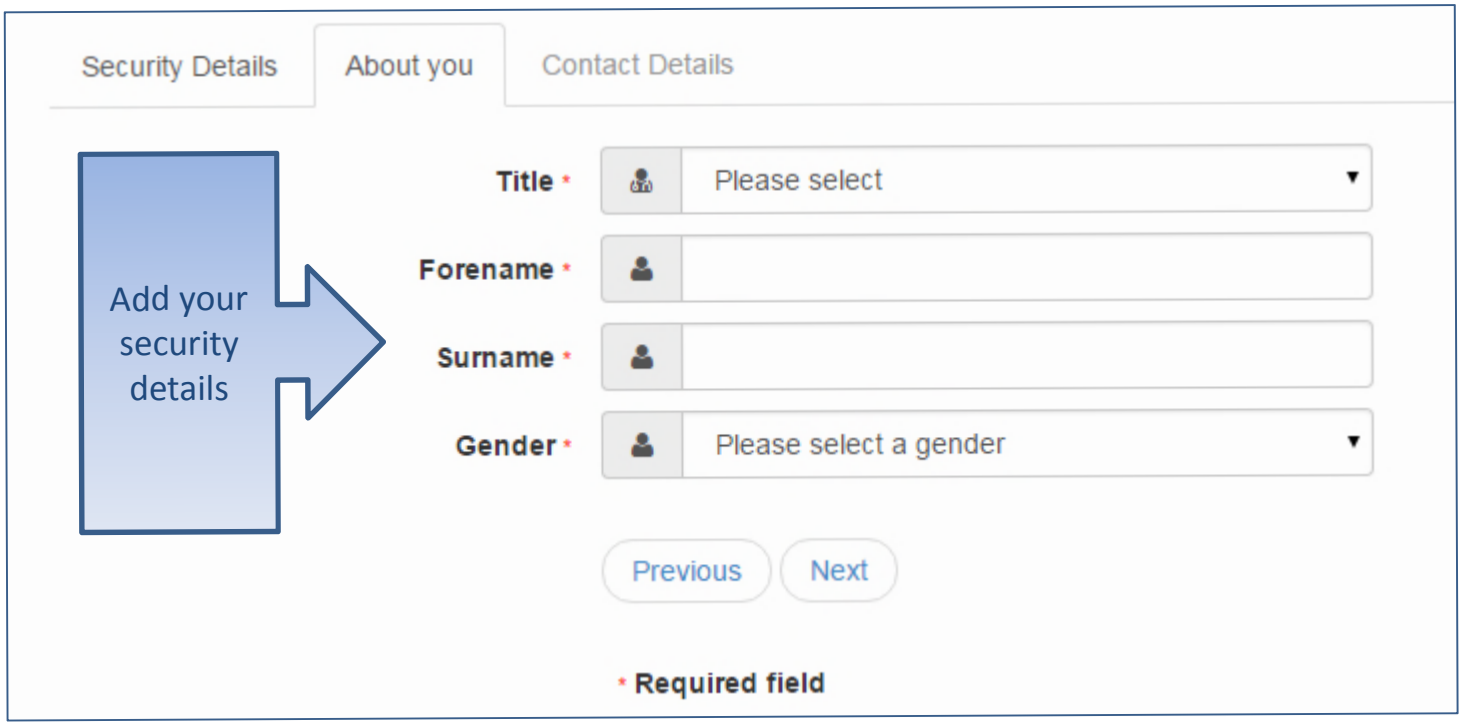


Click **register**

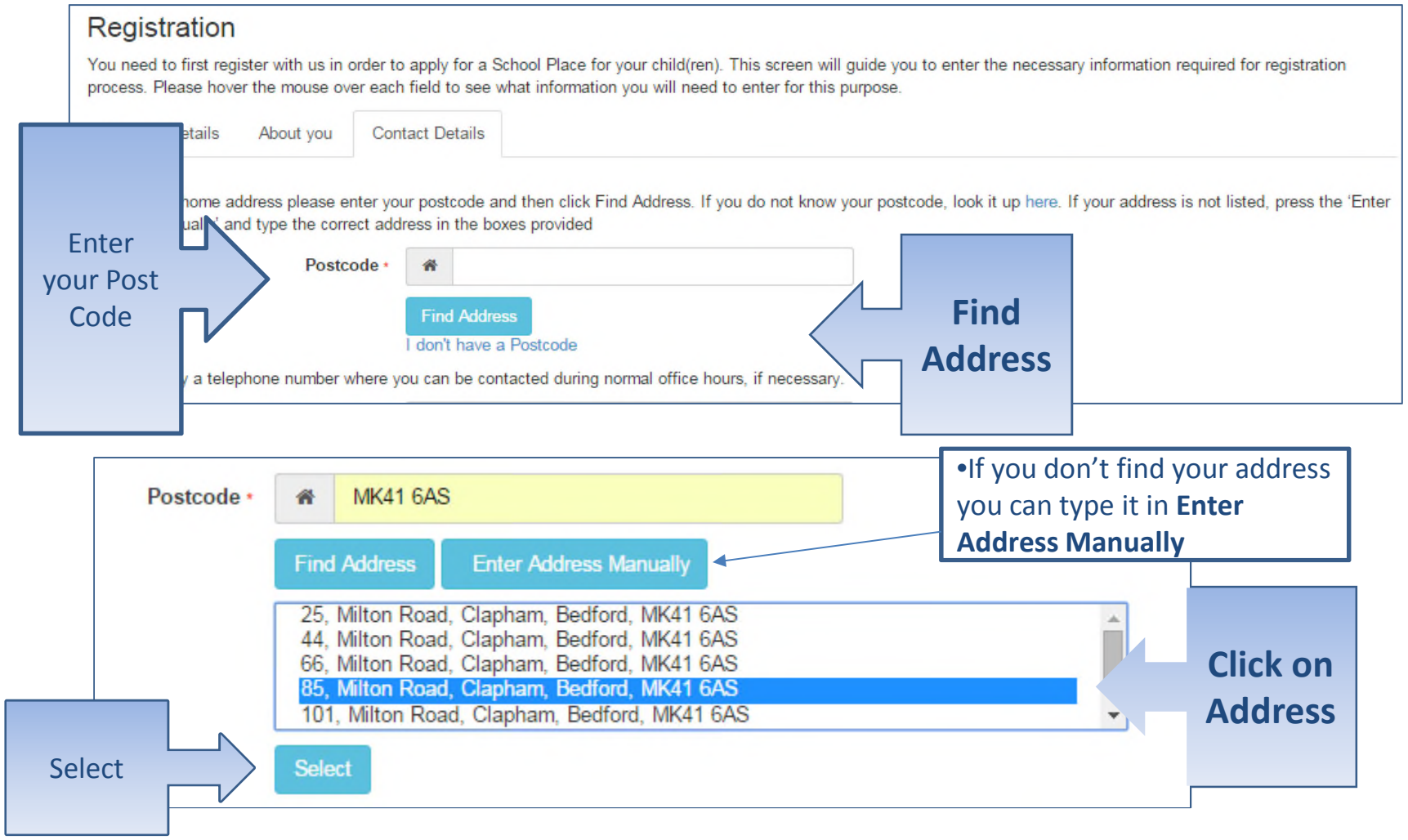
Add your security details



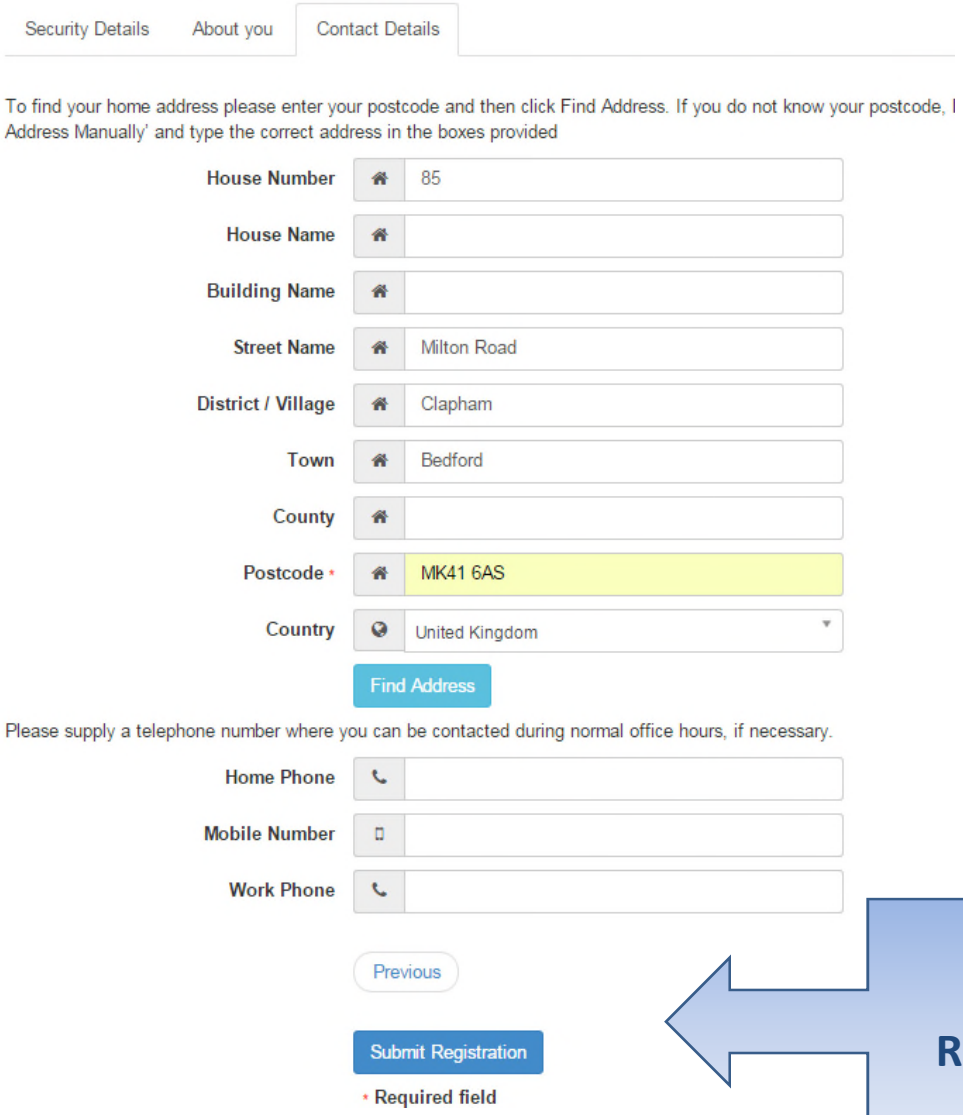
Who you are


Security Details
About you
Contact Details
Add your security details
Title *
Please select
Forename *
Surname *
Gender *
Please select a gender
Previous
Next
* Required field

Where do you live



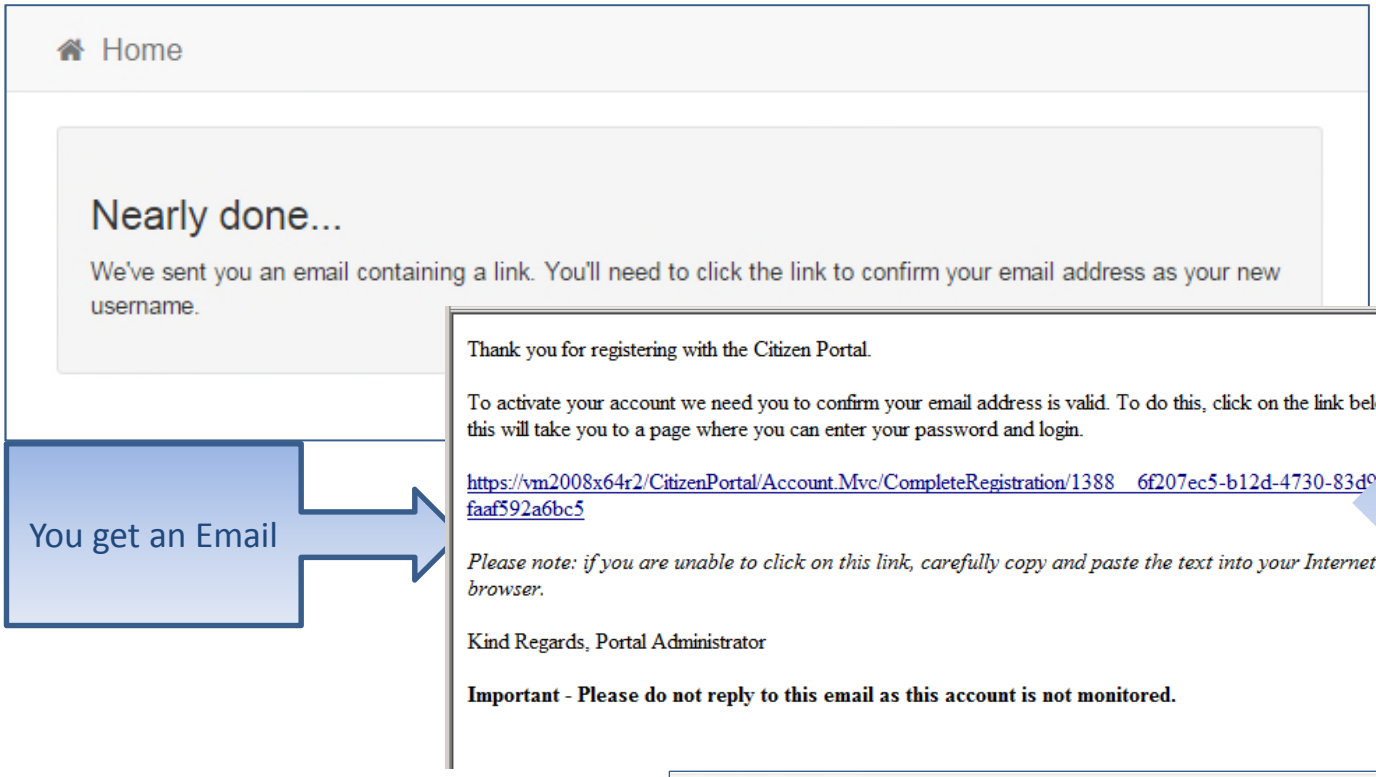
Give us your contact details



Enter your telephone Numbers

Submit Registration

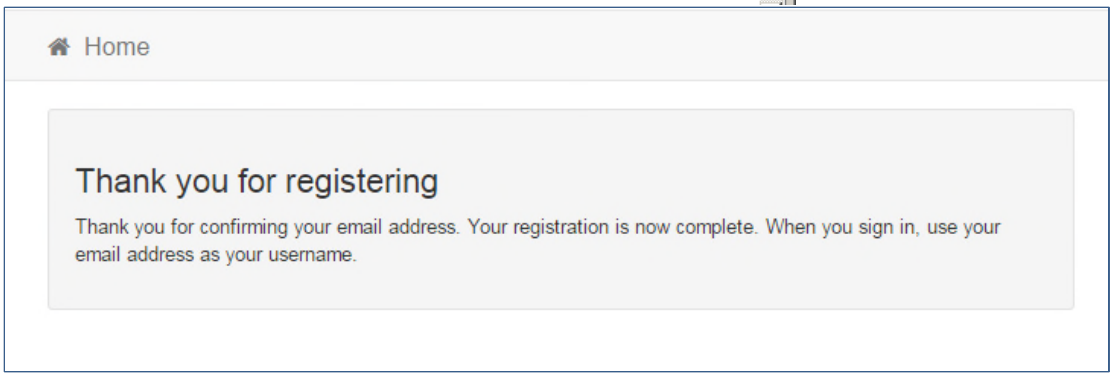
What happens Next



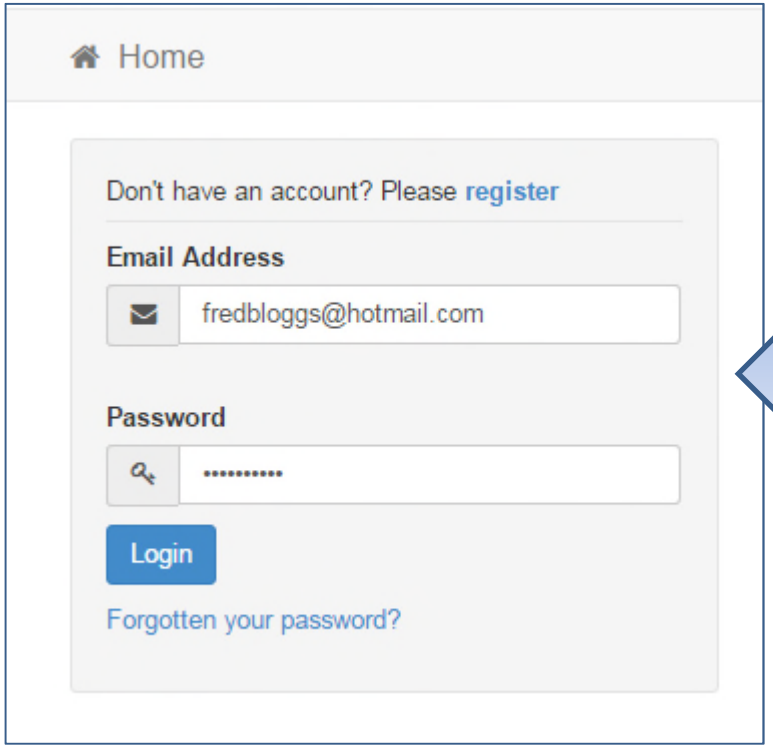
You get an Email

Click on the link

- If the email is not in your inbox, check your Junk Mail folder
- If the link is not highlighted copy and paste into your browsers URL box



Log in



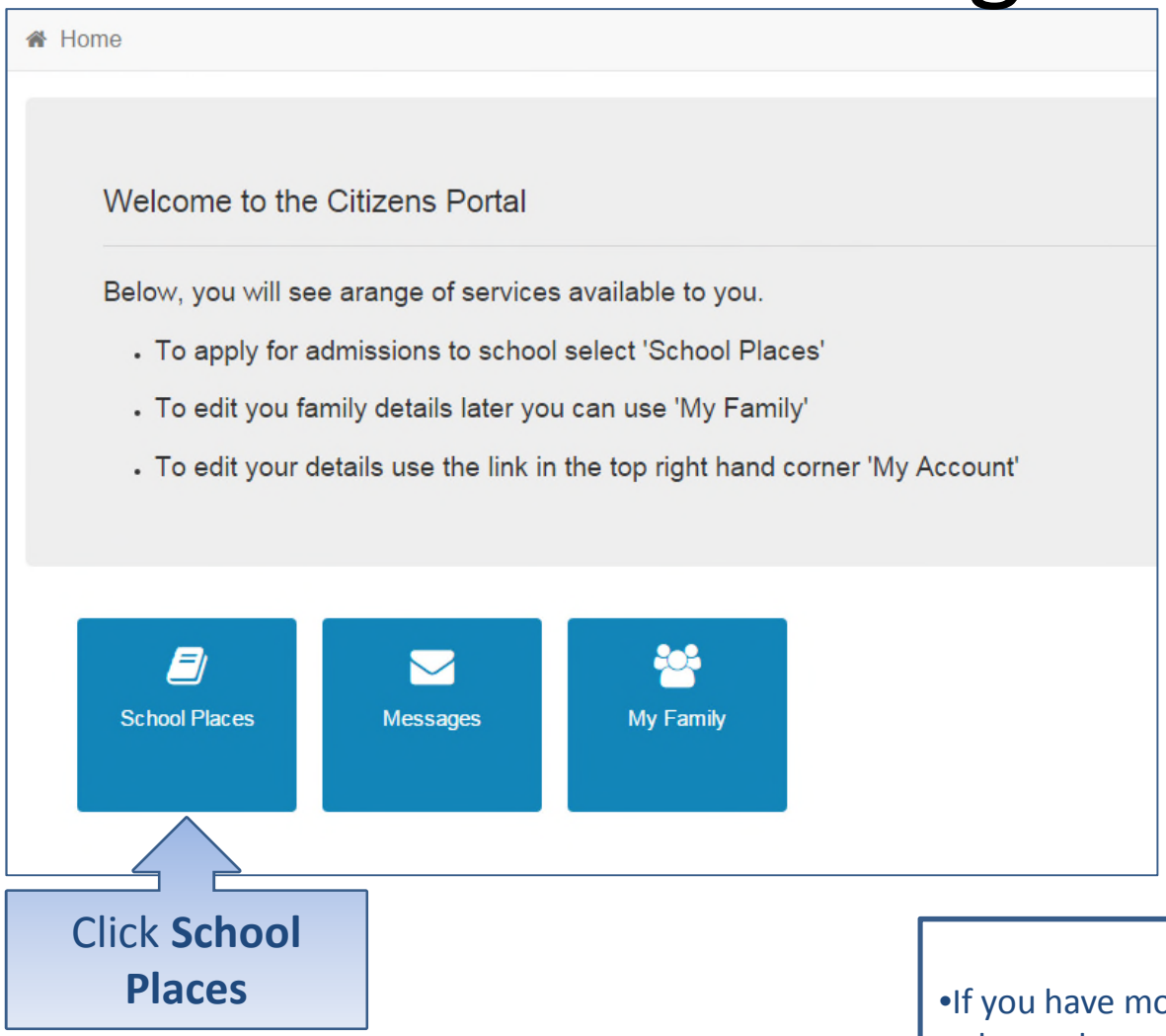
Login

Email

Password

- If you have forgotten your password follow the 'Forgotten your password?' link

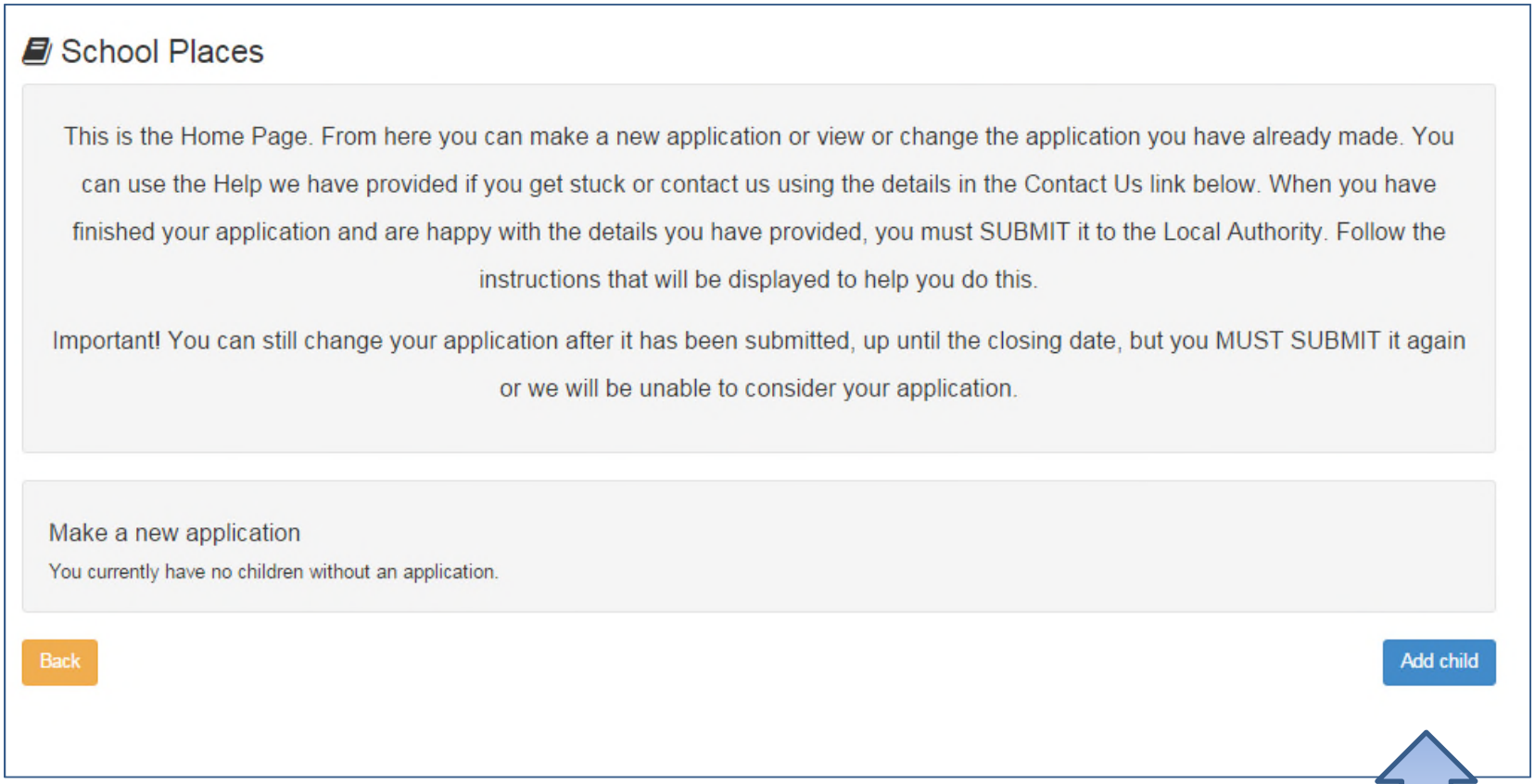
Your Home Page



Click **School Places**

•If you have more than one child you only need one account

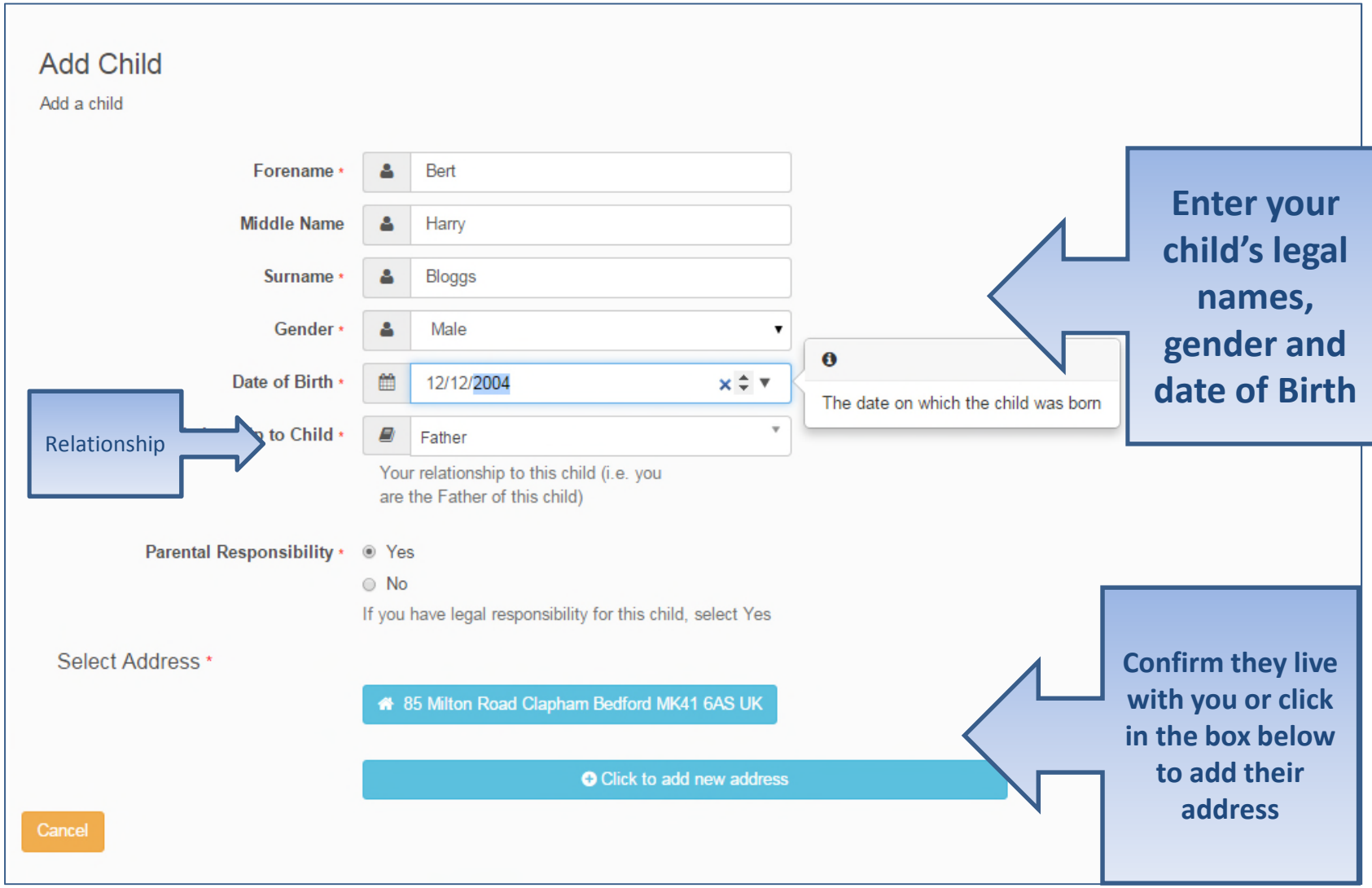
Adding an Application



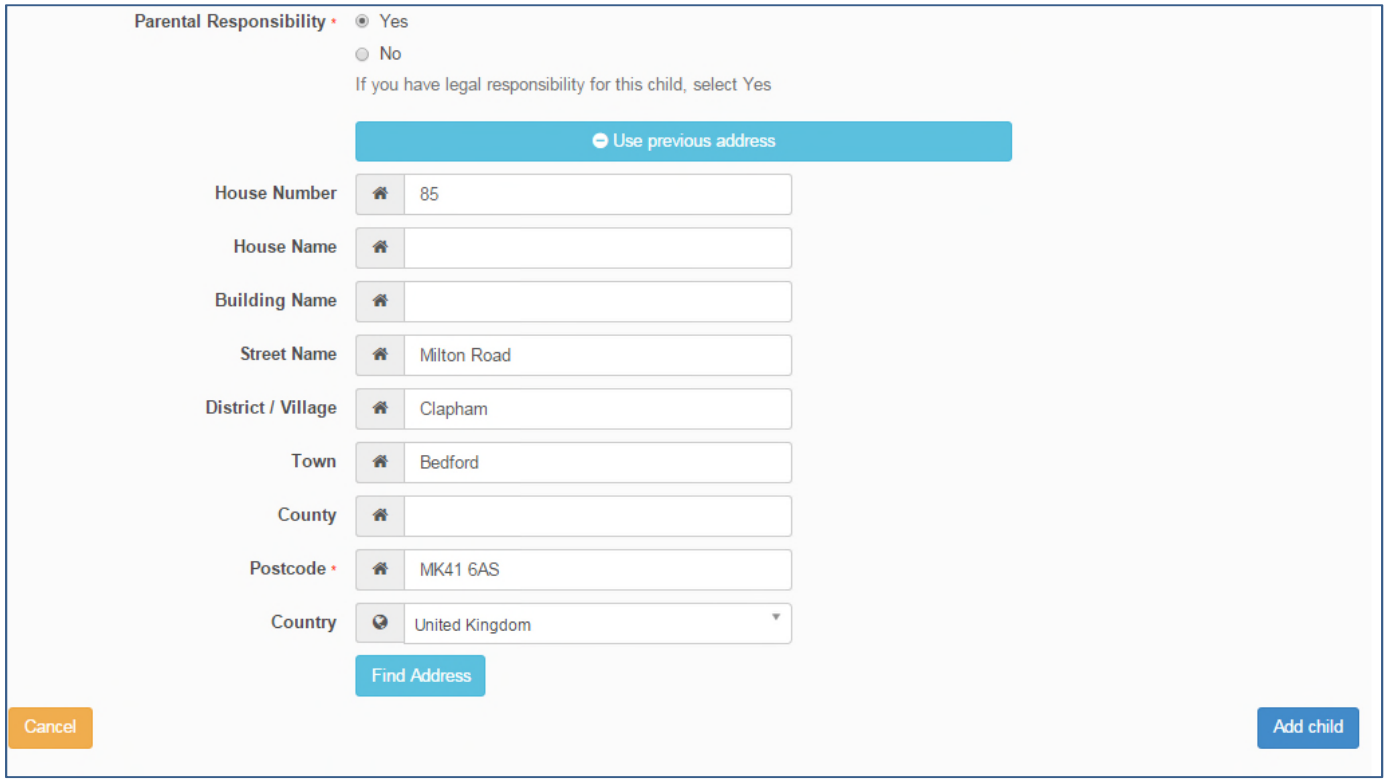
•If you already have children added via another service or My Family they will be shown here

Click **Add Child**

Add your child

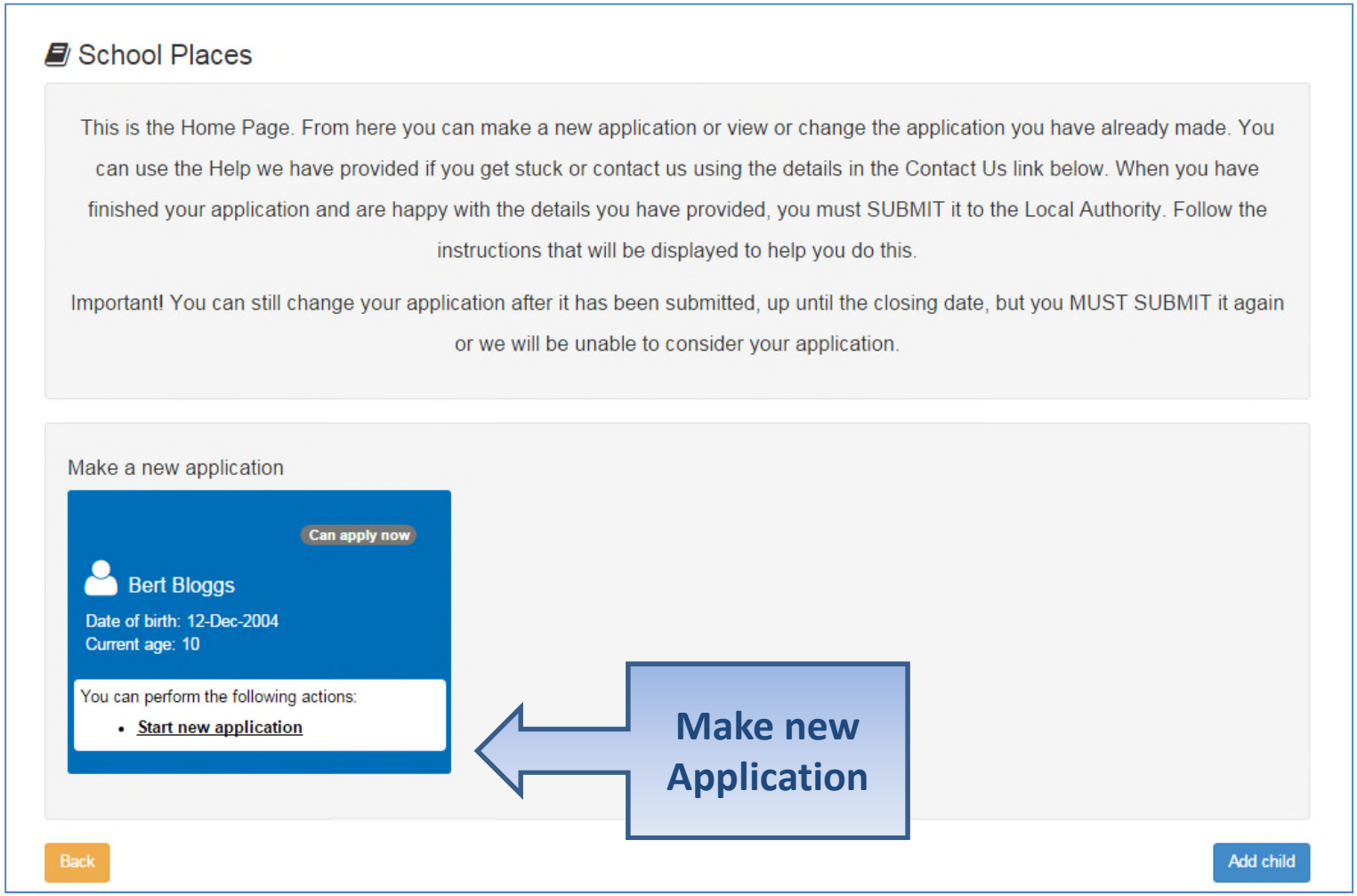


Add Child cont..

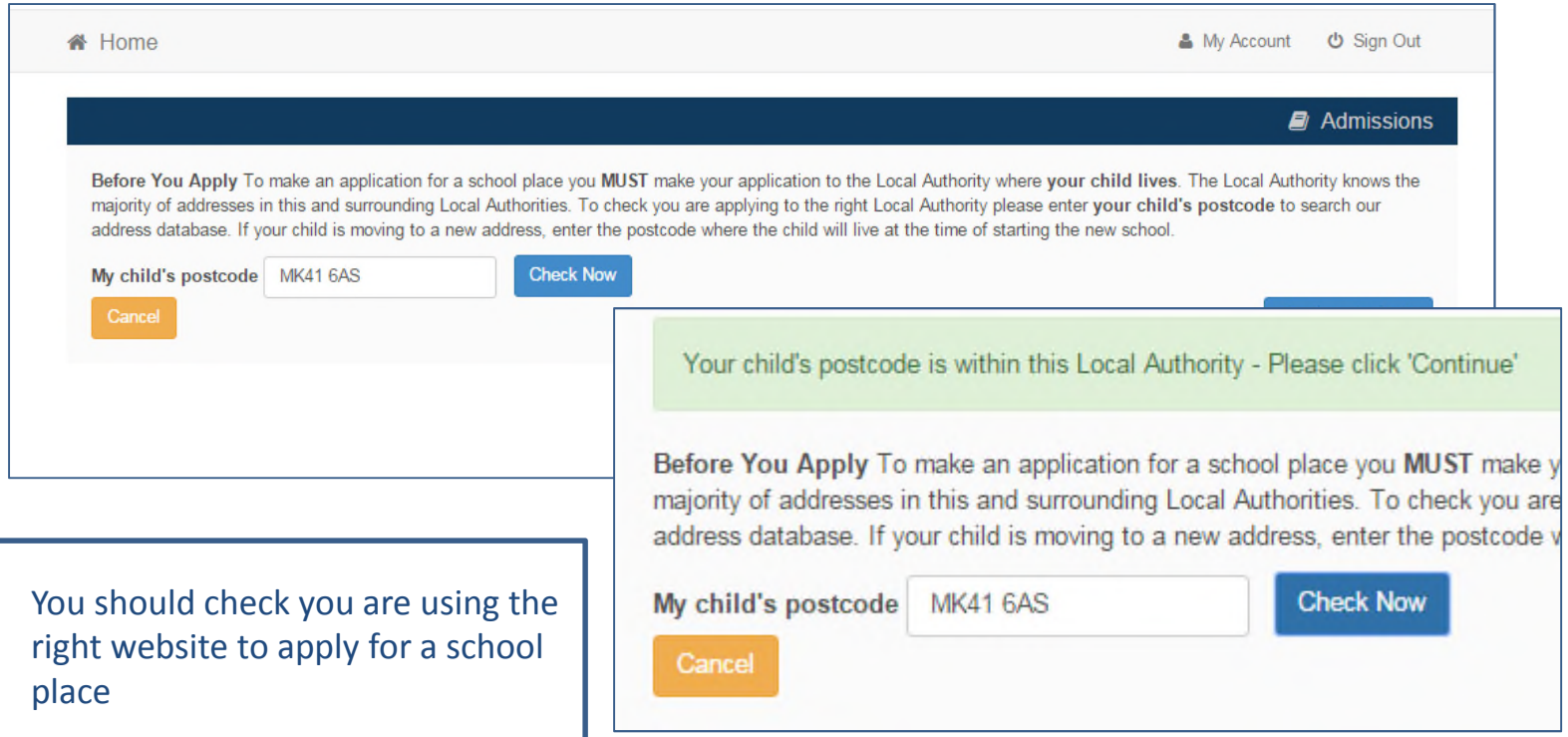


Click **Add Child**

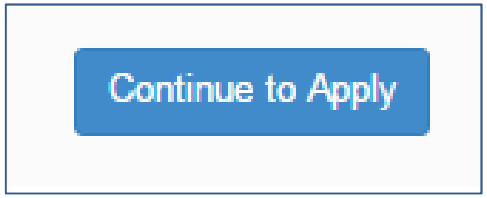
Start the application



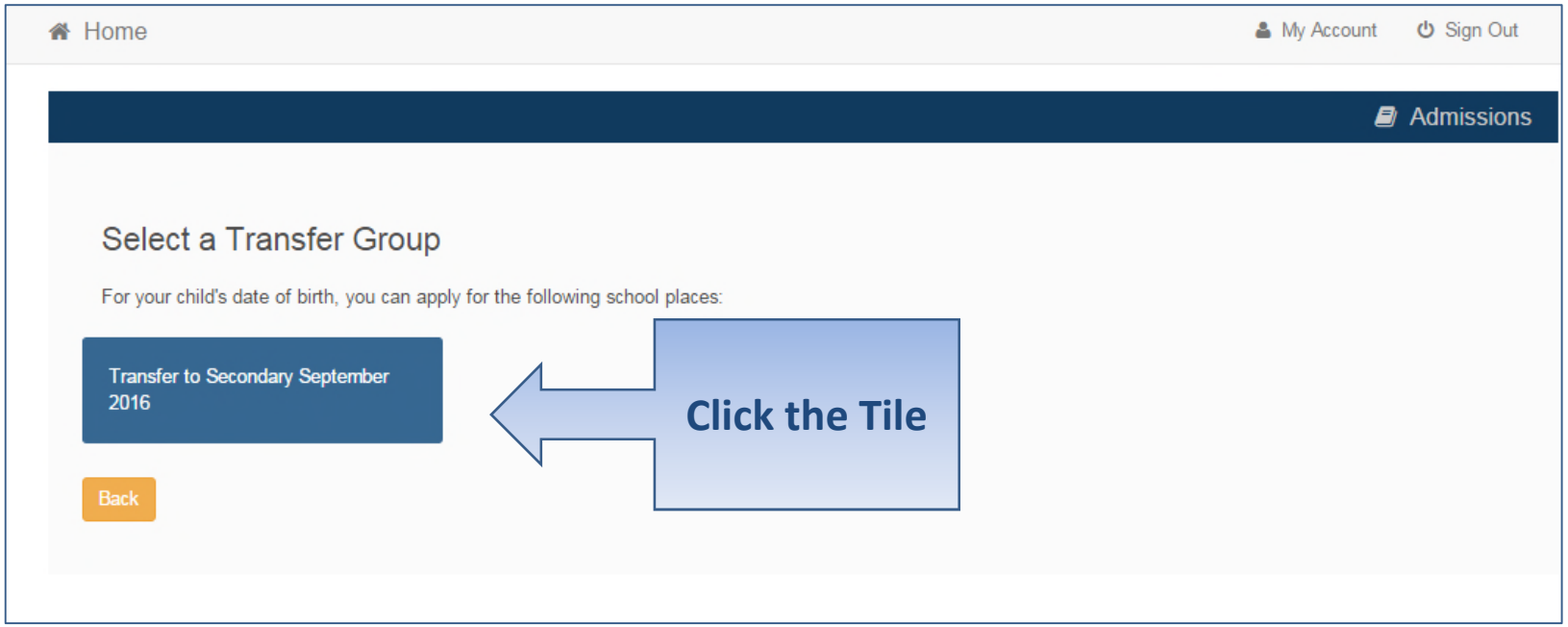
Which Local Authority do you live in?



- You should check you are using the right website to apply for a school place

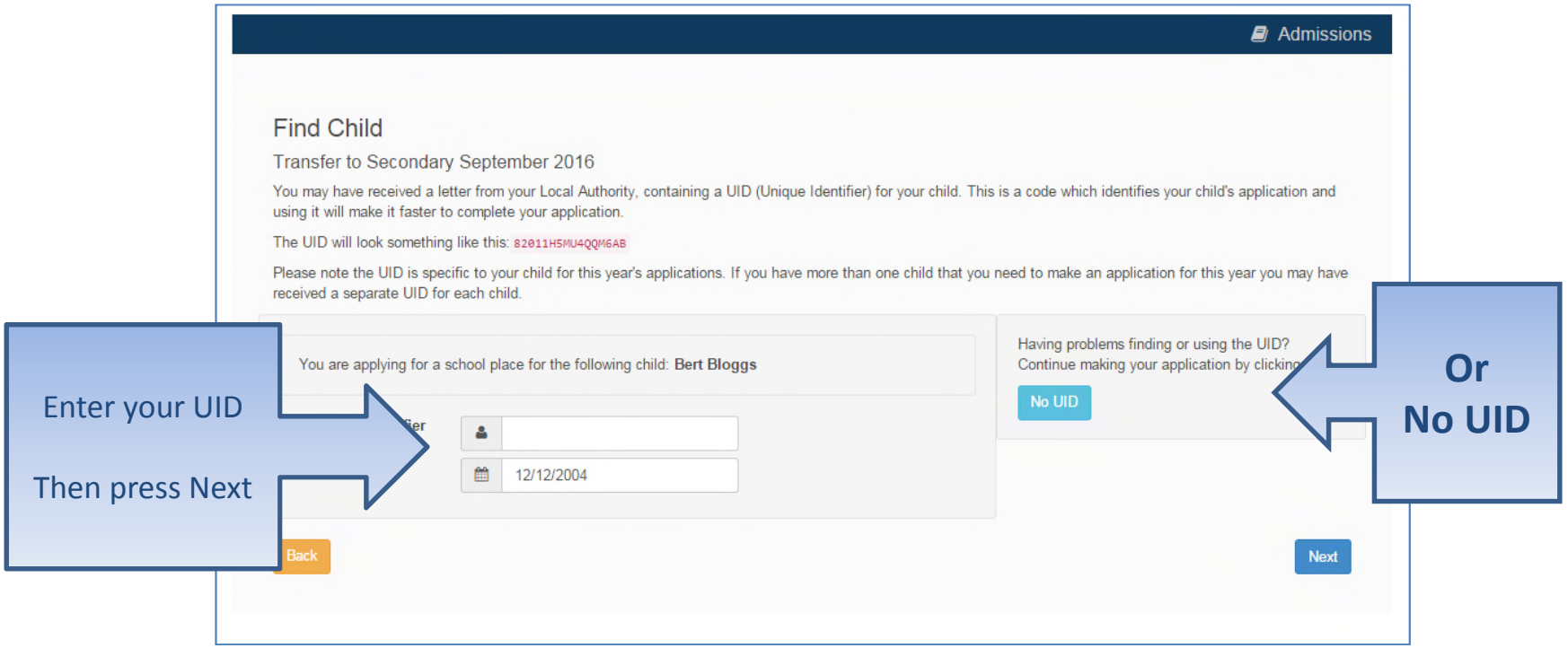


When is your child changing school?

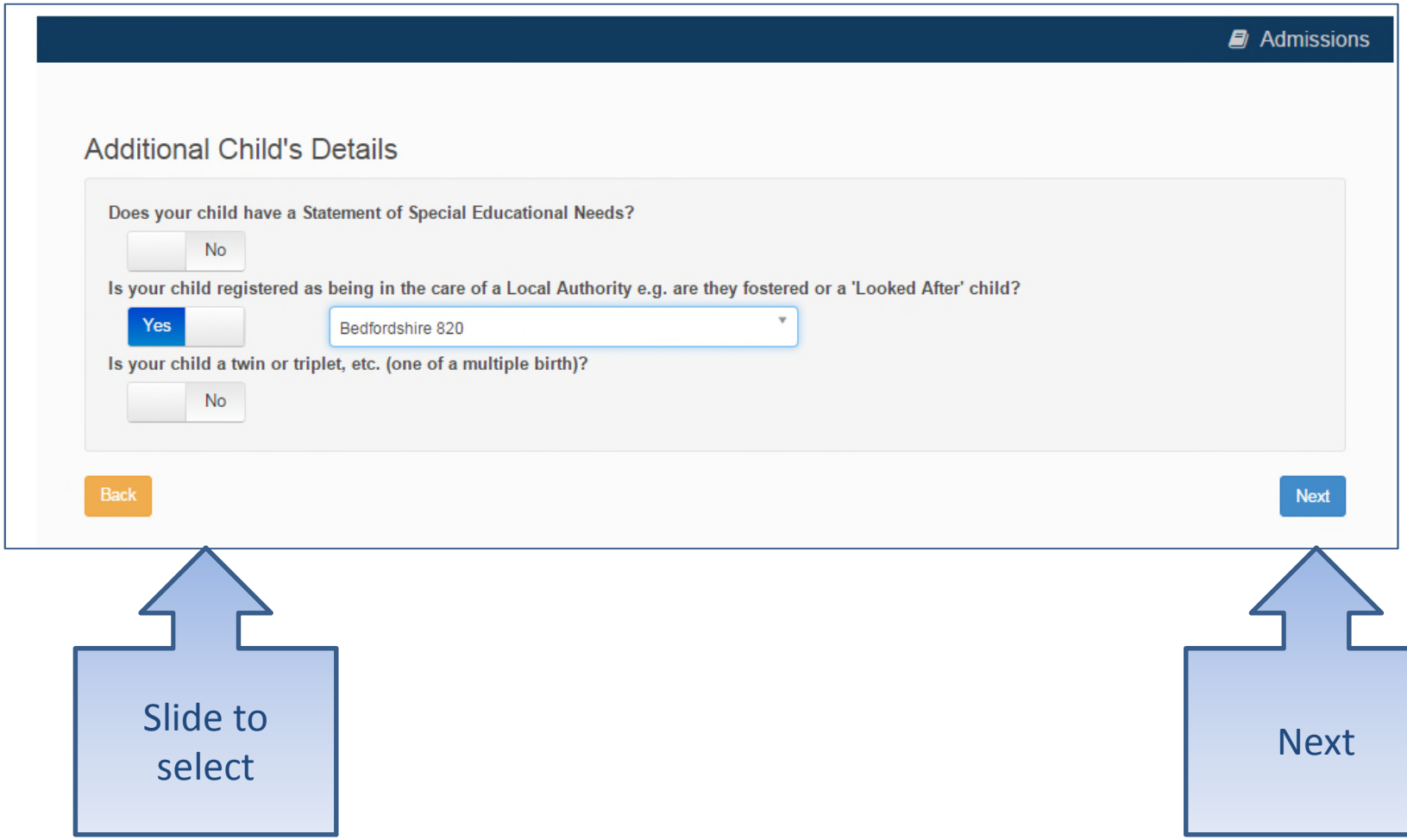


- You may see two tiles, one for First Time Admissions or for Transfer to Secondary School and one to Change School immediately. Click the relevant tile.

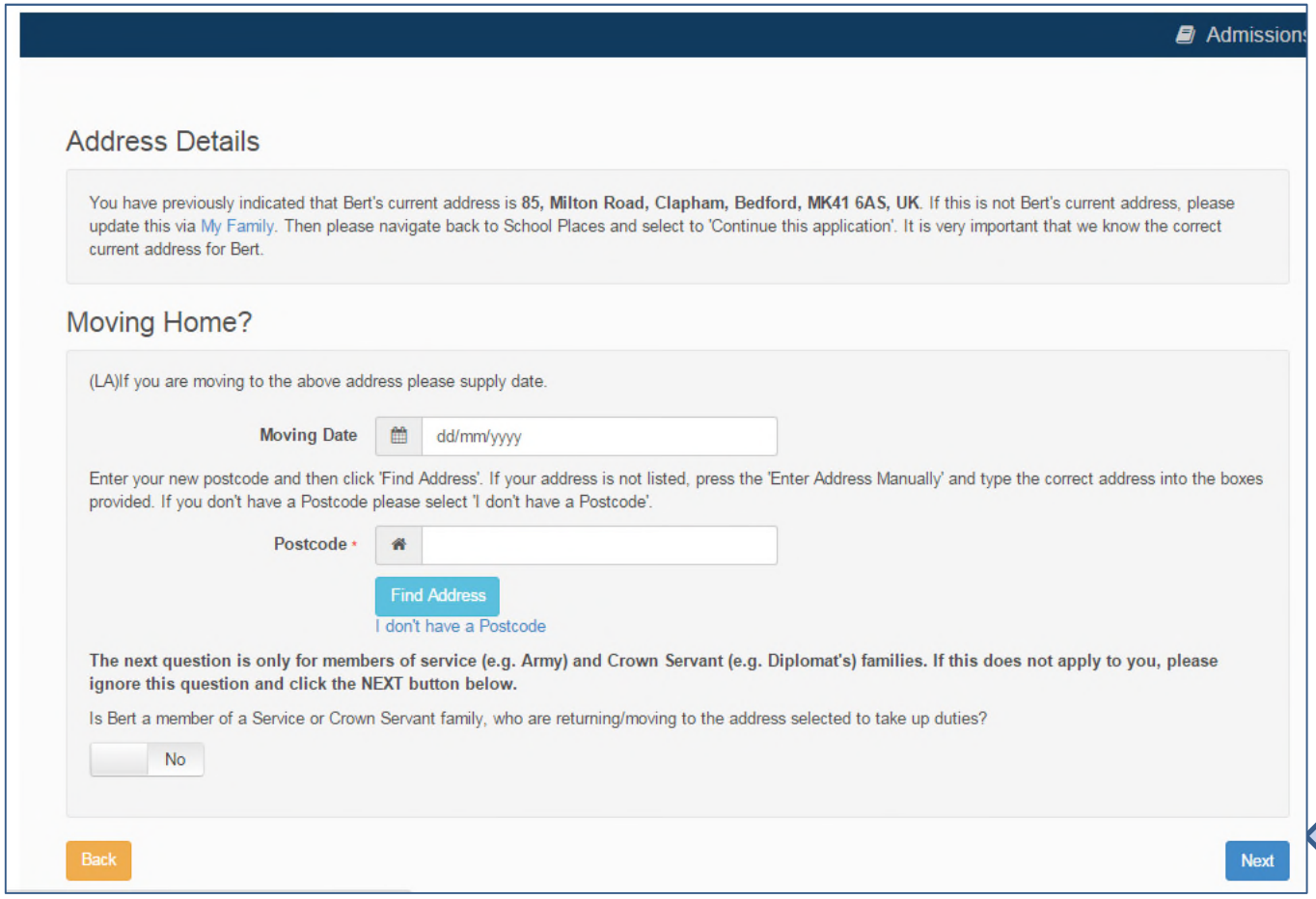
If you have a UID?

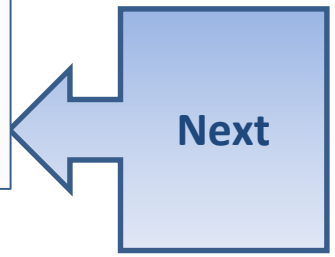


Your child's details?



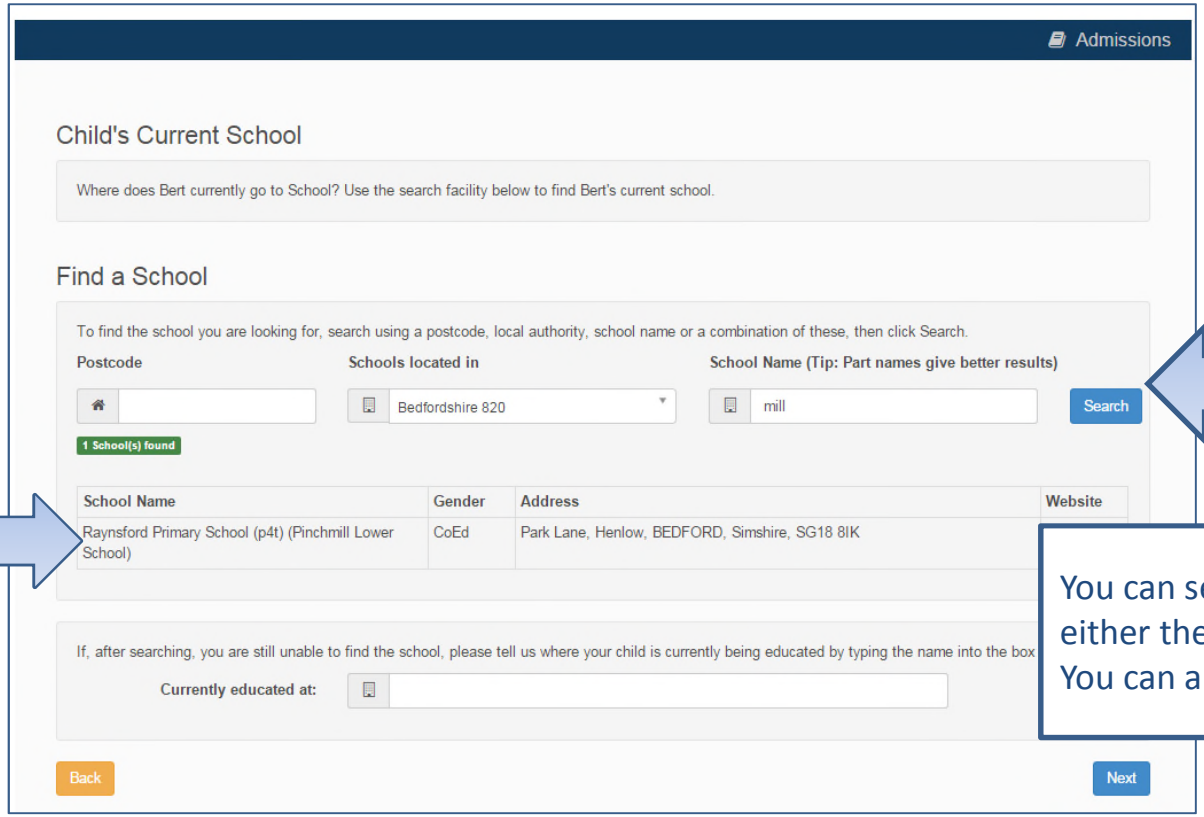
Moving Home?


Admissions
Address Details
You have previously indicated that Bert's current address is 85, Milton Road, Clapham, Bedford, MK41 6AS, UK. If this is not Bert's current address, please update this via My Family. Then please navigate back to School Places and select to 'Continue this application'. It is very important that we know the correct current address for Bert.
Moving Home?
(LA)If you are moving to the above address please supply date.
Moving Date
dd/mm/yyyy
Enter your new postcode and then click 'Find Address'. If your address is not listed, press the 'Enter Address Manually' and type the correct address into the boxes provided. If you don't have a Postcode please select 'I don't have a Postcode'.
Postcode *
Find Address
I don't have a Postcode
The next question is only for members of service (e.g. Army) and Crown Servant (e.g. Diplomat's) families. If this does not apply to you, please ignore this question and click the NEXT button below.
Is Bert a member of a Service or Crown Servant family, who are returning/moving to the address selected to take up duties?
No
Back
Next


Next

Current School

- IMPORTANT – If your child is applying for a place in Reception skip to 'Your Preferences'
- If you used a UID you will skip this page



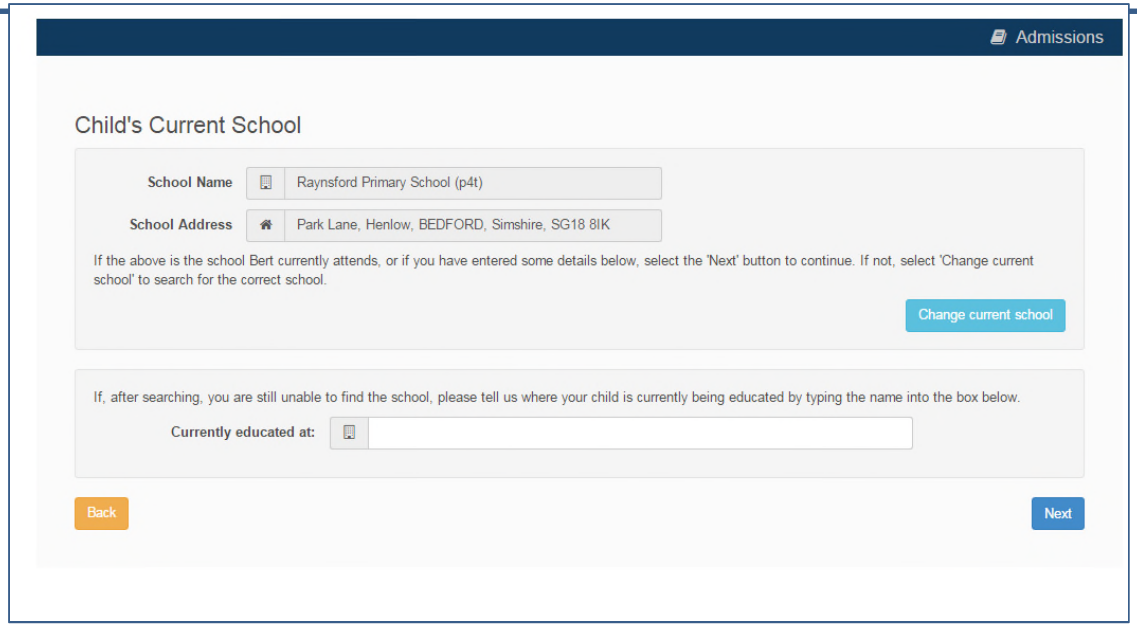
Search for your child's current school

Select

You can search for the school using either the school name or postcode. You can also filter by Local Authority.

Confirm School

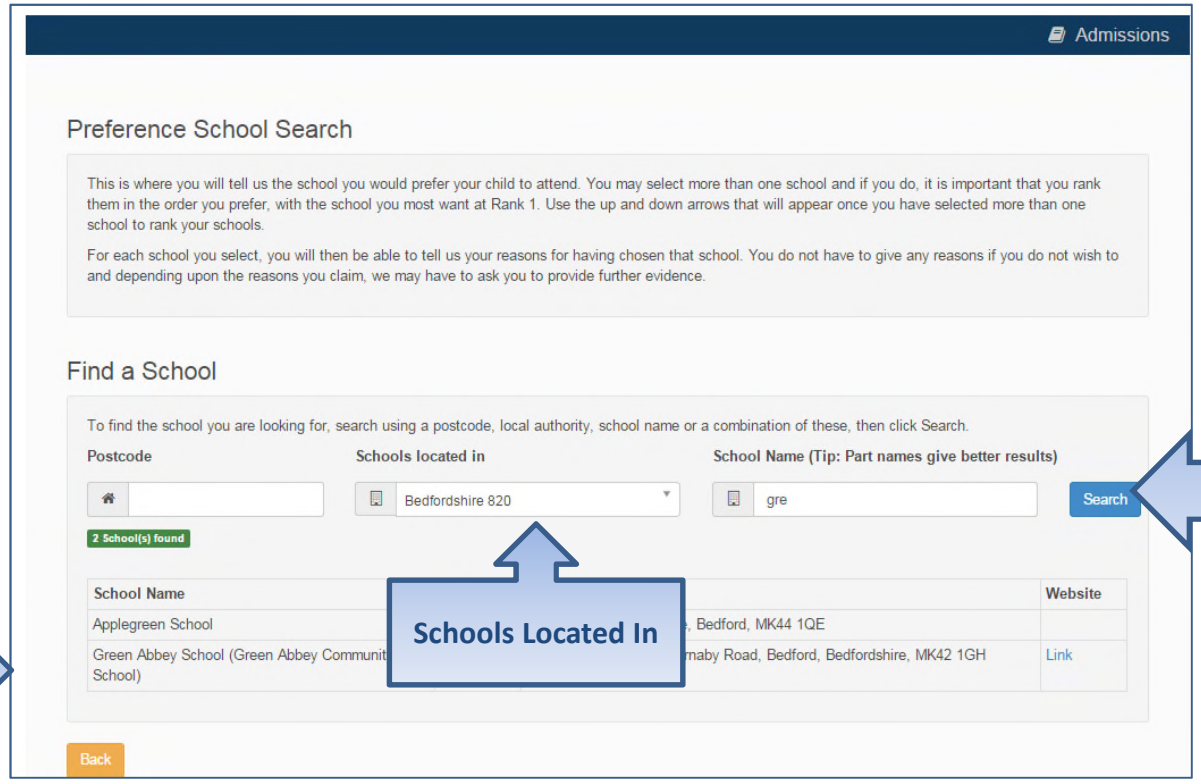
IMPORTANT – If your child is applying for a place in Reception skip to ‘Your Preferences’



Next

If your child is not in school please tell us in the box at the bottom

Your Preferences



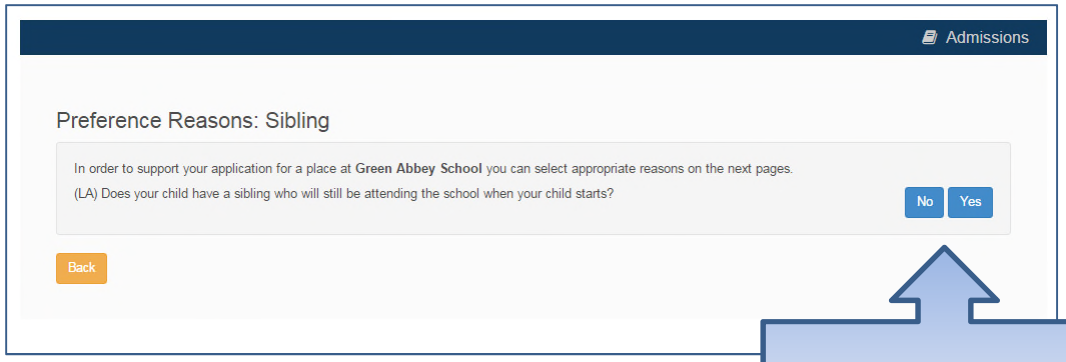
Search for your school

Schools Located In

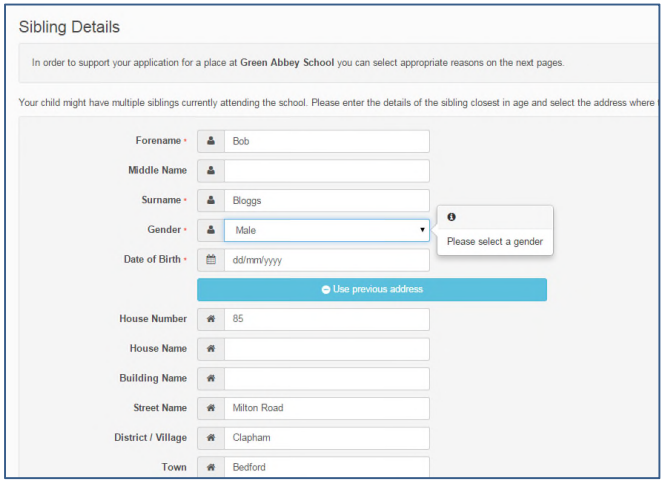
Select

If your school is not listed remove the **Postcode** and change the **Schools located in** to your local authority and enter part of the school name

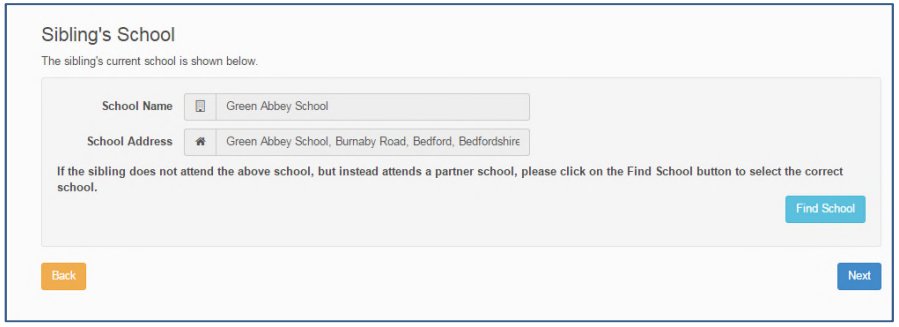
Sibling attending the school?



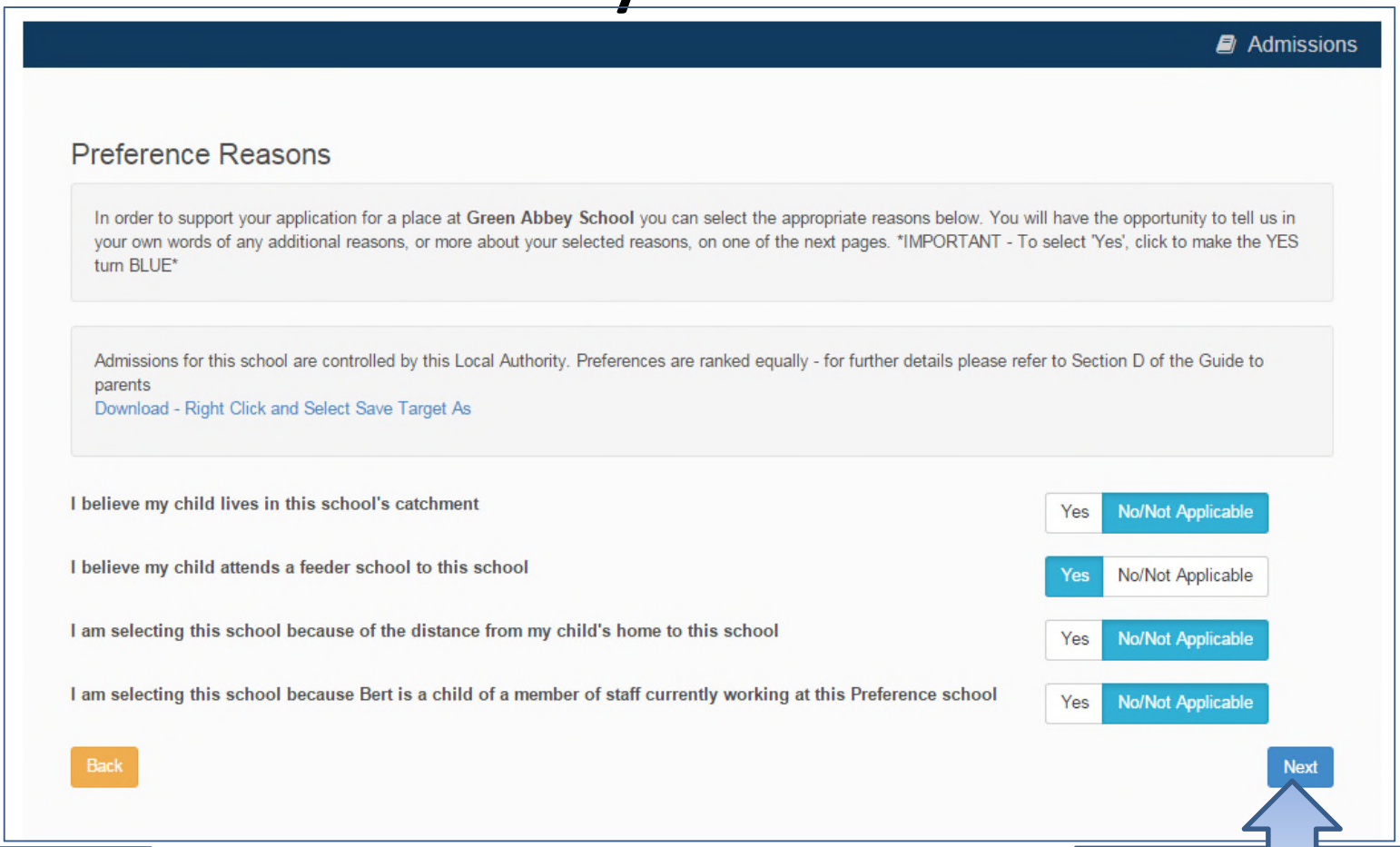
Click **No or Yes**



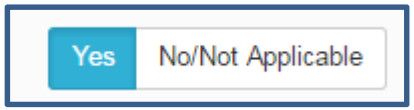
If Yes
Tell us about them



Tell us your Reasons

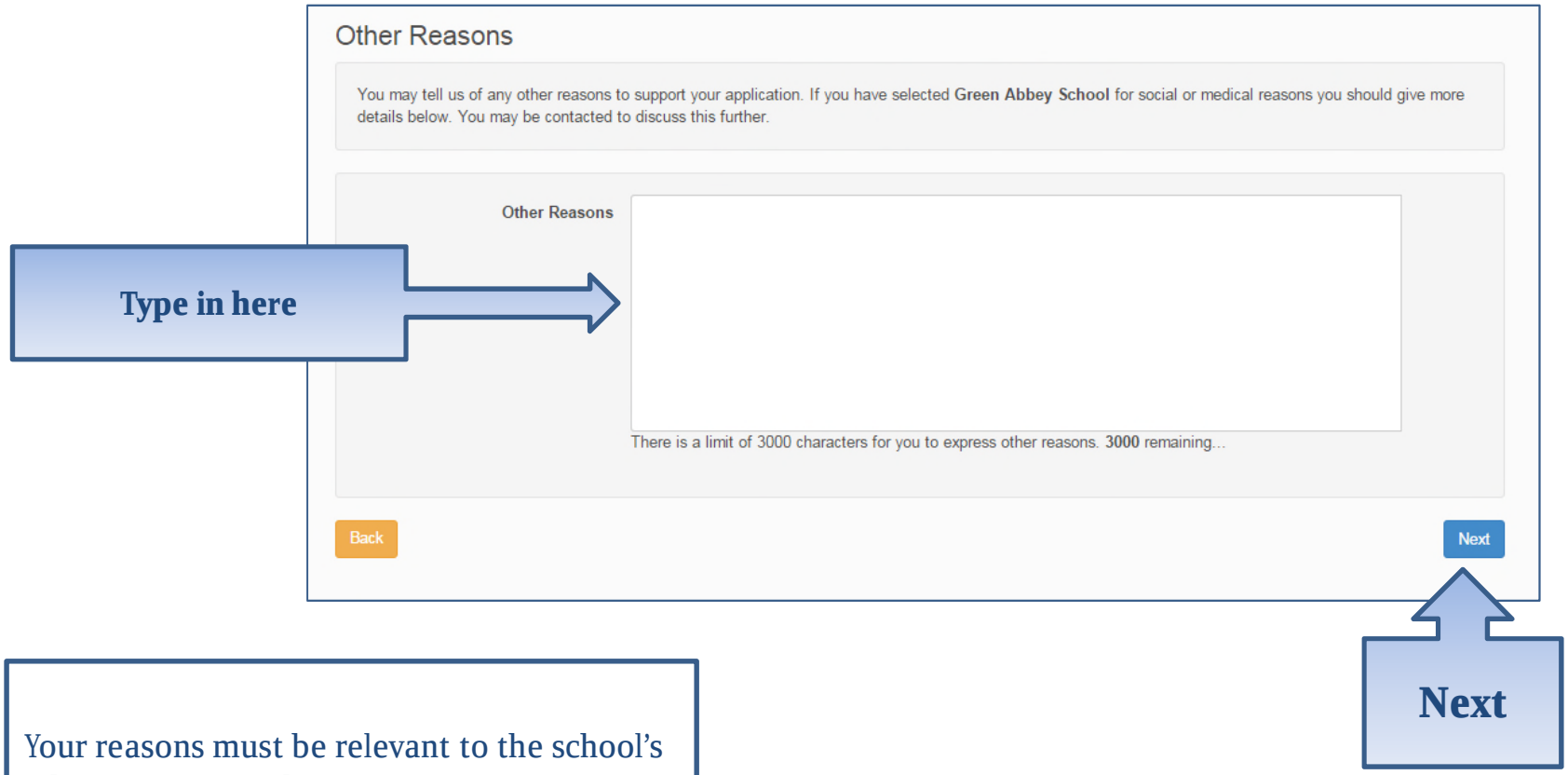


Slide to highlight Yes as Blue



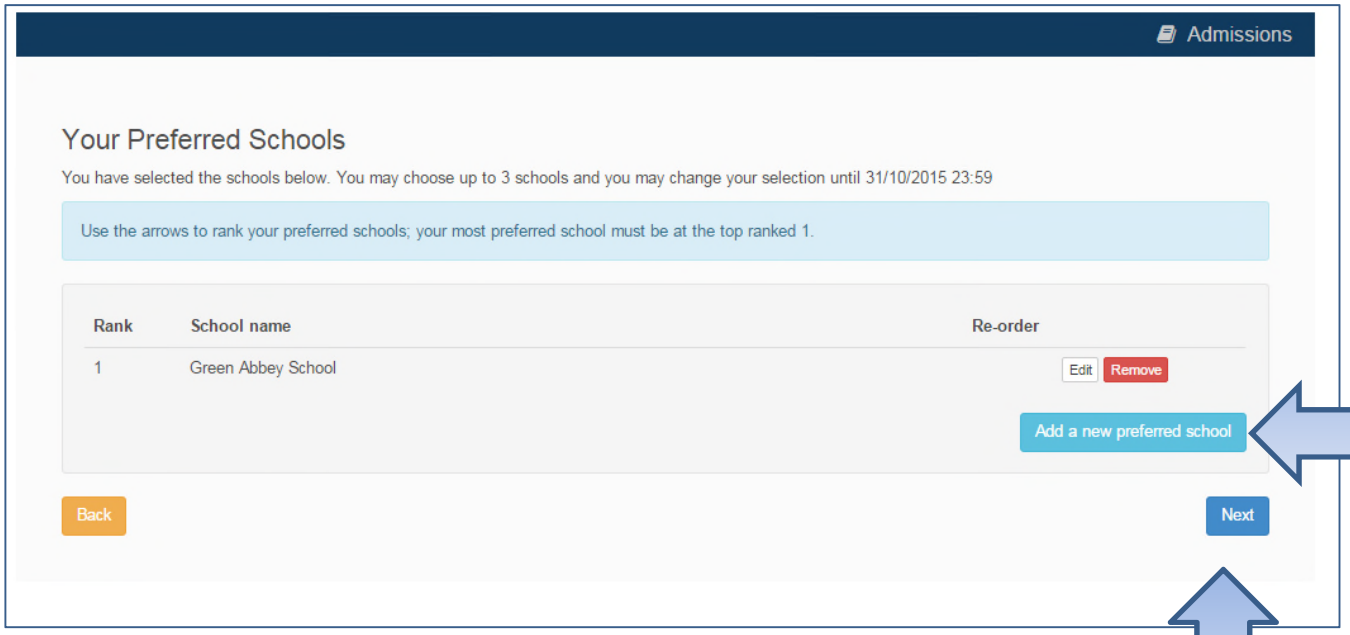
Next

Anything else we should know?



Your reasons must be relevant to the school's admissions oversubscription criteria

More Preferences

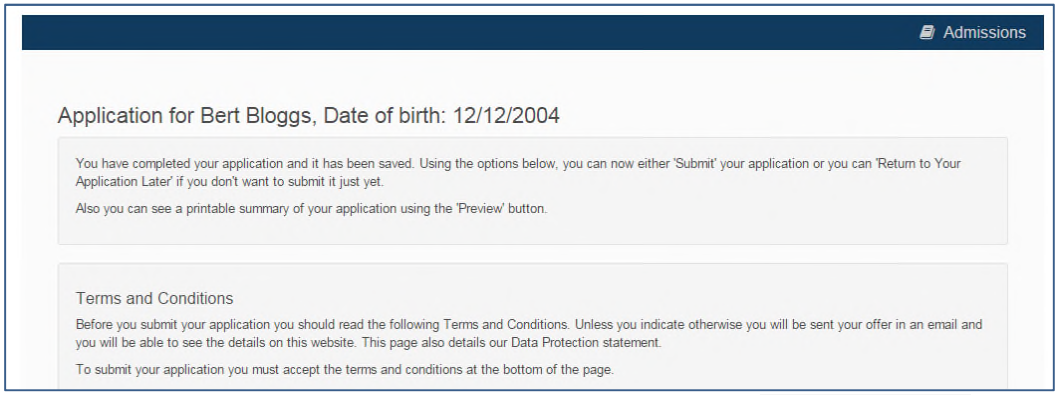


Add more preferences

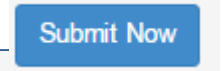
Next

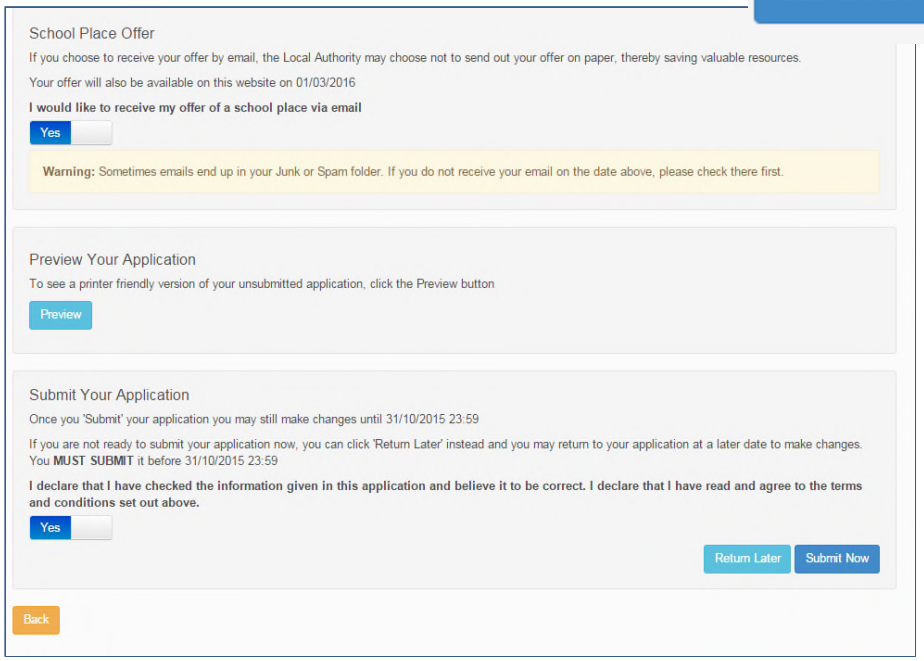
You can state a preference for up to 3 schools. We recommend you include your catchment school as one of your preferences.

Submit Application



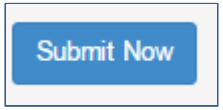
Read the Terms and Conditions





- **Offer by Email?**
- **Preview and check your application**

Finally – 'I declare' and Submit Now



What next?

Dear Mr Fred Bloggs,

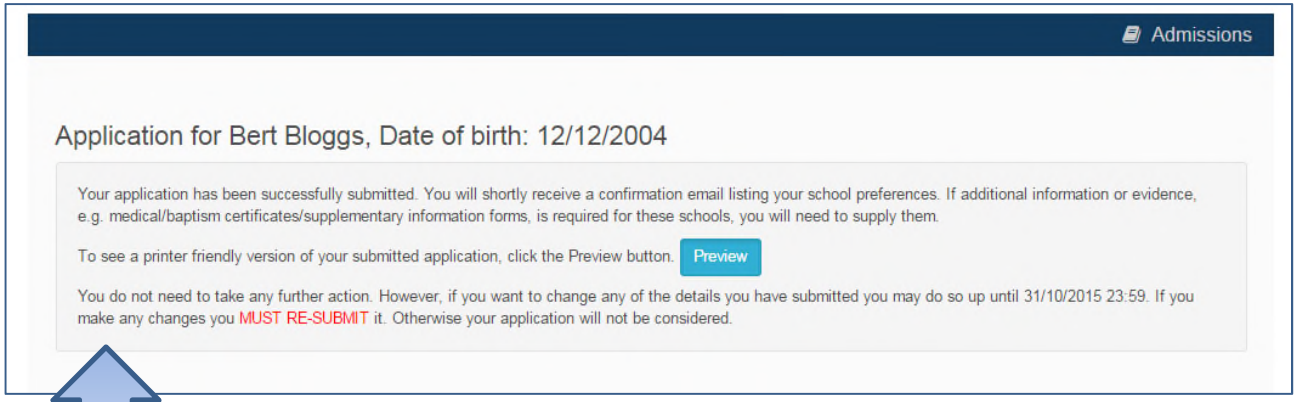
Thank you for submitting your application for a school place.

Your application has been received by the Bedfordshire 820 School Admissions Team and does not require any further action by you in order for it to be processed. However, if additional evidence or information is required for the schools you have expressed preferences for e.g. medical/baptism certificates or supplementary forms, you will need to supply them.

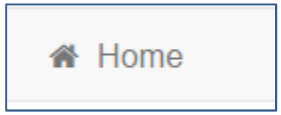
You have expressed preferences for the following schools in this order of priority:

Rank	School Name	Address
1	Green Abbey School	Green Abbey School, Burnaby Road, Bedford, Bedfordshire, MK42 1GH

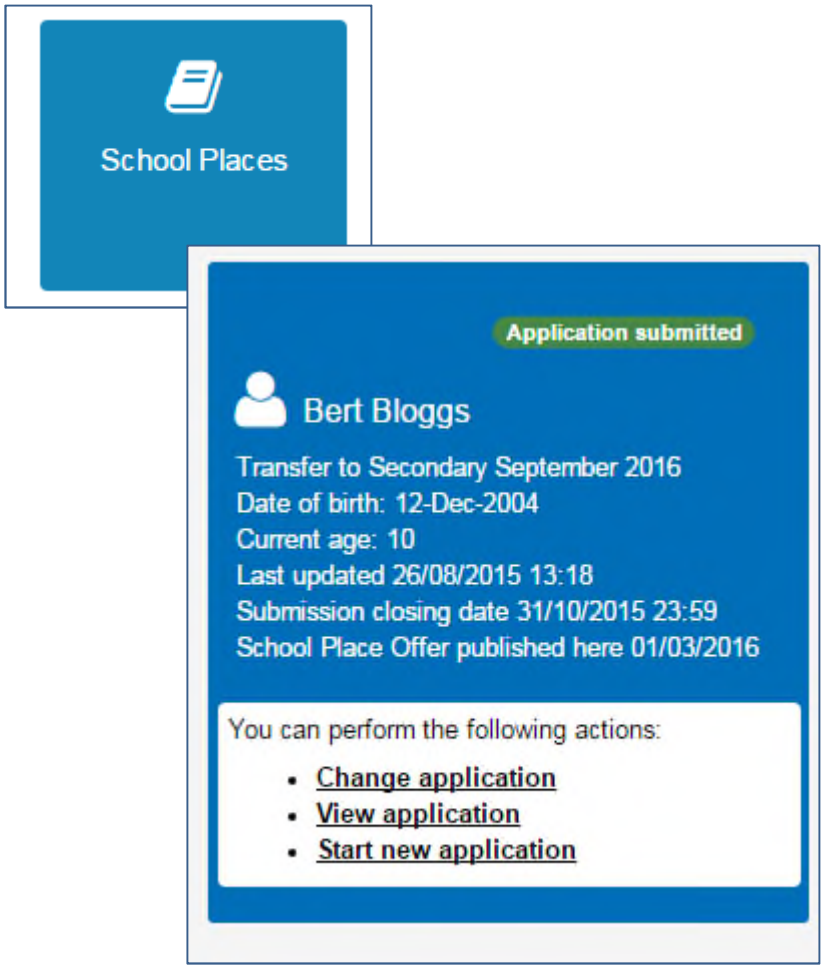
Email



Confirmation on Screen



What next?



You can return to the Citizen Portal and at any time change your application up until the closing date.

FAQ’s

- **I have filled in the online form to register but have not yet received an email**
  - It is possible that the email has been quarantined by anti-spam measures taken by your Internet Service Provider or by settings in your mail client.

    Check to make sure that, if you are an Outlook/Outlook Express user, the relevant email has not been misidentified as "junk" and deposited in the Junk folder. If the email has definitely not been delivered to you then contact your ISP to see whether the email can be tracked and its fate discovered.

    The service providers who suffer most from the problem of incorrectly identifying key emails as spam have proved to be aol.com, hotmail.com, hotmail.co.uk, yahoo.co.uk, yahoo.com and btinternet.com
- **I have forgotten my password**
  - Visit the home/log in page, click on the link "Forgotten your password?" and enter your username.

    A new email will be generated and sent to your registered email address with a link to reset the password details**.**

FAQ’s

- **What if I change my email address?**
  - Log in with your old address and select ‘My Account’
- **I am unable to find my address on the dropdown address list**
  - Just enter your address into the address boxes

FAQ’s

- **Can I use the same account to make more than one application (e.g. applications for twins or siblings in different year groups)**
  - You are able to apply for twins, triplets etc. using the online admissions system but MUST ensure that you submit a separate application for each child.