How to make an online application using the Citizens Portal

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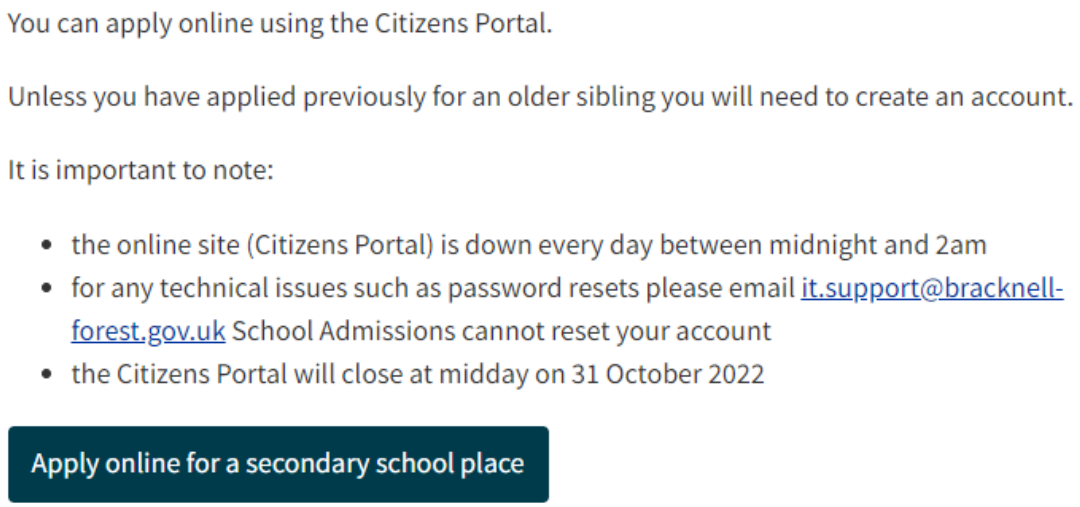
The screenshots used in this document were created during the secondary admissions process however, to process to apply online is the same for both primary and secondary. All details are for reference use only.

Before you make your application, please ensure you have read the relevant Guide and the admissions arrangements for your preferred school.

Step 1: After reading all the information online, click 'Apply online for a secondary/primary school place'



Step 2: Log into your account / create a new account

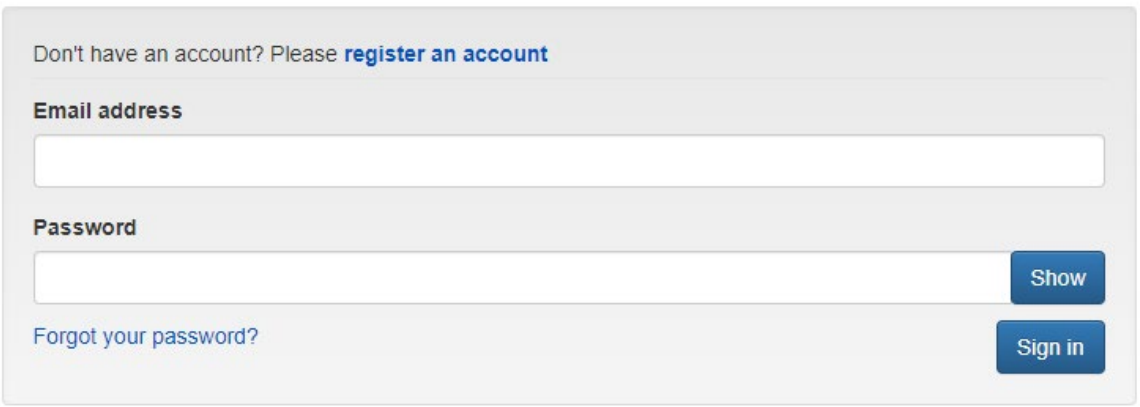
Sign into an existing account

If you have made an application previously you can sign into your exciting account. If you are unable to sign in, or have forgotten your password please contact it.support@bracknell-forest.gov.uk for assistance

Register an account

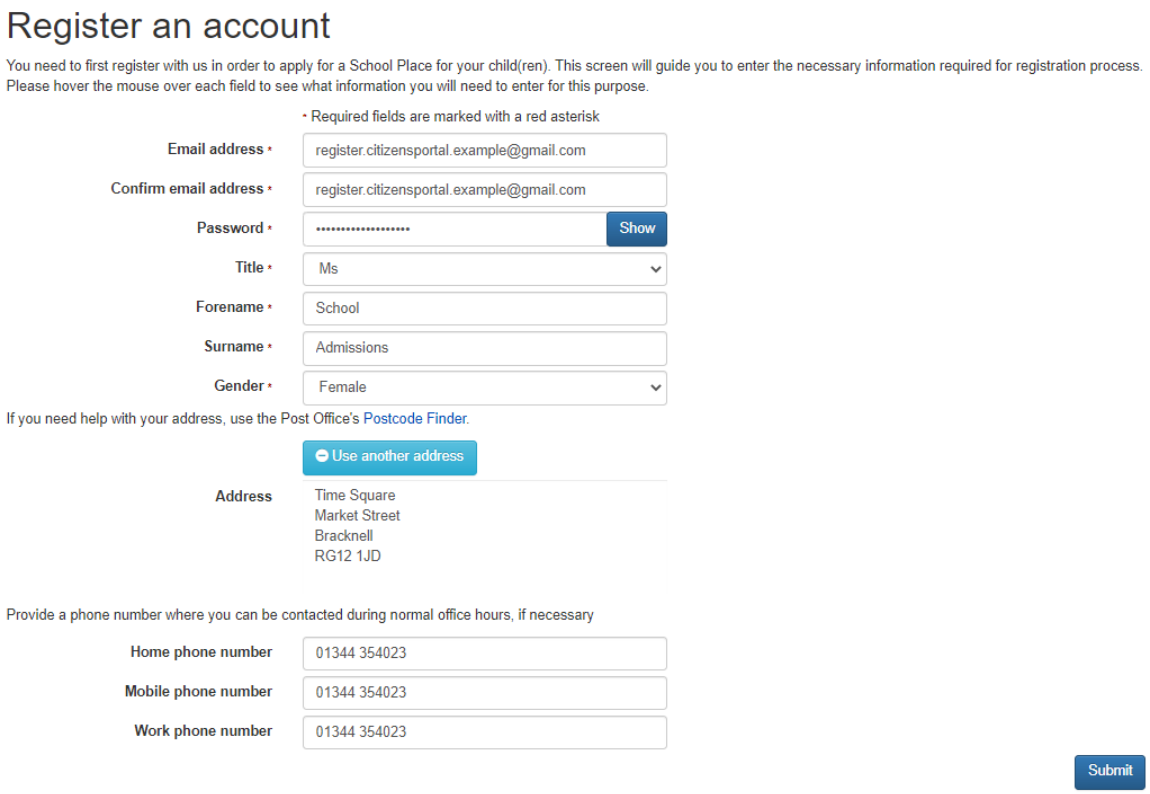
Please follow the instructions below to register an account

Click 'register an account'



Complete the required fields

The details you provide here are those of the applicant (the parent/carer) please do not enter your child's details within this section.



Once all the required fields are completed, click submit.

If you are having trouble

Address

Remember you must be a Bracknell Forest resident to apply to Bracknell Forest. Applicants must apply to their home local authority no matter what school they wish to apply for.

Email

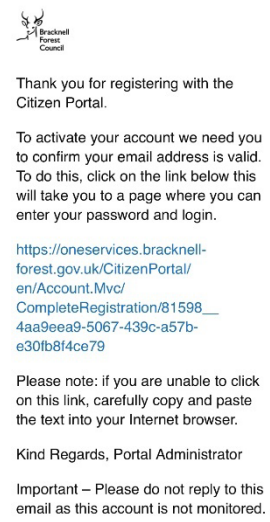
This must be a valid email address that has not been used for a previous account

Other

Ensure you have completed all required fields * before trying to submit

Alternatively, you can report issues to it.support@bracknell-forest.gov.uk for assistance

Once you have clicked submit you will be asked to activate your account. Please refer to your emails, the following should be received. Click the link to activate your account.



Bracknell Forest Council

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.

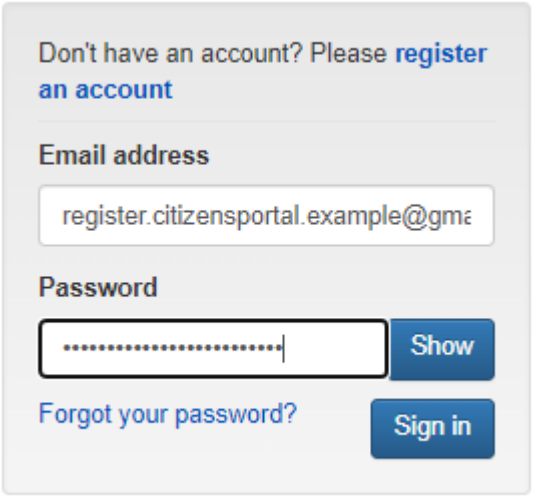
https://oneservices.bracknell-forest.gov.uk/CitizenPortal/en/Account.Mvc/CompleteRegistration/81598__4aa9eea9-5067-439c-a57b-e30fb8f4ce79

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.

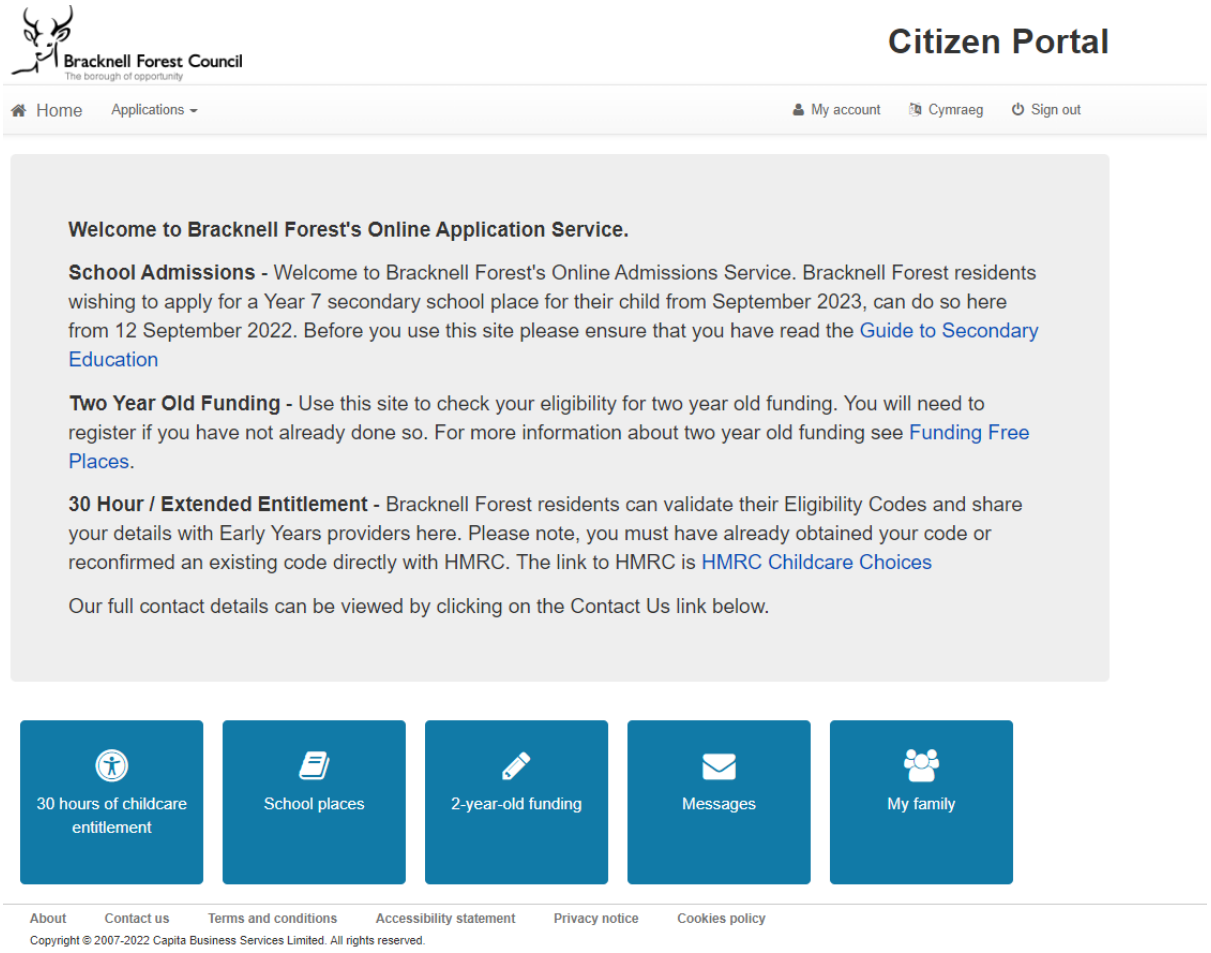
Once your account has been activated you will then be able to sign into the Citizens Portal and complete an online application.



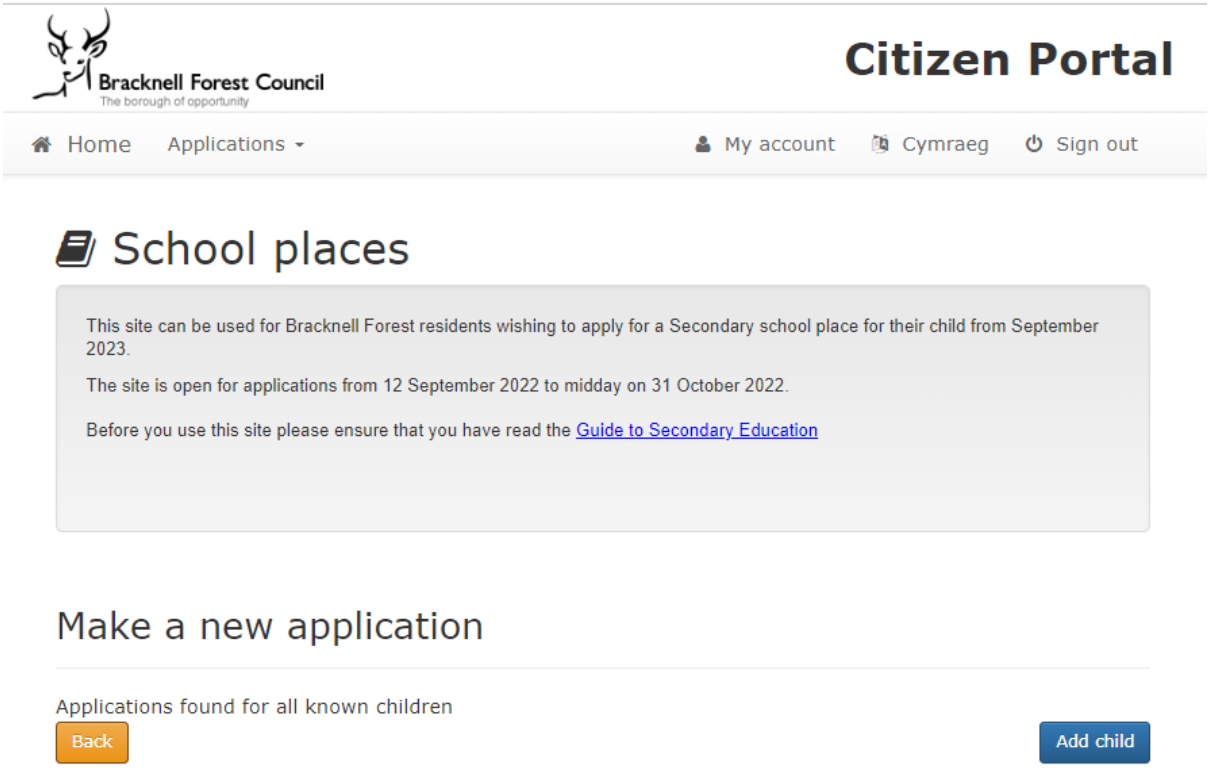
You can request to ‘Show’ your password, to check this is being entered correctly.

Step 3: Setting up account details

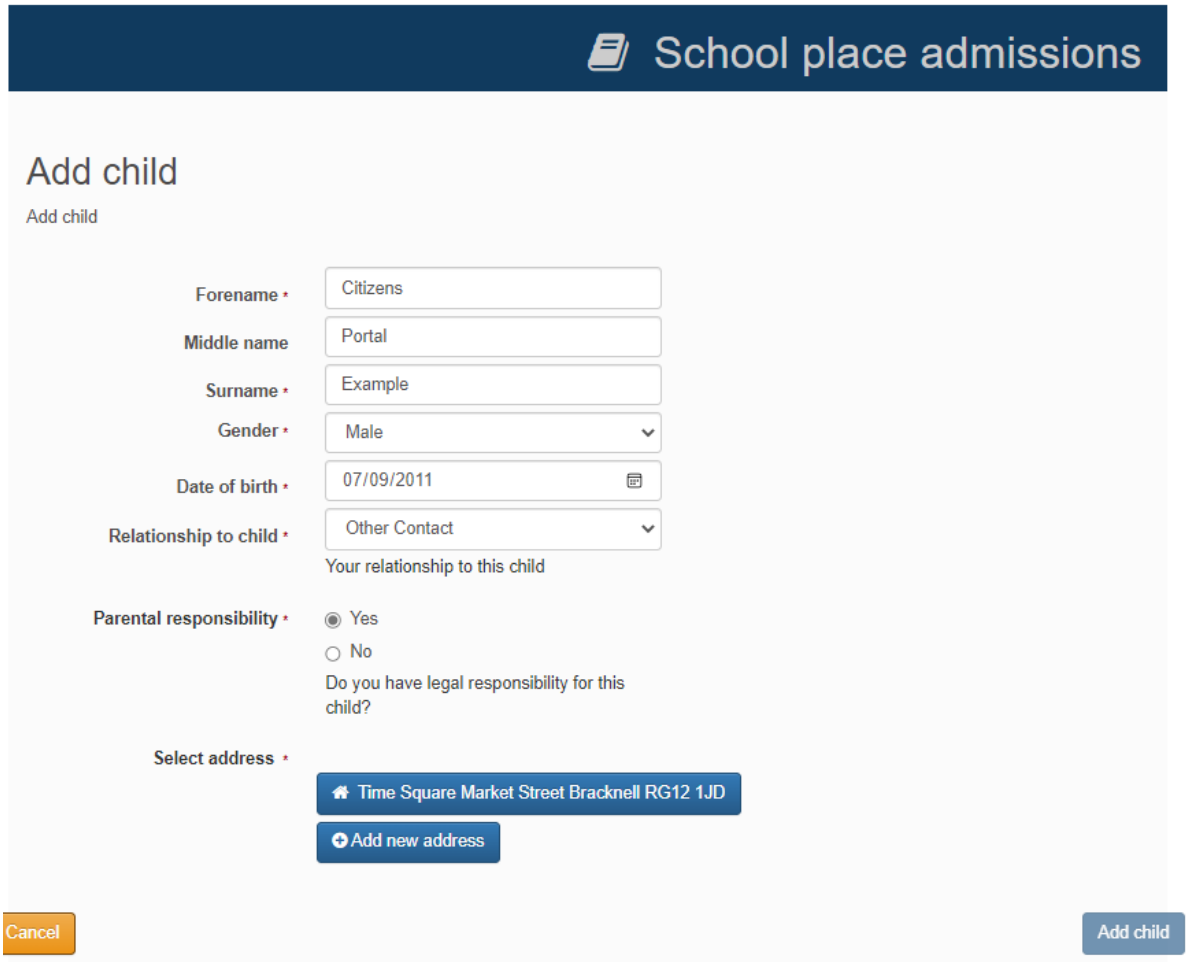
Once you have signed in the following page will display. Click ‘School Places’



The following page will then display. You will then need to ‘add child’



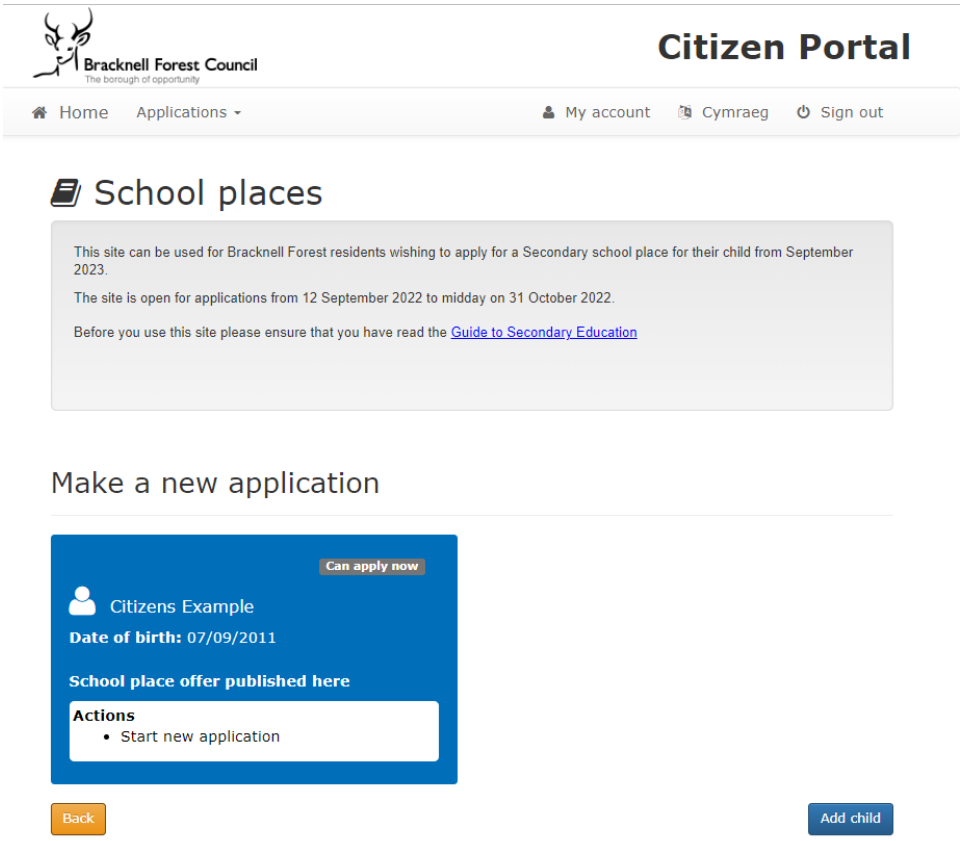
This section is where you enter the details of your child. The child who you are applying for. It is important that the details entered are exact to those on your child's birth certificate.



- You need to select the address before you can continue, click on the address or 'add new address'
- If you enter your child's date of birth incorrectly, no transfer groups will display at a later step within this process. – ensure this is correct
- The applicant must have parental responsibility for the child
- The applicant should be the parent/ carer living at the same address of the child.

Once you have completed these required fields, click 'add child'

The following page will then display with your child's details

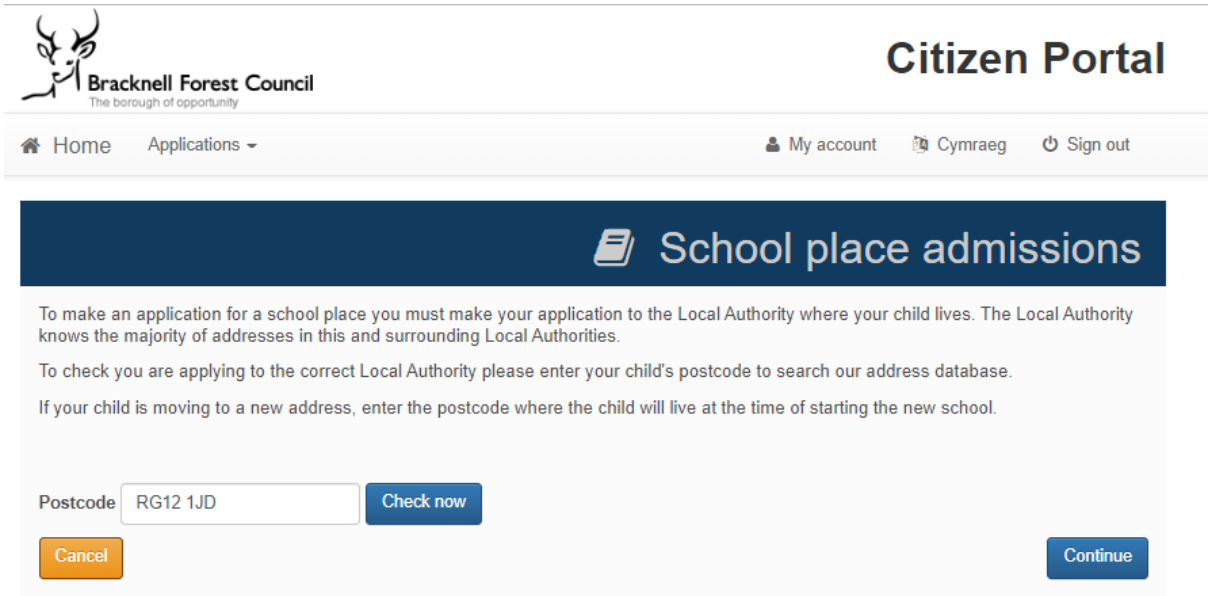


Step 4: completing your application, click start new application to begin

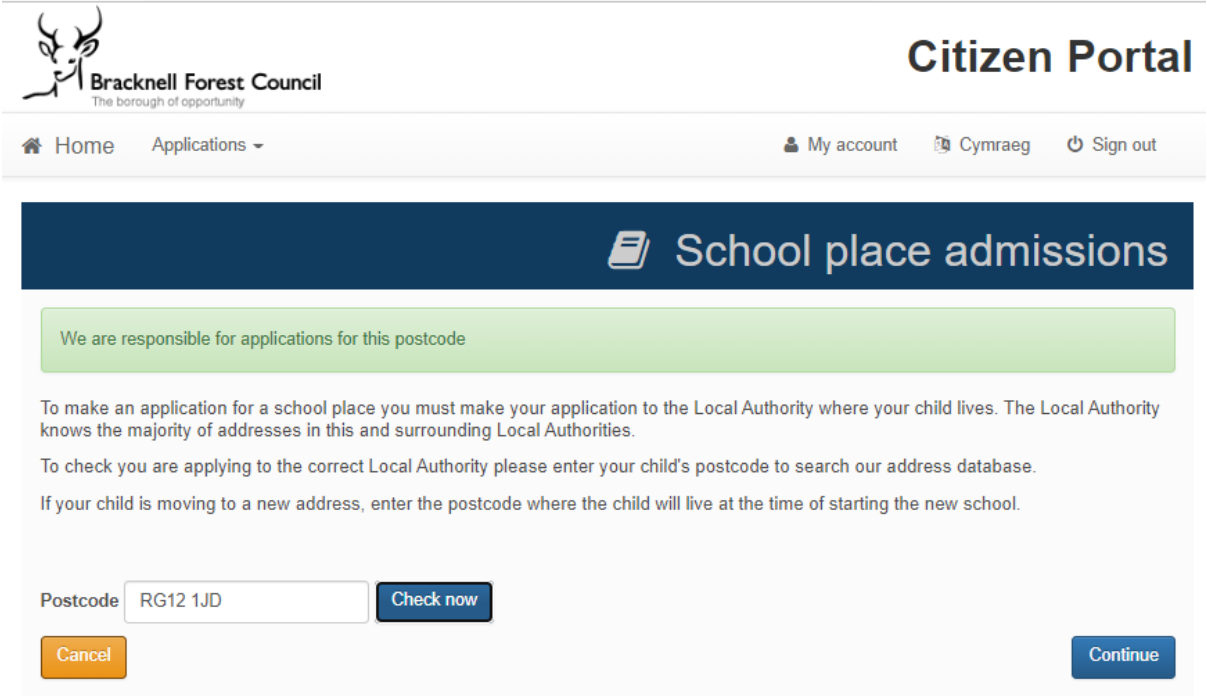
It is important that you read all the information provide on each page before following each step to apply.

Section 1: Checking you are applying to the correct local authority

The first page to display will be below, this is to check that you are a Bracknell Forest resident and that you should be applying to us. Click 'check now' on your postcode.



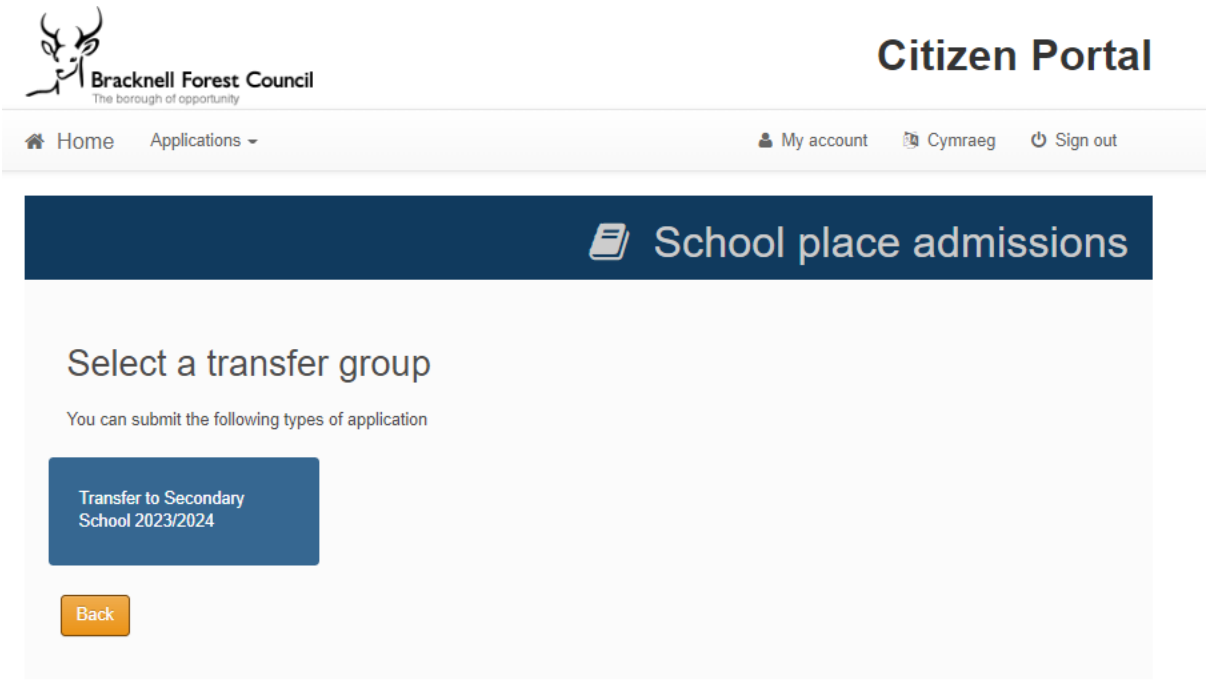
The green tab should display to confirm you are a Bracknell Forest resident. If you are not a Bracknell Forest resident, please do not continue. You must apply to your home local authority, no matter what school you wish to apply for.



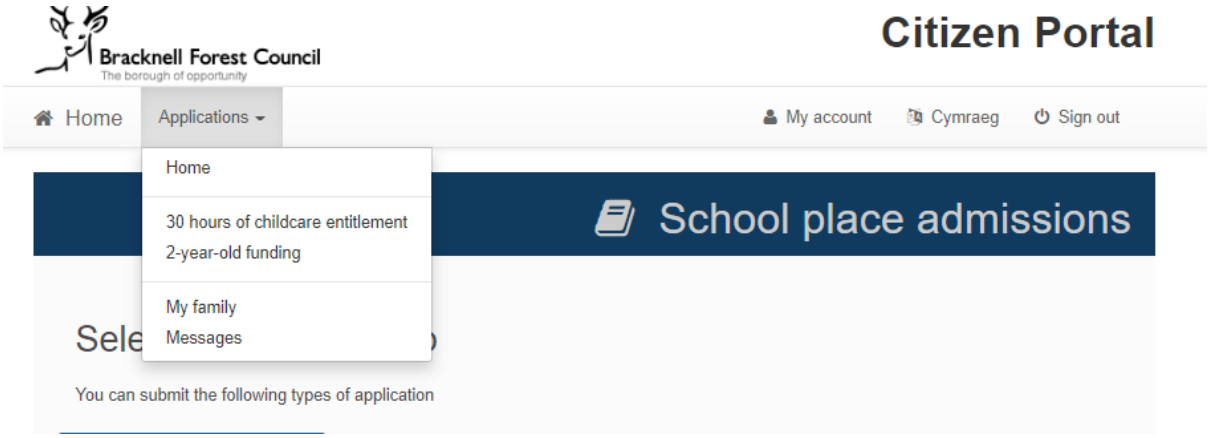
Once confirmed you are a Bracknell Forest resident, click ‘continue’

Section 2: Select a transfer group

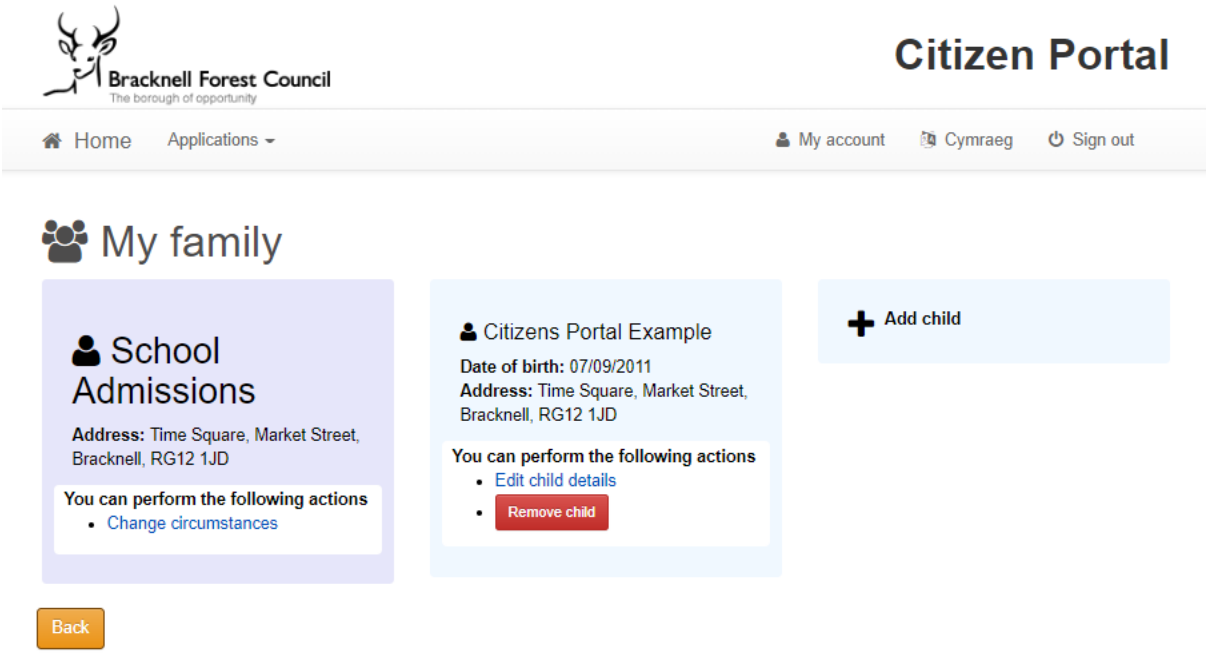
The following page will then display with a transfer group. This page shows the relevant admissions process that you can apply for according to your child’s date of birth.



If no transfer group display, please check you entered your child's date of birth correctly by clicking 'Applications' selecting 'My family'

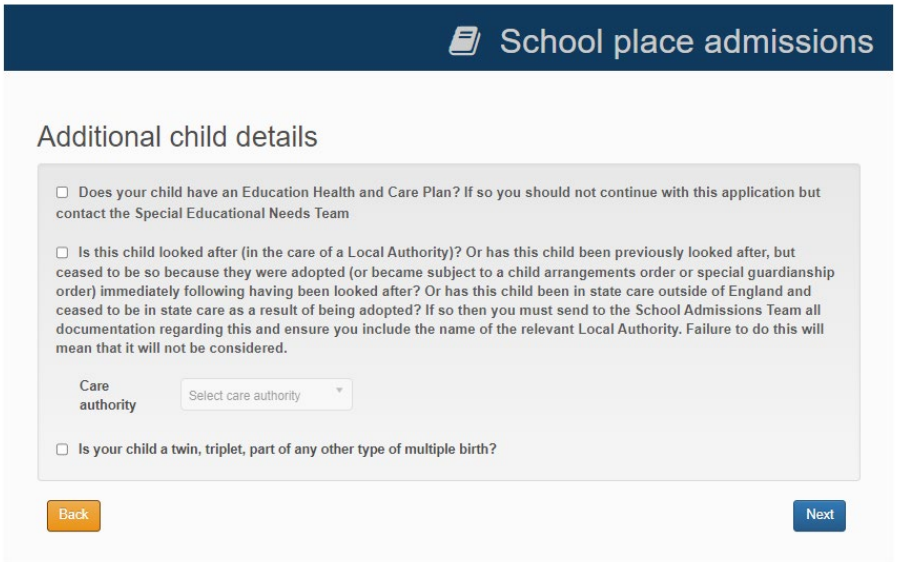


The following page will then display, you can amend your child's details here.by clicking 'Edit child's details'



Section 3: Addition child details

The following page will then display. In this section you will need to confirm if you child fulfils any of the following



If none of the above apply to your child, please click ‘next to continue’

If any of the above apply:

- If you child has an EHCP (Education Health and Care Place) please do not continue this application process. You should contact the SEN department within Bracknell Forest who are responsible for your child’s school admission.

- If your child is in the care of the local authority or was previously in care, then you will also need to confirm the local authority your child who currently or previously cared for your child.

- Evidence of this will need to be provided to School Admissions. You should review the relevant Guide or contact School Admissions for further advice.

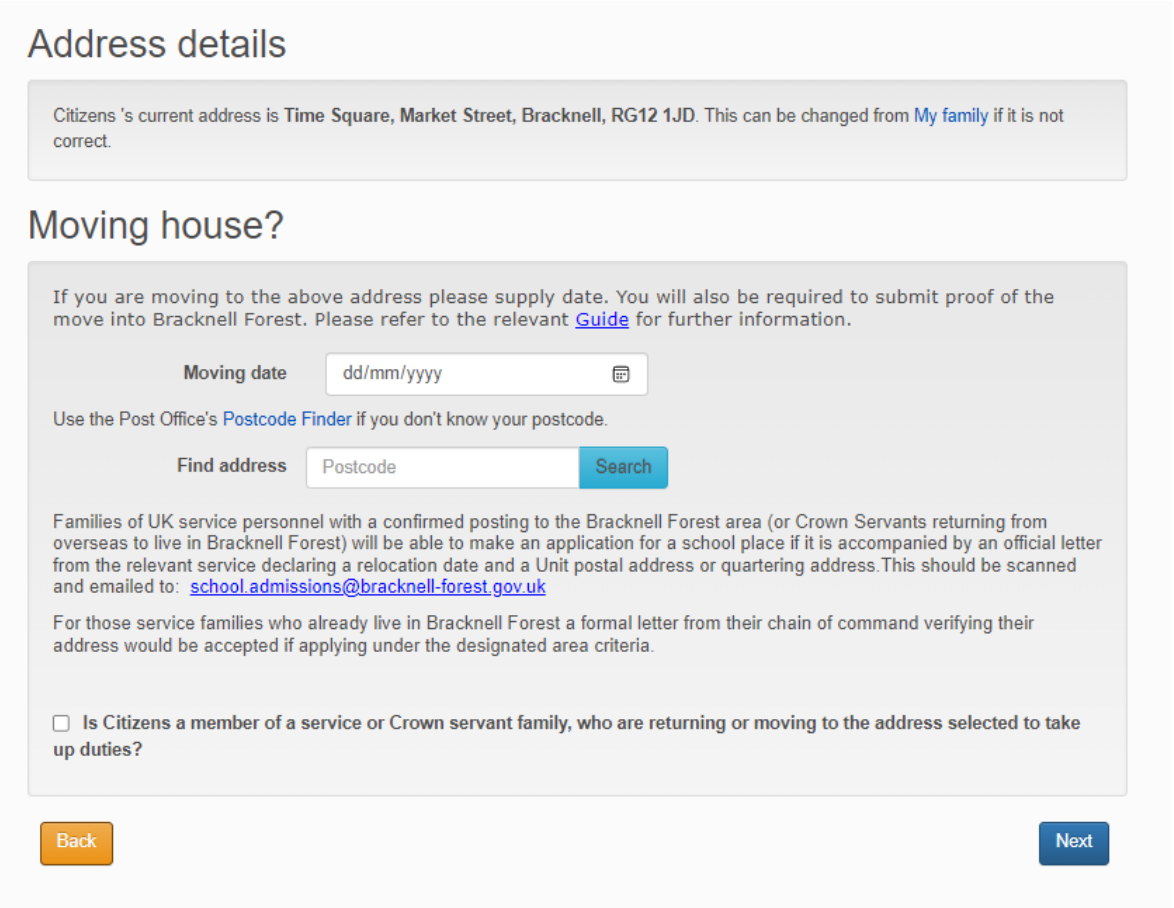
- If your child is one of a multiple birth (twin, triplet etc.) please ensure that you complete an online application for each of your children. Once your application is completed you can do this by repeating the process. You will need to add the other child to your account. Please see further information on how to ‘add child’

Select the relevant field which applies to your child and then click ‘Next’ to continue

Section 4: Address details, moving house

The following page will display. You should check your address is correct in the ‘address details’ section if this is incorrect you can amend this via ‘my family’

If your address is correct and the details provided in the ‘moving house’ section do not apply please click ‘Next’ to continue



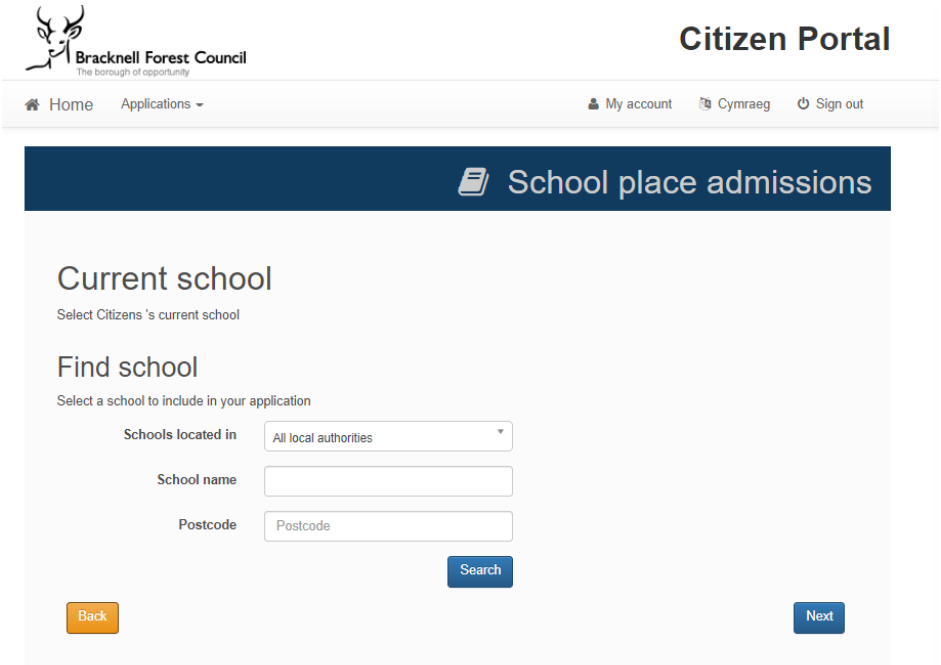
If you are moving within Bracknell Forest, please complete the required fields in the ‘moving house’ section. It is important to note that this does not mean the new address will be applied to your application. You should refer to the details provided for moving applicants within the relevant Guide or contact School Admissions for further advice.

If you are a member of a service or crown servant family who is moving into Bracknell Forest, please ensure this box is ticked and that you provide School Admissions with a copy of your posting order.

Once all relevant fields are complete, please click next to continue

Section 5: Current School

The following will display. In this section you are to add the details of your child’s current school. These must be the details of the school your child currently attends (their current primary school)

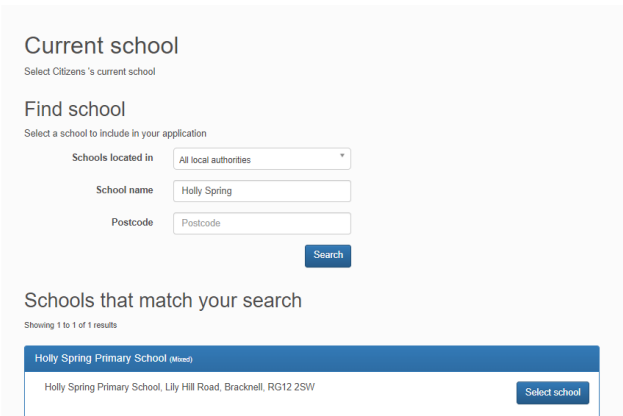


Ensure ‘all local authorities are selected; this will then search for schools within or outside of Bracknell Forest.

Begin you search by typing in the school’s name. Please ensure this is correct, the school will not show is typed incorrectly or additional spaces, typos are made.

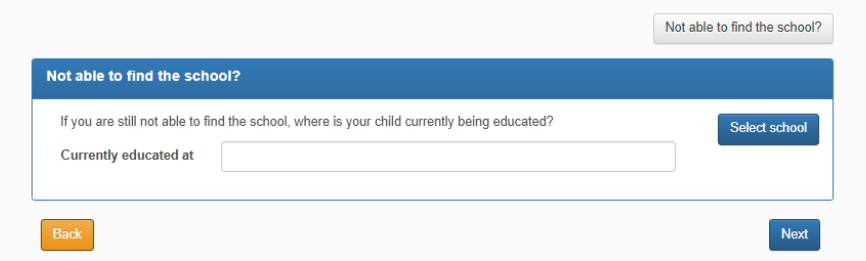
You should not need to search by postcode. However, if you are using this field, it is the school’s postcode you must enter. Not your own.

Click Search and the school will appear below, schools will have similar names so please ensure you are selecting the correct school.



If you are unable to find your child's current school, click 'not able to find the school'

You will then be able to enter the name of your child's school manually.

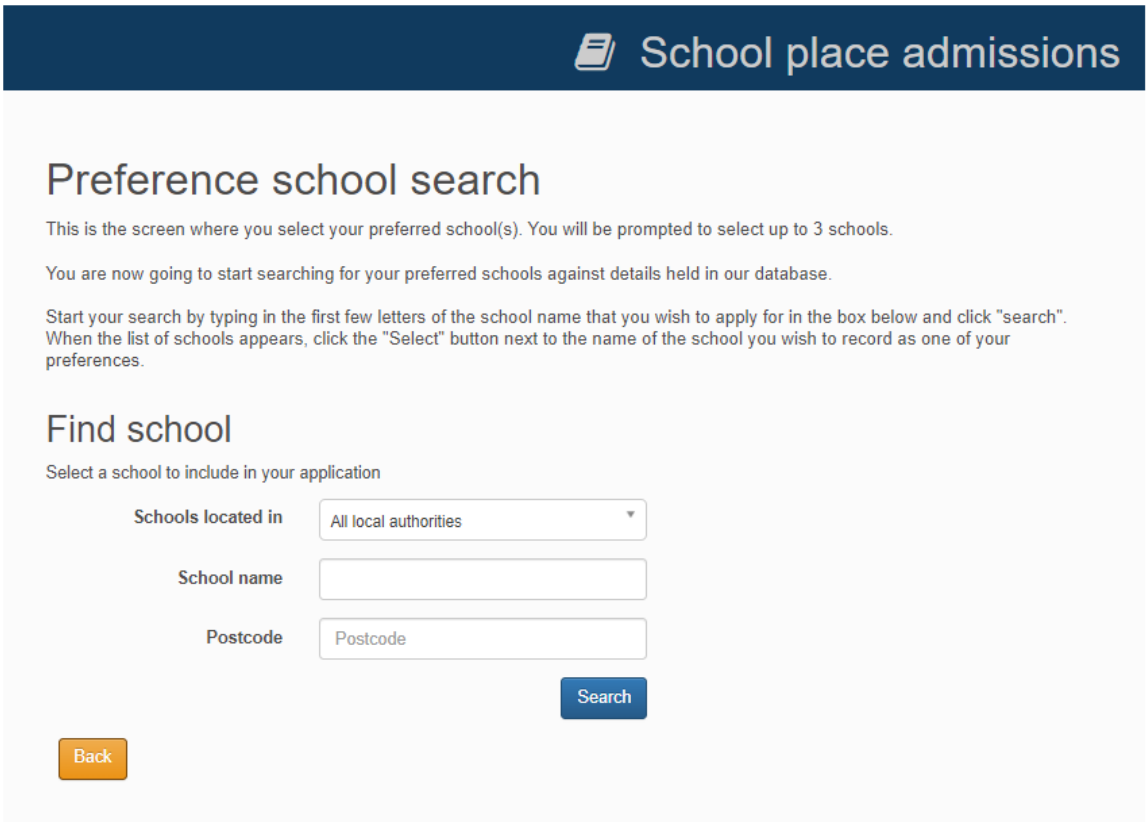


Section 6: Preference school search & reasons.

In this section you will begin to list your preferences (the schools you wish to apply for) you can list up to three preferences on your application with Bracknell Forest.

You should ensure you have read the relevant Guide and the admission arrangements for your preferred schools.

The following page will display below

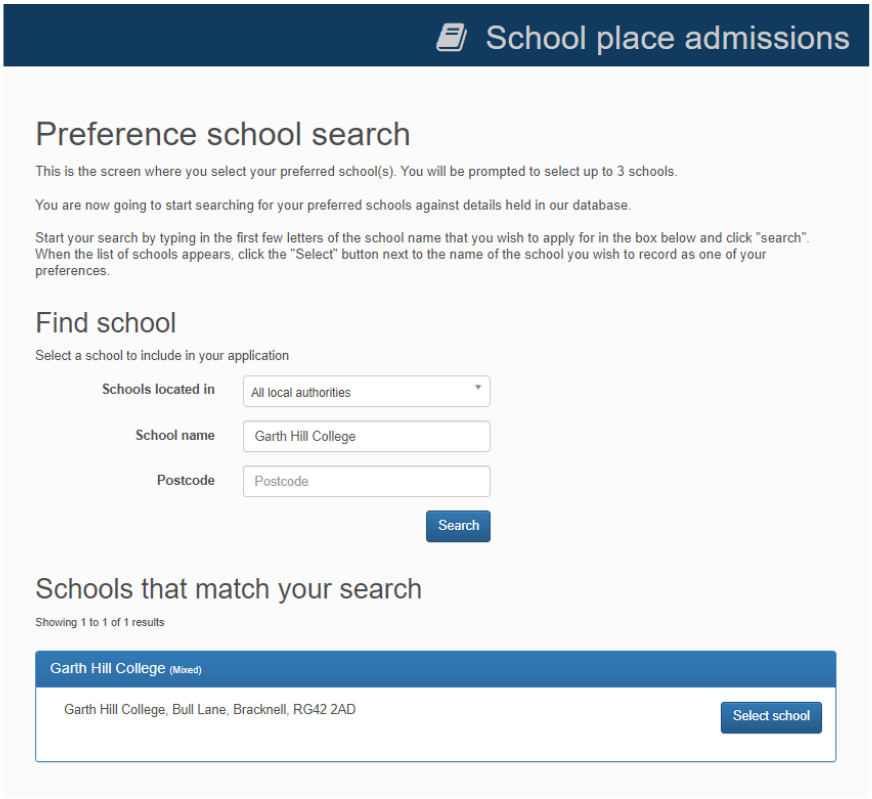


Ensure 'all local authorities are selected; this will then search for schools within or outside of Bracknell Forest.

Begin you search by typing in the school's name. Please ensure this is correct, the school will not show if typed incorrectly or additional spaces/ typos are made.

You should not need to search by postcode. However, if you are using this field, it is the school's postcode you must enter. Not your own.

Click Search and the school will appear below, schools will have similar names or there may be boarding options. Please ensure you are selecting the correct school.



Click 'select school' to continue.

If you have searched correctly and you are still unable to find the school, you wish to apply for

- You cannot apply for independent/ private schools through this application process. applications to these schools must be made directly.

- Check you have the correct name for the school or that the schools name has not changed

- Check the school you wish to apply for is relevant to your child's age group. e.g., you cannot apply for a primary school when the application relates to secondary admissions.

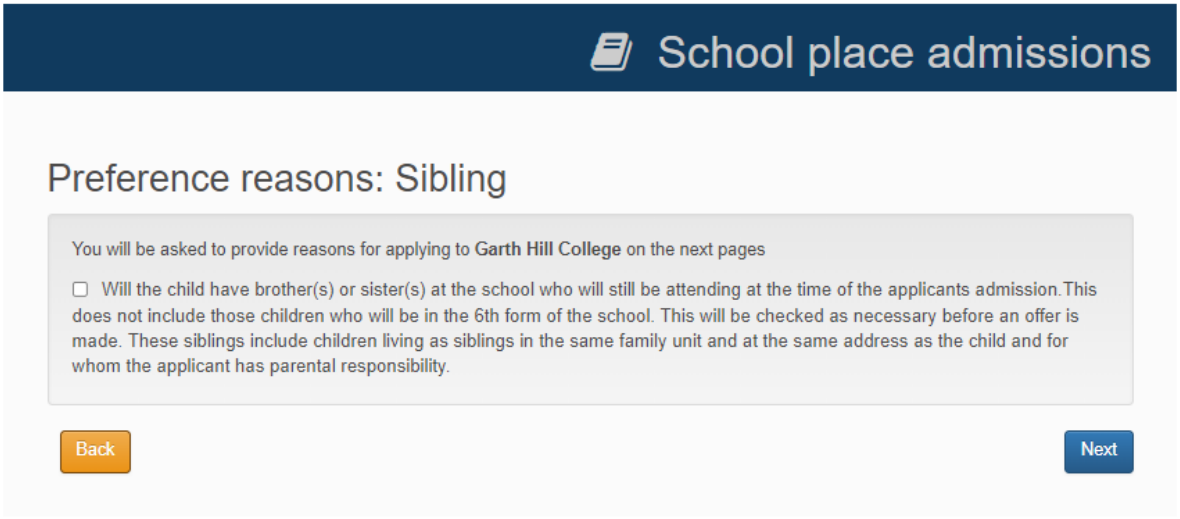
If you have checked all the above and are still unable to find the school place contact it.support@bracknell-forest.gov.uk the school may need to be added to the system.

Once you have selected your school of preference you will then be asked a series of questions which will relate to the admission criteria for the school.

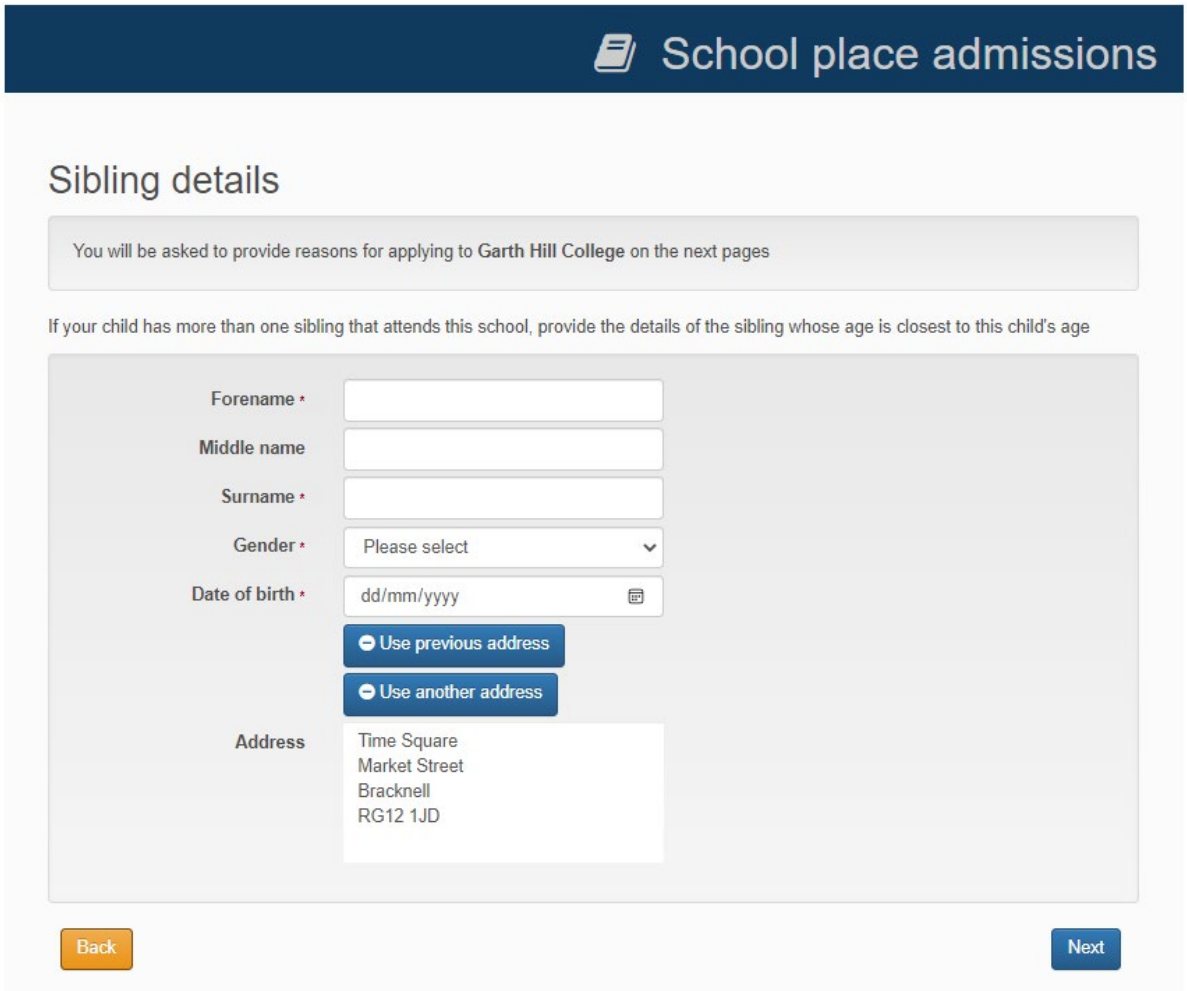
If the criterion does not apply to your application, then click 'next' to continue.

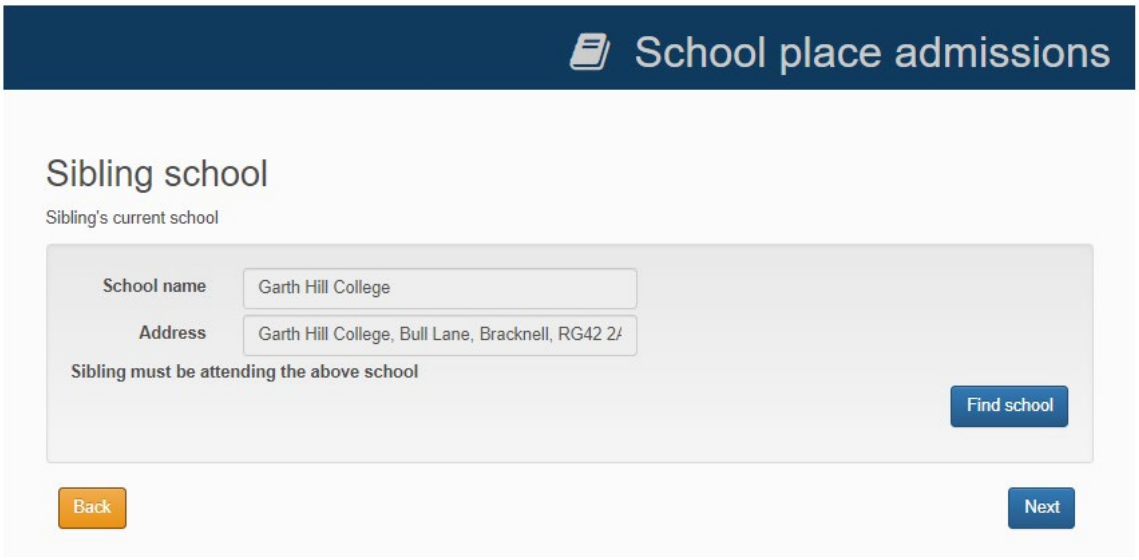
SIBLING

If you child has a sibling at your preferred school, please ensure this field is ticked, you will be asked to provide further details for the sibling if this is selected.



Please ensure you complete each of the required fields and click ‘next to continue

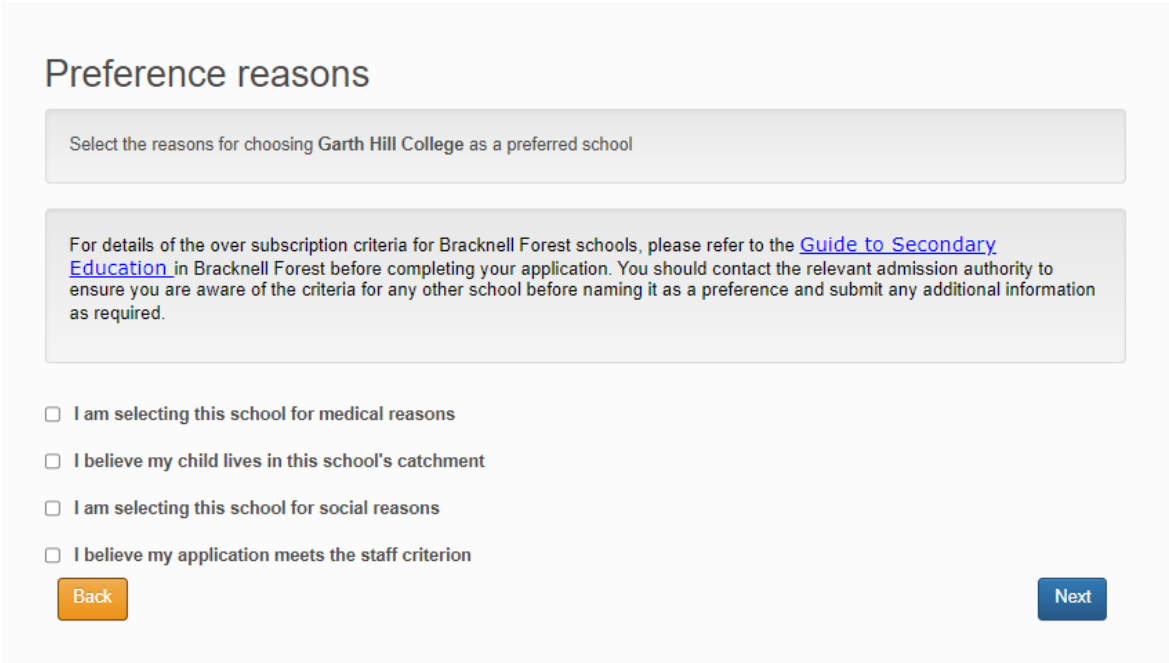




PREFERENCE REASONS

The following page will then display where you can select other reasons for your preference. Please do not simply select them all.

If none of the reasons apply to your application, click 'next' to continue



If any of the reasons above, do apply to your application

'I am Selecting this school for medical reasons' You should refer to the preferred school's admission arrangements to see if social/medical is a criterion within their arrangements. If this applies additional forms may be required and the criterion will not be considered if these additional forms are not completed.

I believe my child lives in this school's catchment' you are likely to only be within the catchment area for **one** school. you should not base this judgement on advice from friends or where your neighbours go to school. You should always check your catchment school, you can do this online using this link Bracknell Forest School Admissions (arcgis.com)

'I am selecting this school for social reasons' You should refer to the preferred school's admission arrangements to see if social/medical is a criterion within their arrangements. If this applies additional forms may be required and the criterion will not be considered if these additional forms are not completed.

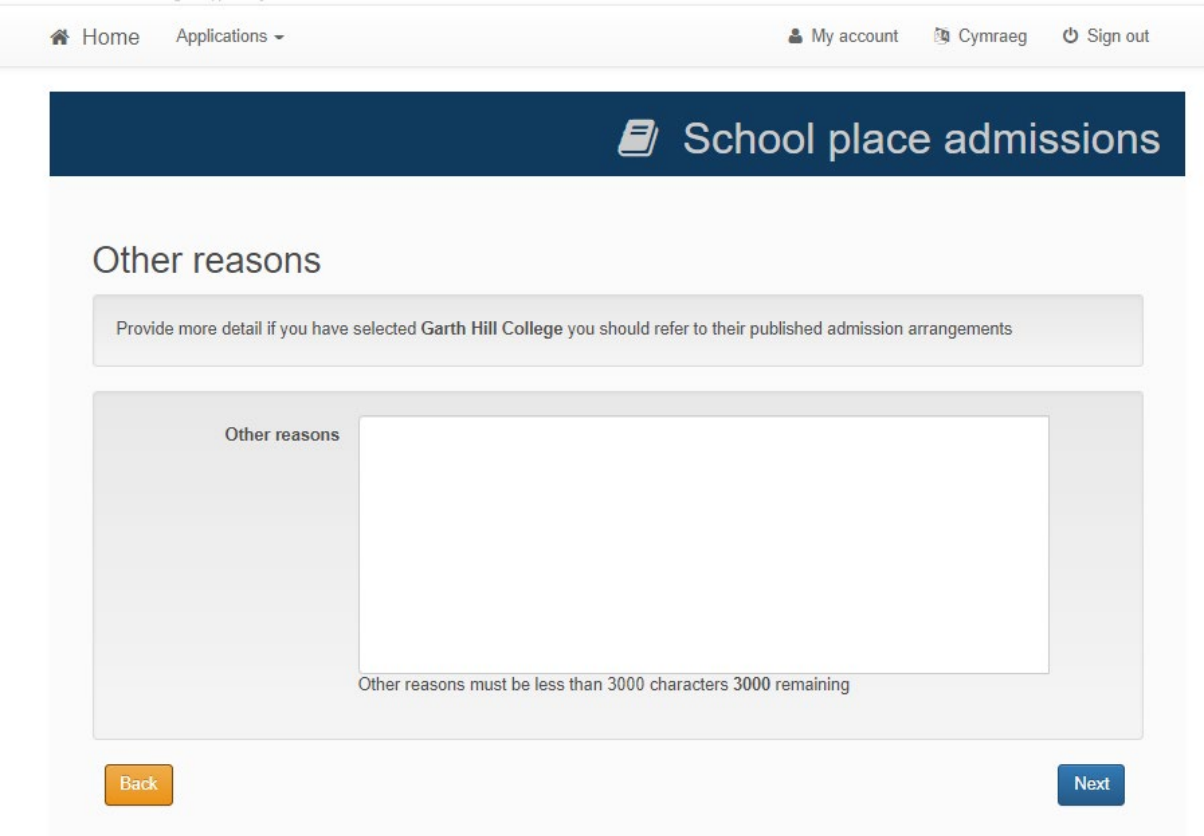
'I believe my application meets staff criterion' If you work at the preference school then you should refer to the preferred school's admission arrangements to see if staff criterion is within their arrangements. Additionally, only certain staff members will fulfil this criterion.

Other reasons may show depending on the school you apply for; you should refer to the school's admission arrangements for further advice is required.

OTHER REASONS

The following page will then display. In this section you can add any other reasons for your preference. This is not a required field, information displayed here will only be considered if it relates to the criteria within the admission arrangements for the school.

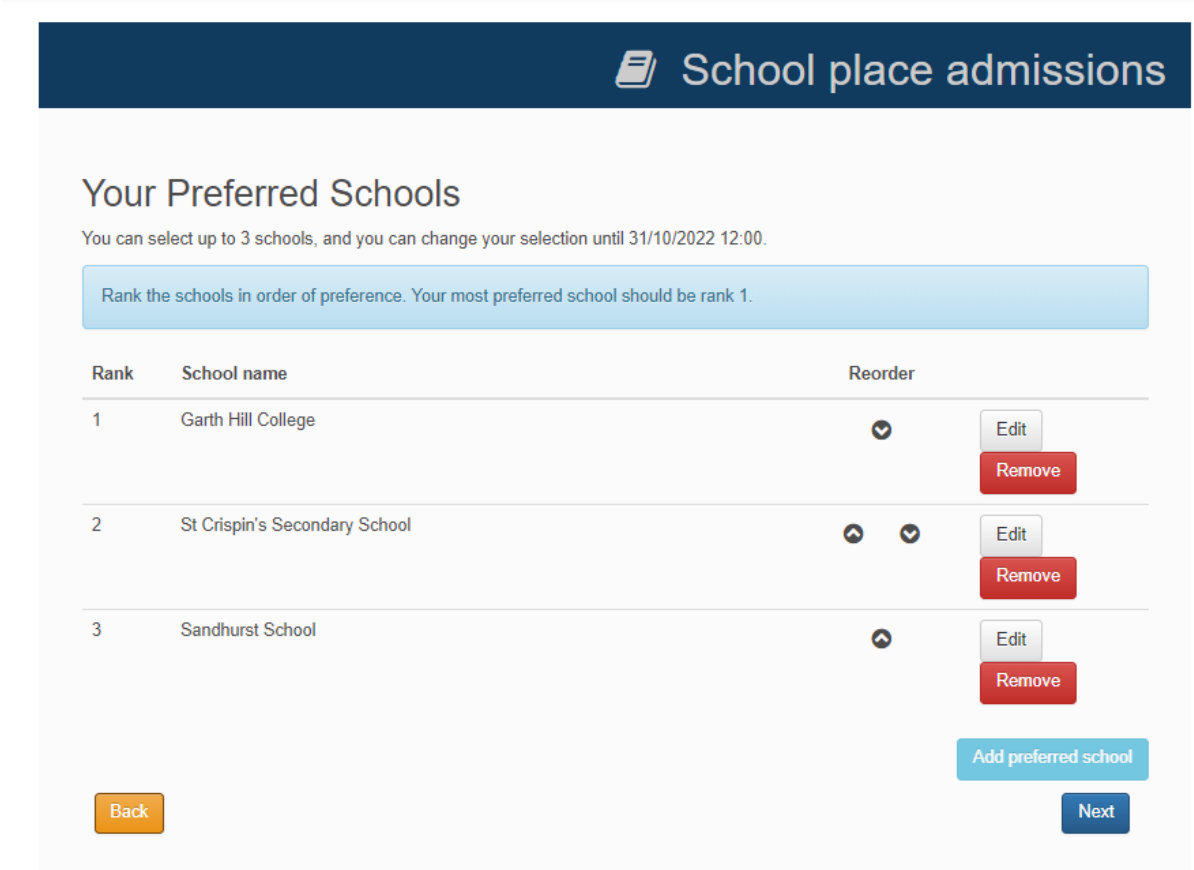
Click next to continue



The following page will then display, this shows the preferences you have added to your application to date. You can list up to three preferences on your application. to add another preference, click 'add preference school' and then completed the preference reasons again as confirmed above.

Once you have added all your preferences you can also move the order of your preferences by using the arrows displayed below. Additionally, you can remove a preference by selecting remove. You can make changes to your online application until midday of the closing date.

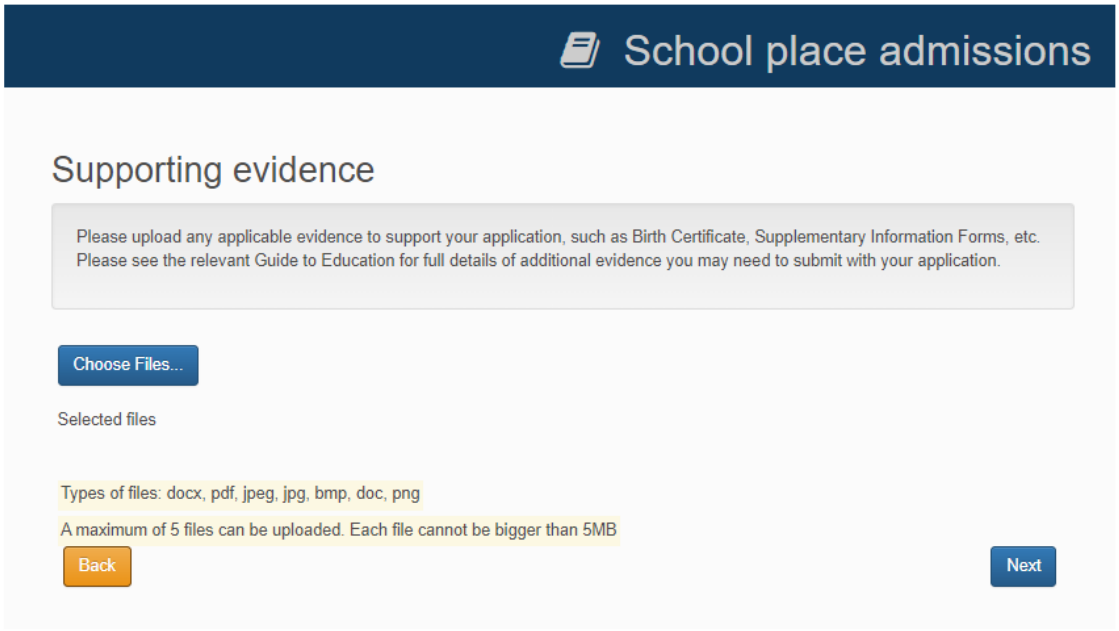
Listing a school as a first preference **does not** give your application priority over other applicants who may have listed the school as a second or third preference. For further information on the order of preferences and how this work please see the relevant Guide



Once you have added all the preferences of schools you wish to apply for click next to continue.

Section 7: supporting evidence

This section is to add any supporting evidence to your application. School Admissions request a copy of your child's birth certificate. Other than this, all other supporting documentation provided is dependent on the criterion you are applying under. School Admission cannot confirm what each applicant needs to supply. Please refer to your preferred school's admission arrangements for further information.

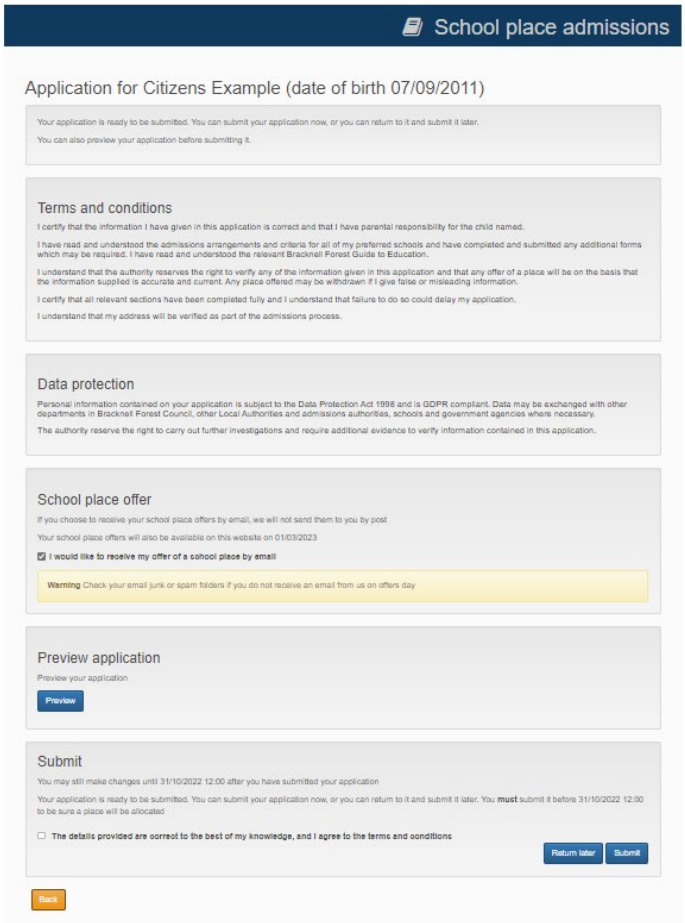


Once you have uploaded your supporting evidence click next to continue.

Step 5: Declaration, submitting your application

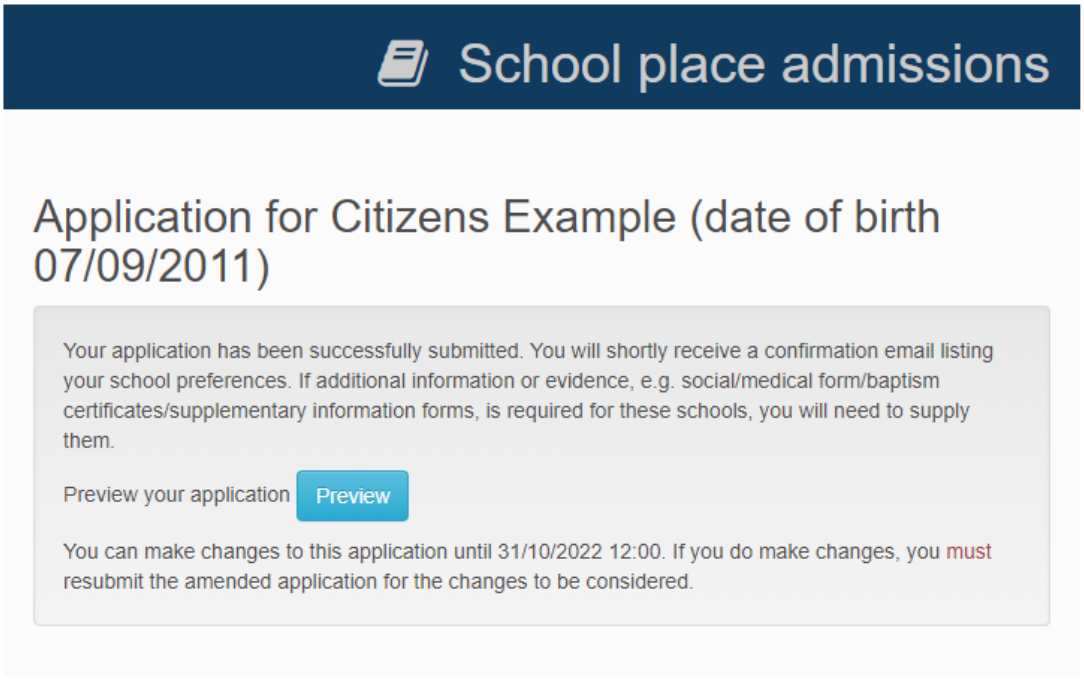
The following page will display

In this section you will need to complete the declaration. You can also confirm how you would like to receive your offer. - Please see information online should you wish to opt out of receiving your offer by email. You can also preview your application.



You will need to select the box at the bottom of the page ‘the details provided are correct to the best of my knowledge, and I agree to the terms and conditions before submitting your application. you must click submit; School Admissions will not receive your application if this is not submitted.

Once you have submitted your application the following page will display



You will also receive an automated email to your email address to confirm your application has been submitted. Please ensure this has been received.

You can amend your application any time before the closing date however, you must ensure you re-submit your application.