

30 hours free childcare entitlement for eligible 3 & 4 year olds from September 2017

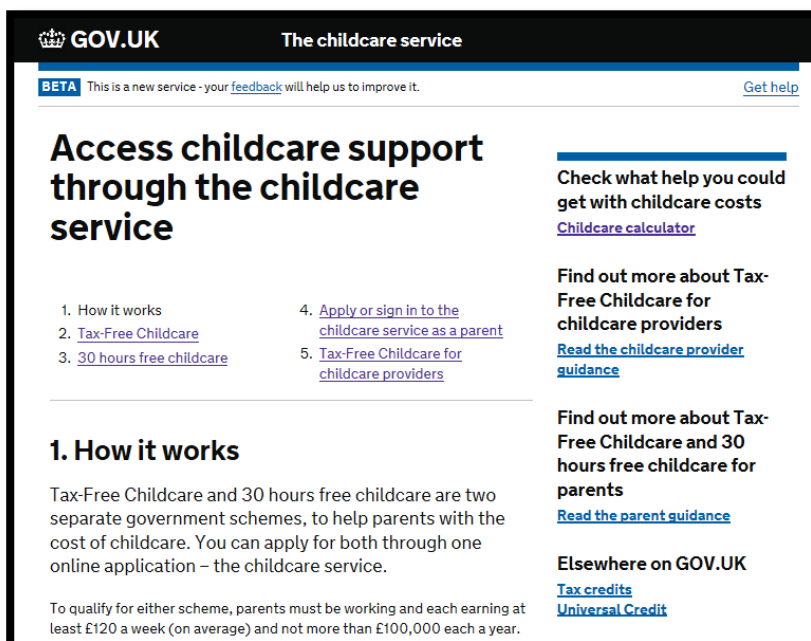
How to find your 30 hours code if you have already applied

After successfully applying online for 30 hours free childcare, some parents have found it difficult to locate the 11 digit code they will need to give to their provider to claim their childcare entitlement.

Here is a step-by-step guide to show you how to find it again:

Step 1

Click on this link to open the website - <https://childcare-support.tax.service.gov.uk/>



The screenshot shows the GOV.UK website page titled "The childcare service". At the top, there is a "BETA" notice and a "Get help" link. The main heading is "Access childcare support through the childcare service". Below this is a list of five numbered items: 1. How it works, 2. Tax-Free Childcare, 3. 30 hours free childcare, 4. Apply or sign in to the childcare service as a parent, and 5. Tax-Free Childcare for childcare providers. The "1. How it works" section is expanded, explaining that Tax-Free Childcare and 30 hours free childcare are two separate government schemes. To the right, there are three sections: "Check what help you could get with childcare costs" with a link to "Childcare calculator", "Find out more about Tax-Free Childcare for childcare providers" with a link to "Read the childcare provider guidance", and "Find out more about Tax-Free Childcare and 30 hours free childcare for parents" with a link to "Read the parent guidance". At the bottom right, there is a section "Elsewhere on GOV.UK" with links to "Tax credits" and "Universal Credit".

Step 2

Click on number “[4. Apply or sign in to the childcare service as a parent](#)”



GOV.UK The childcare service

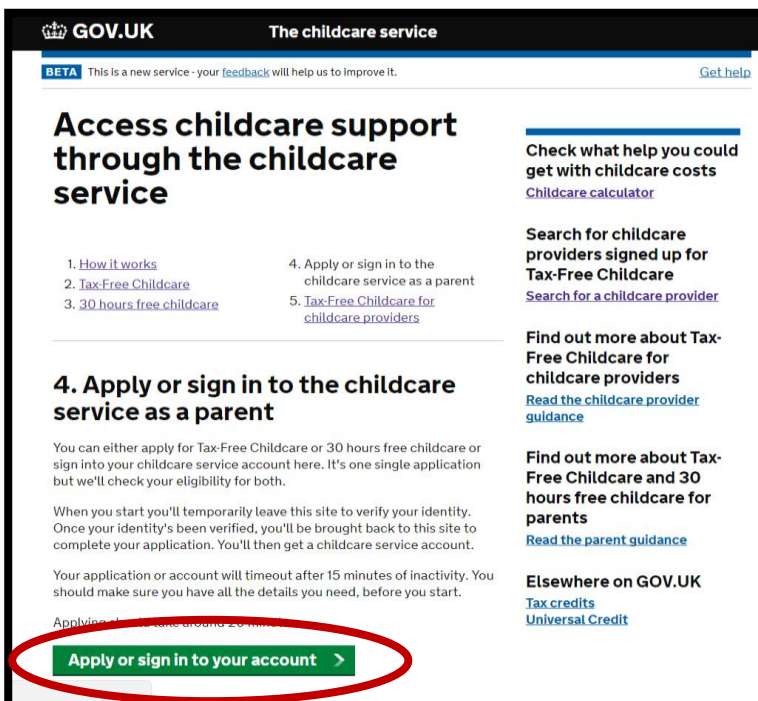
BETA This is a new service - your [feedback](#) will help us to improve it.

Access childcare support through the childcare service

- [1. How it works](#)
- [2. Tax-Free Childcare](#)
- [3. 30 hours free childcare](#)
- [4. Apply or sign in to the childcare service as a parent](#)**
- [5. Tax-Free Childcare for childcare providers](#)

Step 3

Click on the green button at the bottom of the screen labelled ‘Apply or sign in to your account’ (as shown below)



GOV.UK The childcare service

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Access childcare support through the childcare service

- [1. How it works](#)
- [2. Tax-Free Childcare](#)
- [3. 30 hours free childcare](#)
- [4. Apply or sign in to the childcare service as a parent](#)**
- [5. Tax-Free Childcare for childcare providers](#)

4. Apply or sign in to the childcare service as a parent

You can either apply for Tax-Free Childcare or 30 hours free childcare or sign into your childcare service account here. It's one single application but we'll check your eligibility for both.

When you start you'll temporarily leave this site to verify your identity. Once your identity's been verified, you'll be brought back to this site to complete your application. You'll then get a childcare service account.

Your application or account will timeout after 15 minutes of inactivity. You should make sure you have all the details you need, before you start.

Applying to childcare around 20 minutes

Apply or sign in to your account >

Check what help you could get with childcare costs
[Childcare calculator](#)

Search for childcare providers signed up for Tax-Free Childcare
[Search for a childcare provider](#)

Find out more about Tax-Free Childcare for childcare providers
[Read the childcare provider guidance](#)

Find out more about Tax-Free Childcare and 30 hours free childcare for parents
[Read the parent guidance](#)

Elsewhere on GOV.UK
[Tax credits](#)
[Universal Credit](#)

Step 4

Click 'NO' to the question about being 'part of a trial' and then click the green button labelled 'Continue'.



GOV.UK The childcare service

BETA This is a new service - your [feedback](#) will help us to improve it.

Were you invited to use this service as part of the trial?

Yes No

[Continue](#)

[Back](#)

Step 5

Enter your youngest child's date of birth and then click the green button labelled 'Continue'.



GOV.UK The childcare service

BETA This is a new service - your [feedback](#) will help us to improve it.

Enter the date of birth of your youngest child


Date of birth
For example, 24 04 1997

Day Month Year

[Continue](#)

Step 6

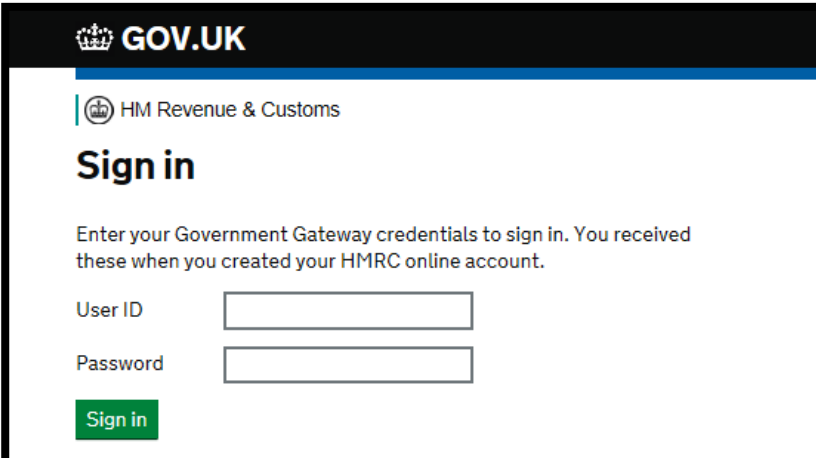
Click on the green button labelled 'Start Now'



The screenshot shows the 'The childcare service' page on GOV.UK. At the top left is the GOV.UK logo. To its right is the text 'The childcare service'. Below this is a blue banner with the word 'BETA' in white, followed by the text 'This is a new service - your [feedback](#) will help us to improve it.' The main heading is 'Government Gateway: sign in or set up'. Below the heading is the text 'To access this service for the first time you'll need:' followed by a bulleted list: '• a Government Gateway account - if you don't already have one, you can set one up by using this service', '• your National Insurance number', '• access to a mobile phone or landline', and '• details of one or more of the following - your UK Passport, tax credits, P60 or a recent payslip'. Below the list is the text 'It will take about 5 minutes to set up.' and 'If you already have a Government Gateway account you can sign in using your existing login details.' At the bottom left, a green button with the text 'Start Now' is circled in red.

Step 7

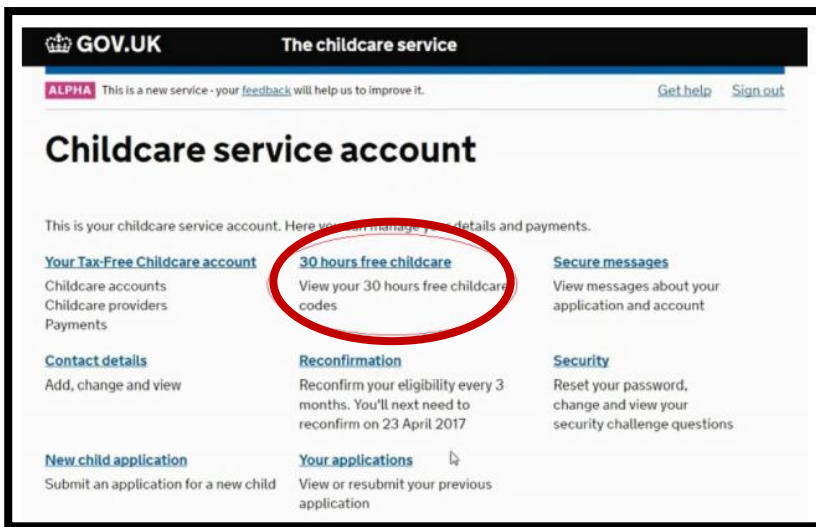
Enter your Government Gateway User ID and Password and then click the green button labelled 'Sign in'



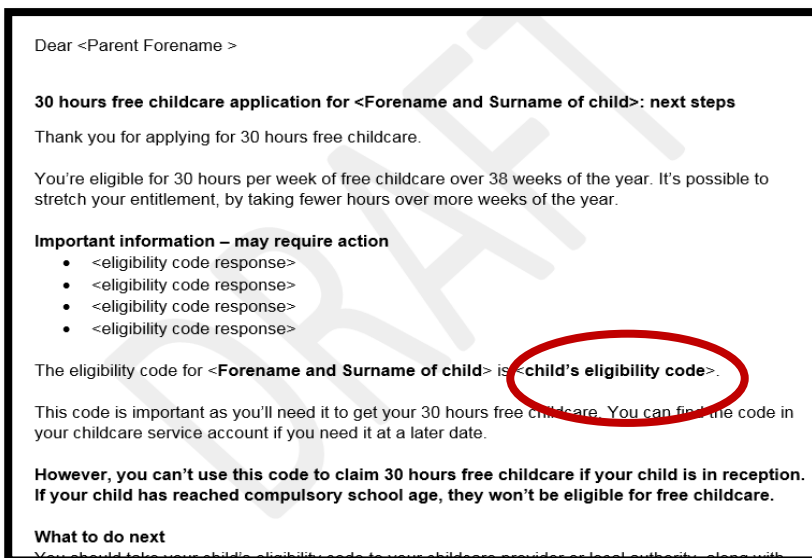
The screenshot shows the 'Sign in' page on GOV.UK. At the top left is the GOV.UK logo. To its right is the text 'HM Revenue & Customs'. Below this is the heading 'Sign in'. Below the heading is the text 'Enter your Government Gateway credentials to sign in. You received these when you created your HMRC online account.' Below this text are two input fields: 'User ID' and 'Password'. Below the input fields is a green button with the text 'Sign in'.

Step 8

Your childcare account will now be displayed. Click '30 hours free childcare' to see your 11 digit code, which usually starts with '5000...'



Or you can click on 'Secure messages' where you will see a message that looks like this (this would be populated with your information).



Please note that a small number of parents will have been issued with a temporary code which starts "11..." These will only have been issued over the phone by HMRC and parents will have received a letter containing this from HMRC too.

If you are still struggling to access your account, please contact HMRC's call centre on **0300 123 4097**.