

# Early Learning for Two Year Olds

## Family Portal

## How to apply online

Using the Family Portal to make an application

To start your online application, visit our website:

[https://emsonline.sunderland.gov.uk/CitizenPortal\\_LIVE/](https://emsonline.sunderland.gov.uk/CitizenPortal_LIVE/)

This document has been created to help guide you through completing an online application for Two Year Old Funding via the Family Portal.

Through the portal you can make applications for Two Year Old Funding and Free School Meals.

To make an online application you will need a valid email address to complete the registration process and to receive confirmation of your application.

If you have any difficulties making an application please contact us by telephone: (0191) 561 3126 or email: [fis@togetherforchildren.org.uk](mailto:fis@togetherforchildren.org.uk) or use the contact us link on the Family Portal.

## How to qualify for free two year old early learning places

To be eligible under the Benefits Based criteria **you** must be in receipt of one of the benefits listed below:

- Universal Credit
- Income Support
- Income based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Guarantee element of Pension Credit
- Support under part VI of the Immigration and Asylum Act 1999
- Child Tax Credit and/or Working Tax Credit and have an annual income, as assessed by the Inland Revenue that does not exceed £16,190 or

To be eligible under Other Criteria **your child** must:

- Be looked after by the Local Authority
- Have left care through a Special Guardianship, Residence Order or a Child Arrangement Order
- Be in receipt of Disability Living Allowance
- Have a Statement of SEN or an Education, Health and Care Plan
- Have no recourse to public funds

## How do I apply for a free two year old early education place?

You can apply online via the Families Portal using the following link:

[https://emsonline.sunderland.gov.uk/CitizenPortal\\_LIVE/](https://emsonline.sunderland.gov.uk/CitizenPortal_LIVE/)

The screenshot shows the 'Family Portal' interface. At the top left is the logo 'together for children SUNDERLAND'. The main heading is 'Family Portal'. Below this is a navigation bar with 'Home', 'Login', 'Register', and 'English/Cymraeg'. The main content area is split into two columns. The left column contains a login form with fields for 'Email Address' (containing 'aperson@gmail.com') and 'Password', a 'Login' button, and a link for 'Forgotten your password?'. The right column contains a welcome message: 'Welcome to the Sunderland City Council Family Portal'. It lists services available: 'Free School Meals' and 'Two Year Old Funding'. It also provides instructions for users who have recently used the service and for new users, and lists supported browsers: Internet Explorer 10, Internet Explorer 11, Mozilla Firefox (latest version), and Google Chrome (latest version).

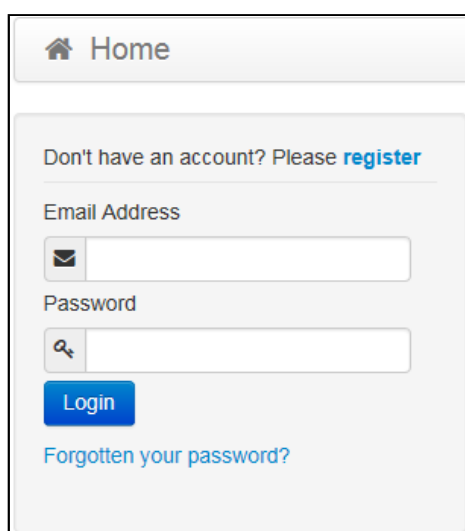
We will then check your eligibility and let you know whether you qualify for a Free 2 Year Old Early Learning place.

### Setting up your account on the Family Portal

You will need to register with a valid email address to use the Family Portal. You need only do this once, as when you have set-up your account you will be able to use your email address and password to log-in to the account again.

### Logging-in with a Family Portal account

If you have previously registered with our Family Portal enter the email address you used to register and your password and click **Login**.



The image shows a screenshot of a web page titled "Home" with a house icon. Below the title is a login form. At the top of the form, it says "Don't have an account? Please [register](#)". Below this are two input fields: "Email Address" with an envelope icon and "Password" with a key icon. A blue "Login" button is positioned below the password field. At the bottom of the form, there is a link that says "Forgotten your password?".

### New user of the Families Portal

If you are new to the Family Portal website and creating an account for the first time or need to re-register with a new email address please click **Register** where it says **Don't have an account? Please Register**. This will open the **Registration** screen. You will need to complete your details for all boxes marked with an \*

The screenshot shows a registration form with the following fields:

- Email Address:** Contains 'aperson@gmail.com'. A callout points to this field with the text 'Email Address'.
- Confirm Email:** Contains 'aperson@gmail.com'.
- Password:** An empty field with a search icon. A callout points to this field with the text 'Answer to your question in case you forget your password'.
- Confirm Password:** An empty field with a search icon.
- Secret Question:** A dropdown menu showing '1: Town of Your Birth'.
- Secret Answer:** An empty field with a search icon.

On the right side, there is a password requirements box:

Please enter password

- It must be a minimum of 10 characters, not longer than 128 characters
- It must contain a minimum of 2 number(s)
- It must contain a minimum of 1 lower case character
- It must contain a minimum of 1 upper case character
- It must contain minimum 1 special characters
- It must not be same as the username

Remember that your password is case sensitive.

A callout points to the password requirements box with the text 'Special characters are symbols like: @ % # & ^ \* !'.

## Setting up your account

Enter your Email Address and input the same address into the **Confirm Email** box.

Enter your chosen Password and enter the same password into the **Confirm Password** box.

If you click in the box to enter information it will provide guidance about setting up a password. Your password will need:

To be at least 10 characters long and up to a maximum of 128

Must contain at least one of each of the following:

- UPPER CASE CHARACTER
- lower case character
- number
- special character these include ! " £ \$ % ^ ( ) \_ - + . ? @ Space

Select a Secret question from the drop down menu

Type in the answer to your **Secret Question** in to the **Secret Answer** box then click **Next**

## Providing information about you and your family

You need to provide details about yourself. The fields marked with an \* must be completed

The screenshot shows a form with the following fields:

- Title:** A dropdown menu with 'Please select' and a downward arrow.
- Forename:** An empty text input field.
- Surname:** An empty text input field.
- Gender:** A dropdown menu with 'Please select a gender' and a downward arrow.

Provide information about where you live and how to contact you.

Enter your Postcode and press

Find Address

To find your home address please enter your postcode and then click Find Address. If you do not know your postcode, look it up [here](#) If your address is not listed, press the 'Enter Address Manually' and type the correct address in the boxes provided.

Postcode \*

Find Address Enter Address Manually

- 43, Newcastle Road, Sunderland, SR5 1JB
- 45, Newcastle Road, Sunderland, SR5 1JB
- 47, Newcastle Road, Sunderland, SR5 1JB
- 49, Newcastle Road, Sunderland, SR5 1JB
- Flat A, 49, Newcastle Road, Sunderland, SR5 1JB

Select

When you find the correct address, click to highlight the correct one then press

Select

If you cannot find your address, you can add your address manually press

Enter Address Manually

After telling us where you live, please provide us with at least one telephone number

Please supply a telephone number where you can be contacted during normal office hours, if necessary.

Home Phone

Mobile Number

Work Phone

Submit Registration

\* Required field

When you have entered all of your contact details please click

Submit Registration

You will then get the following screen telling you that you have been sent an email.

**Nearly done...**

We've sent you an email containing a link. You'll need to click the link to confirm your email address as your new username.

Thank you for registering with the **Family Portal**.

To activate your account we need you to confirm your email address is valid. To do this, click on the link below this will take you to a page where you can enter your password and login.

[https://vm2008x64r2/CitizenPortal/Account.Mvc/CompleteRegistration/1116\\_c24f5101-36c5-4450-853c-3141565009aa](https://vm2008x64r2/CitizenPortal/Account.Mvc/CompleteRegistration/1116_c24f5101-36c5-4450-853c-3141565009aa)

*Please note: if you are unable to click on this link, carefully copy and paste the text into your Internet browser.*

Kind Regards, Portal Administrator

**Important - Please do not reply to this email as this account is not monitored.**

You need to click on the link in the email or copy and paste it into your Internet Browser.

## Thank you for registering

Thank you for confirming your email address. Your registration is now complete. When you sign in, use your email address as your username.

Your registration is now complete.

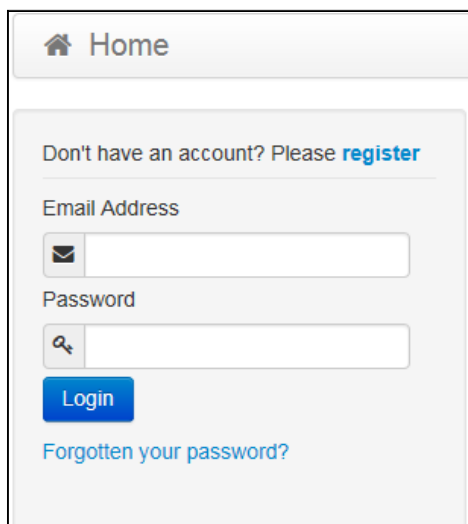
### Logging into the Family Portal to make an application

Once you have completed your registration with the Family Portal you will be able to make an application.

This guidance will tell you how to make an application; reset your password or change your email address.

Open the Family Portal [https://emsonline.sunderland.gov.uk/CitizenPortal\\_LIVE/](https://emsonline.sunderland.gov.uk/CitizenPortal_LIVE/)

Enter your **Email Address** and **Password** and click **Login**



Home

Don't have an account? Please [register](#)

Email Address


Password

Login

[Forgotten your password?](#)

If you have forgotten your password then click on the [Forgotten your password?](#) Enter your email address to be sent a link regarding changing your password. You can also change your password when you are logged in to the Family Portal by clicking **My Account** and selecting the **Change Password** option.



To see the details of children you have already told us about, press . If you have already provided a child's details you do not need to provide them again. However, you can add additional children at any time. You may wish to provide details of all of your children even if you do not wish to make an application for them at this time.

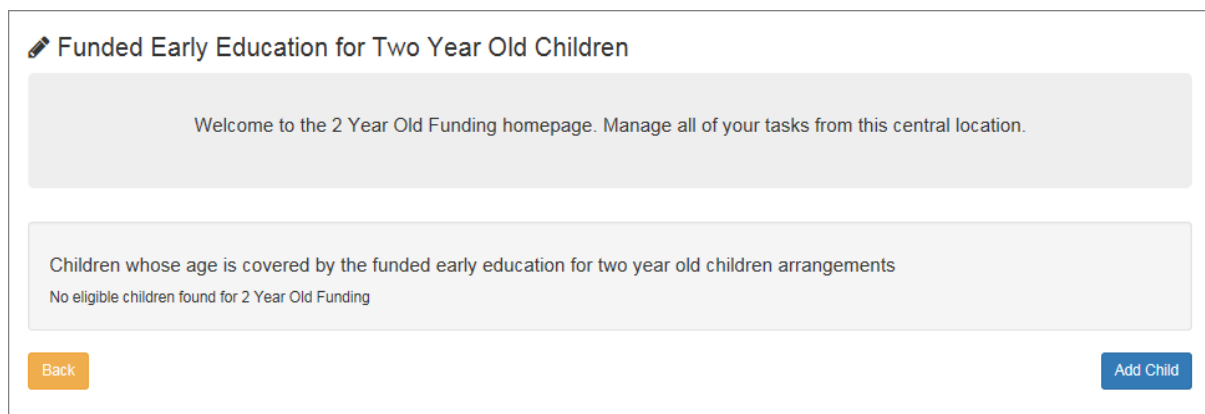
In the 'My Family' area, click **Add Child** and fill out the child's details and address. Click **Add Child** to save the child's details and you will see them added to the **My Family** section.

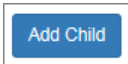
To make an application Click the Home button to return to the main screen and then click



If you have previously made other Two Year Old Funding claims they will be shown here.

Click **Apply** to start a new Early Education for Two Year Old claim.



If you have used this website before you maybe be presented with details of your children, if they are eligible for TYOF you will be able to select and apply. However it is more likely that this is the first time you have used this site and we have no details about your children – so press 

### Add Child

Add a child

Forename

Middle Name

Surname

Gender

Date of Birth

Ethnicity

First Language

Relationship to Child

Your relationship to this child (i.e. you are the Father of this child)

Parental Responsibility  Yes  No  
If you have legal responsibility for this child, select Yes

Select Address

[Click to add new address](#)

[Cancel](#) [Continue](#)

**Your child's legal names**

**Ethnicity, First Language and Relationship** – type in the first characters to find the code you need

Click to select if your child has the same address

Once you have entered all of your child's details and selected the address, press [Continue](#)


The system will then take you back to the Application page.

### Funded Early Education for Two Year Old Children

Welcome to the 2 Year Old Funding homepage. Manage all of your tasks from this central location.

Children whose age is covered by the funded early education for two year old children arrangements

**Can Apply Immediately**

 Windy Pickles  
Date Of Birth: 31-Dec-2013  
Current Age: 2

You can perform the following actions

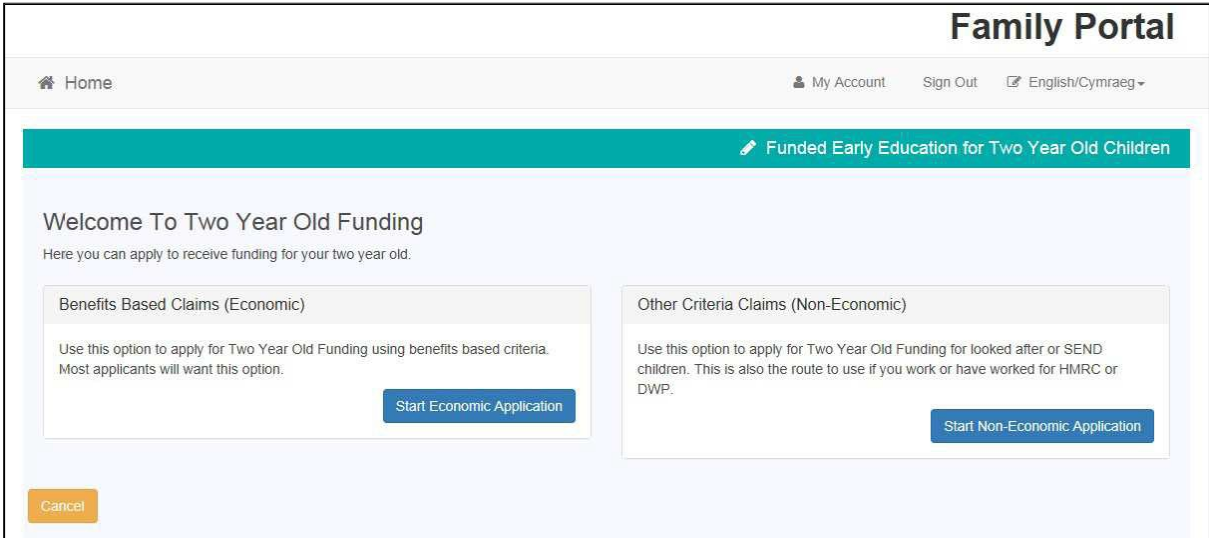
- [Start new application](#)

**This will show you if your child is the right age to apply**

**Start your application**

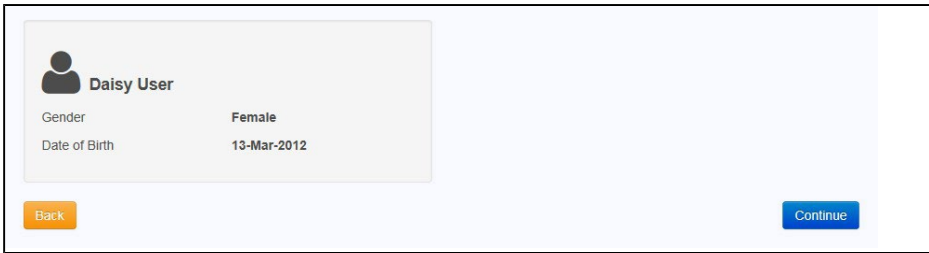
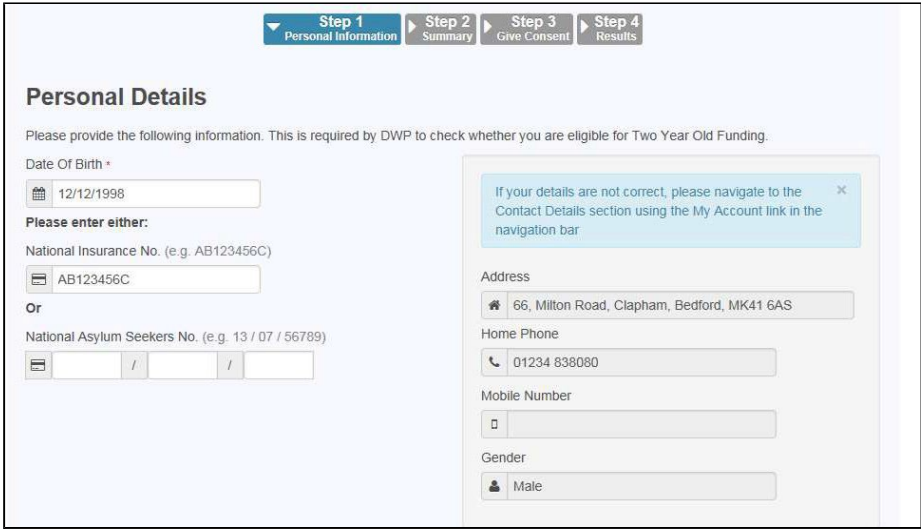
Once you have clicked to start your application, you have two different ways to apply for Two Year Old Funding: Benefits Based (Economic), or Other Criteria (Non-Economic).

N.B. If you are making a benefits based claim but have or ever have worked for HMRC or DWP, you will need to apply under Other Criteria as we need to verify this in a different way.



**Making an Economic Claim**

Selecting [Claim on economic grounds](#) will display the panel where you will need to add your details. You will need to enter your Date of Birth as well as **either** a National Insurance Number of a National Asylum Seeker Services (NASS) Number. Once all the details have been entered press [Continue](#)



The system will then give you the option to review your application.


### Funded Early Education for Two Year Old Children

Step 1 Personal Information   Step 2 Summary   Step 3 Give Consent   Step 4 Results

## Application Summary

Print this page

#### Applicant Details

 <b>Mr Bill User</b>	
Gender	Male
Date Of Birth	12-Dec-1998
Address	66, Milton Road, Clapham, Bedford, MK41 6AS
Home Phone	01234 838080
National Insurance No	AB123456C

You must check all of your details and read the Application Declaration carefully and then tick the  I agree box to agree the Legal Declaration. You will then need to press

Step 1 Personal Information   Step 2 Summary   Step 3 Give Consent   Step 4 Results

## Applicant Declaration

I confirm that I am responsible for the child I am submitting this application for and that they live with me. All information I have provided as part of this application is correct to the best of my knowledge. I agree that my information can be shared locally for the benefit of my family.

I agree

You will then receive information that your application has been submitted.

## Family Portal

Home   My Account   Sign Out   English/Cymraeg -

### Funded Early Education for Two Year Old Children

## Application Submitted

Your application for Bailey Baxter has been submitted. You will be notified of the result of your claim by email and will receive a message through the portal.

**Application reference number for your information:**  
TYF394-1705-5E6BJMF1

The application reference above will help us with enquiries - please store it somewhere safe. If you have any further enquiries about your application or would like to take any further action please contact us at: Together for Children Sunderland on 0191 561 3126.

## Making a Non-Economic Claim

[Start Non-Economic Application](#)

To make an application under Other Criteria click

Select all the criteria options that apply to you and your child.

**Family Portal**

Home My Account Sign Out English/Cymraeg

Funded Early Education for Two Year Old Children

### Non-economic Criteria Selection

Select all of the criteria which applies to your application and please provide the details required for that criteria.

**Please note that the maximum amount of evidence you can attach cannot exceed a total of 20MB**

**Looked After Child** A "looked after child" is a child who is (a) in the care of a local authority, or (b) being provided with accommodation by a local authority in the exercise of their social services function.

**Adoption, Residence Order or Special Guardianship** Children who have left care but are not able to return home (through adoption orders, residence orders or special guardianship).

**Child has a Special Educational Need (SEN)** Has a current statement of Special Educational Needs or an Education, Health and Care plan.

Please provide details to support your claim relating to the above criteria: Please attach any additional evidence relating to the above criteria:

[+ Add file](#)

**Child has a disability** Is in receipt of Disability Living Allowance (DLA).

**Benefits Manual Check** Please enter your evidence here

I confirm that I am responsible for the child I am submitting this application for and that they live with me. All information I have provided as part of this application is correct to the best of my knowledge. I agree that my information can be shared with Together for Children Sunderland and Sunderland City Council for the benefit of my family and to ensure correct distribution of public funds.

I agree

[Cancel](#) [Submit](#)

You can scan and add documents to your claim.

You can add information here to support your claim.

You need to ensure that you have read the Declaration and click  I agree , then click Submit.

**Family Portal**

Home My Account Sign Out English/Cymraeg

Funded Early Education for Two Year Old Children

### Application Submitted

Your application for Bailey Baxter has been submitted. You will be notified of the result of your claim by email and will receive a message through the portal.

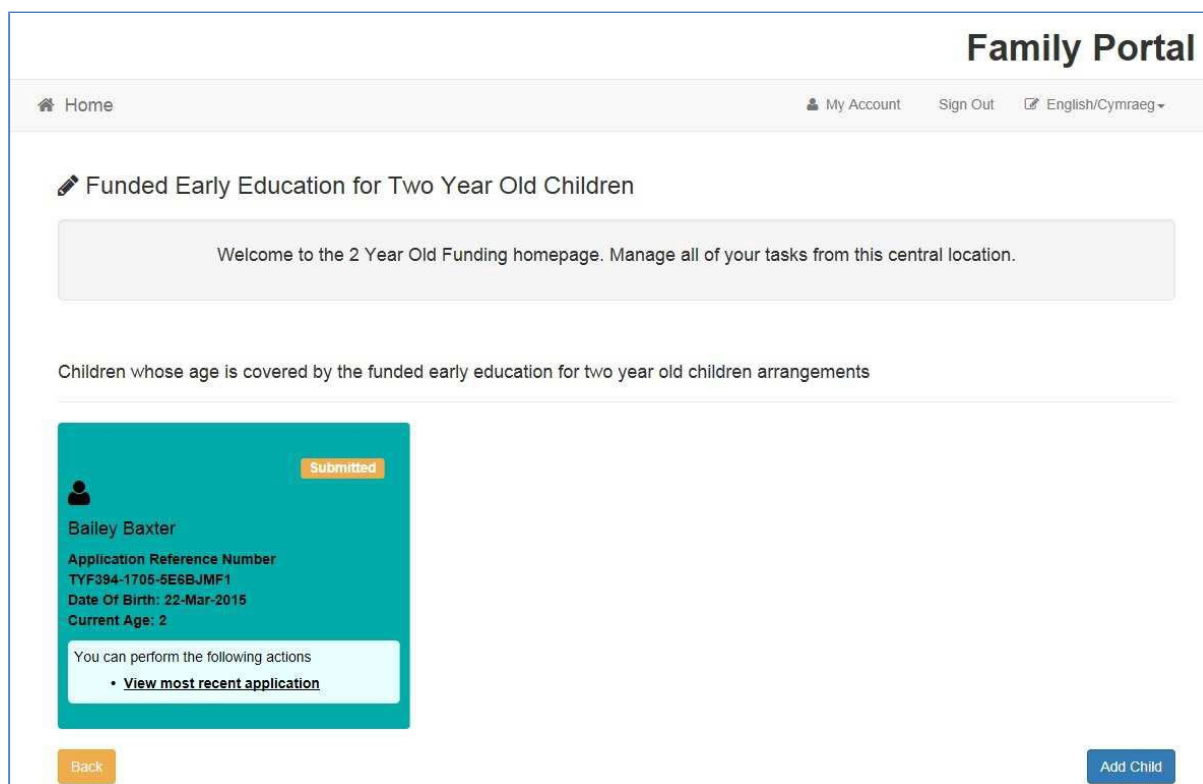
**Application reference number for your information:**

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The application reference above will help us with enquiries - please store it somewhere safe. If you have any further enquiries about your application or would like to take any further action please contact us at: Together for Children Sunderland on 0191 561 3126.

[Finish](#)

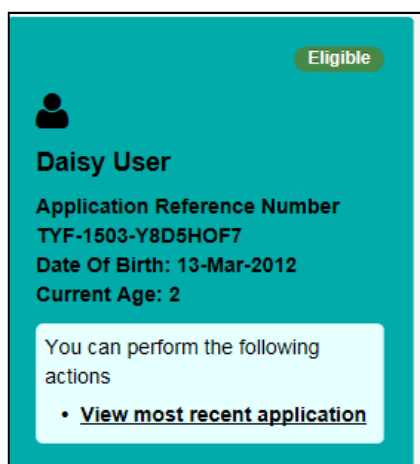
Clicking Finish will then take you back to the My Family area and will show the status of each child's claim.



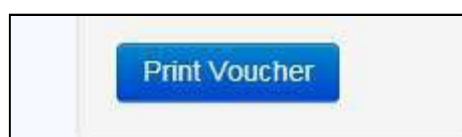
Once your application has been processed, you will receive an email message advising you to log back into the Family Portal.



Click from the Home Page to view the full message. If you are eligible the details on the child's information will change from Submitted to Eligible



Once you are successful, print off the voucher and take it to your preferred childcare provider to see if they are able to offer a place.



## Changing your details

You are able to change your personal details by logging into the Family Portal and selecting **My Account** in the top right hand corner.

### Personal details

After logging in to the Family Portal, within **My Account - Personal Details** you can view or amend your Title, Forename, Surname and Gender here. Click **Save** when you have made any changes.

### Contact details

After logging into the Family Portal, within **My Account – Contact Details** you can view or amend your Address Details and Telephone Numbers. Click **Save** when you have made any changes.

### Change Email Address

After logging into the Family Portal, within **My Account – Change Email Address** you can view or amend your Email Address and Password here. Click **Submit** when you have made any changes.

### Change Password

After logging into the Family Portal, within **My Account – Change Password** you can view or amend your Family Portal Password. Click **Submit** when you have made any changes.

Your password will need to be:

At least 10 characters long and up to a maximum of 128

Must contain at least one of each of the following:

- UPPER CASE CHARACTER
- lower case character
- number
- special character these include ! " £ \$ % ^ ( ) \_ - + . ? @ Space

### Change Secret Question

After logging into the Family Portal, within **My Account – Change Secret Question** you can view or amend your Family Portal Secret Question. Click **Submit** when you have made any changes.

### Change of Circumstances

See the details on the Family Portal screen regarding a change or circumstance.