

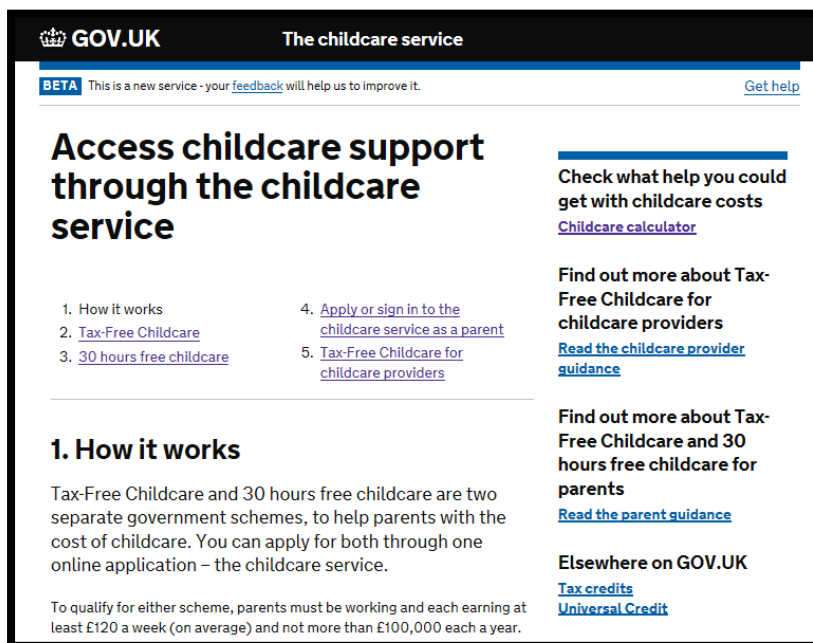
# How to find your 30 Hours Code if you have already applied

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/>



The screenshot shows the GOV.UK website for 'The childcare service'. At the top, it says 'GOV.UK The childcare service'. Below that, there is a 'BETA' notice: 'This is a new service - your feedback will help us to improve it.' and a 'Get help' link. The main heading is 'Access childcare support through the childcare service'. There are five numbered links: 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 first section, '1. How it works', explains that Tax-Free Childcare and 30 hours free childcare are two separate government schemes to help parents with the cost of childcare. It states that parents can apply for both through one online application - the childcare service. A note at the bottom says: 'To qualify for either scheme, parents must be working and each earning at least £120 a week (on average) and not more than £100,000 each a year.' On the right side, 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'.

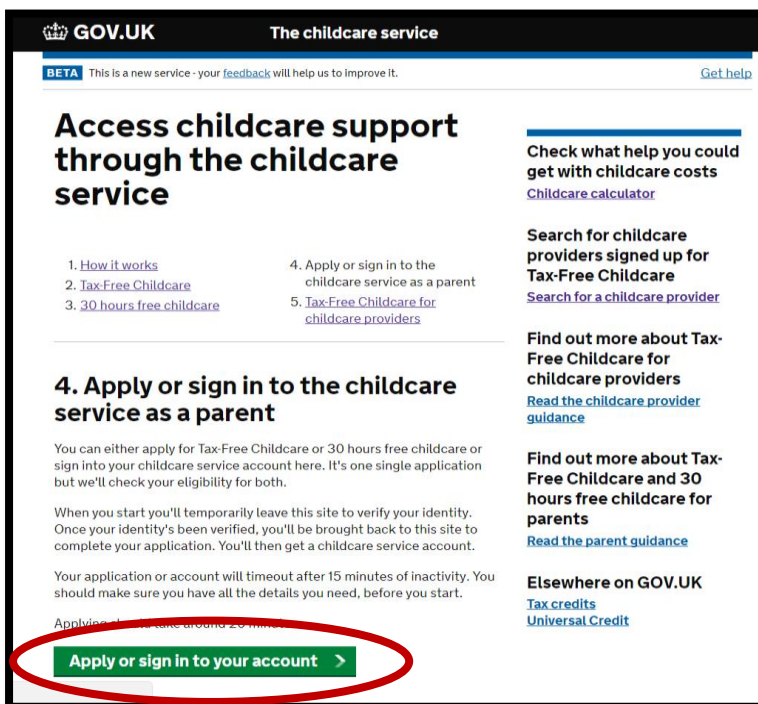
## Step 2

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



## 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'.



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

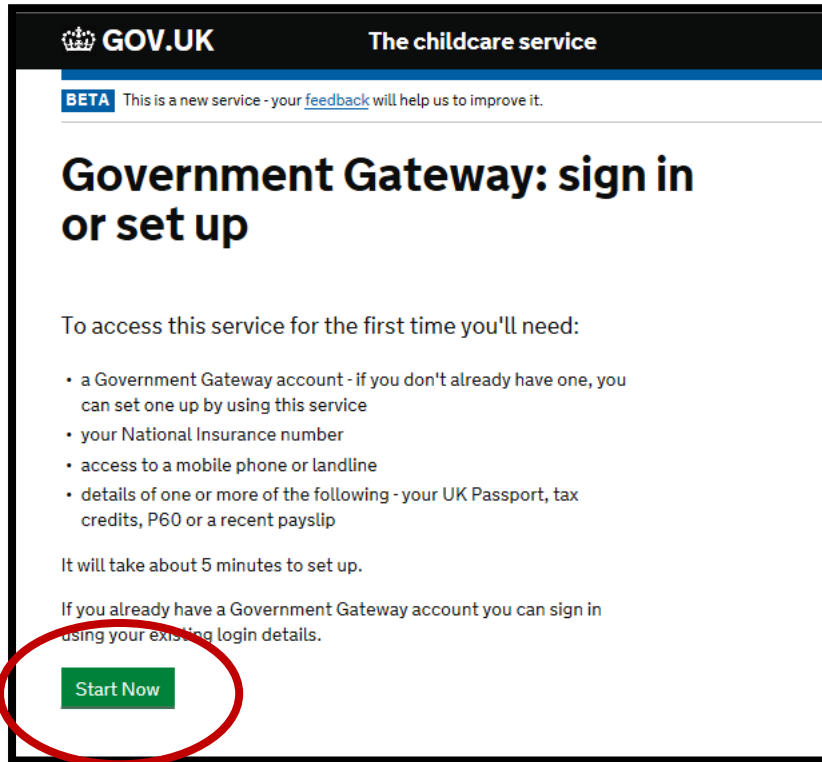
**Date of birth**  
For example, 24 04 1997

Day Month Year

[Continue](#)

## Step 6

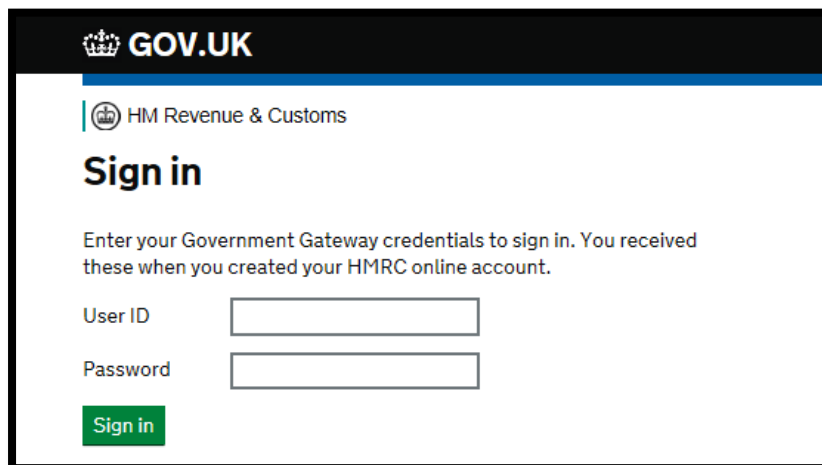
Click on the green button labelled 'Start Now'



The screenshot shows the top of a GOV.UK page for 'The childcare service'. A blue banner at the top contains the GOV.UK logo and the text 'The childcare service'. Below this, a 'BETA' notice states: '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, it says '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'. It then states '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, there is a green button labeled 'Start Now' which is circled in red.

## Step 7

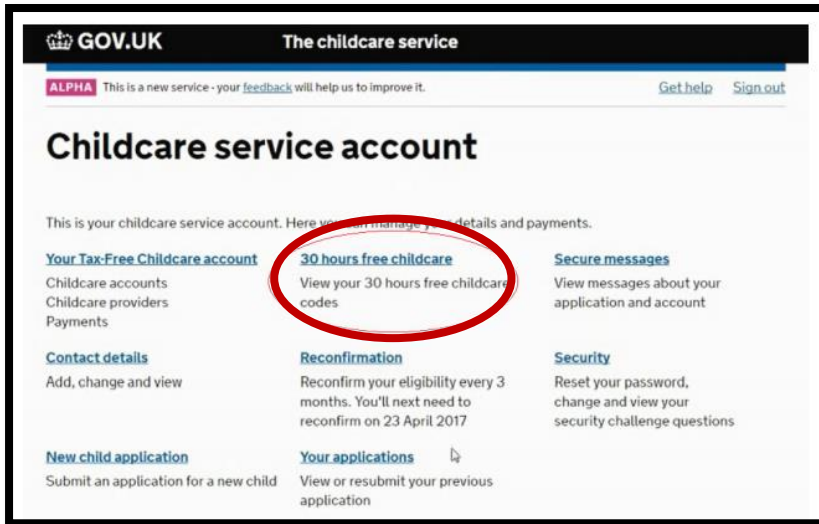
Enter your Government Gateway User ID and Password and then click the green button labelled 'Sign in'



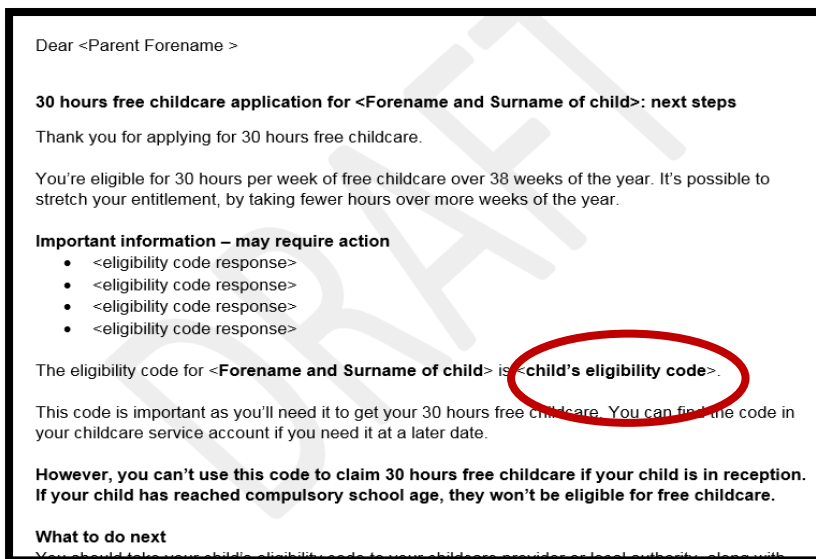
The screenshot shows the sign-in page for HM Revenue & Customs on GOV.UK. The top header includes the GOV.UK logo and 'HM Revenue & Customs'. The main heading is 'Sign in'. Below the heading, it says 'Enter your Government Gateway credentials to sign in. You received these when you created your HMRC online account.' There are two input fields: 'User ID' and 'Password'. At the bottom, there is a green button labeled '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**