

## **Online Applications - Frequently Asked Questions**

### **A list of frequently asked questions regarding your online application**

- **Q: Who can apply online?**

A: Online admissions applications are available for applications for places in Nursery, Reception, Infant to Junior/Primary School (Year3) and Year 7 of Secondary schools for September 2017.

- **Q: How do I make an online application?**

A: Applying online is easy. Follow these steps :-

1. Visit <https://schooladmissions.rhondda-cynon-taff.gov.uk/>
2. Register with a valid e-mail address.
3. Follow the instructions on the online application web pages.
4. If you are applying using a mobile phone, please turn the phone to a landscape (sideways) position in order to access all functionalities.

- **Q: What information will I need to make an online application?**

A: To apply online, you will need :-

1. Your child's Unique Identification Number (UID Number).
2. Your child's correct date of birth.
3. A valid e-mail address.

- **Q: What if I do not have a Unique Identification Number?**

A: Using the Unique Identification Number will make it faster to complete your application and will make the process easier as some information will be pre-entered into the form for you. If you have not received a Unique Identification Number, you can still make an online application, however, there will be less information pre-entered, so the process may take a little longer.

- **Q: Where can I make an online application?**

A: Online applications can be made from most devices with Internet connectivity.

If you do not have access to your own computer and you wish to apply online, you can access the Internet, free of charge at any Rhondda Cynon Taf library. Alternatively, access can be obtained at the following Council's One4all Centres :-

- Ty Sardis, Sardis Road, Pontypridd CF37 1DU
- Ty Bronwydd, Bronwydd Avenue, Porth CF39 9DL
- Rock Grounds, High Street, Aberdare CF44 7AE

- **Q: I have filled in the online form to register, but I have not received a confirmation e-mail**

A: It is possible that the e-mail has been quarantined by anti-spam measures put in place by your Internet Service Provider or by settings in your e-mail account.

- **Q: The link in the registration e-mail to validate my online account will not work. I cannot click on it**

A: As an alternative to clicking on the link in the email, try copy and pasting the full link (including the https:// part) directly into the address field in your browser.

If this does not work, check that you are using the most up to date version of your chosen browser. You may also need to enable pop-ups and relax the security settings on your system/browser to allow this process to succeed.

- **Q: If I cannot complete the application all at once, can I go back to it later?**

**A: Yes**

You can save your application and return to it later if you wish, but **you must complete and submit** your application by the relevant closing date.

- **Q: Will I receive an acknowledgement when I have submitted my application?**

A: Once you have completed your application, please ensure that you click on the 'submit' button on the 'Terms and Conditions' Page. You will then receive an e-mail confirming receipt of your application as soon as your application has been successfully submitted.

- **Q: What happens if I forget my password?**

A: If you forget your password, there is a prompt that you can click on and you will be able to set a new password.

- **Q: What if I move home after I have submitted my application?**

A: If you move home after submitting your application, it is essential that you let us know as soon as possible. We will require written confirmation of your new address. Please contact the [School Admissions Team](#) for further advice.

- **Q: What happens if I have missed the published deadline date and still wish to make an application?**

A: Unfortunately, you will not be able to apply online after the published deadline date. The system will not allow you to do so. You will need to complete a paper admission form, which you will be able to obtain from the School Admissions Team (details below). Please note that your application will be treated as being late.\*

\*Late applications will be processed after applications which were received by the deadline date and therefore late applications may find that their preferred school is already full.

- **Q: What can I do if I have any further questions?**

A: If you have any comments, queries or non-technical feedback, the School Admissions Team can be e-mailed at [schooladmissions@rctcbc.gov.uk](mailto:schooladmissions@rctcbc.gov.uk)

Our opening hours are 9.00 a.m. to 5.00 p.m. Monday to Friday

Our address is :-

School Admissions Team

Rhondda Cynon Taf County Borough Council

Education and Lifelong Learning

Ty Trevithick

Abercynon

CF45 4UQ

Tel: 01443 744232

For **technical** queries in relation to the On Line admissions site, please e-mail [ICTServiceDesk@rctcbc.gov.uk](mailto:ICTServiceDesk@rctcbc.gov.uk)

**Important note** – During the process of your online application, you will receive automated e-mails from [donotreply-onlineadmissions@RCTCBC.GOV.UK](mailto:donotreply-onlineadmissions@RCTCBC.GOV.UK) Please **do not** reply to this e-mail address. To contact us, please use the contact details above.