Applying online for a secondary, junior or primary school place

Online user guide

Cumbria County Council website

1. Go to www.cumbria.gov.uk/schooladmissions
2. Click on the relevant box 'Transfer to secondary school, Transfer to junior school or Applying for an infant or primary school
3. Click on 'Apply online'

Existing users

Log into the Citizen Portal using the email and password you previously created. If you are unable to remember the password, please use the '**Forgotten password'** link and follow the instructions given.

New users to the Citizen Portal

You must first register your own details to set up a user account for the Citizen Portal.

1. On the home page, click on **Register**.
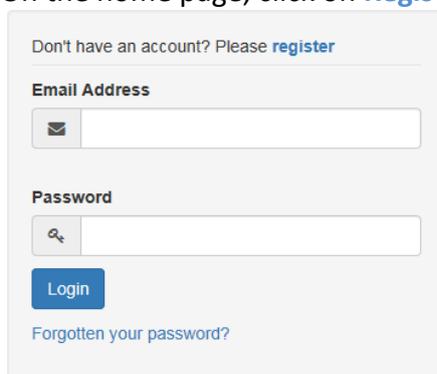
2. Add your **Email Address** and create a **Password**. *Please note that the password that you provide is case sensitive. It must also be a minimum of 10 characters in length and it must contain a minimum of 2 numbers, 1 lower case character, 1 upper case character and 1 special character e.g.* % (&^.*
3. Add a **Secret Question**.
4. Click 'next'
5. Enter your name information and click next
6. Enter a **Postcode** and click the [Find Address] button or use the on-screen instructions to find your address. Please supply a telephone number so we can contact you if necessary.
7. Click **Submit Registration**
8. You will now receive an email to the email address you used when registering. In order to complete your registration you **must** click on the link in the email to validate your email address.
NB: You must click on this link or you will not be able to continue with your application. If you do not do this within 7 days the link will expire.
9. Once your email address has been verified, you will receive the message below and can now log back into the Citizen Portal using your email address and password that you created when you registered.
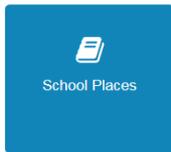
Making an application for a school place

You will first need to add your child's details.

1. Log in to the Citizen Portal with your email address and password as before.
2. Click on the blue box **School Places.**

3. If you have already used the Citizen Portal for the child you are applying for a school place for e.g. a free school meals application, then your child's details may already appear in a blue box. Please check that all of the details are still correct, in particular the child's current address, and then move to step 9
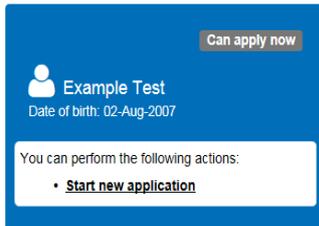
4. Otherwise, click on

5. Add your child's details.
6. **Select an address:** You must select an address by either clicking on the address as given when first registered in the first blue box if this is correct or **click to add a new address** in the second blue box and follow the instructions. **Please enter the address where the child is living now**. NB: If you move during the application period [that is any time after you have made your application and before offers are made) you **MUST** let School Admissions know by email or by post. Please do not just change your address online once you have submitted your application without letting us know by email or letter as well.
7. Click **Add child**
8. You will now return to the school places page and your child's details will be displayed in a blue box as above. You will note that the box says
9. Click **Start new application**.
10. **Select a Transfer Group**: Depending upon your child's date of birth you will be asked to click to confirm the transfer group you are applying for e.g. Transfer to secondary September 2018, Admission to infant or primary September 2018. If a corresponding transfer group is not displayed, please check your child's date of birth has been entered correctly. Amend if necessary in the 'My Family' section on the Citizen Portal home page.
11. **Find Child:** You may be asked to enter a **UID** number. If you have received a UID number via your child's current school please enter it. However, it is not a necessary part of the application so if you have not been given a UID number, please click on the button to continue with your application. *NB: If you are applying for an infant or primary school place you will not have received a UID*
12. **Additional Child Details** : if your child has a Statement or Education, Health and Care Plan , please indicate it here. If your child is either in the care of the Local Authority or was previously looked after, again, please enter the details here. The radio buttons default to NO so amend to Yes if you wish to add information. NB: If you are indicating that your child was previously in the care of the Local Authority and is now adopted or subject to a child arrangements order or special guardianship order, you **MUST** provide evidence of this in order to be considered under this category.

13. **Moving Home**: if you are moving house, please give information of your new address and the date of your move.

14. **Child's Current School** [for junior and secondary applications only]. If you experience problems in finding the school, leave the postcode box empty, select **Cumbria** in the **Schools Located In** drop-down box and enter part of the school name in the **School Name** box e.g. for St Mary's Catholic Primary School, type *St Ma* and click enter . All of the schools whose names include what you entered should appear. Please make sure you select the right school if there is more than one (the school address should help). Click on the school name to select the school. If there are still problems finding the school, you can enter the name manually in the text box.

15. **Schools you are making a preference for**. This is where you select the schools you wish to apply for. Again if any problems please use the method above to find the school. To select the school as a preference, click on the school name itself. *Do not use the link as this will take you to the school's own website.*

16. Adding a **Sibling** at the school. If your child has a sibling in the school you have selected, you must select the Yes option and provide details.

17. **Adding reasons for your preference**. Reasons can be added if you wish but they should generally only relate to the school's admissions policy. *NB: If your reasons are quite lengthy it is possible that the screen may time-out whilst you are typing your reasons and this would result in the site failing to save the information. Therefore, if you are adding a lot of text it may be advisable to prepare your reasons in another programme and copy and paste them in.*
Click **Next**

18. **Adding further preferences** (the maximum is 3).
After adding the first preference you will return to the **Preference School Search**.

Click [Add another preferred school] and repeat the above steps 15-17 to add further preferences to your application. You can adjust the order of preferences by using the up and down arrows next to the school name. It is strongly recommended that you use all of your 3 preferences. Applying for more than one school does not in any way reduce your chances of being offered your highest preference.

Completing your application

1. When you have added all of your preferences, click on Next at the bottom right of the screen.
2. Read the **Terms and Conditions** and the other information on the screen.
3. Your school places offer will be sent by email (**Yes** radio button is highlighted). If you would prefer a letter to be sent rather than an email, select the **No** radio button. Please note you will not be sent both.
4. Preview your application and make sure that the information given is correct. If you notice any errors you need to go back to the relevant screen and correct them.
5. Click **Yes** on the radio button to declare that the information is correct and that you have read the Terms and Conditions.
6. Click on **Submit.** You will then receive this message

Your application has been successfully submitted. You will shortly receive a confirmation email listing your school preferences. If additional information or evidence, e.g. medical/baptism certificates/supplementary information forms, is required for these schools, you will need to supply them to the relevant school(s).

To see a printer friendly version of your submitted application, click the Preview button. [Preview]

NB if you click on Return Later your application will not be submitted. Your application is only valid once it has been submitted so you will need to remember to go back and complete the application by the closing date.

Once submitted, please check that you receive an email which confirms your application and that the preferences you have selected are in the correct order. This is your proof that a timely application has been made.

Your child's details on the school places homepage will now show **. If you have not successfully submitted the application or chosen to Return Later it will read**

System time-out

Whilst working on your application, if you leave the screen inactive for any length of time you may find that the system will time-out. If this is the case you will be returned to the login screen.

1. Please login with your email and password, choose **school places**, and then choose '**continue application**' on the blue box for the child concerned. **Please do NOT click 'start new application'.**
2. The system will have retained some of the information you gave before the time-out occurred. You will then need to go back through the form, checking the information and clicking 'next' until you get to the point where the session previously ended. You can then continue on from there.

Changing the preferences on your application after you have submitted it.

NB You can only do this before the closing date. After the closing date please contact School Admissions for further advice.

1. Go to www.cumbria.gov.uk/schooladmissions and select the relevant transfer group section.
2. Go to **Apply online**, log back into the Citizen Portal using your email address and password and choose School Places.
3. On your child's details in the blue box, click on **Change Application**. Do **NOT** click on 'start a new application'.
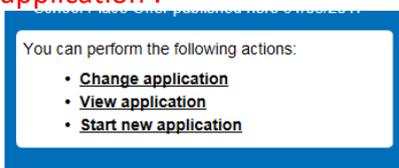
4. Go through the online screens making any changes you require e.g. deleting schools, adding schools, changing the priority order using the up and down arrows. To edit your reasons for a particular school, click on **Edit** beside the school's name.
5. **Re-submit your application**. You **MUST** resubmit your application or it will no longer be valid. You will then receive a new email confirmation. Please check you receive this and your preferences are in the right order.

Forgotten your password

1. Click on **Forgotten your password** on the login screen.
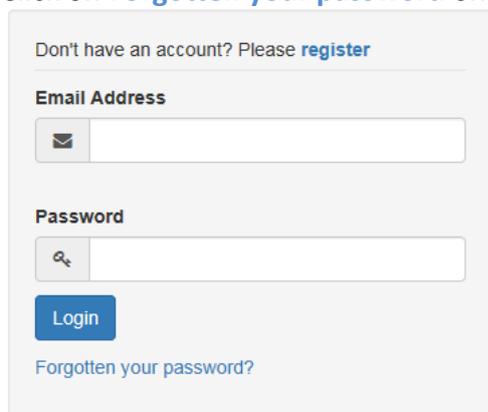
2. Enter your email address.
3. Answer the secret question.
4. You will then receive an email. You must click on the link in the email to validate your email address. *If you do not receive an email then your answer to the secret question is likely incorrect and you may wish to try again*.
5. You can then enter a new password and confirm it.