How to find your 30 Hours Code if you have already applied  
August 2017

Some parents have found it difficult to find the 11 digit code once they have successfully applied online. 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/
Step 2
Click on number “4. Apply or sign in to the childcare service as a parent”

Step 3
Click on the green button at the bottom of the screen labelled ‘Apply or sign in to your account’ (as shown below)
Step 4
Click ‘NO’ to the question about being ‘part of a trial’ and then click the green button labelled ‘Continue’.

Step 5
Enter your youngest child’s date of birth and then click the green button labelled ‘Continue’.
Step 6
Click on the green button labelled ‘Start Now’

Step 7
Enter your Government Gateway User ID and Password and then click the green button labelled ‘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…’

![Childcare Service Account](image)

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

![Secure Messages](image)

Dear <Parent Forename >

30 hours free childcare application for <Forename and Surname of child>: next steps

Thank you for applying for 30 hours free childcare.

You are eligible for 30 hours per week of free childcare over 38 weeks of the year. It's possible to stretch your entitlement, by taking fewer hours over more weeks of the year.

Important information – may require action
- <eligibility code response>
- <eligibility code response>
- <eligibility code response>
- <eligibility code response>

The eligibility code for <Forename and Surname of child> is [child’s eligibility code].

This code is important as you'll need it to get your 30 hours free childcare. You can find the code in your childcare service account if you need it at a later date.

However, you can't use this code to claim 30 hours free childcare if your child is in reception. If your child has reached compulsory school age, they won't be eligible for free childcare.

What to do next

- [You may need to contact HMRC if you have any issues or questions about your childcare account or code.]

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