

# Citizen Portal

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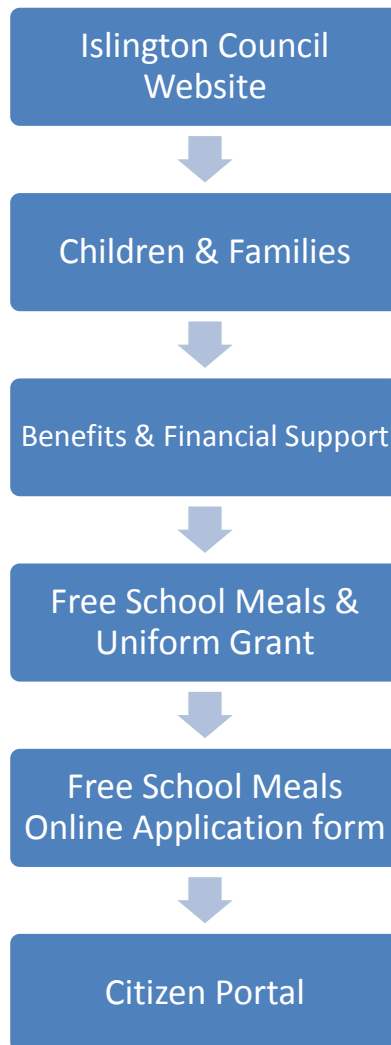
## FSM – Application Journey

**Patel, Rekha**

**10/17/2017**

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.

ISLINGTON

### Citizen Portal

Home Login Register English/Cymraeg

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

**Email Address**

**Password**

Login

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.

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Site logo

Applicants new to the portal will first need to [register](#). Selecting this will take them to the following screen:

### Citizen Portal

Home Login Register English/Cymraeg

#### Registration

You need to register so you can apply for free childcare and early education or Free School Meals for your child. Each parent and carer who has parental responsibility for a child can make an application. If one parent is unsuccessful, a second parent may be eligible. The Citizen Portal is available to all [Islington Residents](#) and to those who intend to send their child to a nursery or childminder in Islington. For Free School Meals, the Citizen Portal is available to all parents whose child is attending an Islington school.

**Email Address \***

**Confirm Email \***

**Password \***

**Confirm Password \***

**Secret Question \*** Favourite Colour

**Secret Answer \***

**Title \*** Please select

**Forename \***

# CITIZEN PORTAL – FSM

Continued .....

Forename \*

Surname \*

Gender \*

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 \*

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

We recommend that you provide at least one contact number so we can contact you if necessary

Home Phone

Mobile Number \* (Recommended)

Work Phone

\* Required field


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

Home Login Register English/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:

 noreply@islington.gov.uk  
Citizen Portal activation

To

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/2794\\_3e190fb3-e4af-4ab9-b601-cf8d3fba3e52](https://ems.islingtonschools.net/CitizenPortal_TEST/Account.Mvc/CompleteRegistration/2794_3e190fb3-e4af-4ab9-b601-cf8d3fba3e52)

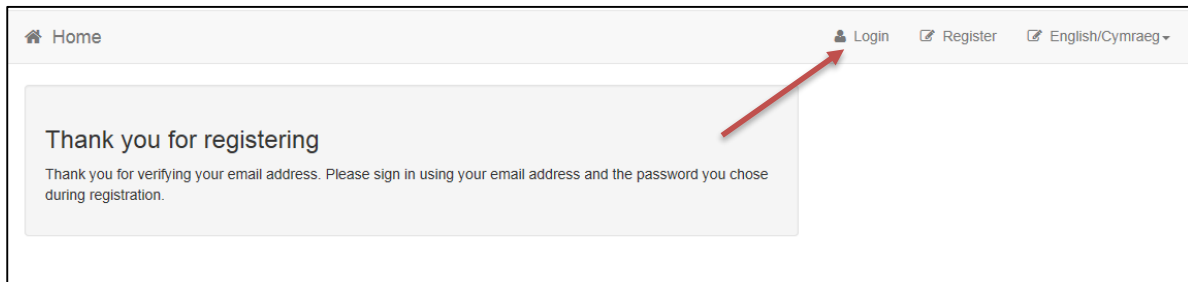
Please note: if you are unable to click on this link, carefully copy and paste the text into your Internet browser.

Kind Regards, Portal Administrator

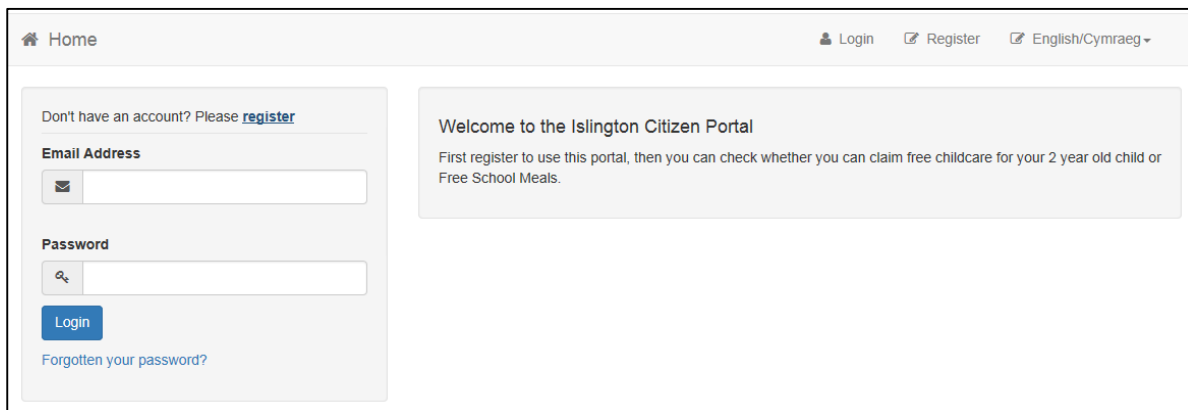
**Important - Please do not reply to this email as this account is not monitored.**

## CITIZEN PORTAL – FSM

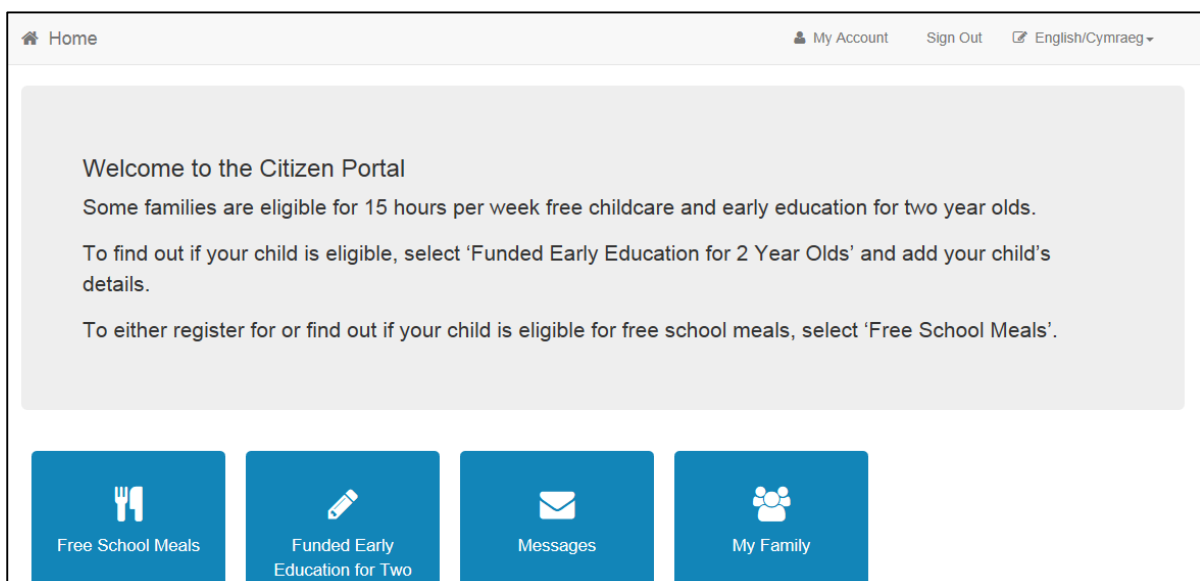
The applicant will need to select the blue activation link in order to complete the registration process and will subsequently be directed to the following screen:



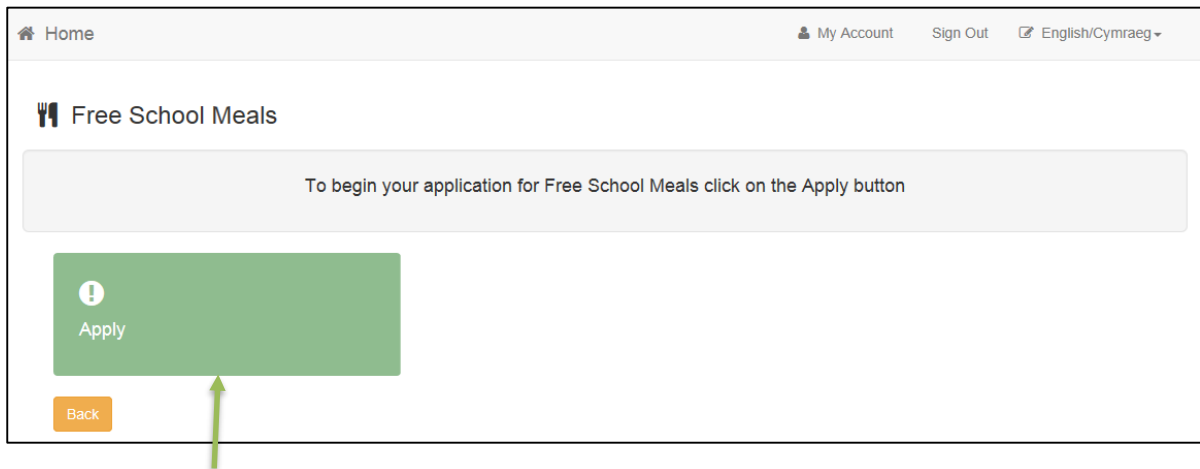
The **'Login'** tab is selected and brings the applicant back to the Citizen Portal login page where they will now be able to login with the details provided in the registration process.



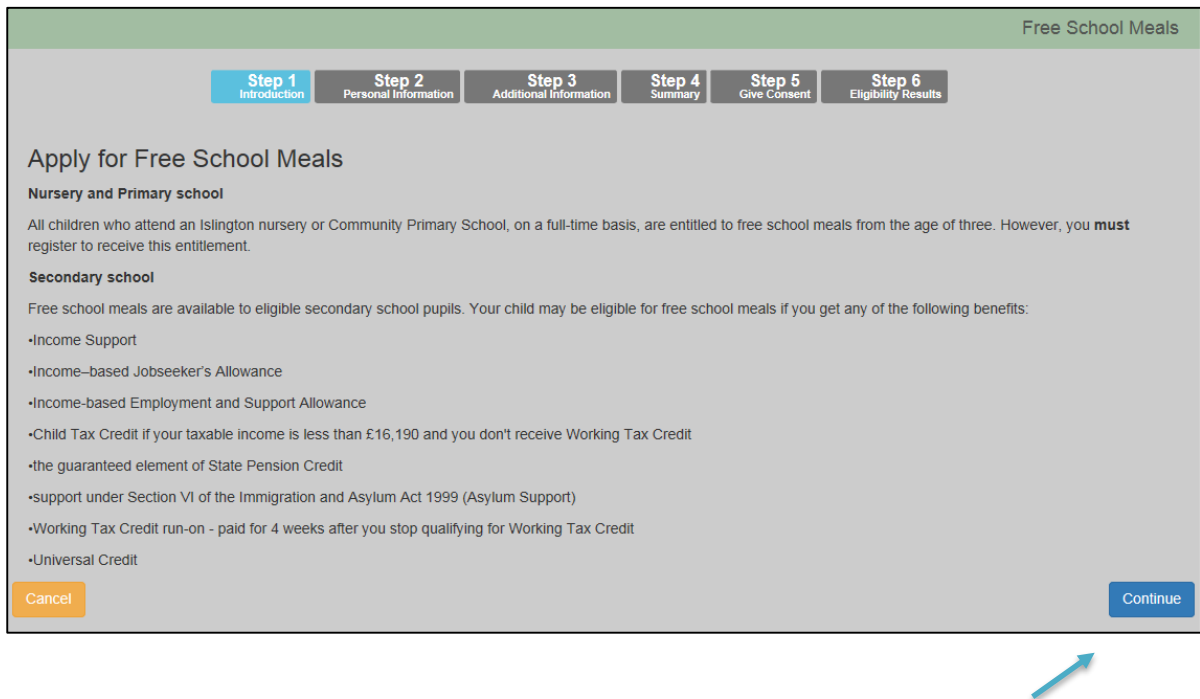
Once logged in, the applicant will be directed to the Citizen Portal Homepage.



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



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



Select **Continue**

Applicant's details are recorded

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

### Personal Details

Please provide the following information for the Parent/Carer. This is required by Department for Work and Pensions to check whether you are eligible for Free School Meals.

You have no Children currently registered

**Date of Birth \***

Please enter either:

**National Insurance No.** (e.g. AB123456C)

OR:

**National Asylum Support Service No.** (e.g. 13 / 07 / 56789)

/  /

**Address**

222, Municipal Offices Islington Council, Upper Street, Islington, Lond

**Home Phone**

111111111

**Mobile Number**

222222222

**Gender**

Female

*(A blue arrow points to the 'Add Child' button)*

Next > select 'Add Child'

Child details are recorded

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

### ADD CHILD

Add a child

Forename \*

Middle Name

Surname \*

Gender \*

Date of Birth \*

Current School or Setting \*  If you don't know which school your child is, or will be, attending, please select Not Known from the list of schools.

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

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

Select Address \*

Select address and **Add Child and Continue.**



## CITIZEN PORTAL – FSM

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

The screenshot shows the 'Free School Meals' application process. At the top, there is a progress bar with six steps: Step 1 (Introduction, green), Step 2 (Personal Information, blue), Step 3 (Additional Information, grey), Step 4 (Summary, grey), Step 5 (Give Consent, grey), and Step 6 (Eligibility Results, grey). The current step is Step 2, 'Personal Details'.

Below the progress bar, the text reads: 'Please provide the following information for the Parent/Carer. This is required by Department for Work and Pensions to check whether you are eligible for Free School Meals. \*\*Your children's details are shown below. Please ensure that the child that you wish to apply for has the green 'yes' button selected. This is next to the question 'Include in Application'\*\*.'

The form fields include:

- Date of Birth:** A date picker field.
- Please enter either:** A section for either National Insurance No. (e.g. AB123456C) or OR: National Asylum Support Service No. (e.g. 13 / 07 / 56789).
- Address:** A text field containing '105, Apartment 1, Block B, Benwell Road, Islington, London, N7 7BW'.
- Home Phone:** A text field containing '111111111'.
- Mobile Number:** A text field containing '222222222'.
- Gender:** A dropdown menu set to 'Female'.

Below these fields, a child's details are displayed in a grey box:

- NI Exists:** Indicated by a person icon and the text 'NI Exists'.
- Current School or Setting:** Not known
- Gender:** Male
- Date of Birth:** 12-Jun-2013
- Parental Responsibility:** Yes
- Relationship:** Mother
- Include in Application?:** A toggle switch set to 'Yes' (green).

At the bottom of the child details box, there are three buttons: 'Add Child' (blue), 'Back' (orange), and 'Continue' (blue). A red arrow points to the 'Yes' toggle switch.

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.*

Next screen displayed

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 ▶

### Additional Information

There are no additional questions.

Back Continue

Select **Continue**

A summary of the application is displayed

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 ▶

### 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.

Print this page

#### Claimant Details

	Ms Jane Doe
Gender	Female
Date of Birth	28-Apr-1978
Address	222, Upper Street, Islington, London, N1 1XR, UK
Home Phone	111111111
Mobile Number	222222222
National Insurance No.	JR350498C

Children

NI Exists

Gender	Male
Date of Birth	12-Jun-2013
Current School or Setting	Not known
Relationship to Child	Mother
Parental Responsibility	Yes

Additional Information

Back Continue

Select **Continue**

Next >

The screenshot shows the 'Free School Meals' application form at Step 5, 'Give Consent'. The progress bar at the top indicates that Steps 1 through 4 are completed, Step 5 is the current step, and Step 6 is the final step. The main content area is titled 'Declaration by Parent/Carer' and contains a 'Privacy Notice' and an 'Applicant Declaration'. The 'Applicant Declaration' section includes a checkbox labeled 'I confirm that I have read and agree to the declaration.' which is checked. Below the checkbox are 'Back' and 'Accept' buttons. A red arrow points to the checkbox, and a blue arrow points to the 'Accept' button.

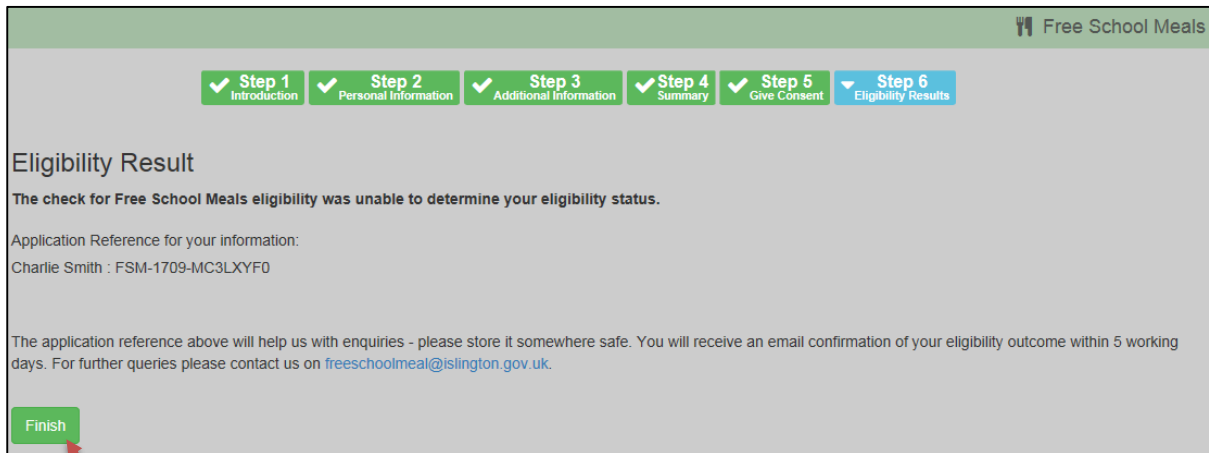
Applicant Declaration **must** be ticked before moving on to **Accept**.  
The application has now been submitted.

If the child is **Eligible**, the following message will be generated:

The screenshot shows the 'Free School Meals' application form at Step 6, 'Eligibility Results'. The progress bar at the top indicates that all steps from 1 to 6 are completed. The main content area is titled 'Eligibility Result' and contains the message: 'The check for Free School Meals eligibility has confirmed that you are eligible.' Below this, it says 'Application Reference for your information:' followed by 'Claim Test : FSM-1709-08X3NQF0'. An orange arrow points to the claim test reference number. At the bottom, there is a 'Finish' button.

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

If eligibility could **NOT** be confirmed the following message will be generated:



Select **Finish**

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

