

2YO Eligibility Check guidance

How to check eligibility for 2 year old funded childcare

Topics covered:

1. How to create and log in to your account
2. How to check eligibility for 2 year old funded childcare
3. Help and Advice

Updated by Croydon Digital Service, March 2023

How to create an account

1. How to create and login to your account

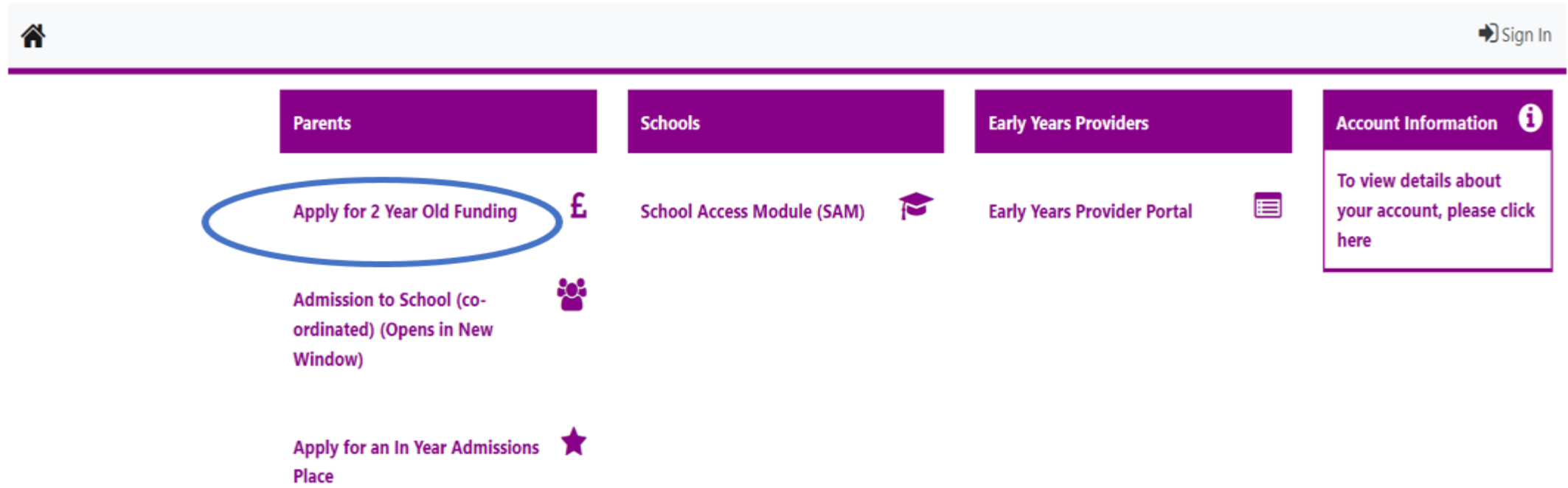
In order to check that your 2 year old child qualifies for funded childcare, you will need to set up an account.

Please have ready:

- 1) Your **email address** (you will need access to your emails)
- 2) Your **National Insurance Number or National Asylum Seeker Number**
- 3) Your **child's date of birth**

How to create an account

- Click (or copy and paste into your browser) this link <https://croydon.cloud.servelec-synergy.com/synergy/>
- In the 'Parents' column click on 'Apply for 2 year Old Funding'



How to create an account

- Click on '[Click here to apply](#)'

2 Year Old Eligibility Check

You will be required to create an account to apply.

In order to check that your 2 year old child qualifies for funded childcare, you will need to set up an account.

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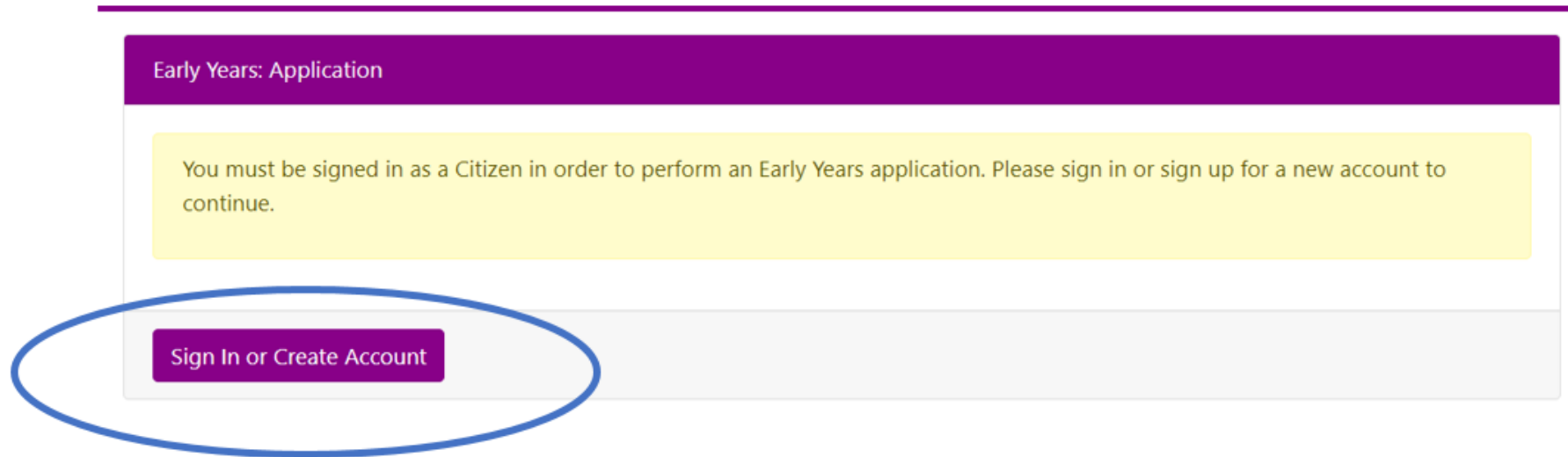
If you would like help creating or using your account, please download our guidance on [How to check eligibility for 15 hours free childcare for your 2 year old](#)

[Click here to apply](#) or if you already have a Parent Portal account use the 'Sign In' link which can be found on the upper right side of this page.

How to create an account

- You should see a sign in page as shown below. Click on

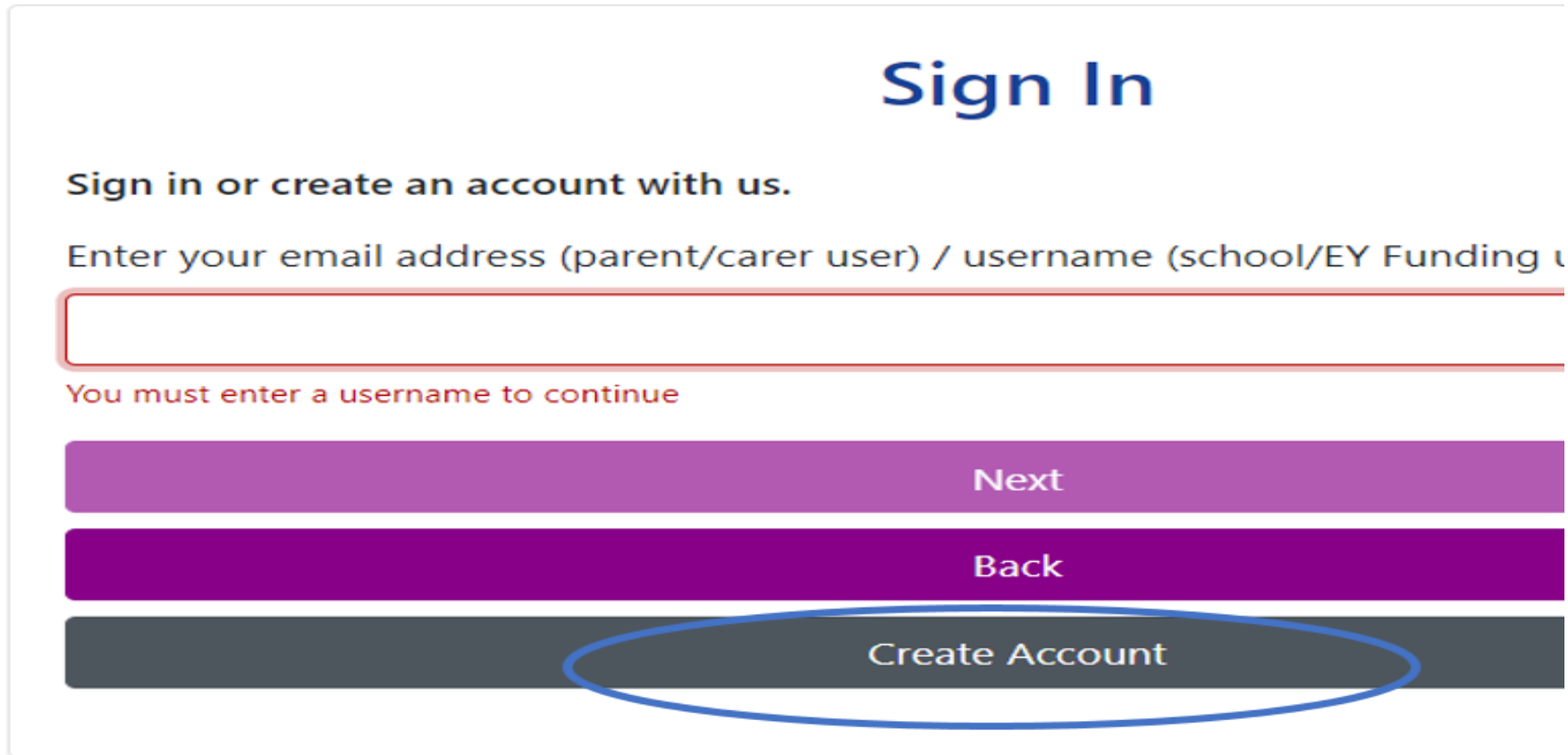
Sign In or Create Account



The screenshot shows a web interface for 'Early Years: Application'. At the top is a purple header bar with the text 'Early Years: Application'. Below this is a yellow rectangular box containing the message: 'You must be signed in as a Citizen in order to perform an Early Years application. Please sign in or sign up for a new account to continue.' At the bottom of the page is a light gray bar containing a purple button with the text 'Sign In or Create Account'. This button is circled with a blue hand-drawn oval.

How to create an account

- Click on 'Create Account'



The image shows a 'Sign In' form with a title 'Sign In' in blue. Below the title is the instruction 'Sign in or create an account with us.' followed by a text prompt: 'Enter your email address (parent/carer user) / username (school/EY Funding u)'. There is an empty input field with a red border. Below the input field is a red error message: 'You must enter a username to continue'. At the bottom of the form are three buttons: 'Next' (light purple), 'Back' (dark purple), and 'Create Account' (dark grey). The 'Create Account' button is circled in blue.

Sign In

Sign in or create an account with us.

Enter your email address (parent/carer user) / username (school/EY Funding u)

You must enter a username to continue

Next

Back

Create Account

How to create an account

- Enter your details

Create Account

Personal Details

Title *

Forename *

Middle Name

Surname *

Contact Details

Email Address *

Confirm Email *

Please confirm your email

Daytime Number

Evening Number

Mobile Number

How to create an account

- Enter your details
- Click on **Add Address**
- Enter your postcode and click **Search** . In 'Search Results' select the dropdown box and select your address, click **Confirm Selected**
- If you cannot locate your address click **Enter Address Manually** and enter your address, then click **Confirm Selected**

The screenshot shows a web form for adding an address. At the top, under the heading 'Address', there is a grey box with the text 'No address to display.' and a blue circle around the 'Add Address' button. Below this is the 'Search for an Address' section, which includes a 'House Number' field, a 'Postcode' field with a red border and an error message 'A valid postcode is required', and a blue circle around the 'Search' button. The 'Search Results' section at the bottom has a dropdown menu and a blue circle around the 'Confirm Selected' button. A 'Cancel' button is also visible on the left.

Address

No address to display.

Add Address

Address

Search for an Address

Search for an address using the fields below

House Number

Postcode *

A valid postcode is required

Search

Search Results

Please select an address from the results below. *

Cancel

Enter Address Manually | **Confirm Selected**

How to create an account

You will now need to create a password. Your password must not be your username and should have at least one of below:

- Letter of the alphabet
- Uppercase letter
- Number
- Special character (for example ! " £ \$ % ^ & * @ # ?)
- 8 characters

The screenshot shows the 'Account Security' page on the Croydon website. It features two password input fields. The first field is labeled 'New Password' with a red asterisk. Below it, a green message states 'Password meets requirements'. The second field is labeled 'Confirm Password' with a red asterisk. Below it, a green message states 'Passwords match'. A purple button labeled 'Start Again' is on the left, and a green button labeled 'Create' is on the right. Three purple callout boxes with blue borders provide instructions: 'Type in a password' points to the first field, 'Then re-type it in the field below to confirm' points to the second field, and 'Then click on Create' points to the 'Create' button. The Croydon logo and website URL 'www.croydon.gov.uk' are at the bottom.

Account Security

New Password *

.....

Password meets requirements

Confirm Password *

.....

Passwords match

Start Again

Create

CROYDON
www.croydon.gov.uk

Type in a password

Then re-type it in the field below to confirm

Then click on Create

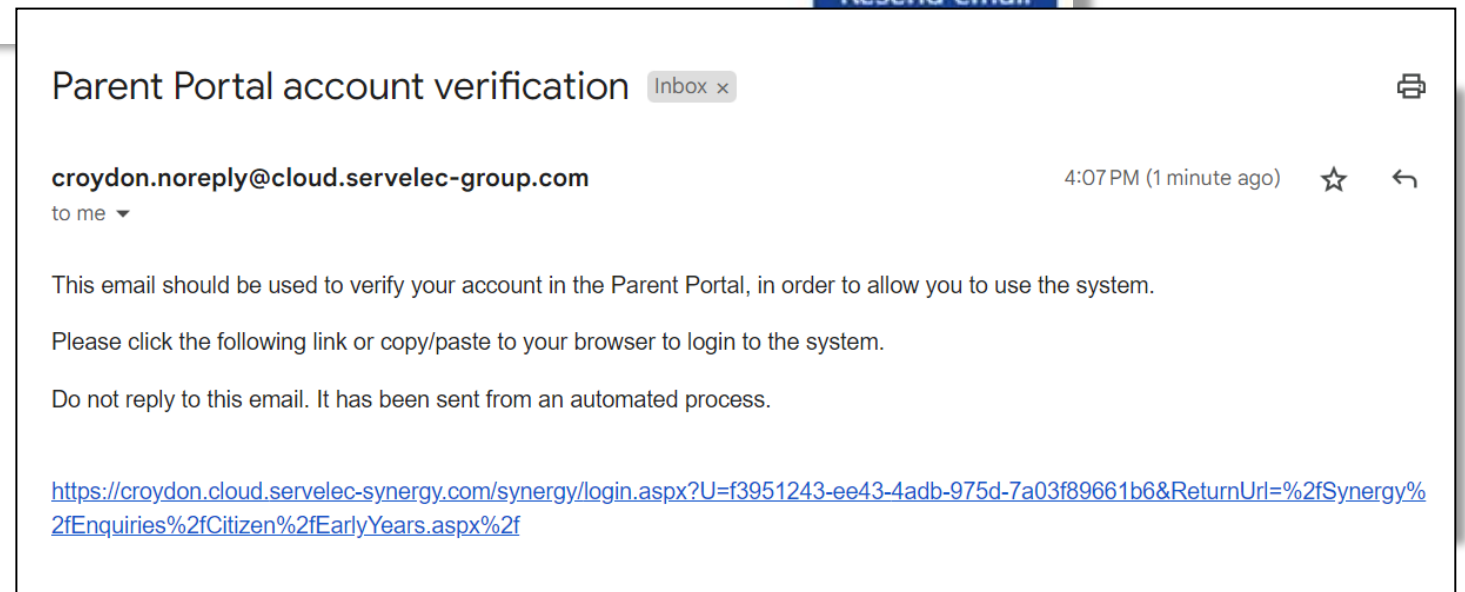
How to create an account

You will then receive a notification that you need to verify your email address



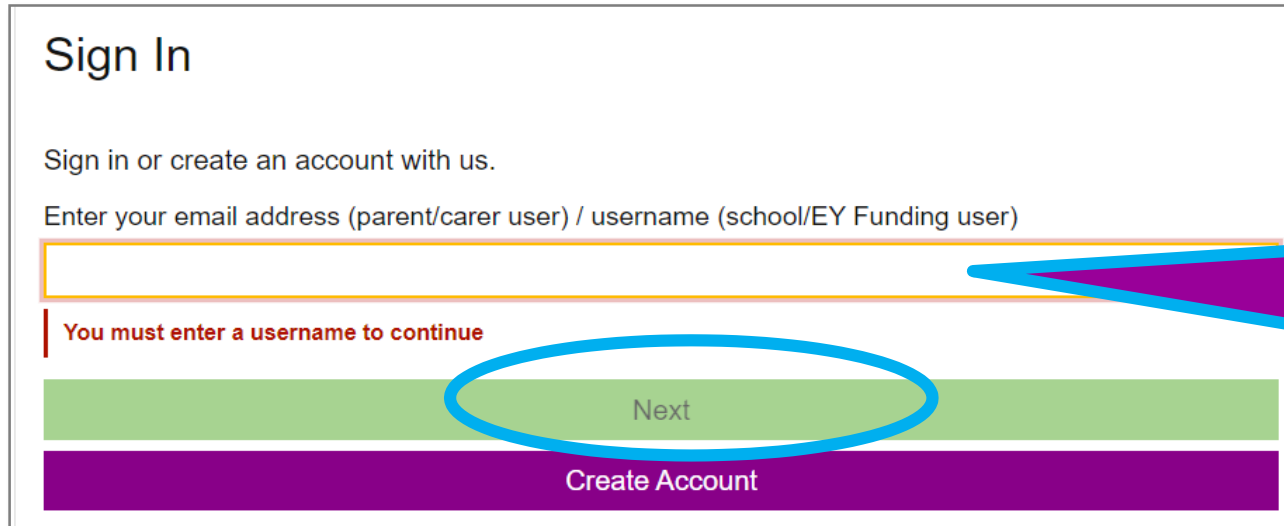
Next, go to your email account. You will receive an email from croydon.noreply@cloud.servelec-group.com which will include a link.

Please click on the link.



How to log in to your account

When you click on the link this will take you back to the 'Sign In' page as shown below:



Sign In

Sign in or create an account with us.

Enter your email address (parent/carer user) / username (school/EY Funding user)

You must enter a username to continue

Next

Create Account

The 'Sign In' page features a title, a subtitle, and a text input field. A red error message is displayed below the input field. Two buttons, 'Next' and 'Create Account', are located at the bottom. A blue oval highlights the 'Next' button, and a blue arrow points from a purple callout box to the input field.

Type in your email address and press **Next**

On the next screen enter your password and press **Sign In**



Sign in

Enter your password

Change User Forgot Password

Sign In

The 'Sign in' page features a title, a subtitle, a password input field, and two buttons: 'Change User' and 'Forgot Password'. A 'Sign In' button is located at the bottom right. A blue oval highlights the 'Sign In' button, and a blue arrow points from a purple callout box to the password input field.

How to check if your child is eligible

2. How to check if your 2yr old is eligible for a 2yr old funded childcare

You should see the image below. Next you will need to add your NI or NASS number by clicking in the circle for either NI or NASS:

Early Years: Application

1 2 3 4

? Your Details Select Children Add Documents Your Results

Your Details (1 of 4)

Please fill in your National Insurance (NI) or National Asylum Support Service (NASS) number:

NI or NASS Number * ☒ NI ☐ NASS

Back Save

How to check if your child is eligible

Fill in your **NI** or **NASS Number** and **DOB** then click **Save**

The image displays two overlapping screenshots of a web form titled "Your Details".

Top Screenshot (NI selected):

- Title: Your Details
- Instruction: Please fill in your National Insurance (NI) or National Asylum Support Service (NASS) number:
- Selection: ☒ NI ☐ NASS
- NI or NASS Number *:
- DOB *:

Bottom Screenshot (NASS selected):

- Title: Your Details (1 of 4)
- Instruction: Please fill in your National Insurance (NI) or National Asylum Support Service (NASS) number:
- Selection: ☐ NI ☒ NASS
- NASS Number *:
- DOB *:
- Buttons: **Back** and **Save** (highlighted with a blue circle)

How to check if your child is eligible

The next screen should look like this. To add a child, click on **New Child**.

1 Your Details

2 Select Children

3 Add Documents

4 Your Results

Select Children (2 of 4)

i Please be aware that only children between the age of 1 Year(s) 9 Month(s) and 2 Year(s) 11 Month(s) will be displayed. **x**

Select the child(ren) you wish to include in the early years application.

New Child

Name	DOB
There are no records to show	

How to check if your child is eligible

This screen should appear. Please fill it in and when completed, press **Save**.

If there is an * next to it, then it **MUST** be filled in.

Create Child

To create a new child, please complete the following details and then save these details using the buttons at the end of the form.

Forename *

Middle Name

Surname *

DOB *

Gender *

Please select an option

☒

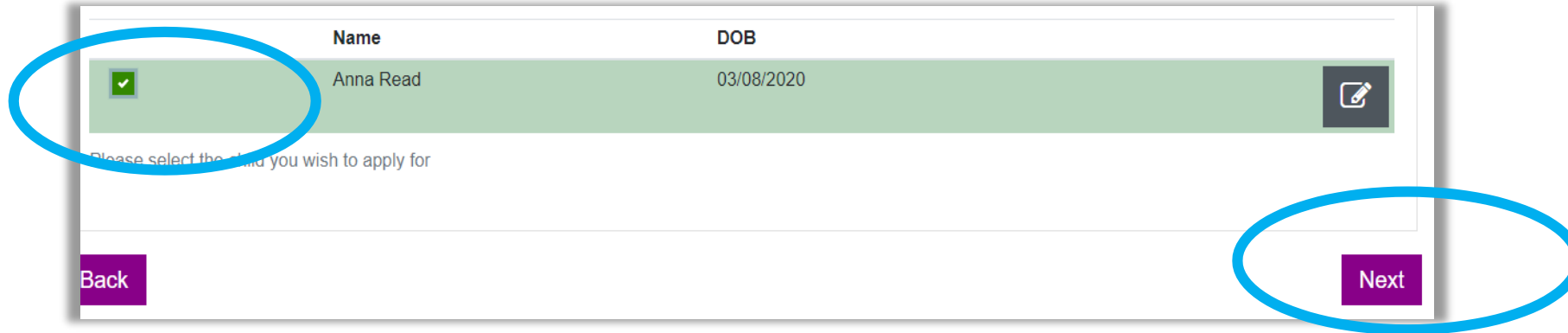
This child's primary address is the same as the address that I have saved on my profile (if the child's address differs, uncheck the checkbox to add their address).

Cancel

Save

How to check if your child is eligible

Select the child by clicking in the tick box and then click **Next**.



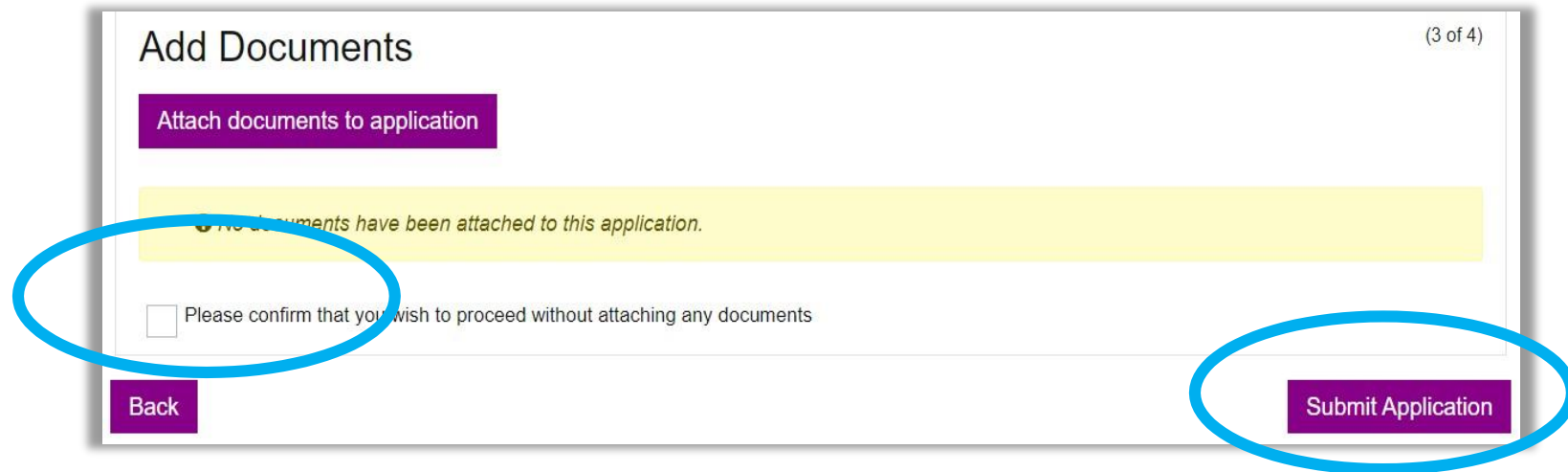
A screenshot of a web form for selecting a child. It features a table with columns 'Name' and 'DOB'. The first row shows 'Anna Read' with 'DOB' '03/08/2020'. A green tick box in the first column is circled in blue. Below the table is a purple 'Next' button, also circled in blue. A purple 'Back' button is on the left. A small text prompt 'Please select the child you wish to apply for' is visible below the table.

Name	DOB
<input checked="" type="checkbox"/> Anna Read	03/08/2020

Please select the child you wish to apply for

Back Next

The next screen will ask you about attaching evidence documents if required. Please click on the tick box and then on **Submit Application**.



A screenshot of the 'Add Documents' screen. It has a purple button 'Attach documents to application'. Below it is a yellow box with the text 'No documents have been attached to this application.' A checkbox is circled in blue, with the text 'Please confirm that you wish to proceed without attaching any documents' next to it. At the bottom right is a purple 'Submit Application' button, also circled in blue. A purple 'Back' button is at the bottom left. The page number '(3 of 4)' is in the top right corner.

Add Documents (3 of 4)

Attach documents to application

No documents have been attached to this application.

☐ Please confirm that you wish to proceed without attaching any documents

Back Submit Application

If your child is eligible

The next page is the Results page. This result shows that the child is eligible

Early Years: Application

1 2 3 4

✓ ✓ ✓ ✓

Your Details Select Children Add Documents Your Results

Your Results (4 of 4)

✓ **Result: Found**

The automated checking facilities provided by the DfE indicate that you are eligible for 2 Year old Place(s), and we will be in touch with confirmation details. The school/nursery at which your child(ren) attend(s) will be notified as soon as this application is fully processed.

My Early Years Funding Application

Name	Status	Details
Test Abcd	✓	Your voucher code is: I4YP59

Restart Finish

You will see information telling you that you will receive an email on what to do next.

You will also see a 2YO voucher code

If your child is eligible

Next, go to your emails and you will see an email which confirms your 2 Year Old voucher code.

Dear Parent/Carer,

This e-mail confirms you have applied for 2 year old funding online

This is your EY Voucher Code(s):

- Marley : FJSYCW

You will need show this voucher code to your chosen childcare provider.

If you have any queries please contact child.care@croydon.go.uk

Kind regards

Early Learning Sufficiency Team

Instructions on what to do next

You will need to contact local childcare providers to ask if they have a 2 year old funded place for your child.

You can search for Ofsted Registered Day Nurseries, Childminders and Pre-School Playgroups by visiting www.croydon.gov.uk/childcare

Once you have found a childcare provider you will need to show them your voucher number.

If your child is NOT eligible

Your Results (4 of 4)

✖ Result: Not Found

Qualifier: *Unknown - Raise manual query*

Unfortunately the automated checking facilities provided by the DfE have not been able to tell us at this time whether or not you are eligible for 2 year old funding. Please check the information again to ensure that there are no typos or errors in the spellings of names or dates of birth that are different to those kept by HMRC and DWP. Your application has still been submitted - we will do a further check and may contact you for additional information.

My Early Years Funding Application

Name	Status	Details
Test Tst	✖	This child is not eligible for a 2 year old funded place.

[Restart](#) [Finish](#)

This shows that unfortunately your child is not eligible.

If you think this is incorrect, please check the qualifying criteria here:

<https://www.croydon.gov.uk/children-young-people-and-families/childcare/help-childcare-costs>

and then, if you still think your child does qualify, please contact us (details are on the next page)

You will also receive an email confirming that you have made an application as shown

Thank you for applying for a 2 Year old funding place(s)

croydon.noreply@cloud.servelec-group.com
to me ▼

Dear Parent/Carer,

This e-mail confirms you have applied for a 2 Year Old funding place(s) online.

3. Help and Advice

For further help and advice, please contact us at:

child.care@croydon.gov.uk

Thank you