



City of
Stoke-on-Trent

School Admissions Online User Guide

A Guide to using the Citizen Portal for Stoke-on-Trent Parents

Some of the pages on the Stoke-on-Trent Portal may have slightly different wording from this general guide. However the basic processes outlined in this guide still apply. You should read each page of our Portal as you make your application to make sure you are not missing any advice or requirements.

Registration

Home

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

Email Address

Welcome to the ONE Citizens Portal

To use this site you will need to first register then



Registration

You need to first register with us in order to apply for a School Place for your child(ren). This screen will guide you to the process. Please hover the mouse over each field to see what information you will need to enter for this purpose.

Security Details | About you | Contact Details

Email Address *

Confirm Email *

Password *

Confirm Password *

Secret Question *

Secret Answer *

[Next](#)

Who you are

Security Details About you Contact Details

Add your security details

Title *

Forename *

Surname *

Gender *

[Previous](#) [Next](#)

* Required field

Where do you live

Registration

You need to first register with us in order to apply for a School Place for your child(ren). This screen will guide you to enter the necessary information required for registration process. Please hover the mouse over each field to see what information you will need to enter for this purpose.

Details About you Contact Details

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 *

Find Address

I don't have a Postcode

Enter a telephone number where you can be contacted during normal office hours, if necessary.

Enter your Post Code

Find Address

Postcode *

Find Address

Enter Address Manually

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

Select

•If you don't find your address you can type it in **Enter Address Manually**

Click on Address

Select

Give us your contact details

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, click 'Address Manually' and type the correct address in the boxes provided

House Number	<input type="text" value="85"/>
House Name	<input type="text"/>
Building Name	<input type="text"/>
Street Name	<input type="text" value="Milton Road"/>
District / Village	<input type="text" value="Clapham"/>
Town	<input type="text" value="Bedford"/>
County	<input type="text"/>
Postcode *	<input type="text" value="MK41 6AS"/>
Country	<input type="text" value="United Kingdom"/>

Find Address

Please supply a telephone number where you can be contacted during normal office hours, if necessary.

Home Phone	<input type="text"/>
Mobile Number	<input type="text"/>
Work Phone	<input type="text"/>

Previous

Submit Registration

* Required field

Enter your Telephone Numbers

Submit Registration

What happens Next

🏠 Home

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 get an Email

Thank you for registering with the Citizen 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://vm2008x64r2/CitizenPortal/Account.Mvc/CompleteRegistration/1388_6f207ec5-b12d-4730-83d9-faaf592a6bc5

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

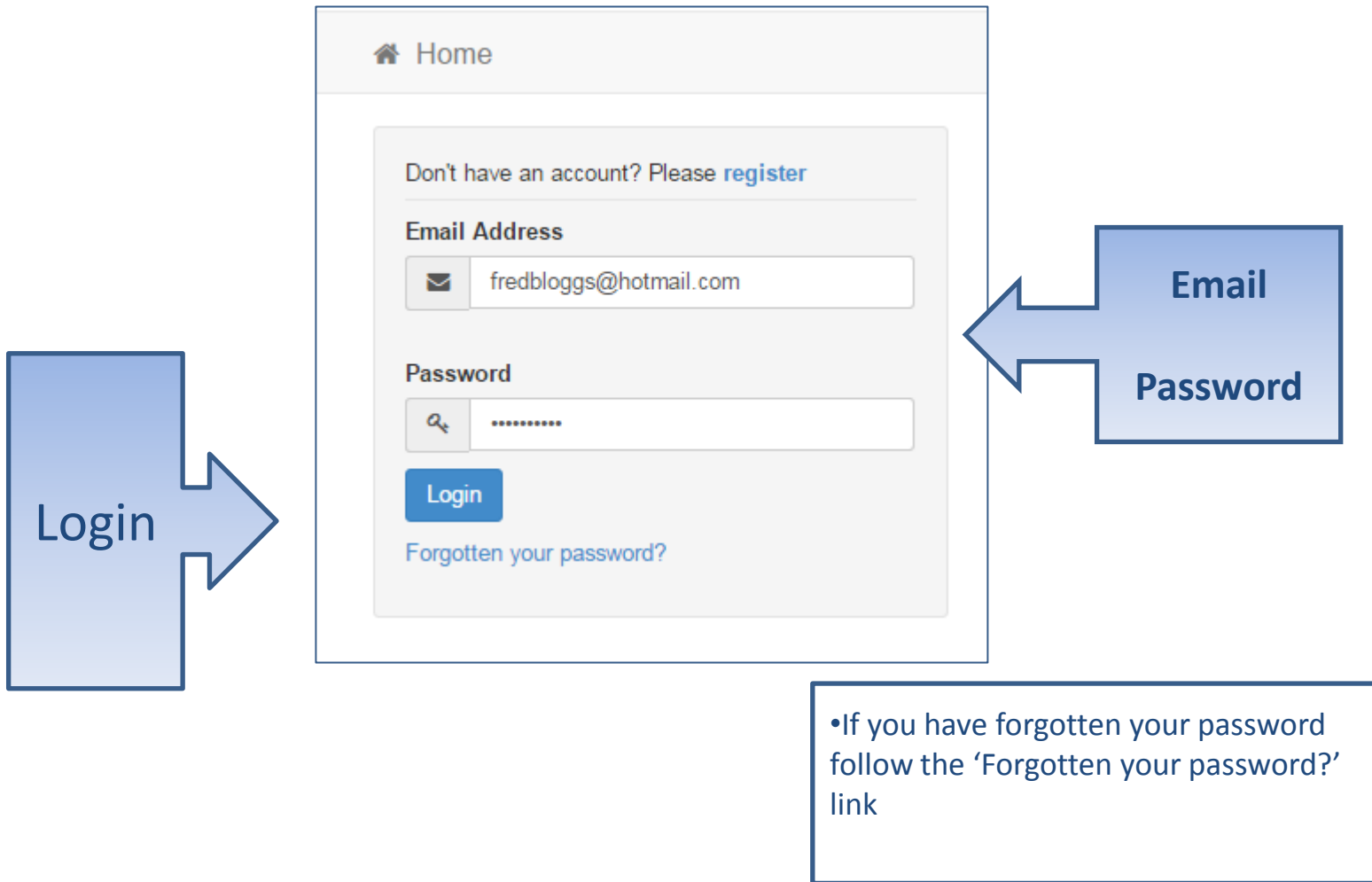
- If the email is not in your inbox, please check your Junk Mail folder
- If the link is not highlighted copy and paste into your browsers URL box

🏠 Home

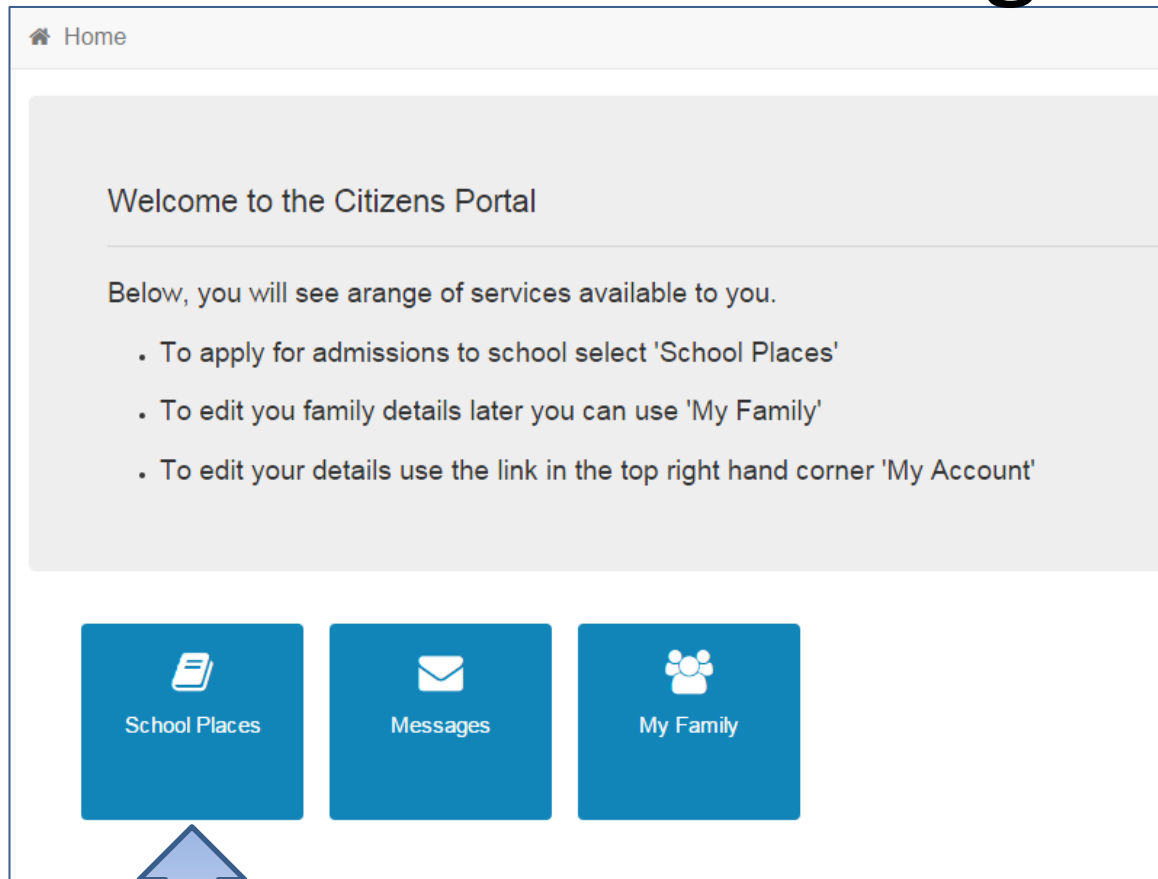
Thank you for registering

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

Log in



Your Home Page



Home

Welcome to the Citizens Portal

Below, you will see a range of services available to you.

- To apply for admissions to school select 'School Places'
- To edit your family details later you can use 'My Family'
- To edit your details use the link in the top right hand corner 'My Account'

School Places Messages My Family

The screenshot shows a web interface for a citizens portal. At the top, there is a navigation bar with a home icon and the text 'Home'. Below this is a main content area with a light gray background. It starts with a heading 'Welcome to the Citizens Portal' followed by a horizontal line. Underneath, there is a paragraph: 'Below, you will see a range of services available to you.' This is followed by a bulleted list of three items: 'To apply for admissions to school select 'School Places'', 'To edit your family details later you can use 'My Family'', and 'To edit your details use the link in the top right hand corner 'My Account''. At the bottom of the main content area, there are three blue rectangular buttons. The first button has a document icon and the text 'School Places'. The second button has an envelope icon and the text 'Messages'. The third button has a group of people icon and the text 'My Family'.

Click **School Places**

•If you have more than one child you only need one account

Adding an Application

School Places

This is the Home Page. From here you can make a new application or view or change the application you have already made. You can use the Help we have provided if you get stuck or contact us using the details in the Contact Us link below. When you have finished your application and are happy with the details you have provided, you must SUBMIT it to the Local Authority. Follow the instructions that will be displayed to help you do this.

Important! You can still change your application after it has been submitted, up until the closing date, but you MUST SUBMIT it again or we will be unable to consider your application.

Make a new application

You currently have no children without an application.

[Back](#)

[Add child](#)

•If you already have children added via another service or My Family they will be shown here

Click **Add Child**

Add your child

Add Child

Add a child

Forename * Bert

Middle Name Harry

Surname * Bloggs

Gender * Male

Date of Birth * 12/12/2004

Relationship to Child * Father

Parental Responsibility * Yes No

Select Address * 85 Milton Road Clapham Bedford MK41 6AS UK

Click to add new address

Cancel

Relationship →

Enter your child's legal names, gender and date of Birth ←

Please click on the blue address box to confirm they live with you or click in the box below to add their address ←

The date on which the child was born

Add Child cont..

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

[← Use previous address](#)

House Number

House Name

Building Name

Street Name

District / Village

Town

County

Postcode •

Country

[Find Address](#)

[Cancel](#) [Add child](#)



Start the application

School Places

This is the Home Page. From here you can make a new application or view or change the application you have already made. You can use the Help we have provided if you get stuck or contact us using the details in the Contact Us link below. When you have finished your application and are happy with the details you have provided, you must SUBMIT it to the Local Authority. Follow the instructions that will be displayed to help you do this.

Important! You can still change your application after it has been submitted, up until the closing date, but you MUST SUBMIT it again or we will be unable to consider your application.

Make a new application

Can apply now

 Bert Bloggs

Date of birth: 12-Dec-2004
Current age: 10

You can perform the following actions:

- [Start new application](#)



Back

Add child

Which Local Authority do you live in?

Home My Account Sign Out

Admissions

Before You Apply To make an application for a school place you **MUST** make your application to the Local Authority where **your child lives**. The Local Authority knows the majority of addresses in this and surrounding Local Authorities. To check you are applying to the right Local Authority please enter **your child's postcode** to search our address database. If your child is moving to a new address, enter the postcode where the child will live at the time of starting the new school.

My child's postcode

Your child's postcode is within this Local Authority - Please click 'Continue'

Before You Apply To make an application for a school place you **MUST** make your application to the Local Authority where the majority of addresses in this and surrounding Local Authorities. To check you are applying to the right Local Authority please enter **your child's postcode** to search our address database. If your child is moving to a new address, enter the postcode where the child will live at the time of starting the new school.

My child's postcode

- You should check you are using the right website to apply for a school place

When is your child changing school?



The screenshot shows a web interface for school admissions. At the top, there is a navigation bar with 'Home' on the left and 'My Account' and 'Sign Out' on the right. Below this is a dark blue header with the word 'Admissions' on the right. The main content area is titled 'Select a Transfer Group' and includes the text 'For your child's date of birth, you can apply for the following school places:'. A dark blue button labeled 'Transfer to Secondary September 2016' is highlighted, with a light blue arrow pointing to it from a box labeled 'Click the Box'. Below the button is an orange 'Back' button.

•If the Admissions Group you require does not show, you may be too late to apply online, your child's date of birth is out of range or may have been inputted incorrectly. If this has occurred, please contact the Stoke-on-Trent School Admissions Team

Your child's details?

Admissions

Additional Child's Details

Does your child have a Statement of Special Educational Needs?

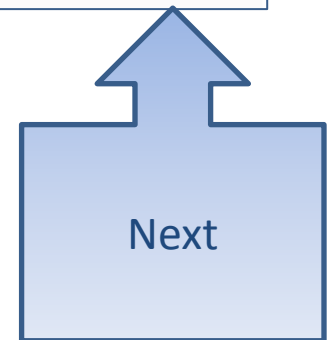
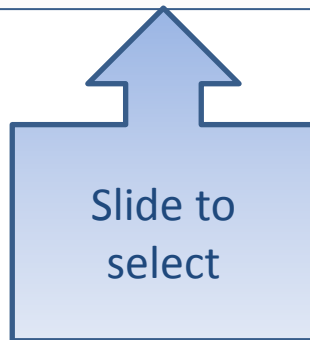
No

Is your child registered as being in the care of a Local Authority e.g. are they fostered or a 'Looked After' child?

Yes

Is your child a twin or triplet, etc. (one of a multiple birth)?

No



Moving Home?

Address Details

You have previously indicated that Bert's current address is **85, Milton Road, Clapham, Bedford, MK41 6AS, UK**. If this is not Bert's current address, please update this via [My Family](#). Then please navigate back to School Places and select to 'Continue this application'. It is very important that we know the correct current address for Bert.

Moving Home?

(LA) If you are moving to the above address please supply date.

Moving Date

Enter your new postcode and then click 'Find Address'. If your address is not listed, press the 'Enter Address Manually' and type the correct address into the boxes provided. If you don't have a Postcode please select 'I don't have a Postcode'.

Postcode

[Find Address](#)

[I don't have a Postcode](#)

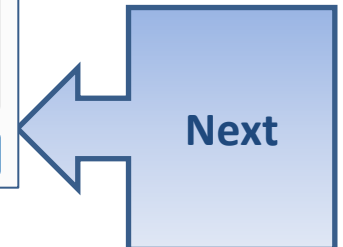
The next question is only for members of service (e.g. Army) and Crown Servant (e.g. Diplomat's) families. If this does not apply to you, please ignore this question and click the NEXT button below.

Is Bert a member of a Service or Crown Servant family, who are returning/moving to the address selected to take up duties?

No

[Back](#)

[Next](#)



Current School

- IMPORTANT – If your child is applying for a place in nursery or reception skip to 'Your Preferences'

Admissions

Child's Current School

Where does Bert currently go to School? Use the search facility below to find Bert's current school.

Find a School

To find the school you are looking for, search using a postcode, local authority, school name or a combination of these, then click Search.

Postcode

Schools located in

School Name (Tip: Part names give better results)

1 School(s) found

School Name	Gender	Address	Website
Raynsford Primary School (p4t) (Pinchmill Lower School)	CoEd	Park Lane, Henlow, BEDFORD, Simshire, SG18 8IK	

If, after searching, you are still unable to find the school, please tell us where your child is currently being educated by typing the name into the box

Currently educated at:

Search for your child's current school

Select

If your school is not listed remove the **Postcode** and change the **Schools located in** to your local authority and enter part of the school name

Confirm School

- IMPORTANT – If your child is applying for a place in nursery or reception skip to ‘Your Preferences’

Admissions

Child's Current School

School Name

School Address

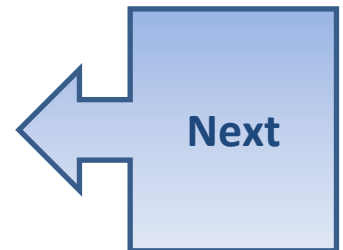
If the above is the school Bert currently attends, or if you have entered some details below, select the 'Next' button to continue. If not, select 'Change current school' to search for the correct school.

[Change current school](#)

If, after searching, you are still unable to find the school, please tell us where your child is currently being educated by typing the name into the box below.

Currently educated at:

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



Your Preferences

Admissions

Preference School Search

This is where you will tell us the school you would prefer your child to attend. You may select more than one school and if you do, it is important that you rank them in the order you prefer, with the school you most want at Rank 1. Use the up and down arrows that will appear once you have selected more than one school to rank your schools.

For each school you select, you will then be able to tell us your reasons for having chosen that school. You do not have to give any reasons if you do not wish to and depending upon the reasons you claim, we may have to ask you to provide further evidence.

Find a School

To find the school you are looking for, search using a postcode, local authority, school name or a combination of these, then click Search.

Postcode:

Schools located in:

School Name (Tip: Part names give better results):

2 School(s) found

School Name	Website
Applegreen School	
Green Abbey School (Green Abbey Community School)	Link

Select

Schools Located In

Search for your school

If your school is not listed remove the **Postcode** and change the **Schools located in** to your local authority and enter part of the school name

Sibling attending the school?

Admissions

Preference Reasons: Sibling

In order to support your application for a place at **Green Abbey School** you can select appropriate reasons on the next pages.
(LA) Does your child have a sibling who will still be attending the school when your child starts?

No Yes

Back

Click No or Yes

Sibling Details

In order to support your application for a place at **Green Abbey School** you can select appropriate reasons on the next pages.

Your child might have multiple siblings currently attending the school. Please enter the details of the sibling closest in age and select the address where

Forename

Middle Name

Surname

Gender Please select a gender

Date of Birth

Use previous address

House Number

House Name

Building Name

Street Name

District / Village

Town

If Yes
Tell us about them

Sibling's School

The sibling's current school is shown below.

School Name

School Address

If the sibling does not attend the above school, but instead attends a partner school, please click on the Find School button to select the correct school.

Find School

Back Next

Tell us your Reasons

Preference Reasons

In order to support your application for a place at **Green Abbey School** you can select the appropriate reasons below. You will have the opportunity to tell us in your own words of any additional reasons, or more about your selected reasons, on one of the next pages. ***IMPORTANT - To select 'Yes', click to make the YES turn BLUE***

Admissions for this school are controlled by this Local Authority. Preferences are ranked equally - for further details please refer to Section D of the Guide to parents
[Download - Right Click and Select Save Target As](#)

I believe my child lives in this school's catchment

Yes No/Not Applicable

I believe my child attends a feeder school to this school

Yes No/Not Applicable

I am selecting this school because of the distance from my child's home to this school

Yes No/Not Applicable

I am selecting this school because Bert is a child of a member of staff currently working at this Preference school

Yes No/Not Applicable

Back

Next

Slide to highlight Yes as Blue

Yes No/Not Applicable

Next

Anything else we should know?

Other Reasons

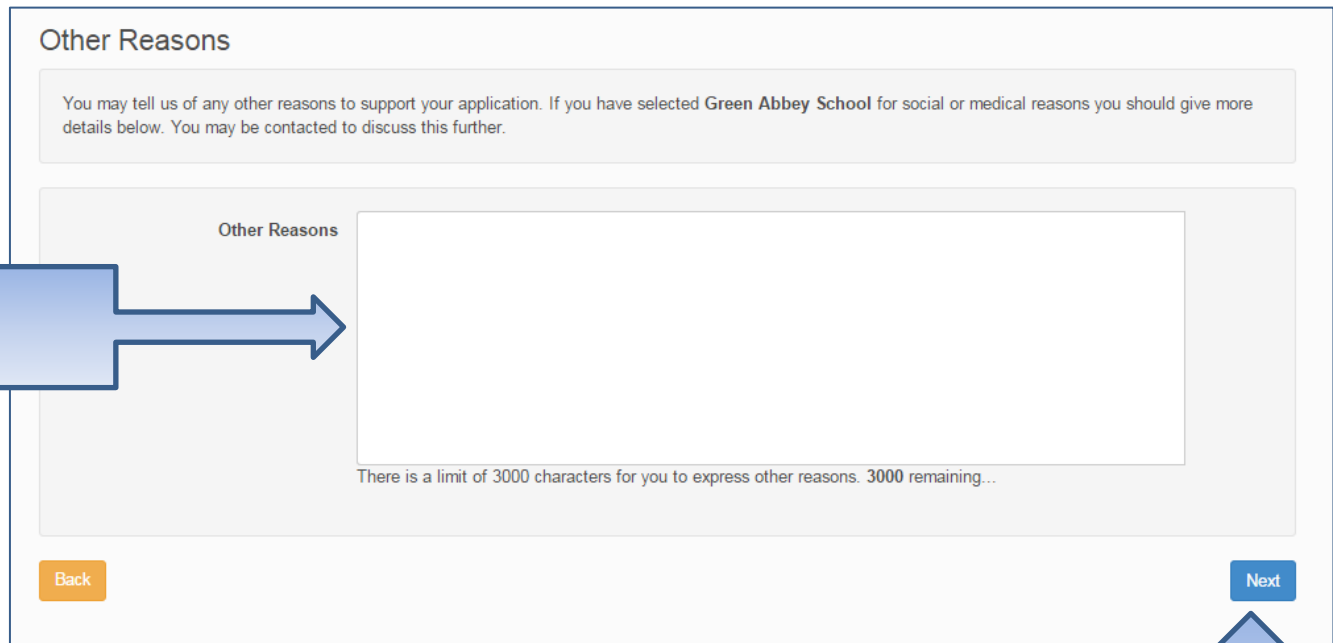
You may tell us of any other reasons to support your application. If you have selected **Green Abbey School** for social or medical reasons you should give more details below. You may be contacted to discuss this further.

Other Reasons

There is a limit of 3000 characters for you to express other reasons. 3000 remaining...

Back

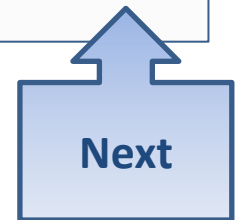
Next



Type in here



Next



Your reasons should be relevant to the specific school's admissions oversubscription criteria

More Preferences

Admissions

Your Preferred Schools

You have selected the schools below. You may choose up to 3 schools and you may change your selection until 31/10/2015 23:59

Use the arrows to rank your preferred schools; your most preferred school must be at the top ranked 1.

Rank	School name	Re-order
1	Green Abbey School	Edit Remove

[Add a new preferred school](#)

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

Click here to add another preference (Max 3)

Next

We strongly recommend you nominate the maximum of 3 school preferences which is what we allow in Stoke-on-Trent

Submit Application

Admissions

Application for Bert Bloggs, Date of birth: 12/12/2004

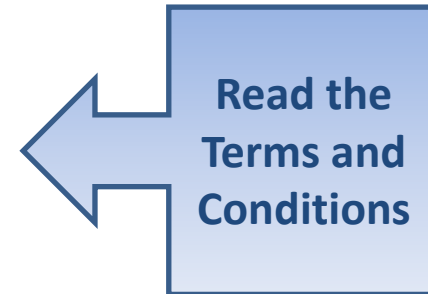
You have completed your application and it has been saved. Using the options below, you can now either 'Submit' your application or you can 'Return to Your Application Later' if you don't want to submit it just yet.

Also you can see a printable summary of your application using the 'Preview' button.

Terms and Conditions

Before you submit your application you should read the following Terms and Conditions. Unless you indicate otherwise you will be sent your offer in an email and you will be able to see the details on this website. This page also details our Data Protection statement.

To submit your application you must accept the terms and conditions at the bottom of the page.



Submit Now

School Place Offer

If you choose to receive your offer by email, the Local Authority may choose not to send out your offer on paper, thereby saving valuable resources.

Your offer will also be available on this website on 01/03/2016

I would like to receive my offer of a school place via email

Yes

Warning: Sometimes emails end up in your Junk or Spam folder. If you do not receive your email on the date above, please check there first.

Preview Your Application

To see a printer friendly version of your unsubmitted application, click the Preview button

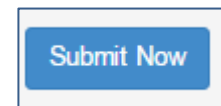
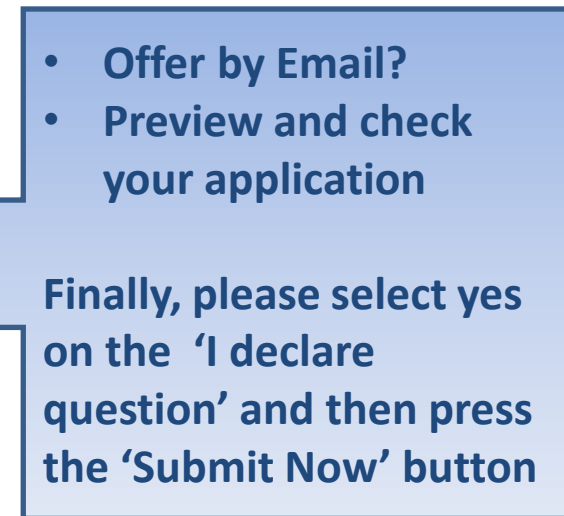
Submit Your Application

Once you 'Submit' your application you may still make changes until 31/10/2015 23:59

If you are not ready to submit your application now, you can click 'Return Later' instead and you may return to your application at a later date to make changes. You **MUST SUBMIT** it before 31/10/2015 23:59

I declare that I have checked the information given in this application and believe it to be correct. I declare that I have read and agree to the terms and conditions set out above.

Yes



What next?

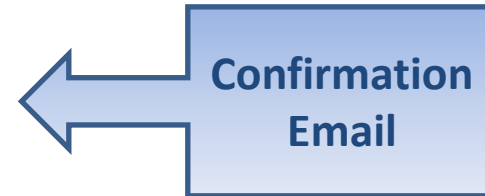
Dear Mr Fred Bloggs,

Thank you for submitting your application for a school place.

Your application has been received by the Bedfordshire 820 School Admissions Team and does not require any further action by you in order for it to be processed. However, if additional evidence or information is required for the schools you have expressed preferences for e.g. medical/baptism certificates or supplementary forms, you will need to supply them.

You have expressed preferences for the following schools in this order of priority:

Rank	School Name	Address
1	Green Abbey School	Green Abbey School, Burnaby Road, Bedford, Bedfordshire, MK42 1GH



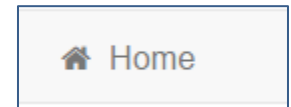
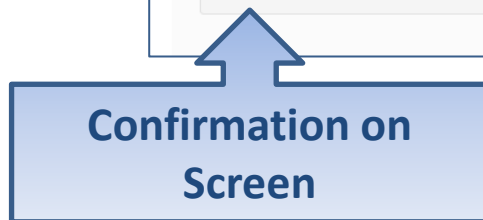
Admissions

Application for Bert Bloggs, Date of birth: 12/12/2004

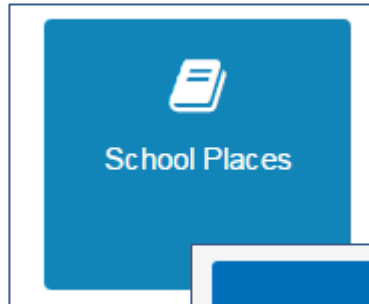
Your application has been successfully submitted. You will shortly receive a confirmation email listing your school preferences. If additional information or evidence, e.g. medical/baptism certificates/supplementary information forms, is required for these schools, you will need to supply them.

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


You do not need to take any further action. However, if you want to change any of the details you have submitted you may do so up until 31/10/2015 23:59. If you make any changes you **MUST RE-SUBMIT** it. Otherwise your application will not be considered.



What next?



Application submitted

 Bert Bloggs

Transfer to Secondary September 2016
Date of birth: 12-Dec-2004
Current age: 10
Last updated 26/08/2015 13:18
Submission closing date 31/10/2015 23:59
School Place Offer published here 01/03/2016

You can perform the following actions:

- [Change application](#)
- [View application](#)
- [Start new application](#)

You can return to the Citizen Portal and at any time and can change your application up until the closing date.

FAQ's

- **I have filled in the online form to register but have not yet received an email**

- It is possible that the email has been quarantined by anti-spam measures taken by your Internet Service Provider or by settings in your mail client.

Check to make sure that, if you are an Outlook/Outlook Express user, the relevant email has not been misidentified as "junk" and deposited in the Junk folder. If the email has definitely not been delivered to you then contact your ISP to see whether the email can be tracked and its destination discovered.

The service providers who suffer most from the problem of incorrectly identifying key emails as spam have proved to be aol.com, hotmail.com, hotmail.co.uk, yahoo.co.uk, yahoo.com and btinternet.com

- **I have forgotten my password**

- Visit the Welcome/log in page and click on the link "Forgotten your password?" and proceed by entering your email address in the space provided and please continue. You will then be asked a secret question. If you get the answer right, a new email will be generated and sent to your registered email address with a link to reset the password details. If not please contact the Stoke Admissions Team where we will be able to send you an email to reset your password details directly.

FAQ's

- **What if I change my email address?**
 - Log in with your old address and select 'My Account'
 - Click on Change Email Address and follow the instructions
- **I am unable to find my address on the dropdown address list**
 - Just enter your address into the address boxes

FAQ's

- **Can I use the same account to make more than one application (e.g. applications for twins or siblings in different year groups)**
 - You are able to apply for twins, triplets etc. using the online admissions system but **MUST ensure that you submit a separate application** for each child.