

Luton Education Portal

This guide is designed to support the use of the **Luton Education Portal** (<http://education.luton.gov.uk>) which is an online facility that enables parents to apply for various children's services.

The System Requirements

In order to ensure that the Portal functions effectively it is important that you access it via the latest version of one of the following Web Browsers (a 'Web Browser' (more commonly known as a 'Browser' is a software application for retrieving, presenting and accessing information resources on the World Wide Web).



Internet Explorer
(10 or above)

or



Google Chrome

or



Firefox

Need to check which browser and version you are using? You can check this by visiting www.whatbrowser.org from the computer you are using.

To ensure that the Portal operates correctly, please also check that your '**computer**' and '**browser**' language settings are set to **English (UK)**.

If your browser language settings are set to a language that is unsupported, this may cause issues when we validate the data you enter. If you are using English make sure that your Computer and Browser language settings are set to 'English (United Kingdom)'

To change settings on your Computer:

- Click on Start
- Select 'Control Panel'
- Select 'Clock, language, region'
- Select 'Change location'
- In the drop down select 'United Kingdom'

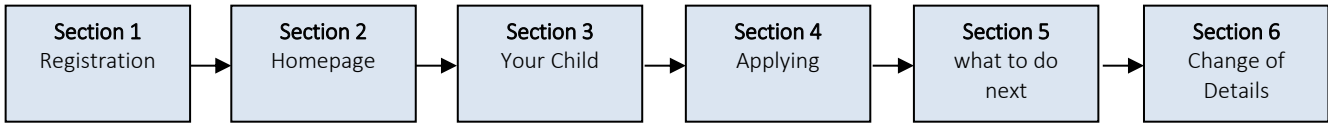
Refer to your Browser help notes for changing languages on your Browser

❖ I am an Apple Mac user - will I be able to access the portal?

Yes. Working with an Apple Mac user we found Google Chrome was compatible if the browser and computer language setting was set to 'English (United Kingdom)'. The Portal is not currently compatible with the Apple Safari browser.

❖ Can I use the portal on a mobile device or tablet?

Yes. You should be able to use the Portal effectively with most Android smartphone and tablet devices, and also Iphone/Ipad devices.



SECTION 1 – Registration

The link to make an application for School Admissions and Two Year Old funding will take you to the home page.

<http://education.luton.gov.uk>

Select the **register** link

Security Details

Complete the Security Details

Security Details About you Contact Details

Email Address *

Confirm Email *

Password *

Confirm Password *

Secret Question *

Secret Answer *

Next

By registering for an account you are consenting to receive the outcome of your eligibility check to your email address. You should make sure your email remains safe and secure, for example by:

- Changing your password regularly, keeping it in a safe place and not sharing it with anyone.
- Not opening attachments from anyone you don't know.
- Not replying to spam or forwarding chain emails.
- Making sure that you have antivirus software installed and it's kept up to date.

Security Details | **About you** | Contact Details

Title *

Forename *

Surname *

Gender *

Contact Details

Enter your Postcode and press

When you find your address press

Security Details | About you | **Contact Details**

To find your home address please enter your postcode and then click Find Address. If you do not know your postcode, look it up [here](#). If your address is not listed, press the 'Enter Address Manually' and type the correct address in the boxes provided

Postcode *

25, Milton Road, Clapham, Bedford, MK41 6AS
 44, Milton Road, Clapham, Bedford, MK41 6AS
66, Milton Road, Clapham, Bedford, MK41 6AS
 85, Milton Road, Clapham, Bedford, MK41 6AS
 101, Milton Road, Clapham, Bedford, MK41 6AS

If you cannot find your address you add your address manually -

After telling us where you live provide us with at least one telephone number

House Number

House Name

Building Name

Street Name

District / Village

Town

County

Postcode *

Country

Please supply a telephone number where you can be contacted during

Home Phone

Mobile Number

Work Phone

Finally press

Nearly done...

We've sent you an email containing a link. You'll need to click the link to confirm your email address as your new username.

You will then get an email

Thank you for registering with the Education Portal.

To activate your account we need you to confirm your email address is valid. To do this, click on the link below this will take you to a page where you can enter your password and login.

https://emsonline.luton.gov.uk/CitizenPortal_LIVE/Account.Mvc/CompleteRegistration/88843_90006fd1-285e-4f13-b141-fb54c1d73dab

Please note: if you are unable to click on this link, carefully copy and paste the text into your Internet browser.

Kind Regards, Portal Administrator

Important - Please do not reply to this email as this account is not monitored.

Click on the link or copy and paste it into your Internet Browser

Thank you for registering


Thank you for confirming your email address. Your registration is now complete. When you sign in, use your email address as your username.

 Home


Press the Home button

Don't have an account? Please [register](#)

Email Address



Password



Login

[Forgotten your password?](#)

Login

Enter your Email address and Password and press

SECTION 2 – Home Page

The screenshot shows the top navigation bar with 'Home', 'My Account', and 'Sign Out' links. A 'Log out' callout box points to the 'Sign Out' link. Below the navigation bar is a grey banner with the text: 'Welcome to the Citizens Portal. Below, you will see the services available to you.' followed by two bullet points: '• If you wish to apply for a school place for your child, select the "School Places" button below (Active after 01/07/16)' and '• If you have a two year old or a child coming up for two you could be eligible for support with nursery funding. Click on the Two Year Old Funding button to apply.' Below this is a notice: 'NB - Applications for Two Year Old funding are restricted to 10 weeks prior to the start of the term which follows your child's 2nd birthday. For example, if your child's birthday is in May, you will be able to apply 10 weeks before the start of the September term, September, January, and Late March/April.' Below the banner are four blue buttons: 'School Places', 'Funded Early Education for Two Year Olds', 'Messages' (with a red '12' notification badge), and 'My Family'. Callout boxes point to each button: 'Return to Home' points to the top left, 'Change your details' points to the top right, 'Log out' points to the top right, 'Make an Application' points to 'School Places', 'Read your messages' points to 'Messages', and 'Tell us about your family' points to 'My Family'.

SECTION 3 – Adding your Child/Children

A callout box with the text 'Select My Family to begin adding your children' points to the 'My Family' button in the previous screenshot.

If you have used this website before you maybe be presented with details of your children. However it is more likely that this is the first time you have used this site and we have no details about your children – so press

A light blue button with a plus sign icon and the text 'Add Child'.

Add Child

Add a child

Forename Your child's **legal** names

Surname

Gender Gender

Date of Birth Date of Birth

Ethnicity Ethnicity, First Language and Relationship – type in the first characters to find the code you need

First Language

Relationship to Child Your relationship to this child (i.e. you are the Father of

Parental Responsibility Yes
 No
 If you have legal responsibility for this child, select Yes

Select Address

Select (by clicking) if your child has the same address

SECTION 4 – Changing your details / Viewing Messages

Change Details

[Home](#) [My Account](#) [Sign Out](#)

My Account

My Account

Personal Details

[Personal Details](#)

[Contact Details](#)

[Change Email Address](#)

[Change Password](#)

[Change Secret Question](#)

[Change of Circumstances](#)

Title

Forename

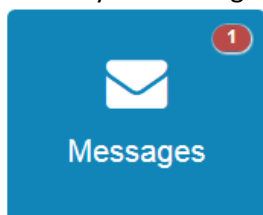
Surname

Gender

You can change your details, and find out how to tell us about other changes in your circumstances

View Messages

To View your messages – from the home page



Subject	Received
Application for funded early education for a 2 year old child - reference TYF-1503-Y8D5HOF7	10-Mar-2015 17:08

Click the subject to open the message

Back
Delete

Application for funded early education for a 2 year old child - reference TYF-1503-Y8D5HOF7 10/03/2015 17:08


Dear Mr Bill User

This is confirmation that your child, Daisy, qualifies for funding for early education. You can claim up to 15 hours per week of free nursery education with an approved provider.

Further Information

Logging In

❖ What do I do if I forget my password?



Education Portal

Home ☰

Don't have an account? Please [register](#)

Email Address

Password

[Login](#)

[Forgotten your password?](#)

Welcome to the Luton Education Portal

To use this site you will first need to register for a new account.

We recommend that you read the [Portal Guide](#) by following the link at the bottom of this page.

1. [Register](#) for a new account
2. Check your email and click on the confirmation link
3. Log in using your email address and password
4. Make applications for supported child services

Please note that if you have previously applied online for a school place or funded early education for two year old funding you will need to [re-register here](#).

If you have forgotten your password, please select the 'Forgotten your password' link on the login page. You will then be required to provide the email address you use to logon with and the answer to your secret question, which will send you a link to reset your password.

❖ What do I do if I forget my email address or the answer to my secret question?

If you have forgotten your email address you will need to register a new account with the portal with a different email address.

If you have forgotten your secret question answer you can either

- register a new account with a new email address (you cannot use the same email address unless you have previously notified us to close your account, see below).
- Contact us for a password reset at admissions@luton.gov.uk or twoyearoldfunding@luton.gov.uk

❖ How do I change my login details or personal information?

To change your information click the menu button (3 horizontal stripes) and select 'My Profile'. Within that screen you can edit your information and save your changes.

The screenshot displays the Luton Education Portal interface. At the top left is the Luton logo, and at the top right is the text 'Education Portal'. Below the logo is a navigation bar with a 'Home' link and a menu button (three horizontal stripes) circled in red. The main content area features a welcome message: 'Welcome to the Luton Education Portal' followed by 'Below, you will see the services available to you.' Below this are four service tiles: 'School Admissions', 'Funded Early Education for Two Year Olds', 'Messages', and 'My Family'. On the right side, there is a 'My Profile' section with a 'Personal Details' button and several links: 'Contact Details', 'Change Email Address', 'Change Password', 'Change Secret Question', and 'Change of Circumstances'.

❖ How do I close my portal account?

If you want to close your Portal account permanently please send a request by email to admissions@luton.gov.uk or twoyearoldfunding@luton.gov.uk detailing the email address you use for logging in.