

## NORFOLK EDUCATION ONLINE

How to sign in or register to open a family NEO account

### \*\* IMPORTANT \*\*

A Norfolk Education Online (NEO) account is required to complete any of the following –

- 2-year-old eligibility check
- 30-hour code status check
- Free school meals application
- School admissions application

If you have in the past registered to submit a school admissions application online, then it should be possible to use the same details. Please call or email the Family Information team or Admissions team if you need support or a reminder of your details.

Professionals who require a NEO account for their work, will require a separate account for their family NEO applications.

A NEO account can be created using a desktop, laptop or mobile device (smart phone or tablet) provided there is a good internet connection. Once an account is registered, it can be accessed at any time.

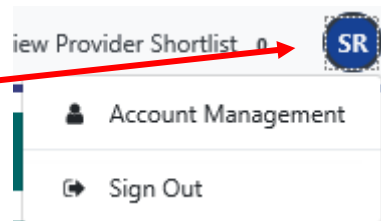
Like other online accounts, please keep your password secure.

It is not necessary to register an account to access the resource page or to check out impending deadlines or events.



REMEMBER to sign out of your account

- Click your initials (top right-hand corner)
- Select SIGN OUT



### Need Help!

Contact us on **0344 800 8020**

or

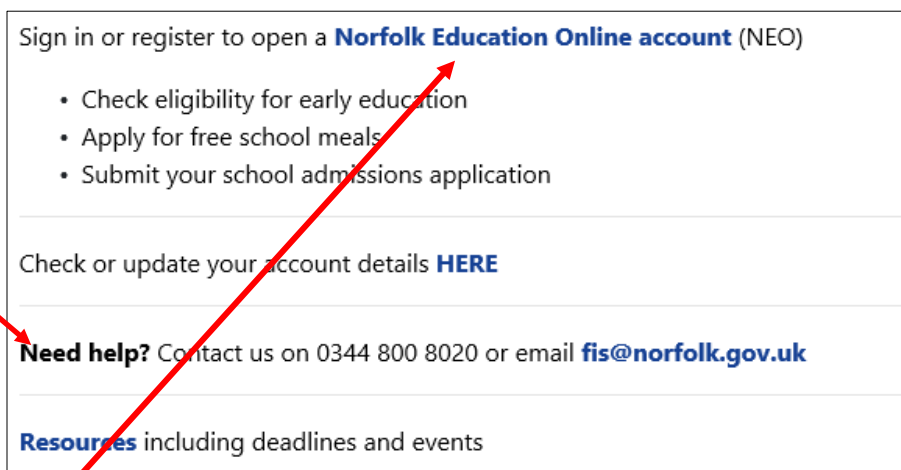
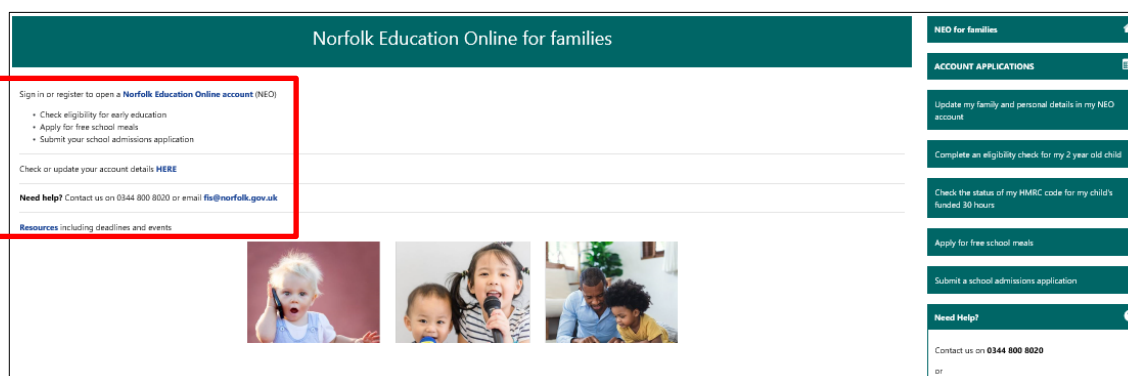
- for early years funding queries email [fis@norfolk.gov.uk](mailto:fis@norfolk.gov.uk)
- for free school meals or school admission queries email [admissions@norfolk.gov.uk](mailto:admissions@norfolk.gov.uk)

# NORFOLK EDUCATION ONLINE

How to sign in or register to open a family NEO account

Steps	Action
1 and 2	<a href="#">Open NEO webpage / sign in window</a>
3	<a href="#">Sign in or create a NEO account</a>
4	<a href="#">Add or check child records</a>
5	<a href="#">Complete an application</a> <ul style="list-style-type: none"> <li>• Complete a two-year-old eligibility check</li> <li>• Apply for free school meals</li> <li>• Submit a school admissions application</li> </ul>
6	<a href="#">Check my eligibility status</a> <ul style="list-style-type: none"> <li>• 2-year-old funding</li> <li>• 30-hour HMRC code</li> <li>• Free school meals</li> </ul>

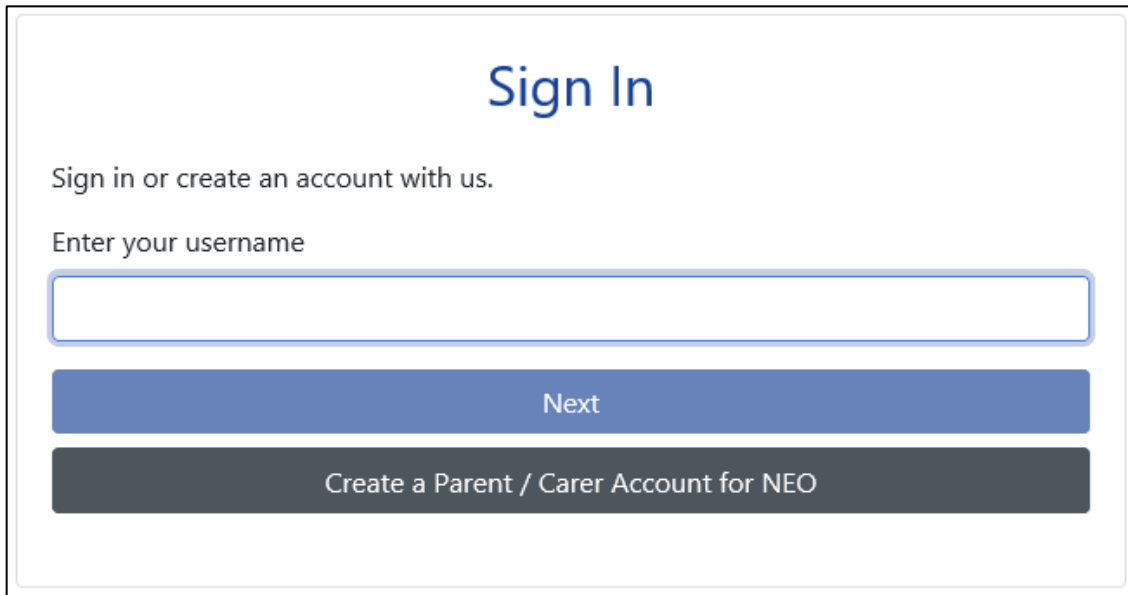
## 1. Open your web browser and insert the NEO web address – <https://www.norfolk.gov.uk/neo>



## 2. Click the hyperlink to open the Sign In window

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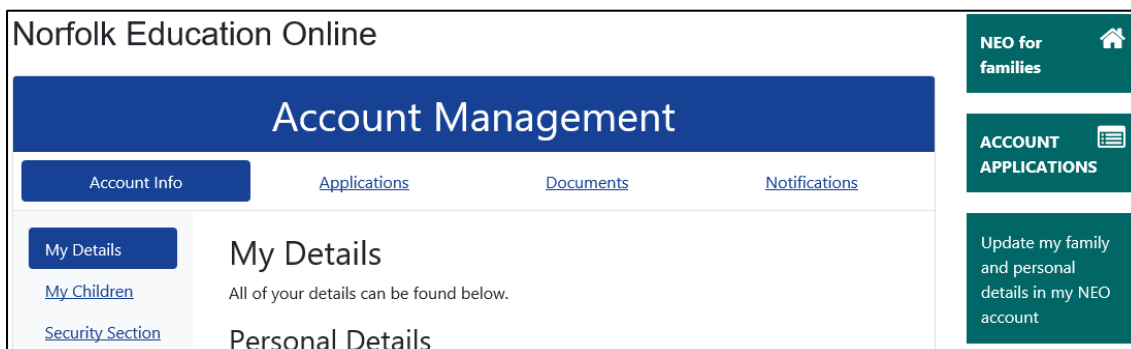
The screenshot shows a 'Sign In' page with the following elements:

- Header: **Sign In**
- Text: Sign in or create an account with us.
- Text: Enter your username
- Input field: A large empty text box for the username.
- Buttons: A blue 'Next' button and a dark grey 'Create a Parent / Carer Account for NEO' button.

### 3. Already registered?

#### If YES –

- Enter your username (which is your email address)
- Click NEXT
- Enter your password
- Click Sign In



The screenshot shows the 'Norfolk Education Online' 'Account Management' page. The page has a dark blue header with 'Account Management' in white. Below the header are four tabs: 'Account Info' (selected), 'Applications', 'Documents', and 'Notifications'. The main content area is divided into a left sidebar and a main panel. The sidebar contains 'My Details' (selected), 'My Children', and 'Security Section'. The main panel shows 'My Details' with the text 'All of your details can be found below.' and 'Personal Details'. On the right side, there are three teal boxes: 'NEO for families' with a home icon, 'ACCOUNT APPLICATIONS' with a list icon, and a box with the text 'Update my family and personal details in my NEO account'.

- Check your Personal Details are correct (amend where applicable)
- Click SAVE
- Go to Step 4

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### If NO –

- Click Create a Parent / Carer Account for NEO
- Insert your personal, contact, address details and account security (password)

Fields marked with \* are mandatory, please also ensure the address field is completed and at least one telephone number is added.

Create Account

**Personal Details**

Title \*

Forename \*

Middle Name

Surname \*

---

**Contact Details**

Email Address \*

Confirm Email \*   
Please confirm your email

Daytime Number

Evening Number

Mobile Number

---

**Address**

No address to display.

[Add Address](#)

---

**Account Security**

New Password \*

Confirm Password \*   
Please confirm your password

[Start Again](#) [Create](#)

- Click Create once all details are complete
- Verify your email address by opening your emails and follow the instructions in the message titled Parent Portal Account Verification
- Click Sign In

Norfolk Education Online

Account Management

NEO for families

Account Info

Applications

Documents

Notifications

My Details

My Details

All of your details can be found below.

Personal Details

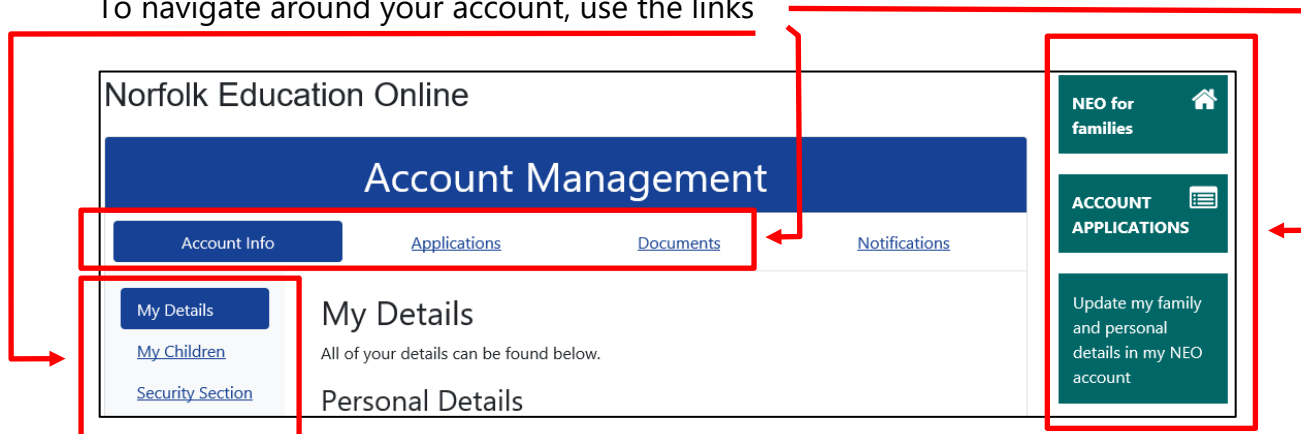
ACCOUNT APPLICATIONS

Update my family and personal details in my NEO account

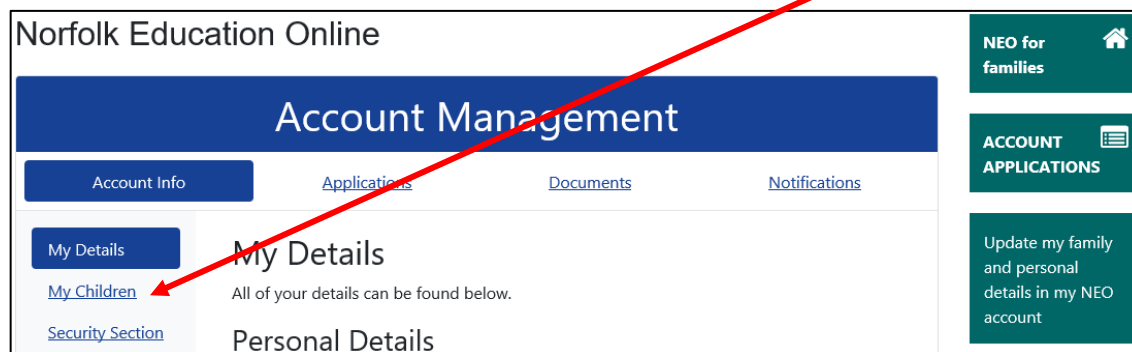
# NORFOLK EDUCATION ONLINE

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To navigate around your account, use the links



## 4. Add (or check) your children’s details by clicking My Children



### To add a child –

- a. Click ADD CHILD RECORD
- b. Insert all mandatory fields

The screenshot shows the 'Create Child Record' form. It includes a left-hand menu with 'My Details', 'My Children', and 'Security Section'. The main form area contains the following fields and options:

- Forename \* (text input)
- Middle Name (text input)
- Surname \* (text input)
- DOB \* (text input)
- Gender \* (dropdown menu with 'Please select an option')
- Current School (text input)
- Address same as Applicant?
- Buttons: 'Cancel', 'Add School', and 'Save'

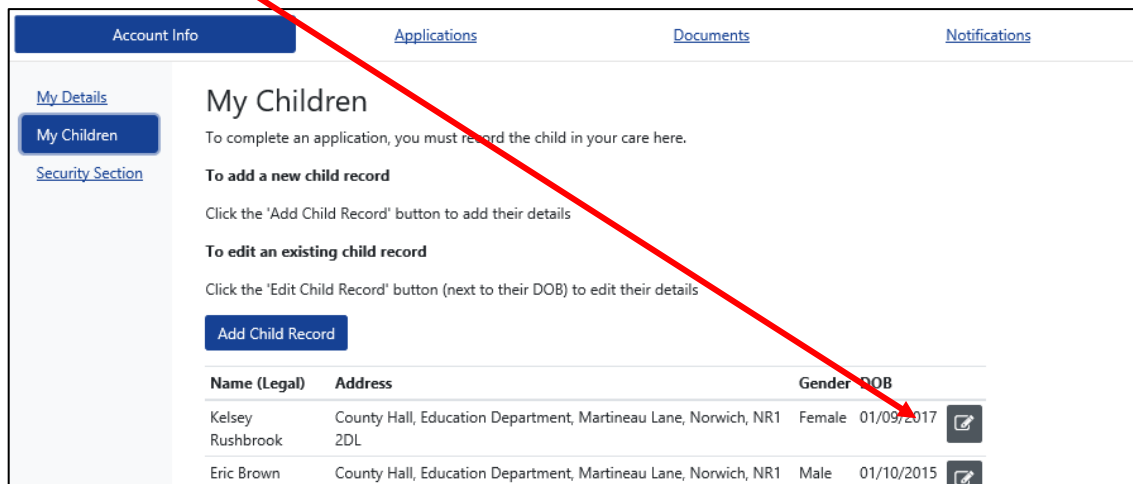
- c. Click SAVE

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## To edit an existing child record –

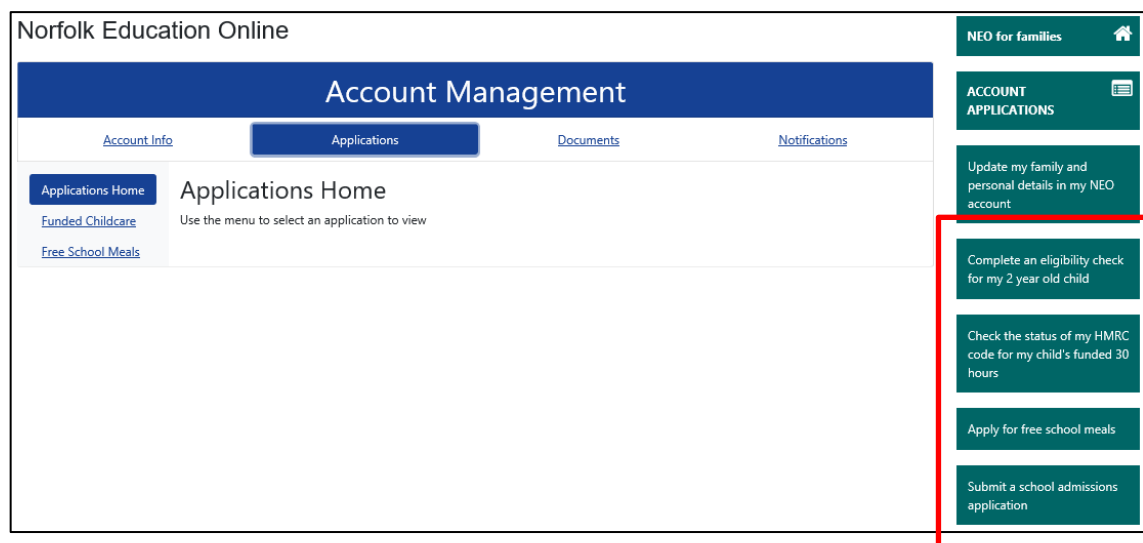
- a. Click the edit button next to the child’s record



- b. Amend details
- c. Click SAVE

## 5. Complete an application

- a. Click link appropriate to the application to be actioned



Go to:

- [Complete a two-year-old eligibility check](#)
- [Apply for free school meals](#)
- [Submit a school admissions application](#)

# NORFOLK EDUCATION ONLINE

How to sign in or register to open a family NEO account

## TWO-YEAR-OLD ELIGIBILITY CHECK

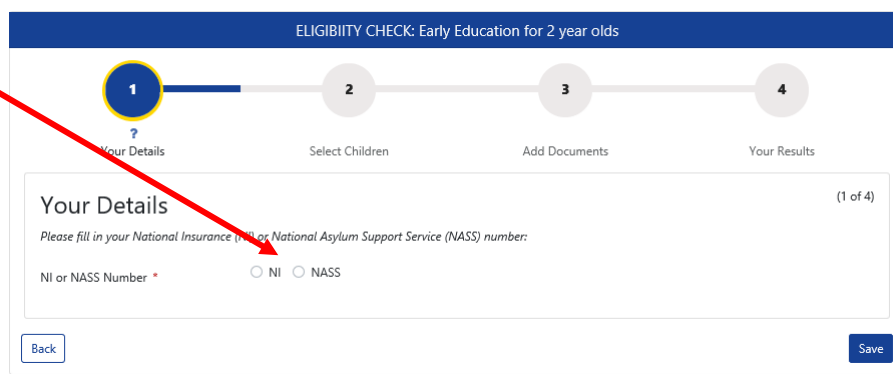
Complete an eligibility check for my 2 year old child

It is recommended that the rules of eligibility are checked to see if your family or child meet them BEFORE completing an application.

To complete a check, the National Insurance (NI) or National Asylum Support Service (NASS) number must be provided.

### Step 1

- a. Click NI or NASS
- b. Add/check details (DOB = parent / carers)
- c. Click SAVE



ELIGIBILITY CHECK: Early Education for 2 year olds

1 2 3 4  
Your Details Select Children Add Documents Your Results

Your Details (1 of 4)

Please fill in your National Insurance (NI) or National Asylum Support Service (NASS) number:

NI or NASS Number \*  NI  NASS

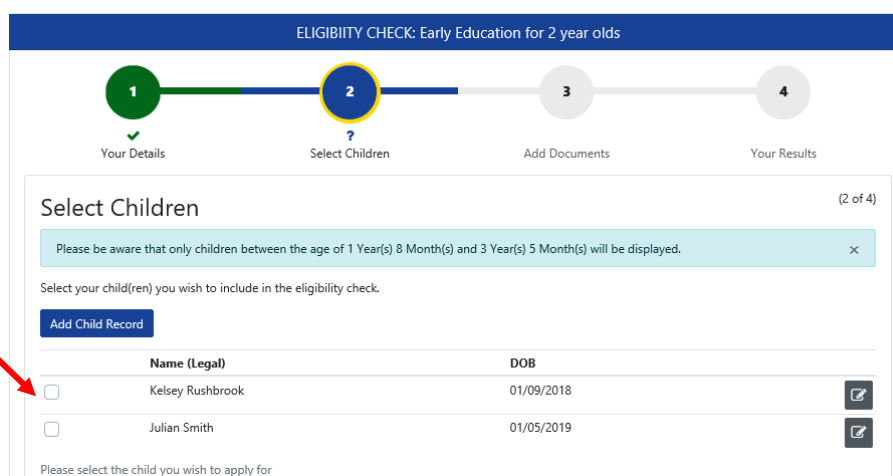
Back Save

### Step 2

- a. Select child application is for
- b. Click NEXT

**NB:**

Only children within the current DOB range will be listed



ELIGIBILITY CHECK: Early Education for 2 year olds

1 2 3 4  
Your Details Select Children Add Documents Your Results

Select Children (2 of 4)

Please be aware that only children between the age of 1 Year(s) 8 Month(s) and 3 Year(s) 5 Month(s) will be displayed. x

Select your child(ren) you wish to include in the eligibility check.

Add Child Record

	Name (Legal)	DOB	
<input type="checkbox"/>	Kelsey Rushbrook	01/09/2018	
<input type="checkbox"/>	Julian Smith	01/05/2019	

Please select the child you wish to apply for

### Step 3

It is only necessary to add documents if a manual check is required to confirm your child's looked after status, special guardianship, adoption or is in receipt of DLA or have an EHCP or where your check has resulted in "NOT FOUND" and you are certain that your family/child meet the criteria.

Once the document to evidence eligibility is added and the application submitted (Step 4) a manual check will take place. **The manual check of your evidence will take at least 3 working days to complete.** The Family Information team will be in touch by email once the outcome is known or if further evidence is required.

(It is possible to add documents using a mobile device)

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## TWO-YEAR-OLD ELIGIBILITY CHECK

### Step 3

#### Skip to Step 4

(because documents to prove eligibility are not required)

- a. Tick to confirm
- b. Click SUBMIT

#### OR add a document

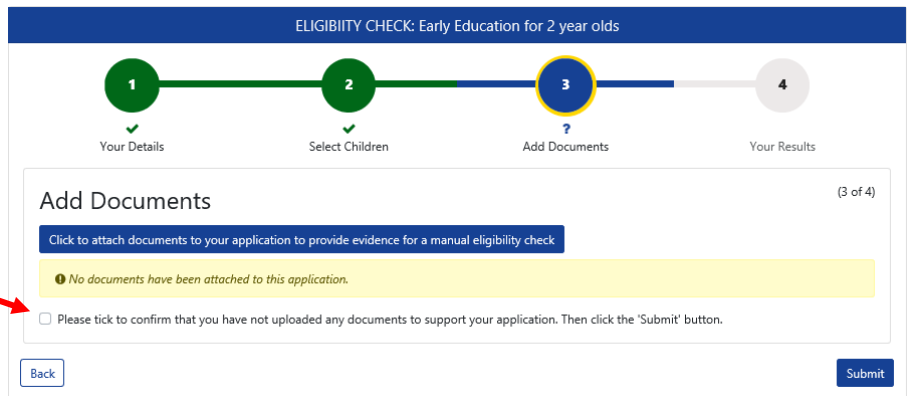
- c. Click to attach document

- d. Click Browse
- e. Locate your saved document and attach

- f. Add a short description to describe your evidence

- g. Click ATTACH DOCUMENT

- h. Tick to confirm and click SUBMIT



ELIGIBILITY CHECK: Early Education for 2 year olds

1 Your Details ✓ 2 Select Children ✓ 3 Add Documents ? 4 Your Results

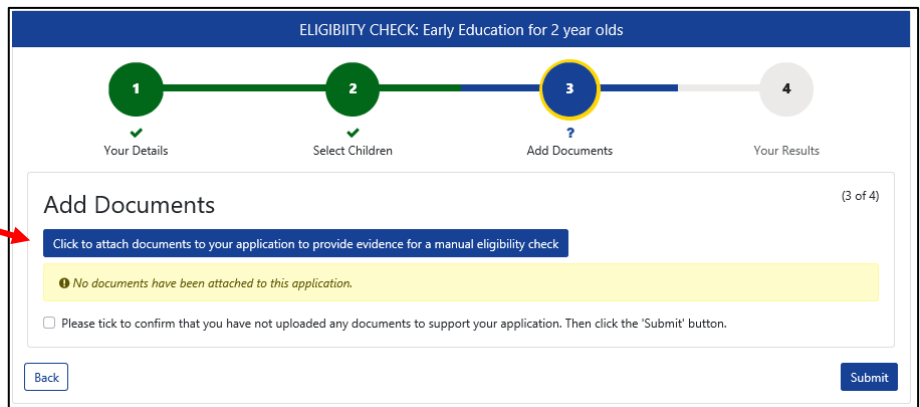
Add Documents (3 of 4)

Click to attach documents to your application to provide evidence for a manual eligibility check

No documents have been attached to this application.

Please tick to confirm that you have not uploaded any documents to support your application. Then click the 'Submit' button.

Back Submit



ELIGIBILITY CHECK: Early Education for 2 year olds

1 Your Details ✓ 2 Select Children ✓ 3 Add Documents ? 4 Your Results

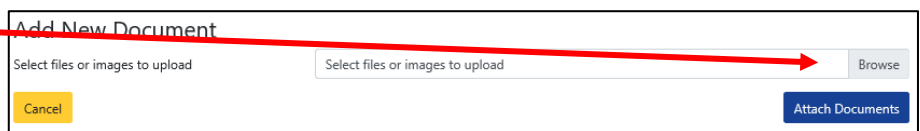
Add Documents (3 of 4)

Click to attach documents to your application to provide evidence for a manual eligibility check

No documents have been attached to this application.

Please tick to confirm that you have not uploaded any documents to support your application. Then click the 'Submit' button.

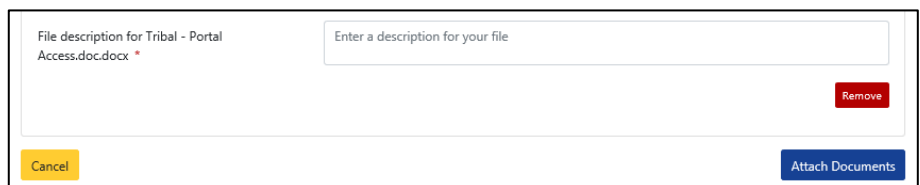
Back Submit



Add New Document

Select files or images to upload Select files or images to upload

Cancel Attach Documents



File description for Tribal - Portal Access.docx.docx \*

Enter a description for your file

Remove

Cancel Attach Documents

Please confirm the attached documents are correct



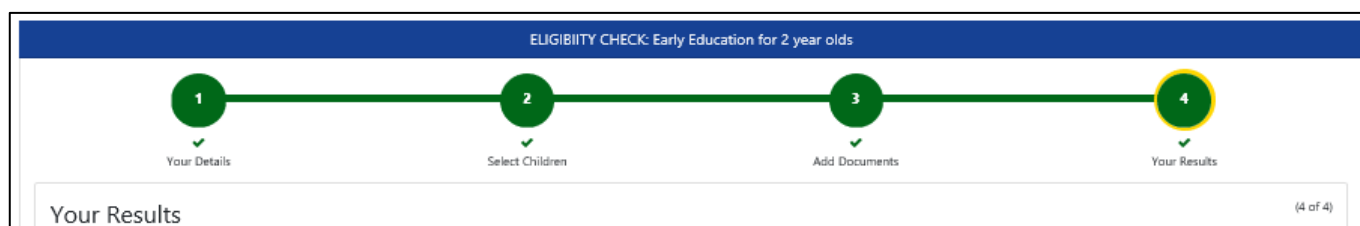
## NORFOLK EDUCATION ONLINE

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### TWO-YEAR-OLD ELIGIBILITY CHECK

#### Step 4

This is the results page. The outcome will also be emailed to you. (please check your junk box if one has not been received).



#### The outcome is FOUND

Your next step will depend on whether you have found a childcare provider that can offer you a place for your child that meets your requirements.

Your chosen childcare provider **MUST** be given the 6-digit voucher code. This code is unique to your child and proves that they can access a funded childcare place. Failure to share the code will mean that sessions attended will be charged.

When arranging your childcare, please ensure that your provider confirms when the funded place will commence and whether any additional charges will apply.

#### The outcome is NOT FOUND

A Not Found outcome will occur when –

- Eligibility cannot be confirmed through an automatic check
- Documents have been uploaded for a manual check to be completed

If you believe your child / family meets the economic criteria, please check your details (your name, DOB and NI/NASS number) and restart the check or restart uploading documents to request a manual check. Your evidence could be a full copy of your most recent universal credit statement.

If your child is in receipt of DLA, has an EHCP, or has a status of looked after, special guardianship, or adoption, you will have already upload documents as part of step 3 and a manual check will now take place.

All manual checks will take at least 3 working days to complete. The Family Information team will email you once an outcome has been determined.

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## APPLY FOR FREE SCHOOL MEALS

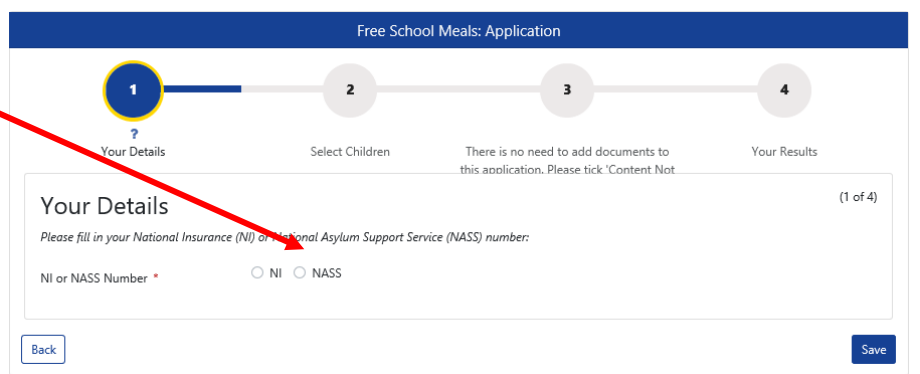
[Apply for free school meals](#)

It is recommended that the rules of eligibility are checked to see if your family or child meet them BEFORE completing an application.

To complete a check, the National Insurance (NI) or National Asylum Support Service (NASS) number must be provided.

### Step 1

- d. Click NI or NASS
- e. Add/check details (DOB = parent / carers)
- f. Click SAVE



Free School Meals: Application

1 2 3 4

Your Details Select Children There is no need to add documents to this application. Please tick 'Content Not Your Results

Your Details (1 of 4)

Please fill in your National Insurance (NI) or National Asylum Support Service (NASS) number:

NI or NASS Number \*  NI  NASS

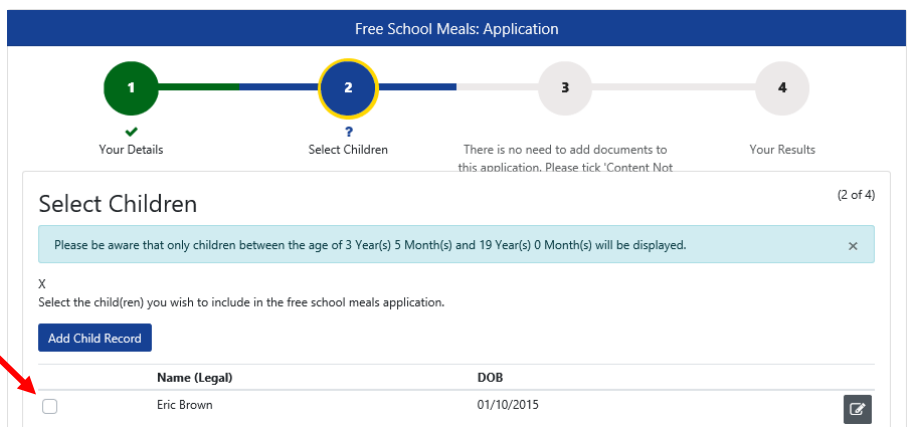
Back Save

### Step 2

- c. Select child application is for
- d. Click SUBMIT APPLICATION

**NB:**

Only children within the current DOB range will be listed



Free School Meals: Application

1 2 3 4

Your Details Select Children There is no need to add documents to this application. Please tick 'Content Not Your Results

Select Children (2 of 4)

Please be aware that only children between the age of 3 Year(s) 5 Month(s) and 19 Year(s) 0 Month(s) will be displayed.

X Select the child(ren) you wish to include in the free school meals application.

Add Child Record

	Name (Legal)	DOB
<input type="checkbox"/>	Eric Brown	01/10/2015

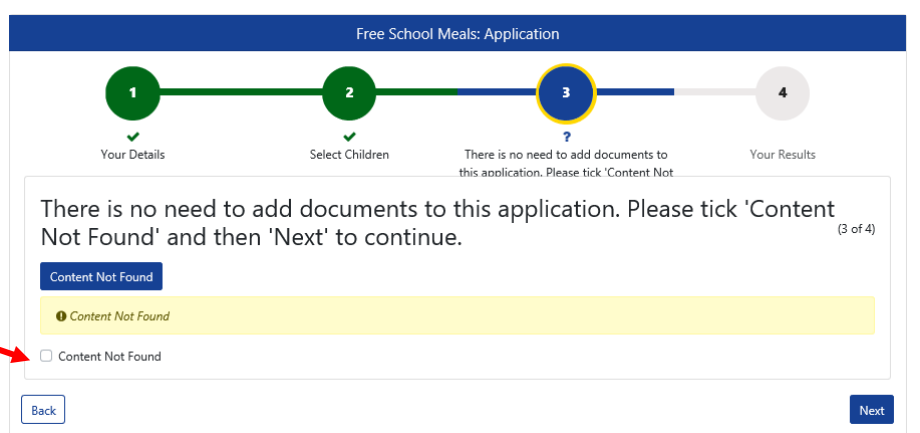
Back Save

### Step 3

#### Skip to Step 4

(because documents to prove eligibility are not required at this stage)

- a. Tick to confirm
- b. Click NEXT



Free School Meals: Application

1 2 3 4

Your Details Select Children There is no need to add documents to this application. Please tick 'Content Not Your Results

There is no need to add documents to this application. Please tick 'Content Not Found' and then 'Next' to continue. (3 of 4)

Content Not Found

Content Not Found

Back Next

## NORFOLK EDUCATION ONLINE

How to sign in or register to open a family NEO account

### APPLY FOR FREE SCHOOL MEALS

#### Step 4

This is the results page. The outcome will also be emailed to you. (please check your junk box if one has not been received).



#### The outcome is FOUND

The Admissions team will confirm by email this outcome and advise your child's school.

#### The outcome is NOT FOUND

The Admissions team will confirm by email this outcome and advise if more proof is required to prove eligibility.

### SCHOOL ADMISSIONS APPLICATION

Submit a school admissions application

Families will be contacted by the Admissions team when it is necessary to complete an application.

Instructions will be shared at the same time

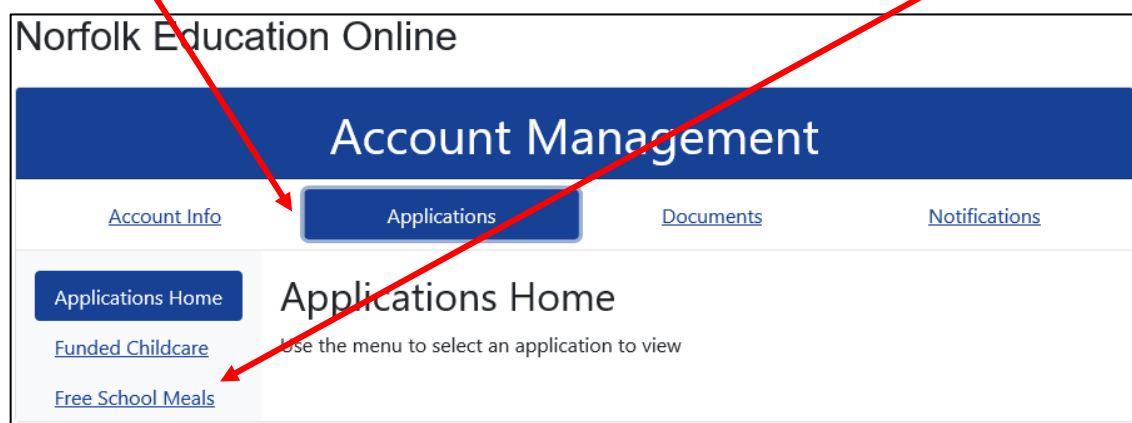
## NORFOLK EDUCATION ONLINE

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### 6. Complete an eligibility status

It is possible to access your account at any time to confirm the status of your applications or 30-hour code for 30 hours early education funding.

Click Applications and then select either Funded Childcare or Free School Meals.



#### Funded Childcare

- **My Childcare Provider List (NOT CURRENTLY AVAILABLE)**

This is not available in Norfolk yet.

- **My 30 Hours HMRC Code Status**

Add your HMRC details to your NEO account by selecting –

It is then possible to check the current status. Each child will be listed where the code details have been added.

Check the status of my HMRC code for my child's funded 30 hours

**NB:** This **DOES NOT** replace the requirement to re-confirm the code EVERY 90 days via your HMRC account.

Failure to miss re-confirmation could mean that your code becomes invalid and your funding will be reduced to the universal offer. A valid code must be in place **before** the start of a new claim period.

- **My 2-year-old Eligibility Checks and Codes**

This details your current eligibility status to access a funded place for your child(ren) based on an automatic check and a list of children where codes have been issued.

Your child's eligibility code can be found here.

#### Free School Meals

- **My Free School Meals Application**

This details your current eligibility status to receive free school meals based on an automatic check.

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### Frequently Asked Questions

#### Early Education Funding

NCC Website

<https://www.norfolk.gov.uk/children-and-families/childcare-and-early-learning>

NEO Resource Page

<https://fiso.norfolk.gov.uk/synergy/neo/neoresources.aspx>

#### Free School Meals

NCC Website

<https://www.norfolk.gov.uk/education-and-learning/schools/school-meals-and-milk>

#### School Admissions

NCC Website

<https://www.norfolk.gov.uk/education-and-learning/schools/school-admissions>