

Frequently Asked Questions about Online Applications

Starting an application

The system keeps telling me that my child is too young or too old.

There are set birth date limits for applications in the online system. If you have a child whose birthday is not within these limits you should contact the Customer Service Centre.

How do I select what type of application I am making (Nursery, Primary, Junior, Middle, Secondary or Upper)?

The system will use the date of birth you provide to determine what type of application you are making.

Addresses

Do I need to enter my postcode at all?

Yes. The postcode is very important to us. You must give this so we can process your application correctly.

For secondary admissions, you will only be able to apply online if you live in Hertfordshire.

The system is not letting me enter my postcode.

Check that you have not set the security settings in your internet browser to “block pop-ups” as this will interfere with the automatic address finder. You can change your security settings by going into “Tools”, “Internet Options”, and “Security”. If this does not work you should try using another computer, or contact your internet service provider for further assistance.

Why does the system keep telling me that my postcode is wrong when I know it isn't?

If you are making an online secondary application and your postcode is not being recognised as a Hertfordshire postcode, please contact our Customer Service Centre. We will be able to validate whether your postcode is within Hertfordshire, and add it to our database so that you can make an online application.

The system is not recognising my postcode / the system tells me that I do not live in Hertfordshire but I do live in Hertfordshire and pay my council tax to a Hertfordshire council.

Check whether you are accidentally substituting letters for numbers in the postcode – the most common example is using the letter ‘O’ instead of the number zero ‘0’.

If you are making a secondary online application and your postcode is not being recognised as a Hertfordshire postcode, please contact our Customer Service Centre. We will be able to validate whether your postcode is within Hertfordshire, and add it to our database so that you can make an online application.

I have entered my postcode but my address does not appear on the list given.

Please scroll right to the end of the list and select ‘my address is not on this list’. This will allow you to manually enter your address.

I am trying to enter my address by putting in my postcode but I cannot see a list of addresses to select.

You may have an aggressive pop-up blocker. Please contact your internet service provider who will help you to turn it off.

Login details

What is the Parent ID?

The Parent ID is a unique code that is generated for you when you register your details. The parent ID links all applications you make in an academic year. It allows you to make a new application for another child without having to re-type all the parent information again.

Do I have to have a username and password?

In order to maintain the security of the system, you must have both of these otherwise it would be easier for other people to look at your application.

I can't remember my Parent ID.

Your (unique) Parent ID is displayed on screen when you first enter your parent/carer details. If you have lost your Parent ID, you can click on the link ‘If you have forgotten your Parent ID.’, on the first page of the online admissions system. You will be asked for some security information, and then we will be able to send you your Parent ID.

I can't remember my Username or Password.

You will need to log back into the admissions system using your Parent ID. You will then be asked for your username and password. There is a link on this page called 'Request your password'. Click on this link, enter the information requested and we will be able to send you your username and password.

I have forgotten my password and my address has changed.

If you have forgotten your password and your address has changed, you will need to contact your Local Admissions and Transport Team in writing, informing them of the circumstances.

You must include your Parent ID, old address, new address, child's name and date of birth, and the schools you have applied for.

Can I change my username and password?

You can amend your application, including your username and password up to the closing date for applications. After the closing date you are then only able to view your online application. You are not able to change the Parent ID we give you.

Can I change my email address?

You can amend your application, including email address up to the closing date for applications. After the closing date you are then only able to change your email address and view your online application. You are not able to change the Parent ID we give you.

Submitting and changing applications

I have applied online but I am worried that my application was not received by you.

A confirmation page is displayed when an application has been submitted and this is your proof that your application has been made. We advise that you print this page for your records.

In addition a courtesy email will be sent to you if you have confirmed your email address.

In some circumstances this email may not reach you. If you have not received the courtesy email this does not necessarily mean that we have not received your application.

I have made my application but I want to change my mind. How do I do this?

When you first made your application, you were asked for a username and password. When you enter your Parent ID, the system will know that you have already applied and ask you for your username and password. Once you have correctly entered them, you can go through the application again and amend any parts that you wish, up until the closing date.

A confirmation page is displayed when an application has been amended. This is the proof that the application has been altered. You will also receive a courtesy email from us if you have confirmed your email address.

I think I have made a mistake online – can I telephone and ask you to make the amendment.

It is possible for you to change your online application up to the closing date for applications. We can not make changes for you that are requested by telephone.

We will not change your application if the closing date has passed.

I have amended my application, how can I be sure that this is the version you use?

We will only use the latest information you have supplied at the closing date for applications. You are able to change your application up to the closing date for applications. Remember, you can print the confirmation page for future reference.

Once I have completed the online form, should I send in the paper form too just to make sure?

No, if you have made an online application **you must not complete a paper form.**

Can I apply online after the closing date for applications?

You can apply online up to approximately one month after the closing date. Please see the relevant page in your admissions booklet for the exact date.

Online allocations

Will I be able to see my allocation online?

Yes you will be able to see your allocation details online late afternoon of the day allocation letters are posted.

I didn't apply online but I want to see my allocation online.

If you did not apply online it will not be possible for you to view your allocation online.

Can I receive my allocation by email?

Yes, if you confirmed your email address when making your application.

ICT problems

I was making an application when I had to leave the computer. When I came back, I got an error message and I couldn't carry on.

For security, if you leave your application idle for some time, it will time-out and you will have to log in again.

You will need to log back in with the Parent ID you were given.

If I stop half-way through the application process, can I come back to it later?

It is possible to come back to your application. We advise you to make your application in one go, in case you forget to complete your application at a later date.

I can't see the whole page of the application form.

In order to make sure that all of the information can be collected as easily as possible, the online admissions system is written for a screen resolution of at least 600x800. You can still use the system at lower resolutions but you may need to use the scroll bars to see all the information.

Can I go to my local library and apply online without having an email address?

Yes, but you won't receive either the courtesy emails or the allocation email.

I am having trouble using the online admission system, what should I do?

If you are having trouble using the online admissions system, please contact the Customer Service Centre on 01438 737500. (For 01923 or 0208 numbers, you can call on 01923 471500 to be charged at local call rates.)

To help assist us in dealing with your query you may be asked for the following information:

1. What website address are you using to try and access the system?
2. Can you see the HertsDirect admissions page?

3. Were you able to access the online admissions system?
4. Are there any error messages appearing, if so please send them to us?
5. Where are you trying to access the system?
6. Does the computer you are using have any security measures in place?
7. Are you using broadband?
8. What internet service provider are you using?
9. Are you using an Apple Mac?
10. Are you using AOL?