

A Parents Guide to Applying  
on-line for a school place using  
the Capita Citizen Portal

# 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](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

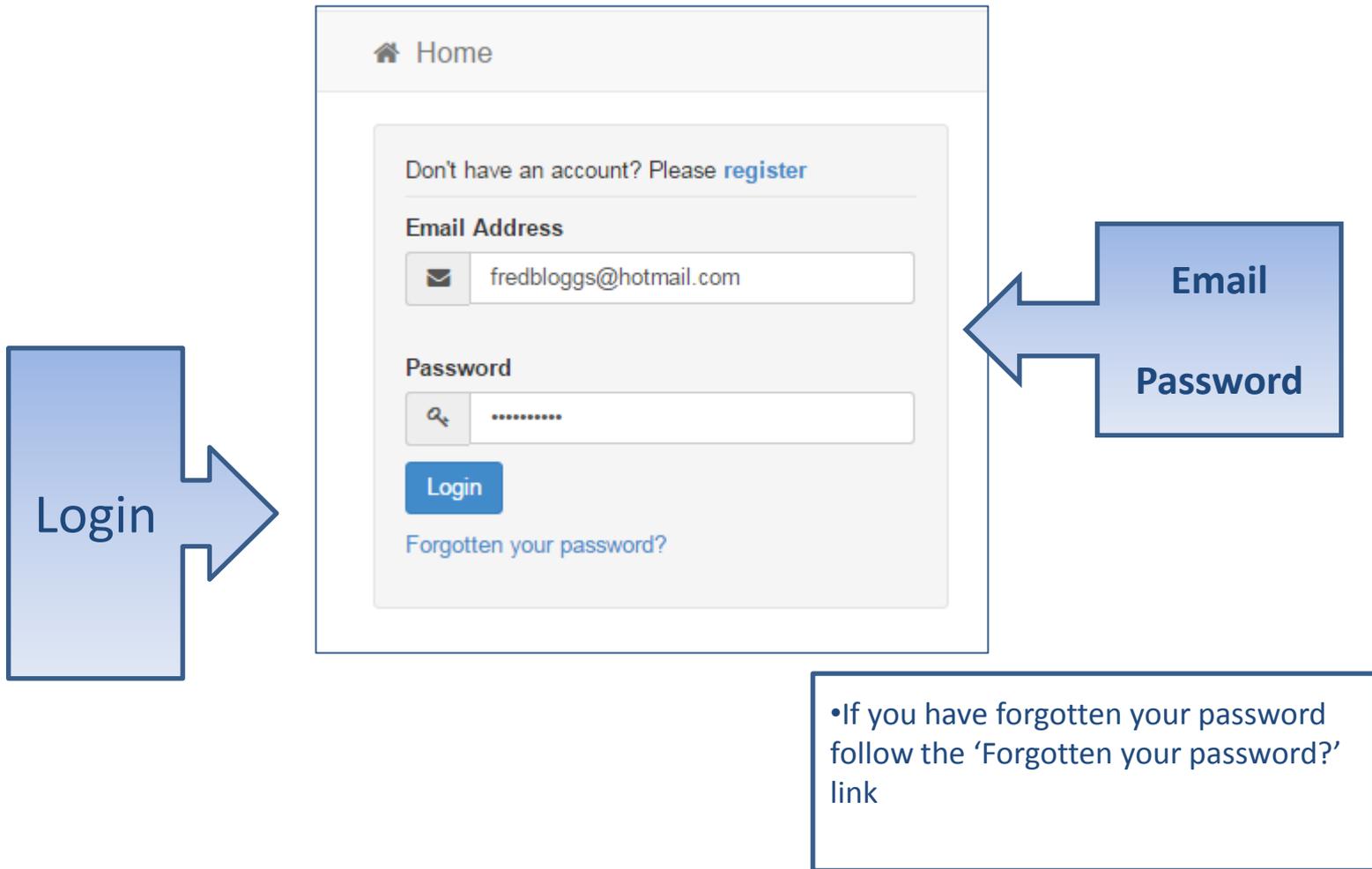
- If the email is not in you inbox, check your Junk Mail folder
- If the link is not highlighted copy and paste into your browsers URL box

🏠 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

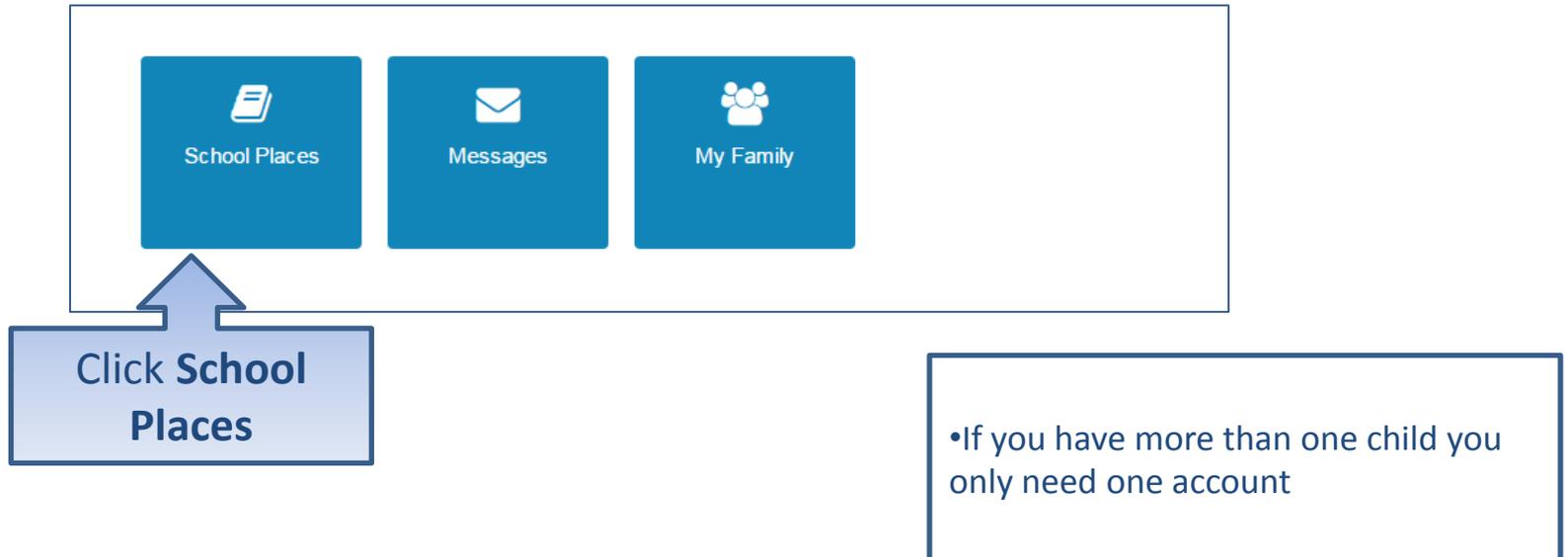


# Your Home Page

Welcome to the Citizen Portal

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

- To apply for admission to school select 'School Places'
- To edit your details use the link in the top right hand corner 'My Account'



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

The date on which the child was born

Confirm they live with you or click in the box below to add their address

# 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:

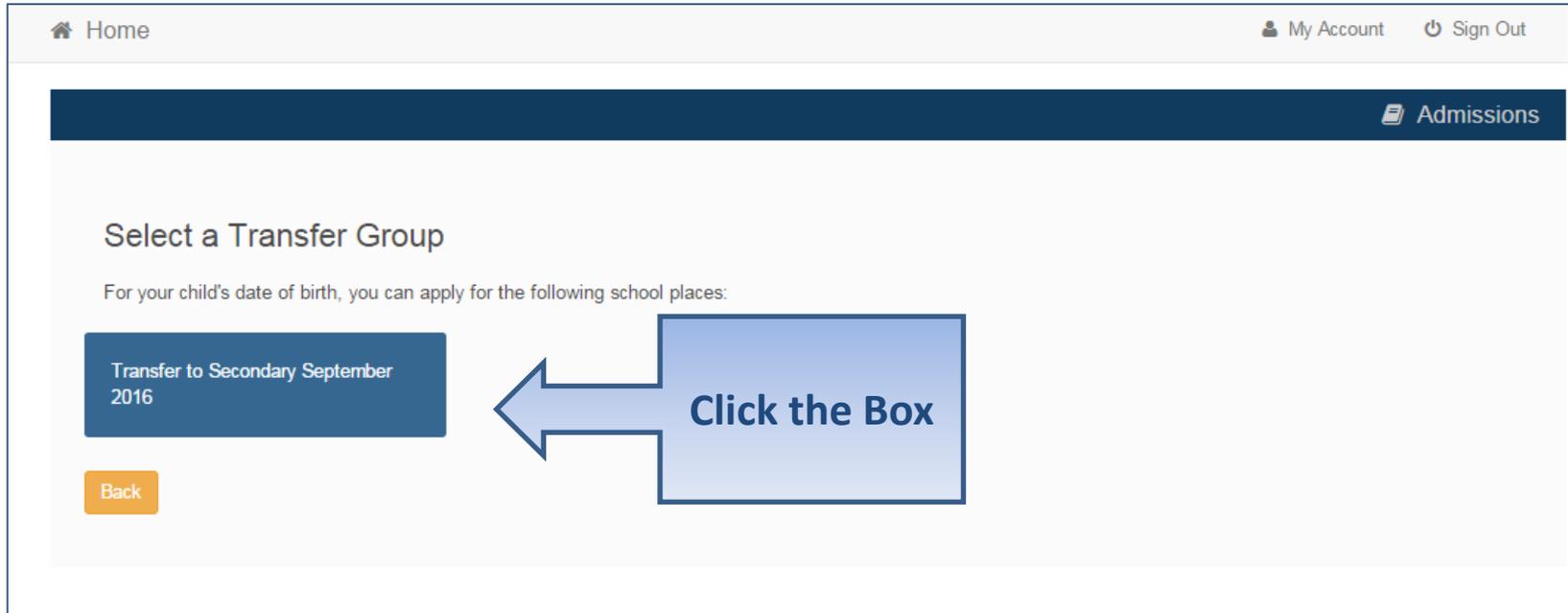
- [Start new application](#)



Back

Add child

# When is your child changing school?



The screenshot shows a web application interface. At the top left, there is a 'Home' link with a house icon. At the top right, there are links for 'My Account' (with a person icon) and 'Sign Out' (with a power icon). Below the navigation bar is a dark blue header with the word 'Admissions' and a document icon. The main content area is titled 'Select a Transfer Group'. Below the title, it says 'For your child's date of birth, you can apply for the following school places:'. There is a dark blue button labeled 'Transfer to Secondary September 2016'. Below this button is an orange 'Back' button. To the right of the button is a light blue box with the text 'Click the Box' and a large blue arrow pointing left towards the button.

- If you don't see an Admissions Group you maybe too late to apply online or your child's date of birth is out of range – either way please contact the Admissions Team for advice.

# Your child's details?

Admissions

## Additional Child's Details

Does your child have a Statement of Special Educational Needs?

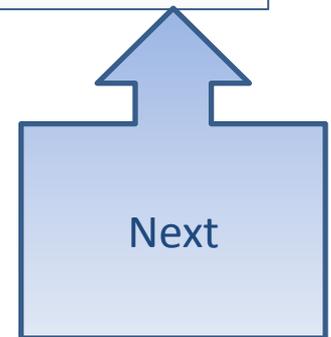
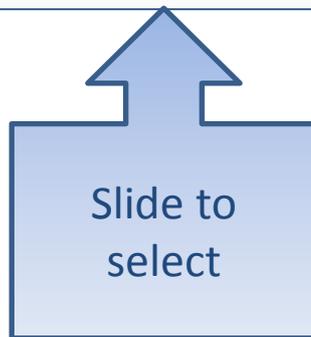
No

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](#)

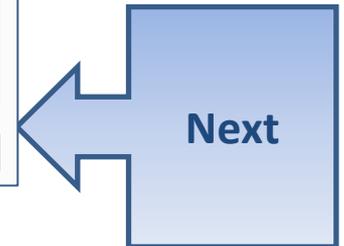
The next question is only for members of service (e.g. Army) and Crown Servant (e.g. Diplomat's) families. If this does not apply to you, please ignore this question and click the NEXT button below.

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

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 below.

Currently educated at:

Select

Search for your child's current school

If your school is not listed, try the following:

Leave the **'Postcode'** box empty

Change the **'Schools located in'** to show the local authority where the school is located

Type the first three letters of your preferred school in the **'School Name'** box

# Confirm School

Admissions

## Child's Current School

School Name

School Address

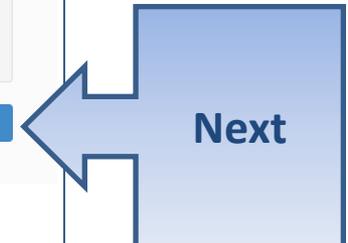
If the above is the school Bert currently attends, or if you have entered some details below, select the 'Next' button to continue. If not, select 'Change current school' to search for the correct school.

[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](#)



Next

If your child is not in school please tell us in the box at the bottom

# Your Preferences

The screenshot shows a web form titled 'Preference School Search' under the 'Admissions' header. It contains a 'Find a School' section with three input fields: 'Postcode', 'Schools located in', and 'School Name'. The 'Schools located in' field is highlighted with a blue callout box labeled 'Schools Located In'. A 'Search' button is to the right of the 'School Name' field, with a blue callout box labeled 'Search for your school' pointing to it. Below the search fields, a table lists two schools: 'Applegreen School' and 'Green Abbey School (Green Abbey Community School)'. A blue callout box labeled 'Select' points to the first row of the table. A 'Back' button is at the bottom left of the form.

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)	<a href="#">Link</a>

Select

Schools Located In

Search for your school

**IMPORTANT!** If searching for schools by postcode, you must add the postcode of the school, not your own

If your school is not listed, try the following:  
Leave the **'Postcode'** box empty  
Change the **'Schools located in'** to show the local authority where the school is located  
Type the first three letters of your preferred school in the **'School Name'** box

# 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

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

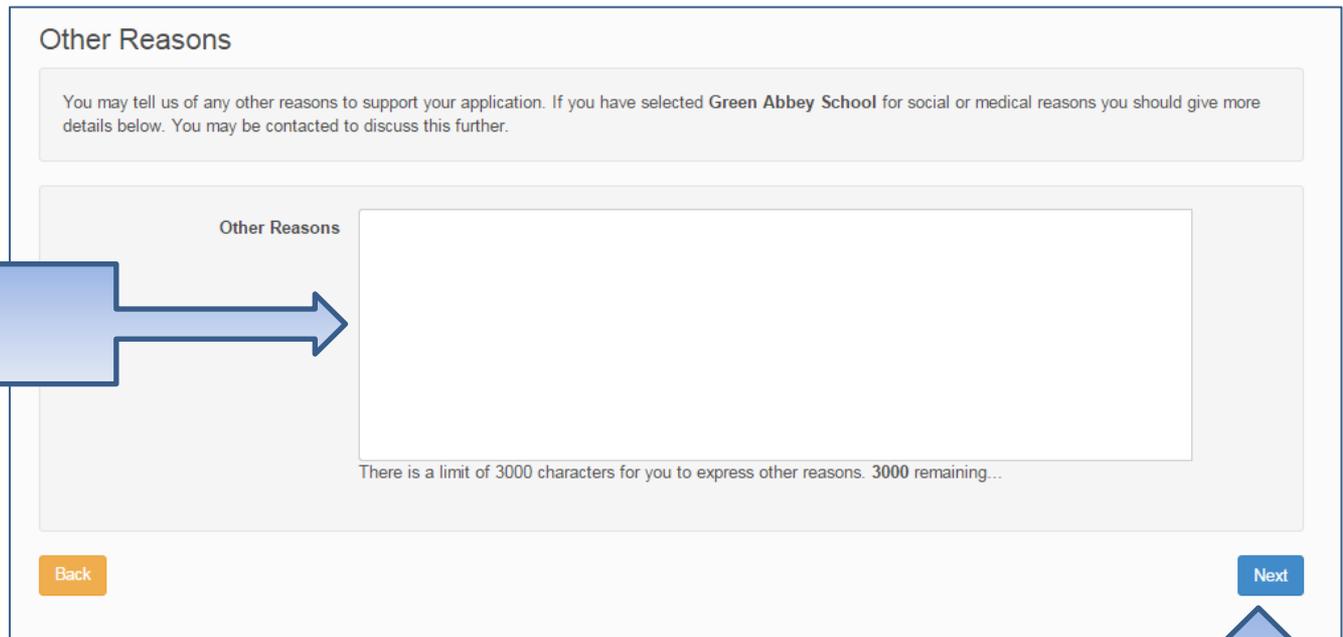
You may tell us of any other reasons to support your application. If you have selected **Green Abbey School** for social or medical reasons you should give more details below. You may be contacted to discuss this further.

Other Reasons

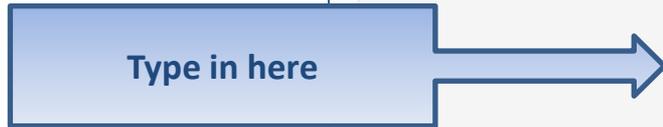
There is a limit of 3000 characters for you to express other reasons. 3000 remaining...

Back

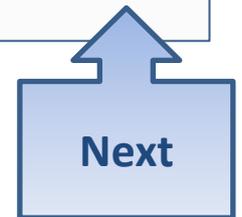
Next



Type in here



Next



Please explain fully any reasons you have for choosing this particular school.

# 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	<a href="#">Edit</a> <a href="#">Remove</a>

[Add a new preferred school](#)

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

Add more preferences

Next

You can name up to three preferred schools, and we strongly recommend you use all three preferences available to you.

# 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

**IMPORTANT**  
Read the  
Terms and  
conditions

- Offer by Email?
- Preview and check your application

**Finally – 'I declare' and Submit Now**

Submit Now

# 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



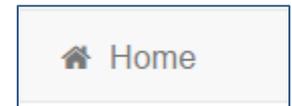
Admissions

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

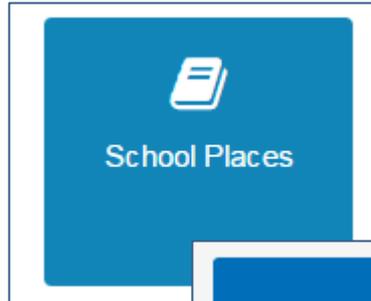
Your application has been successfully submitted. You will shortly receive a confirmation email listing your school preferences. If additional information or evidence, e.g. medical/baptism certificates/supplementary information forms, is required for these schools, you will need to supply them.

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 change or view your application up until the closing date.

Please remember you **MUST** re-submit your application if you do view or change anything.

# 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 fate 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 log in page, click on the link "Forgotten your password?" and enter your email address.

A new email will be generated and sent to your registered email address with a link to reset the password details.

# FAQ's

- **What if I change my email address??**
  - Log in with your old address and select 'My Account'
  - Or, contact us and we can help you update your account
- **I am unable to find my address on the dropdown address list**
  - Just enter your address into the address boxes. Please note that House number and Postcode is required.

# 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.