

# Parent Portal Guidance

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\*This guidance is subject to change as processes develop\*

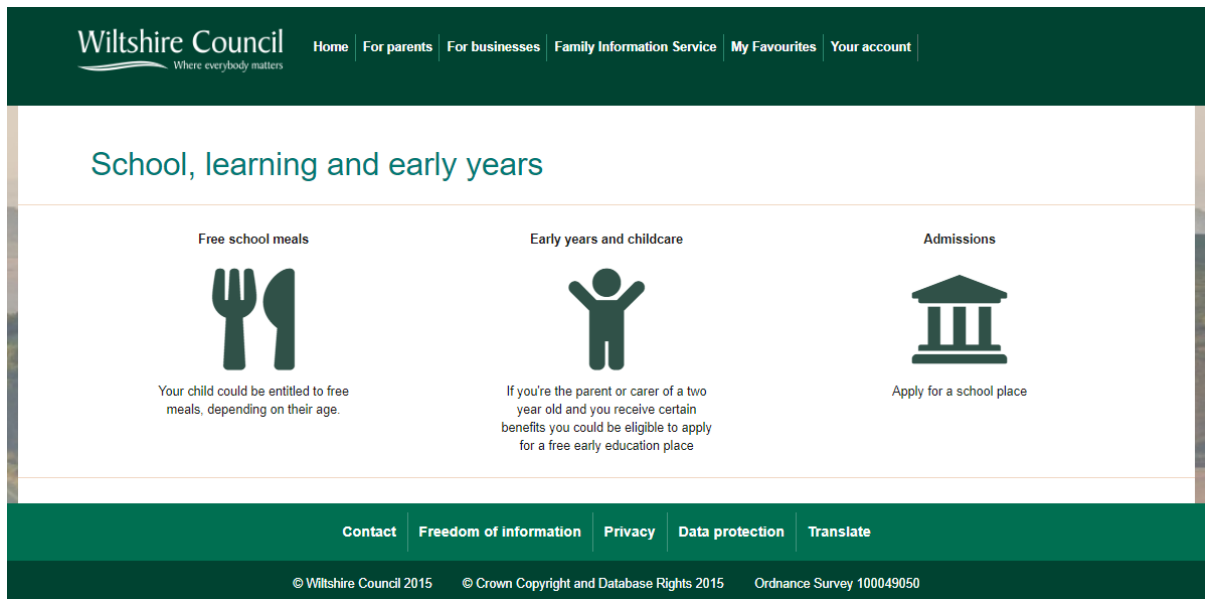
## Accessing the Parent Portal

### Locating the Parent Portal

The parent Portal is available online through a secure web page, this will replace the way parent/guardian(s) apply for Free School Meals. You may see additional applications that can be made in this portal however, these will not become active until future upgrades.

Click on link below or paste into your web browser.

<https://parentportal.wiltshire.gov.uk/web/portal/pages/home>



To access the login screen, click the 'home' icon on top left.

## Registering / Logging in for the first time

Before you can access the parent portal, you must first register as a new user.

Click the 'Your Account' and 'Register for a new account';

### Secure login - step 1

**New to Parent Portal?** Register for an account on the right.

**Already using Parent Portal?** Sign in below.

#### Existing users

Email

Password

For additional security, we will confirm your account by sending an authentication code to your email address.

[Forgotten password?](#)

#### New users

If you're new to Parent Portal, sign up for an account here

Then add your name and click 'Next'

## Register a new account - step 1

Forename

Surname

[Next](#) [Cancel](#)

Then put in your email address. You must also choose a password that meets the described level of protection. Once chosen select 'Next'

## Register a new account - step 2

Email address

Password

Confirm password

[Back](#) [Next](#) [Cancel](#)

**Password policy**

Your password must meet the following requirements:

- It must be at least 8 characters long
- It must contain at least one letter
- It must contain only letters, digits, and the following special characters: !@#\$%^&

The Parent Portal will then send you a 6-digit code to your registered email address. You must input the code and select 'Next'.

## Register a new account - step 3

We have just sent you an email to confirm your email address. Please enter the code this contains below. Hit **back** if you would like to change your email address and try again.

If you can't find this email, it may be in your spam/junk email folder.

Code

[Back](#) [Next](#) [Cancel](#)

Your registration is complete, you will now be taken to the home screen.

## Logging in

Once registered, you can log in whenever you need to, by following these steps:

Secure Login – Step 1 - Enter your registered email address and password. Then click 'Sign In'.

### Secure login - step 1

**New to Parent Portal?** Register for an account on the right.  
**Already using Parent Portal?** Sign in below.

**Existing users**

Email

Password

For additional security, we will confirm your account by sending an authentication code to your email address.

[Sign in](#) [Cancel](#) [Forgotten password?](#)

Secure Login – Step 2 - Enter the authentication code sent to your email address. Then click 'Finish'.

## Secure login - step 2

We have just sent you an email to confirm your account. Please enter the code this contains below.  
If you can't find this email, it may be in your spam/junk email folder.

Code

Finish

Cancel

In addition to your password, an authentication code will be sent to your email address. Step 2 needs to be carried out within 10 minutes of receiving the emailed code.

## Resetting your password

If you have forgotten your password, you can click 'Forgotten Password'.

Reset Password – Step 1 Simply enter your email address and click 'Next'.

### Reset password - step 1

Email

Next

Cancel

Reset Password – Step 2 - A verification code will be emailed which you need to enter. The click 'Next'.

### Reset password - step 2

We have just sent you an email to confirm your email address. Please enter the code this contains below.  
If you can't find this email, it may be in your Spam/Junk Email Folder.

Code

Next

Cancel

Reset Password – Step 3 – Create a new password and click 'Finish'.

### Reset password - step 3

Please enter your new password

Your new password

Confirm password

Finish

Cancel

Click OK to return to the login page.

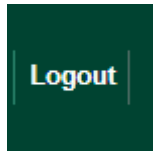
### Password Reset Confirmation

Your password has been changed. Press OK to return to the login page.

OK

## Logging Out

To log out of the system, either close your webpage or click 'Log Out'.



If there is no activity for longer than 60 minutes, you will automatically be logged out.

## Home Page

The home page is your landing page, from here you can navigate to all sections of the Parent Portal, including Free School Meal applications, family information service and your recent applications made. NOTE: additional services will be available in future upgrades.



[School, learning and early years](#)

## Free School Meals Application

A Parent/Guardian can make a Free School Meal application if they receive certain benefits, making them eligible to apply.

To begin an application, select 'Free School Meals'

[Free school meals](#)



[Your child could be entitled to free meals, depending on their age.](#)

You will be taken to the Free School Meals application page: There will be additional information regarding 'Who can apply'

### Application Form

There are 8 small stages of the Free School Meal application form.

- 1 Free School Meals Application
- 2 [Identification](#)
- 3 [You and your child](#)
- 4 [More about your child](#)
- 5 [Add another child](#)
- 6 [Consent to Eligibility Check](#)
- 7 [Summary](#)
- 8 [Submit Application](#)

## Identification

Please complete all fields in this section. Any questions that have a \* marked next to them mean they are mandatory questions that need to be completed prior to progressing to the next stage of the application form. Once this section has been correctly recorded select 'Next'

IDENTIFICATION 25% complete

The information you provide here will be used to confirm your eligibility so please ensure that it is correct and matches your benefit claim. If your benefits are in the name of a different person in your household, please ask them to complete this application instead.

You must provide either your National Insurance Number or National Asylum Support Service (NASS) Number.

Identification

Your date of birth \*

NI Number

NASS Number

[< Previous](#) [Next >](#)

[Print](#) [Save for later](#) [Close](#) [Cancel](#)

## About you and your child

Please complete all fields in this section, the Portal will pre-populate your first name, surname and email address.

YOU AND YOUR CHILD 30% complete

About You

Title \*

First name \*

Last name \*

Address

Email \*

Home telephone

Work telephone

Mobile telephone

Preferred contact method \*

About Your Child

First name \*

Last name \*

Date of birth \*

Gender \*

Address

House number or name

Postcode \*

[Find address](#)


[< Previous](#) [Next >](#)

[Print](#) [Save for later](#) [Create PDF](#) [Close](#) [Cancel](#)

When entering your address begin by entering your postcode and select 'Find Address', the system holds all Wiltshire addresses. The house name and number will populate with a drop-down list of all

first line addresses within the post code area, select the correct one. Alternatively, you can 'Enter Address' manually or 'Search again' if the system did not find the correct addresses the first time.

## Applicant's Address

House Number or Name	<input type="text"/>
Postcode * 	<input type="text"/>
<input type="button" value="Find Address"/>	<input type="button" value="Enter Address"/>

Once you have selected your address the system will confirm, allowing you to 'reset' or 'search' again.

## Applicant's Address

Wiltshire Council  
County Hall  
Bythesea Road  
Trowbridge  
BA14 8JN

You now need to begin entering your child's details.

Once all sections are complete select 'Next'

## More About your child

Here the system is asking you what School your child attends, if you do not see the school in the list it may mean they administer their own Free School Meals, please contact them directly.

### MORE ABOUT YOUR CHILD

75% complete

School

If your child's school does not appear in this list, please contact them directly to find out how to apply.

The next questions asks whether you have Parental Responsibility



**You may not proceed with this application if you do not have parental responsibility for the child.**

Do you have parental responsibility for this child? You will not be able to proceed if you select 'No'. \*

☐ Yes ☐ No

Answer the question and select **next**

## Add Another child

The system will allow you to add multiple children in the same Free School Meal Application

## ADD ANOTHER CHILD

Selecting 'Yes' will add a new child to the application. If you subsequently change your mind, selecting 'No' will remove the child from the application.

Add another child? ☐ Yes  
☐ No

Selecting yes will allow you to add the second child's information.

## Consent to Eligibility Check

**\*\*NOTE:** if you answer 'no' we cannot accept your application and check your eligibility through the Eligibility Checking Service.

## CONSENT TO ELIGIBILITY CHECK

83% complete

If you consent to the eligibility check we will use your surname, date of birth and NI or NASS number to run an online check on your eligibility for free school meals.

Do you give consent for  
us to check your  
eligibility? \*

☐ Yes  
☐ No

## Summary

This section will provide you with a summary of the application form, this is a read only section, if you wish to make amendments to the application form select 'previous'

[← Previous](#)

## Submit your application

Select **submit application**

## SUBMIT APPLICATION

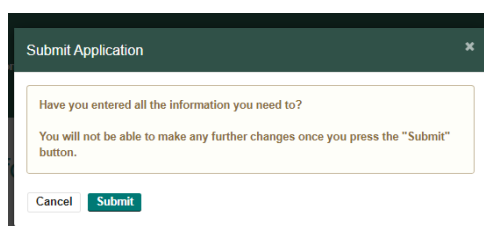
88% complete

Free School Meal Application

Press the submit button to send your application.

**Submit Application**

You will be taken to a screen to confirm you have entered all the information you need to as you will not be able to make any further changes once the application has been submitted. If you are happy select 'Submit' if further changes need to be made select 'Cancel' which will take you back to the application form.



The screenshot shows a modal window titled "Submit Application" with a close button (X) in the top right corner. Inside the modal, there is a text box with the following text: "Have you entered all the information you need to?" followed by "You will not be able to make any further changes once you press the 'Submit' button." At the bottom of the modal, there are two buttons: "Cancel" and "Submit".



You will shortly receive a confirmation email confirming your submitted application form. The hyperlink in this email will take you to the Parent Portal. Within your submitted application.

## Your Account

You can view the progress of your application(s) by selecting 'Your Account' you can also view any messages that have been sent from the Free School Meals Team to your portal account, view any applications made, retrieve any saved forms and change your password.

[Home](#) | [For parents](#) | [For businesses](#) | [Family Information Service](#) | [My Favourites](#) | [Your account](#) | [Logout](#)

## My messages

### My messages

[My applications](#)

[Saved Forms](#)

[Change password](#)

**My Messages:** Will show all your successful applications.

**My Applications:** Will show all applications made to Wiltshire Council with the date submitted, reference number, the type of application and the status. **Submitted Successfully** means the application has been received into the Wiltshire Council. **Application Successful** means you are eligible for Free School Meals; depending on the contact method you will receive a letter, email or Portal Message.

**Saved Forms:** will show any saved forms that have not been submitted, it will also show you how many days you have left to submit the application successfully. To complete any saved form, select the required application which will take you to the form to edit and submit.

## Change Password

Here you can change the password you initially created when registering for an account.

### Change your password

[My messages](#)

[My applications](#)

[Saved Forms](#)

[Change password](#)

[Change password](#)

[Change password](#)

The system will ask you to enter your current password, new password and confirmation of the new password

## Change Password

Please enter your new password

Your current password

Your new password

Confirm password

Finish

Cancel

## Form Options

Within the Free School Meal application form you have options to 'Print', 'Contact Us', 'Save for later', PDF, 'Close' and 'Cancel'

Print

Contact Us

Save for later

PDF

Close

Cancel

**Print:** Will allow you to print the entire form.

**Contact Us:** Will take you to a contact screen where you can contact the Wiltshire Council.

**NOTE:** *this section needs to be developed further, please contact the council via telephone.*

**Save for later:** will save the form into your saved forms section.

**PDF:** will save the form into your saved forms section.

**Close:** will close the application without saving.

**Cancel:** will close the application without saving.