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 or Google Chrome or Firefox
  (10 or above)

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

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.
Contact Details

Enter your Postcode and press

Find Address When you find your address press

Select

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

Enter Address Manually

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

Finally press

Submit Registration
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.


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

Press the Home button

Enter your Email address and Password and press Login
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
SECTION 4 – Changing your details / Viewing Messages

Change Details

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
Further Information

Logging In

- What do I do if I forget my password?

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.

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 twopyearoldfunding@luton.gov.uk detailing the email address you use for logging in.