# Citizen Portal

## FSM – Application Journey

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This document contains screen shots of every step through the application process from the claimant's view point. It is a pictorial guide and designed to allow you to add notes and prompts of your own understanding.

## Where to find the Citizen Portal



Once the Applicant reaches the Citizen Portal, they will need to register on the portal first before they can progress to submitting an application.

#### Note:

In order to be able to register on the portal, the applicant will need to have their own email address

#### FSM - Application Journey Step-by-Step

The Applicant selects the FSM link from the Islington website and is taken to the Citizen Portal Homepage.

	Citizen Portal
A Home	🌡 Login 🕼 Register 🕼 English/Cymraeg →
Don't have an account? Please register Email Address  Password  c.cgin Forgotten your password?	Welcome to the Islington Citizen Portal First register to use this portal, then you can check whether you can claim free childcare for your 2 year old child or Free School Meals.
About Contact Us Terms and Conditions Site logo	Privacy Notice Cookies policy © Capita 2012-2017 All rights reserved. Twitter Bootstrap licensed under the Apache License v2.0

Applicants new to the portal will first need to **register**. Selecting this will take them to the following screen:

				Ci	tizen Portal
🖀 Home			💄 Login	🕼 Register	English/Cymraeg •
Registration You need to register so you can apply for free make an application. If one parent is unsucces to a nursery or childminder in Islington. For Fre	childca sful, a s ee Scho	re and early education or Free School Meals for yo second parent may be eligible. The Citizen Portal is ol Meals, the Citizen Portal is available to all paren	ur child. Each parent and carer available to all Islington Reside ts whose child is attending an Is	who has parental ents and to those slington school.	responsibility for a child can who intend to send their child
Email Address *					
Confirm Email *					
Password *	٩				
Confirm Password *	a,				
Secret Question *		Favourite Colour			
Secret Answer *	•				
Title *	*	Please select 🗸			
Forename *	*				

Continued .....

Forename *	4	
Surname *	*	
Gender *	4	Please select a gender
To find your home address please enter your p Address Manually' and type the correct addres	ostcod s in the	e 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 boxes provided
Postcode *	*	
	Find	Address
	I don't	have a Postcode
We recommend that you provide at least one of	ontact	number so we can contact you if necessary
Home Phone	٩.	
Mobile Number * (Recommended)		
Work Phone	¢.	
	Sub	mit Registration
	Requi	red field
	<u> </u>	

Once the applicant has completed all fields and selects '**Submit Registration**', the following screen will be displayed:

A Home	💄 Login	Register	Image: Benglish/Cymraeg -
Nearly done We've sent you an email with instructions for confirming your email address. You won't be able to log in until you have confirmed your email address.			

The applicant will now be required to log into their email account to action the 'Citizen Portal Activation' message:

To noreply@islington.gov.uk Citizen Portal activation
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://ems.islingtonschools.net/CitizenPortal_TEST/Account.Mvc/CompleteRegistration/27943e190fb3-e4af-4ab9-b601-cf8d3fba3e52
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.

The applicant will need to select the blue activation link in order to complete the registration process and will subsequently be directed to the following screen:

Thank you for registering	
Thank you for verifying your email address. Please sign in using your email address and the password you chose during registration.	

The **'Login'** tab is selected and brings the applicant back to the Citizen Portal login page where they will now be able to login with the details provided in the registration process.

A Home	Login & Register & English/Cymraeg -
Don't have an account? Please <u>register</u> Email Address	Welcome to the Islington Citizen Portal First register to use this portal, then you can check whether you can claim free childcare for your 2 year old child or Free School Meals.
Password at Login Forgotten your password?	

Once logged in, the applicant will be directed to the Citizen Portal Homepage.



#### Select the 'Free School Meals' tile will direct the applicant to this window:

A Home			My Account	Sign Out	English/Cymraeg -
Free School Meals					
	To begin your ap	plication for Free School M	eals click on the Apply button		
Apply Back					

Select the **Apply** tile which will take you to the below:

Free School Meals
Step 1         Step 2         Step 3         Step 4         Step 5         Step 6           Introduction         Personal Information         Additional Information         Summary         Give Consent         Eligibility Results
Apply for Free School Meals
Nursery and Primary school
All children who attend an Islington nursery or Community Primary School, on a full-time basis, are entitled to free school meals from the age of three. However, you <b>must</b> register to receive this entitlement.
Secondary school
Free school meals are available to eligible secondary school pupils. Your child may be eligible for free school meals if you get any of the following benefits:
Income Support
Income-based Jobseeker's Allowance
Income-based Employment and Support Allowance
•Child Tax Credit if your taxable income is less than £16,190 and you don't receive Working Tax Credit
•the guaranteed element of State Pension Credit
-support under Section VI of the Immigration and Asylum Act 1999 (Asylum Support)
•Working Tax Credit run-on - paid for 4 weeks after you stop qualifying for Working Tax Credit
Universal Credit
Cancel

#### Select Continue

## Applicant's details are recorded

	M Free School Meals
✓ Step 1 Introduction     ✓ Step 2 Personal Information     ✓ Step 3 Additional Information     ✓	Step 4 Step 5 Step 6 Give Consent Eligibility Results
Personal Details Please provide the following information for the Parent/Carer. This is required by Departme You have no Children currently registered	ent for Work and Pensions to check whether you are eligible for Free School Meals.
Date of Birth *	If your details are not correct, please navigate to the Contact Details section $\times$ using the My Account link in the navigation bar
National Insurance No. (e.g. AB123456C)	Address 222, Municipal Offices Islington Council, Upper Street, Islington, Lond
National Asylum Support Service No. (e.g. 13 / 07 / 56789)	Home Phone
Add Child Back	Continue

Next > select 'Add Child'

#### Child details are recorded

				<b>T</b> Free S	School Meals
Step 1	Perso	Step 2 Additional Information Step 4 Summary	Giv	Step 5 ve Consent Eligibility Results	
ADD CHILD Add a child					
Forename *	4				
Middle Name	4				
Surname *	4				
Gender *	4	Please select a gender			
Date of Birth *	Ê				
Current School or Setting *		Please Select Current School or Setting	▼ ]	If you don't know which school your child is, or will be, atta select Not Known from the list of schools.	ending, please
Relationship to Child *		Please select	Υ		
	Your of this	relationship to this child (i.e. you are the Fathe s child)	er.		
Parental Responsibility *	⊖ Ye	25			
	O No If you have legal responsibility for this child, select Yes				
Select Address *					
	*	222 Upper Street Islington London N1 1XR U	<		
	Click to add new address				
Cancel				Add Cl	hild and Continue

Select address and Add Child and Continue.

Should the applicant already be registered with a child (possibly due to the 2YO eligibility checker), the following message will be displayed:

	🎁 Free School Meals
Step 1 Step 2 Step 3 Additional Information	Step 4 Summary Summary Step 5 Eligibility Results
Personal Details Please provide the following information for the Parent/Carer. This is required by Departr **Your children's details are shown below. Please ensure that the chi is next to the question 'Include in Application'**	nent for Work and Pensions to check whether you are eligible for Free School Meals. Id that you wish to apply for has the green 'yes' button selected. This
Date of Birth *	If your details are not correct, please navigate to the Contact Details section × using the My Account link in the navigation bar
OR:	Address           Address           Image: Mark Stress           Image: Stress           Image: Stress           Image: Stress
National Asylum Support Service No. (e.g. 13 / 07 / 56789)           Image: Comparison of the service of th	Image: Second
NI Exists Current School or Setting Not known Gender Male Date of Birth 12-Jun-2013 Parental Responsibility Yes Relationship Mother Include in Application? Yes	
Add Child Back	Continue

As the child is already registered on the Citizen Portal, will be displayed with a default setting of **YES**, which will trigger the FSM application to be submitted for this child.

**NOTE**: If the applicant does not wish to make a FSM application for this child s/he must select the tab which will slide across from **YES** and display a **NO**.

To submit on behalf of a different child, s/he can continue by selecting the Add Child tile.

#### Select Continue

Multiple children can be applied for as part of a single submission.

Rekha Patel – PROJECT MANAGER

#### Next screen displayed



#### Select Continue

A summary of the application is displayed

Image: Step 1       Image: Step 2       Image: Step 3       Image: Step 4       Image: Step 5       Image: Step 5<
Application Summary The information you have entered as part of your application for Free School Meals is displayed below. Please review the information provided before continuing. Claimant Details  Claimant Details  Print this page Gender Female Date of Birth 28-Apr-1978 Address 222 Upper Street Islington London N1 1XE LIK
Application Summary         The information you have entered as part of your application for Free School Meals is displayed below. Please review the information provided before continuing.         Claimant Details         Image: Claimant Details         Image: Ms Jane Doe         Gender       Female         Date of Birth       28-Apr-1978         Address       222 Upper Street Islington London N1 1XE LIK
The information you have entered as part of your application for Free School Meals is displayed below. Please review the information provided before continuing.  Claimant Details  Claimant Details  Ms Jane Doe  Gender Female Date of Birth 28-Apr-1978  Address 222 Upper Street Islington London N1 1XE UK
Claimant Details          Claimant Details         Image: Claimant Details
Claimant Details  Address  Add
Gender     Female       Date of Birth     28-Apr-1978       Address     222 Upper Street Islington London N1 1XE UK
Ms Jane Doe       Gender       Female       Date of Birth       28-Apr-1978       Address       222 Upper Street Islington London N1 1XR UK
Gender     Female       Date of Birth     28-Apr-1978       Address     222 Upper Street Islington London N1 1XE UK
Option     Pennale       Date of Birth     28-Apr-1978       Address     222 Upper Street Islington London N1 1XR UK
Address 222 Linner Street Islington   ondon N1 1YR LIK
Address 222, opper succe, isington, condon, in rAN, on
Home Phone 111111111
Mobile Number 222222222
National Insurance No. JR350498C
Children
NI Exists
Gender Male
Current School or Setting Not known
Relationship to Child Mother
Parental Responsibility Yes
Additional Information
Back

#### Select Continue

Rekha Patel – PROJECT MANAGER

#### Next >

	W Free School M				
	Step 1       Step 2       Step 3       Step 4       Step 5       Step 6         Introduction       Information       Additional Information       Give Consent       Step 6				
	Declaration by Parent/Carer				
	Privacy Notice				
	London Borough of Islington will handle the information you have provided in line with the provisions of the Data Protection Act 1998. Any personal information will be held i confidence with only the necessary people able to see or use it. Information that was collected for one purpose may be used for another council purpose, unless there are le restrictions preventing this. Under the Data Protection Act 1998 you have the right to make a formal request in writing for access to personal data held about you or your ch				
Islington has a duty under the Children's Act 2004 and the Health and Social Care Act 2012 to work with partners to provide and improve services to children and young people. Therefore Islington may also use this information for other legitimate purposes and may share this information where necessary with other bodies, responsible fo administering services to children and young people, including but not limited to health colleagues, where appropriate. Personal data may also be shared with the Depart of Communities and Local Government.					
	The council also has a duty to protect the public funds it administers, and to this end it may use the information you have provided on this form for the prevention and detect				
	of fraud. For more information, visit: https://www.islington.gov.uk/legal-information				
	Applicant Declaration				
	I confirm that I am responsible for the child I am submitting this application for and that they live with me. All information I have provided as part of this application is correct the best of my knowledge. I agree that my information can be processed for the purpose of checking my child's eligibility in accordance with the privacy notice above.				
	In addition, I agree that the information I have provided can be shared with the Department for Education, who will access information from other government departments to confirm my child's eligibility.				
Ĭ	I confirm that I have read and agree to the declaration.				
	Back				
1					
7	policant Declaration <b>must</b> be ticked before moving on to Accept				
1					

If the child is **<u>Eligible</u>**, the following message will be generated:

The School Meals							
Step 1 Introduction     Step 2 Personal Information     Step 3 Additional Information     Step 4 Summary     Step 5 Give Consent     Step 6 Eligibility Results							
Eligibility Result							
The check for Free School Meals eligibility has confirmed that you are eligible.							
Application Reference for your information:							
Claim Test : FSM-1709-08X3NQF0							
The application reference above will help us with enquiries - please store it somewhere safe. You will receive an email confirmation of your eligibility outcome within 5 working days. For further queries please contact us on freeschoolmeal@islington.gov.uk.							
Finish							

**<u>NOTE</u>**: This notification will only hold the **Application Reference** and will be followed by a more detailed email notification.

If eligibility could **<u>NOT</u>** be confirmed the following message will be generated:

I Free School Meals							
✓ Step 1 Introduction       ✓ Step 2 Personal Information       ✓ Step 3 Additional Information       ✓ Step 4 Summary       ✓ Step 5 Give Consent       ✓ Step 6 Eligibility Results							
Eligibility Result							
The check for Free School Meals eligibility was unable to determine your eligibility status.							
Application Reference for your information: Charlie Smith : FSM-1709-MC3LXYF0							
The application reference above will help us with enquiries - please store it somewhere safe. You will receive an email confirmation of your eligibility outcome within 5 working days. For further queries please contact us on freeschoolmeal@islington.gov.uk.							

Select Finish

The applicant is directed back to the Free School Meals Homepage:

A Home		My Account	Sign Out	Image: Benglish/Cymraeg →			
📲 Free School Meals							
To begin your application for Free School Meals click on the Apply button							
NI Exists Application Reference Number FSM-1709-7L9M25F0 View most recent application	<b>O</b> Apply						