Online Provider Portal help guide

How to use the instant Early Years Funded Entitlement eligibility checker

About this guide

This is a step-by-step guide for using the eligibility checker on the Online Prover Portal to check the following funding types:

- 9 month old Early Years Funded Entitlement (EYFE) for working families
- 2 year old EYFE for working families
- Extended EYFE for 3 and 4 year olds

You can:

- carry out an instant eligibility check to allow you to offer EYFE places to eligible parents and carers with confidence
- find out eligibility code start and end dates, and grace period end dates

Contents

Before you start

Have these things ready

- The child's eligibility code (11 digits)
- The parent or carer's surname and National Insurance number

You must have parental consent to use this data for the purposes of an eligibility check. If they completed and signed the EYFE Parent Declaration form, they will have given consent.

Things to note

- **You must verify the child is age-eligible** to access the Working Families entitlements before offering an EYFE place to a child in addition to checking their eligibility code. Consult clause 1.1 of the EYFE Provider Declaration for guidance on age-eligibility. Note that the checker may still verify the eligibility code is valid despite the child not being age-eligible to access EYFE. Claims will be declined if this is the case.
- **Providers must ensure that eligibility codes are valid** before offering a place. You will only be able to claim Working Families EYFE for this child within your next Actuals submission if the Start Date is prior to the beginning of the applicable term and the Grace Period End Date is at the earliest at the end of the applicable term – check this carefully when prompted in step 8.
- The data you input for the check is not retained
- The checker is a standalone feature on the portal and is not linked to your claims
- Eligibility codes typically begin with "50", but there are exceptions, such as "40" codes which are issued in certain circumstances, and other temporary code formats issued by HMRC.

If you require assistance logging on to the portal

- Find help online

If you require assistance to determine the validity of a code

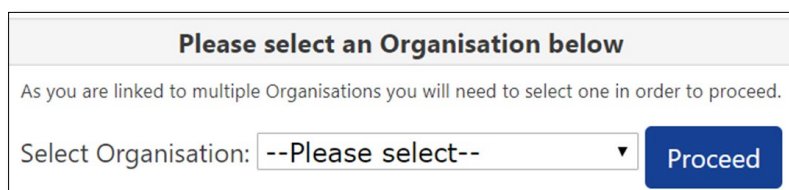- Please complete our Working Families eligibility code support form

Note on internet browsers

It is recommended you use an up to date internet browser. If you experience technical difficulties, try updating or use an alternative browser, such as Google Chrome, Microsoft Edge, Mozilla Firefox etc.

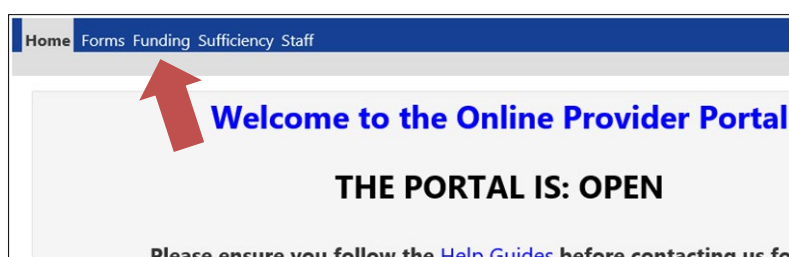## How to find the checker on the portal

1. [Sign in](#) to the portal

   If your account has access to more than one provider, choose the appropriate one from the list at the top of the screen (either day nursery, pre-school or childminder) then press the **Proceed** button
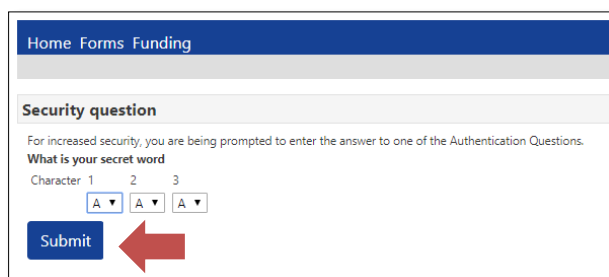
   Please select an Organisation below

   As you are linked to multiple Organisations you will need to select one in order to proceed.

   Select Organisation: `--Please select--` ▾ [Proceed]

2. Choose **Funding** in the top menu

   Home Forms Funding Sufficiency Staff

   Welcome to the Online Provider Portal

   THE PORTAL IS: OPEN

   Please ensure you follow the Help Guides before contacting us fo

3. To access the **Funding** area of the portal, you must pass through a Security Question. Enter three characters from your secret word (note which three the portal is asking for) then press the **Submit** button.

   If this is the first time accessing the Funding area of the portal, or you've had your account reset by us, your Secret Word will be defaulted to WSCC

   Home Forms Funding

   Security question

   For increased security, you are being prompted to enter the answer to one of the Authentication Questions.
   What is your secret word
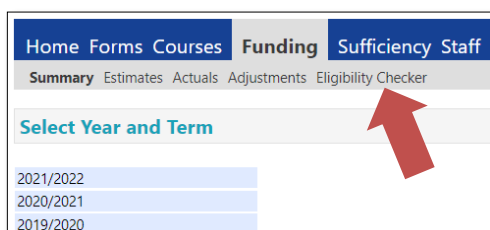
   Character 1   2   3
   [A ▾] [A ▾] [A ▾]

   [Submit]

4. This step is for users that have the default Secret Word (WSCC) only

If this is the first time accessing the **Funding** area of the portal, you will be prompted to change your default secret word to one of your own choosing

First, click on the text *What is your secret word (Provider)* so that it becomes highlighted (may take a moment to highlight if using a mobile or tablet device)

Then enter the old and new answer, into the boxes - the answers are case sensitive

Press the **Save** button

After changing your answer you will need to press **Childcare/service provider** at the top left of the window to return to the portal, and select **Funding** from the main menu again

Starting a check

5. Choose **Eligibility Checker** from the **Funding** sub-menu

6. Press the **Working Families Eligibility Check** button

7. Only three fields require data to perform a check, indicated by an asterisk:
   - **Eligibility code** (11 digits)
   - **Child's date of birth** (in format DD/MM/YYYY)
   - **Parent/carer NI Number** (9 characters, must be the one used on the application)

Tick the box to confirm that you have parental consent to perform the check, then press the **Submit** button
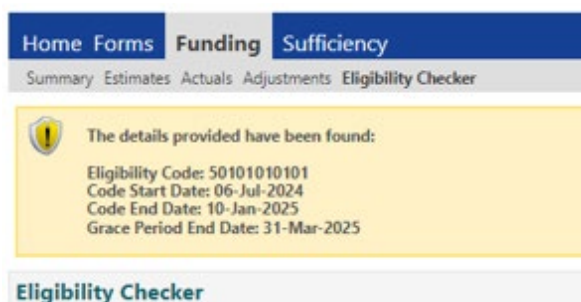
Results of a check

8. You are given either a yellow or red banner with the results of the check

Yellow banner (Code is found)

A yellow banner and tick indicates that the code has been found only - it **does not indicate that the code is valid** for the upcoming term, or that you can claim extended hours for the child on your Actuals submission for the upcoming term

The following information is provided:

- **Code Start date** – when code first issued by HMRC, or when the parent reconfirmed eligibility
- **Code End date** – by which the applicant should reconfirm their eligibility with HMRC
- **Grace Period End Date** – when eligibility will end if the parent fails to reconfirm with HMRC

To be able to claim EYFE using a code for the child on your next Actuals submission, the code **must** be valid for the entirety of that term. Refer to the table below to check validity for the term in which you intend to claim.

To claim in…	code start date must be…	**and** grace period end date must be…
Autumn term	31 August, or earlier	31 December, or later
Spring Term	31 December, or earlier	31 March, or later
Summer term	31 March, or earlier	31 August, or later

Note that:

- If the parent applied or reconfirmed with HMRC in time, but the code start date is after the start of term, take a screenshot of the Eligibility Checker outcome (using the Print screen button on your keyboard) and email freeentitlement@westsussex.gov.uk for support.
- If a parent has forgotten to reconfirm, and/or no longer meets the eligibility criteria, the child can continue to access their EYFE place up to the grace period end date.
- A child cannot start at a new provider if the code has fallen into the grace period.

Red banner (Code is not found, or not eligible)

A red banner indicates that the code has not been found, or the applicant is not eligible. You cannot claim EYFE using a code for the child on your Actuals submission for the upcoming term.
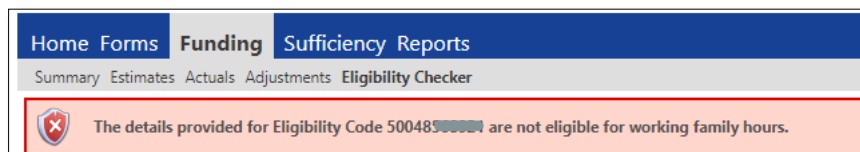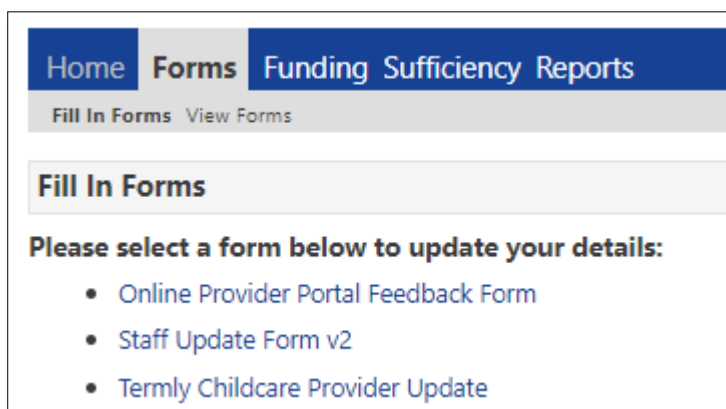

Check the details that you entered are correct and try again.

If you still receive the red banner message, the applicant:

- may have given you incorrect data – check it with them
- has applied but isn't eligible – query it with them
- was previously eligible but no longer is – query it with them

THIS IS THE END OF THIS GUIDANCE DOCUMENT

If you have any feedback for how this guidance could be improved, you can complete an Online Provider Portal Feedback Form found under Forms on the OPP.

END