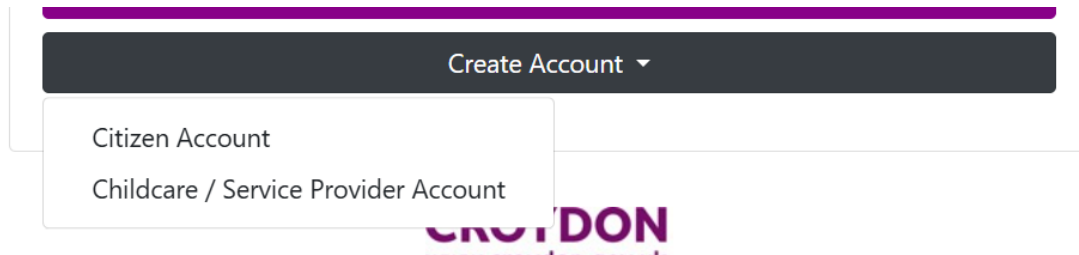


## Creating a new parent portal account

Click on create account and select citizen account



You should now complete the create new account form - please ensure that you have added information against all the required fields (these are marked with a red asterisk) on the create account page (Title, Forename, Surname, E-mail address and Password).

The screenshot below shows the mandatory fields when creating an account – you must make sure that all mandatory fields are completed, ensuring you enter the e-mail and password fields twice. Each of the fields should have a green tick confirming that the data has been accepted, then click on 'create.'

A screenshot of the 'Create Account' form. The form is divided into several sections: 'Personal Details' with fields for Title, Forename, Middle Name, and Surname; 'Contact Details' with fields for Email Address, Confirm Email, Daytime Number, Evening Number, and Mobile Number; 'Address' with a dropdown menu showing 'No address to display.' and an 'Add Address' button; and 'Account Security' with fields for New Password and Confirm Password. Each field has a green tick icon indicating it has been accepted. At the bottom, there are 'Start Again' and 'Create' buttons. The Croydon logo and website URL are at the bottom of the page.

You will receive an email verification from [EDQT\\_noreply@croydon.gov.uk](mailto:EDQT_noreply@croydon.gov.uk) (check it doesn't land in junk or spam mail). Click on the link in the email and you will receive confirmation that your parent portal account has been created. You can then log back into the parent portal account with your username and password. The username for the parent portal is your email address.