

## **FAQS: ONLINE APPLICATIONS FOR ADMISSION TO PRESCHOOL AND PRIMARY – SEPTEMBER 2019 INTAKE**

### **What details do I need to register on the portal?**

You need to provide your name, address, contact details and include a valid email address. You will need to create a new password which must:

- Have minimum of 10 characters and no more than 128 characters
- Have a minimum of 2 numbers
- Contain at least 1 lower case character
- Contain at least 1 upper case character
- Contain at least 1 special character (e.g. #, \$, \*)
- Not be the same as the username

### **What should I do if I have registered on the Parent Portal but have not received a verification email?**

Check for an email from [noreply@eani.org.uk](mailto:noreply@eani.org.uk) Please check in your 'spam' or 'junk' folders. If you are unable to find it and it has been at least 24 hours since registering, please contact the Admissions Helpdesk or try registering with a different email address.

You can contact the Admissions Helpdesk Tel 028 9598 5595 or email

[preschooladmissions@eanin.org.uk](mailto:preschooladmissions@eanin.org.uk) or

[primaryadmissions@eani.org.uk](mailto:primaryadmissions@eani.org.uk)

### **What should I do if the link in my verification email does not work?**

Please try copying and pasting the link directly into your internet browser.

### **When searching for my address during registration, I cannot find it on the drop down menu, what should I do?**

If your address hasn't been found after search for the postcode, you will need to manually enter your address in the fields provided.

## **I have forgotten my password, what can I do?**

On the login page click on the 'Forgotten your password?' link, click on this and follow the on screen instructions. You will be asked to enter your email address and the answer to your secret question entered during registration. Click on the link provided in the email issued and enter a new password.

## **How do I change my password?**

Once you are logged into the Parent Portal, Click on 'My Account' and then 'Change Password'

## **Password not accepted**

Please note: When you create a new password it must:

- Have minimum of 10 characters and no more than 128 characters
- Have a minimum of 2 numbers
- Contain at least 1 lower case character
- Contain at least 1 upper case character
- Contain at least 1 special character (e.g. #, \$, \*)
- Not be the same as the username

## **How do I change my email address?**

Once you are logged into the Parent Portal, Click on 'My Account' and then 'Change Email Address'. You will then follow the on screen instructions and enter a new email address along with your current password. This then sends an email link to your new email address and follow the steps through to login.

## **How do I change my personal details?**

When logged into the Parent Portal, Click on 'My Account' and then 'Personal Details'

## **How do I change my contact details?**

When logged into the Parent Portal, Click on 'My Account' and then 'Contact Details'

## **How do I change my Secret Question?**

When logged into the Parent Portal, Click on 'My Account' and then 'Change Secret Question'

## I am unable to list my preferences.

Check that you have not navigated back to the EA website. To select preferences you must be in the Parent Portal.

If you are still having problems with listing preferences please contact the Admissions Helpdesk 028 9598 5595.

## What are mandatory fields in the Application?

The red asterisk \* implies that this is required information that must be answered before you can submit your application or you will not be able to progress to the next stage.

**ea** Education Authority **Parent Portal**

Home Login Register

### Registration

You need to 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.

Email Address *	<input type="text"/>
Confirm Email *	<input type="text"/>
Password *	<input type="password"/>
Confirm Password *	<input type="password"/>
Secret Question *	Mother's maiden name ▼
Secret Answer *	<input type="text"/>
Title *	Please select ▼
Forename *	<input type="text"/>
Surname *	<input type="text"/>
Gender *	Please select a 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

Please supply a telephone number where you can be contacted during normal office hours, if necessary.

Home Phone

Mobile Number

## I have submitted my application but have not received an email confirmation.

You can contact the Admissions Helpdesk Tel 028 9598 5595 or email

[preschooladmissions@eanin.org.uk](mailto:preschooladmissions@eanin.org.uk) or

[primaryadmissions@eani.org.uk](mailto:primaryadmissions@eani.org.uk)

Staff will be able to confirm if your application has been submitted successfully.

## Where can I find out more information about the admissions process?

Information on the admissions process is available at [www.eani.org.uk/admissions](http://www.eani.org.uk/admissions)

The information published on the Education Authority's website in respect of admission to preschool and primary education includes:

- Guidance on the admissions procedure; and
- the admission criteria published for each pre-school and primary school.

## What does Socially Disadvantaged mean when completing a preschool application?

Socially disadvantaged applies to a child whose parent is **in receipt of any** of the following benefits -

- Income Support
- Income-based Jobseeker's Allowance
- An award of Income Support which has been converted into an Employment and Support Allowance and the level of benefit remains the same
- Universal Credit.