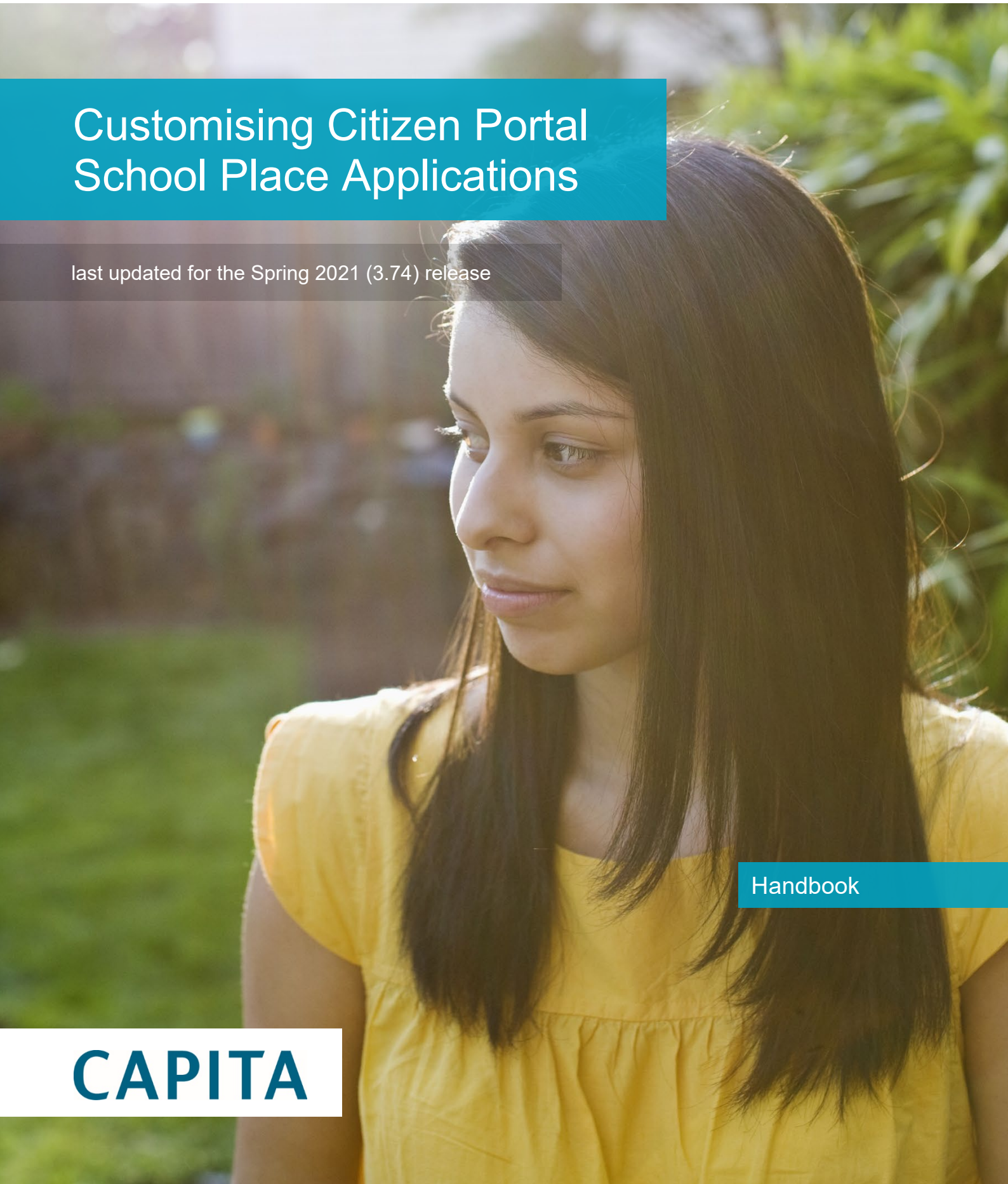
oneeducation

Customising Citizen Portal School Place Applications

last updated for the Spring 2021 (3.74) release



Handbook

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01 | Document Change Control

Date	Release	Description
Autumn 2020	**3.73**	When searching for addresses, only those marked as **Active** will be dislayed in the list. If the postcode of an Inactive address is entered, a message stating 'No Results' is displayed. If an address used in the portal is made **Inactive**, the address will still be displayed in the area that it has been used, eg **My Account | Contact Details**, applications, etc. **V4 online | Administration | System Administration | Address Management | Manage Addresses** New functionality has been added to manage addresses. This includes making them active/inactive. Added Offer_NoPlaceOfferedText to the offer pages. See *School Place Offer Information (Non-Editable)* on page *72* See *School Place Offer Information (Editable)* on page *73*
Spring 2020	**3.71**	**Administration | General Administration | Edit Resources** When editing resource descriptions, the Resource Culture now shows EN or CY depending on which tab is selected.
		In order to comply with Welsh regulations, Welsh LAs must provide versions of all pages of their websites in both English and Welsh. For example: https://www.local-authority.gov.uk/**en**/CitizenPortal https://www.local-authority.gov.uk/**cy**/CitizenPortal
		When starting a new registration on Citizen portal, or there is an update to the GDPR, there is an option to change the language selection on the GDPR pop-up to display either English or Welsh so that it can be read in the user's preferred language.
		In Citizen Portal the contrast between foreground and background colors have been checked to ensure they meet WCAG 2 AA contrast ratio thresholds across all pages.
		References to CY-GB will display as CY.
Autumn 2019	**3.70**	The **Preference Reasons** page has been updated. For more information, see: *Preference Reasons* on page *44*

Date	Release	Description
September 2019	**3.69.007**	The address search and selection functionality has been updated in the **One Citizen Portal**. This has resulted in a change to the **Edit Resources | Resource Configuration Title** sections. For more information, see: *Address Details (with Moving Home section)* on page *27* *Address Details (without Moving Home section)* on page *29* *Sibling Details* on page *39*
Summer 2019	**3.69**	The links to the One Publications website have been updated.

02 | Customising Citizen Portal School Places Applications

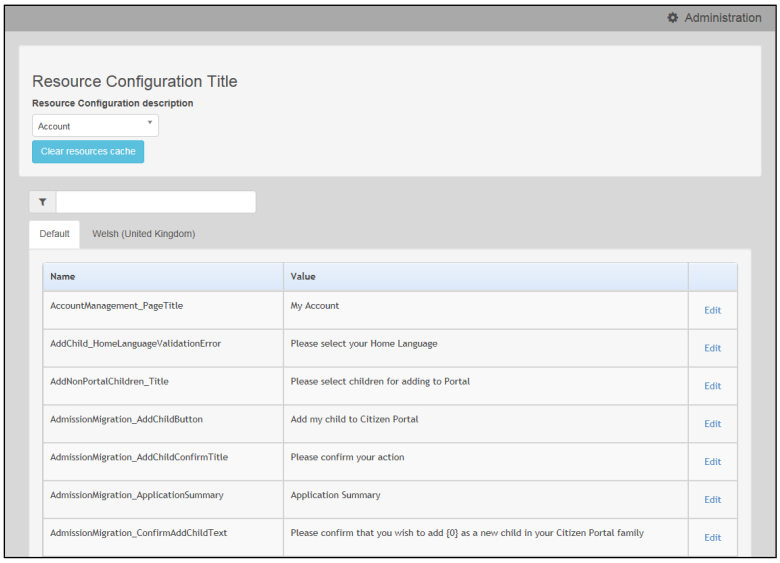
The **School Places** area of the Citizen Portal is highly customisable, with most labels and textual content editable via the portal itself or A&T Back Office. Customising this content helps you to ensure that the advice and instructions given to applicants meet your LA's policies and guidelines.

Customising Text via the Citizen Portal

Most text in the School Places application flow is defined as a series of resources in the Citizen Portal's **Administration** area. A Citizen Portal resource is an area of customisable text that appears in a fixed location on a particular page of the portal. You can change the text that is displayed on the application pages by editing the appropriate resources.

To edit text in the Citizen Portal:

1. From the Citizen Portal homepage, select **Administration | General Administration | Edit Resources** to display the **Resource Configuration Title** page.



2. Select **Admissions** from the drop-down menu. A list of all the editable resources within the A&T area of the portal is displayed.

> ***NOTE:*** *While most resources in the Citizen Portal application flow are part of the* ***Admissions*** *list, a few are shared with other modules and are therefore located in other lists.*
>
> *Resources not in the* ***Admissions*** *list are noted in the following chapter in the format xxx.yyyyyyy, where xxx is the name of the resource's parent list and yyyyyy is the name of the resource itself.*

3. Optionally, enter either a resource name or value into the search bar. The list filters to display only those resources that match your search criteria.

> ***NOTE:*** *The easiest way to locate a resource whose name you don't know is to copy and paste the text from the portal into the search bar.*

4. If your LA is Welsh, use the tabs at the top of the list to select a language:

- Select **Default** to edit English resources.
- Select **Welsh (United Kingdom)** to edit Welsh resources.

5. Click the **Edit** hyperlink for the resource you wish to edit to display the **Edit Resource** page for that resource.
6. Enter the required resource text into the **Resource Value** fields.
7. Click the **Save** button to save your changes and return to the **Resource Configuration** page.

Entering Parameters

Some resources have hard-coded parameters (such as the child's name or application date) that can be entered into the text. Each available parameter is numbered, with the first parameter having the number 0, the second parameter having the number 1, and so on. Parameters are entered using the string *{n}*, where *n* is the number of the parameter you wish to enter.

For example, the **SchoolChoices_HeadingTextNormalTG** resource (the text displayed at the top of the **School Selection** screen for normal phased transfer groups) can take two parameters. Parameter {0} is the number of schools that the user can select (as defined in the transfer group setup), and parameter {1} is the closing date from the transfer group.

As such, the text "*You have selected the schools below. You may choose up to {0} schools and you may change your selection until {1}*" would display as "*You have selected the schools below. You may choose up to 5 schools and you may change your selection until 31/10/2016*", assuming that the transfer group was set up to allow a selection of five schools and had a closing date of 31/10/2016.

The resources list in chapter two details which resources can take parameters, how many parameters are available for that resource, and the data items to which each parameter corresponds.

Customising Text via A&T Back Office

Some of the custom text used in the Citizen Portal's School Places application flow is edited via A&T Back Office rather than as a Citizen Portal resource. This is generally the case where the displayed text is specific to a particular transfer group or sub-group.

Application text can be edited in three areas of A&T Back Office:

- **A&T Back Office | Administration | Applications | Online Parameters | Website Text:** Enables you to configure certain blocks of user-definable text. For more information on using this page to configure text, see the *Website Text* topic of the A&T online Help, and the *Checking Online Parameters* section of the *Setting up A&T Online* reference guide (available from the One Publications website).
- **A&T Back Office | Process | Transfer Groups | E-App Settings | Online Text:** Enables you to configure blocks of text that are specific to a particular transfer group. For more information on using this page to configure text, see the *Adding Online Text* section of the *Configuring E-Application Settings* reference guide (available from the One Publications website).
- **A&T Back Office | Process | Transfer Groups | Sub Groups | View Details | Additional Online Parameters:** Enables you to configure blocks of text that are specific to a particular sub-group.

  For more information on using this page to configure text, see the *Selecting Additional Online Parameters* section of the *Setting up Sub Groups* reference guide (available from the One Publications website).

The following table summarises text that is configurable via A&T Back Office, and details the page on which this text appears in Citizen Portal (if applicable). This list excludes the transfer group-dependent text that can be added to email content.

A&T Back Office	Citizen Portal School Places page
Defined globally via Administration | Applications | Online Parameters | Website Text	
Welcome Memo	Not used, since the Citizen Portal Welcome page is generic in order to cover multiple uses
Application Information Memo	School Places Landing page
Contact us	Not used, since Citizen Portal uses its own Contact us text
Privacy Policy	Not used, since Citizen Portal uses its own Privacy Notice text
Data Protection Memo	Terms & Conditions/Submit page, Data Protection section
Terms & Conditions Memo	Terms & Conditions/Submit page, Terms & Conditions section
Postcode Check Supporting Text	Postcode Check page (if configured to display)
Preference Memo	Find a Preference School page
Public Care Question	Additional Child Details page
Service Family Supporting Text	Address Details page, above the Service family question
SEN Statement/EHCP Question	Additional Child Details page
Defined for specific Transfer Group via Process | Transfer Groups | Select current In Year TG | E-App Settings | Online Text	
Home Address Question	Not used, since the child address is recorded as part of the generic 'Add Child' process
In Year Transfer Process Description	In year Transfer page
Medical Question	Preference Reasons page (unless selected Receiver has text configured at the Sub Group level)
Moving Date Text	Address Details page above the Moving Date where the Moving Home question is configured
Offer Information	Not used in Summer 2015 release, will be used on the View Offers page in Autumn 2015 release
Sibling Question	Preference Reasons page (unless selected Receiver has text configured at the Sub Group level)
Defined for specific Receivers Sub Group via Process | Transfer Groups | Sub Groups | Additional Online Parameters	
Medical Question	Preference Reasons page
Other Reasons Supporting Text	Other Reasons page

A&T Back Office	Citizen Portal School Places page
Oversubscription Criteria	Preference Reasons and Preference Reasons: Special Reasons pages
Sibling Question	Preference Reasons: Sibling Question page

03 | Application Pages

This section details the screens used in the School Places application flow, and highlights the editable areas of each page. The tables indicate which Citizen Portal resource corresponds to which on-screen text element.

In the case of text elements that change conditionally (for example, application status indicators or error messages that produce a list of errors), all available resources are listed against each element.

Where a text element is edited via A&T Back Office instead of Citizen Portal, the table gives the location of the edit option for that particular element.

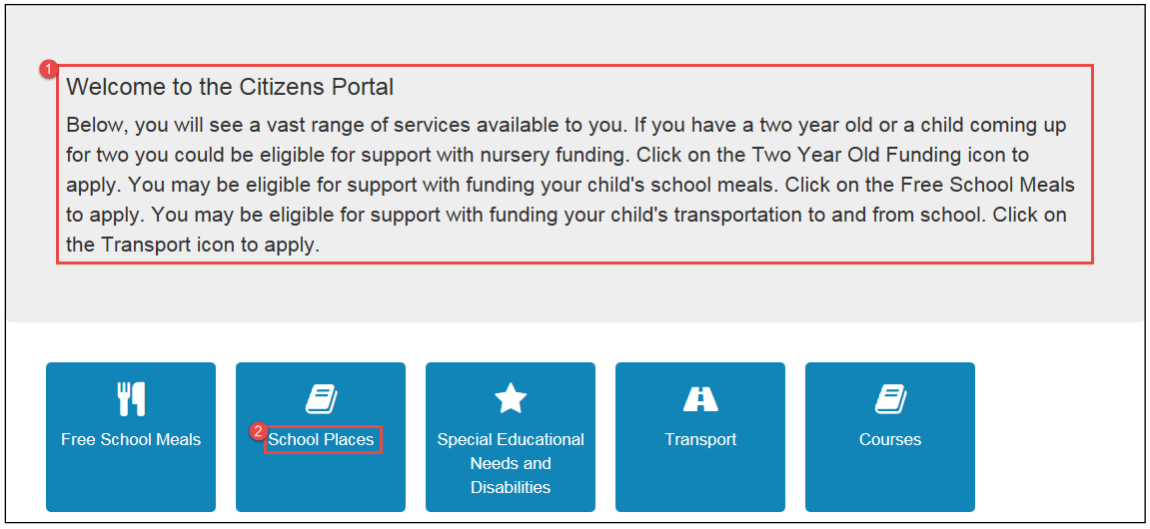
> ***NOTE:*** *Most tooltips used in the application process are also customisable. These elements are listed in red in the tables, but are not displayed for space reasons.*

Global

These elements are used on all or most pages of the application flow:

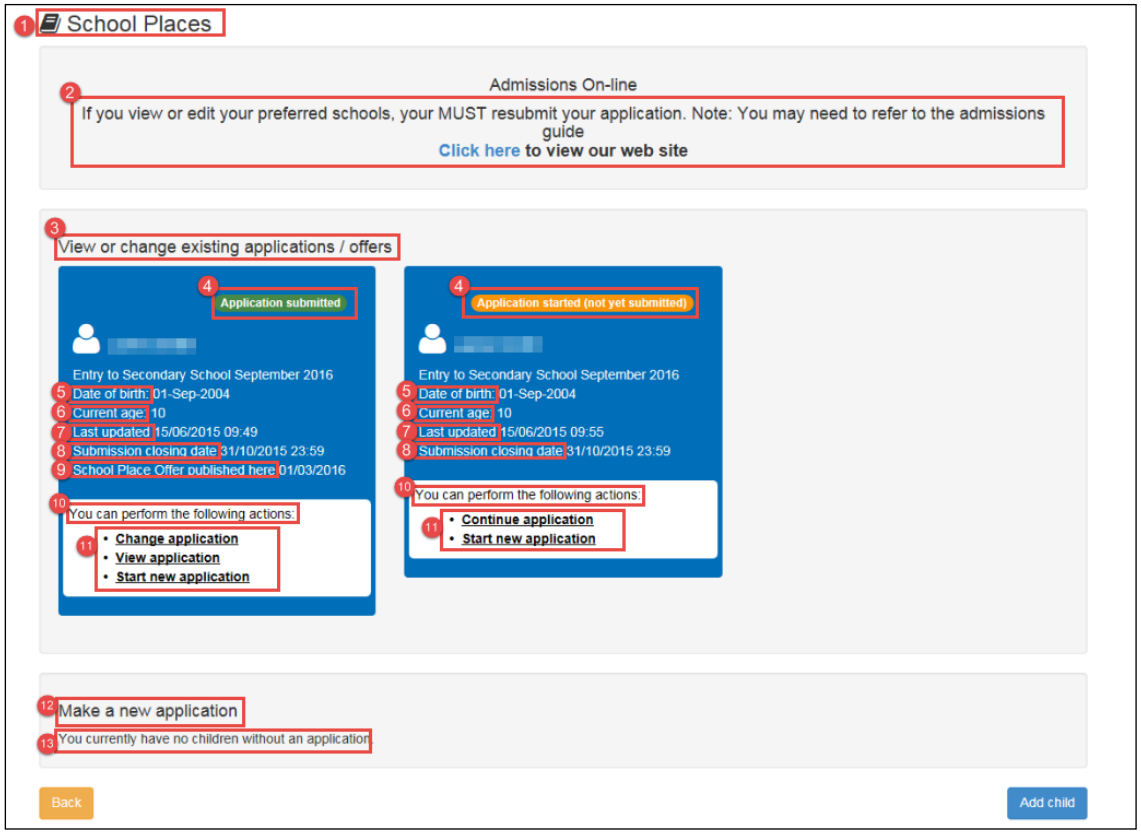
- **HeadingTextAdmissions:** The heading text in the top right of each page.
- **Button_NextAdmissions:** The text displayed on the **Next** button.
- **DisplayAttribute_Back:** The text displayed on the **Back** button.
- **Button_Cancel:** The text displayed on the **Cancel** button.
- **Button_Close:** The text displayed on the **Close** button.
- **Button_Confirm:** The text displayed on the **Confirm** button.
- **Button_Continue:** The text displayed on the **Continue** button.
- **Button_Home:** The text displayed on the **Home** hyperlink.

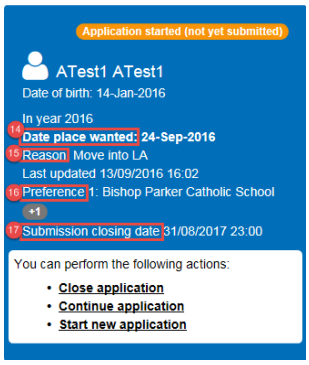
Home Page

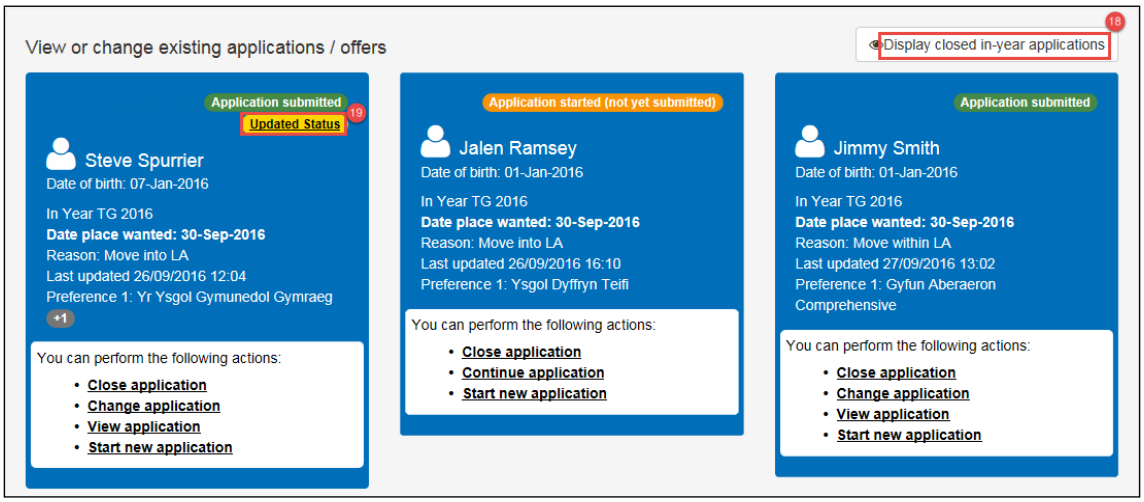


Number	Resource
1	*Home*.HomeGuidanceText
2	*HomeTiles*.Admissions_TileText

Landing Page



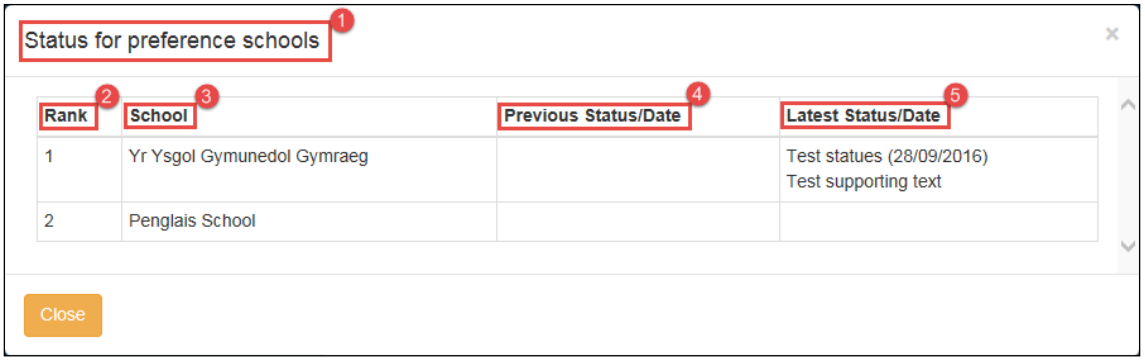




Number	Resource
1	AnTHeadingText
2	A&T Back Office | Administration | Applications | Online Parameters | Website Text | Application Information Memo
3	ChildrenWithApplicationsTitle
	ChildrenWhoCanApplyTitle
4	Badge_ApplicationStarted *(Displayed for students who have incomplete applications)*
	Badge_ApplicationSubmitted *(Displayed for students who have applications that have been submitted)*
4	Badge_CanApply *(Displayed for students who are eligible to apply but to not yet have a started application)*
	Badge_NotSubmittedInTime *(Displayed for students whose applications were not submitted in time)*
	Badge_OfferMade *(Displayed for students to whom an offer has already been made)*
	Badge_OfferMadeNotResponded *(Displayed before the Response Closing Date for students to whom an offer that requires a response has been made, but no response has been received)*
	Badge_OfferResponseCompleted *(Displayed for students to whom an offer that requires a response has been made and received)*
	Badge_OfferMadeNotRespondedInOnline *(Displayed after the Response Closing Date for students to whom an offer that requires a response has been made, but no response has been received)*
5	DateOfBirth
6	CurrentAge
7	LastUpdated
8	SubmissionClosingDate
9	PubliciseDate
10	Home_ActionsTitle
11	Link_ChangeApplication
	Link_ContinueApplication
	Link_RespondToOffer
	Link_StartNewApplication

Number	Resource
	Link_ViewApplication
	Link_ViewOffer
11	Link_ViewOfferAndResponse
	Link_ViewOfferChangeResponse
	Link_CloseApplication
12	ChildrenWhoCanApplyTitle
13	NoChildrenWhoCanApply
14	Home_DatePlaceRequiredLabel *Displayed for in year transfer groups only*
15	Home_ApplicationReasonLabel *Displayed for in year transfer groups only*
16	Home_PreferenceNumberPrefix *Displayed for in year transfer groups only*
17	SubmissionClosingDate *Displayed for in year transfer groups only*
18	Button_DisplayClosedApplications *Only displayed if closed applications exist for the user*
	Button_HideClosedApplications *Only displayed if closed applications exist for the user*
19	ProgressBadgeStatus_UpdateStatus *Only displayed if there is an unread status update for the application*
	ProgressBadgeStatus_LatestStatus *Only displayed if there is a status update for the application that has previously been read*

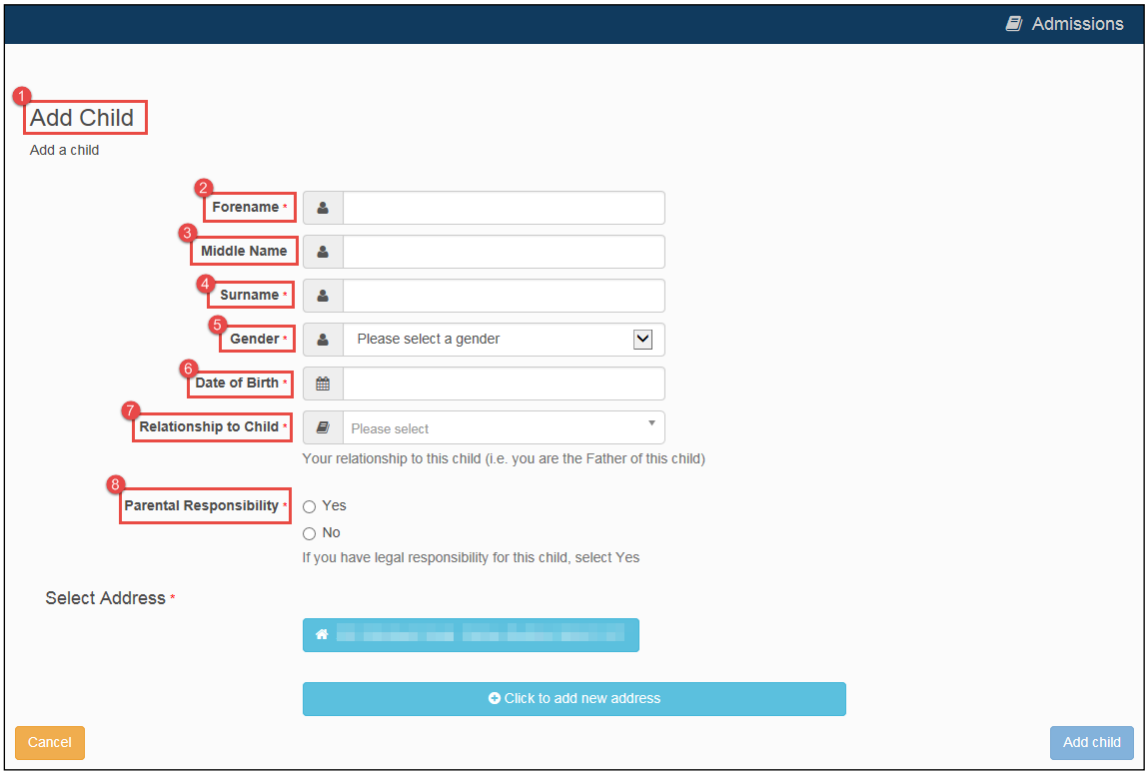
Status for Preference Schools



Number	Element
1	ProgressBadgePopup_Title
2	ProgressBadgePopup_Rank
3	ProgressBadgePopup_School
4	ProgressBadgePopup_PreviousStatus
5	ProgressBadgePopup_LatestStatus

Add a Child

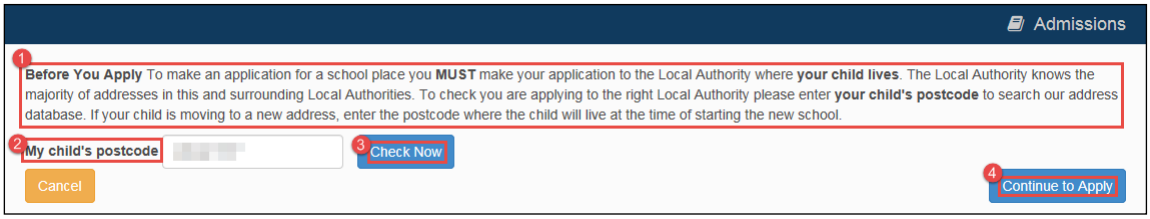
Note that many of the resources on the **Add Child** page are listed under the **Free School Meals** and **Account** lists of the **Citizen Portal | Administration | Edit Resources** page (instead of the **Admissions** page).

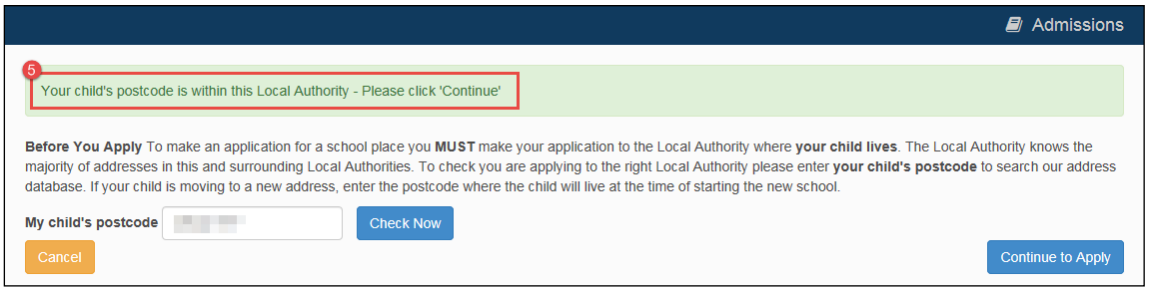


Number	Resource
1	PageTitle_AddChild
2	*FreeSchoolMeals.*DisplayAttribute_Forename
3	*Account.*DisplayAttribute_Midname
4	*FreeSchoolMeals.*DisplayAttribute_Surname
5	*FreeSchoolMeals.*DisplayAttribute_Gender
6	*FreeSchoolMeals.*DisplayAttribute_DateOfBirth
7	*FreeSchoolMeals.*DisplayAttribute_Relationship
8	*FreeSchoolMeals.*DisplayAttribute_ParentalResponsibility

NOTE: *You can customise the list of relationships available in the* ***Relationship to Child*** *field.*

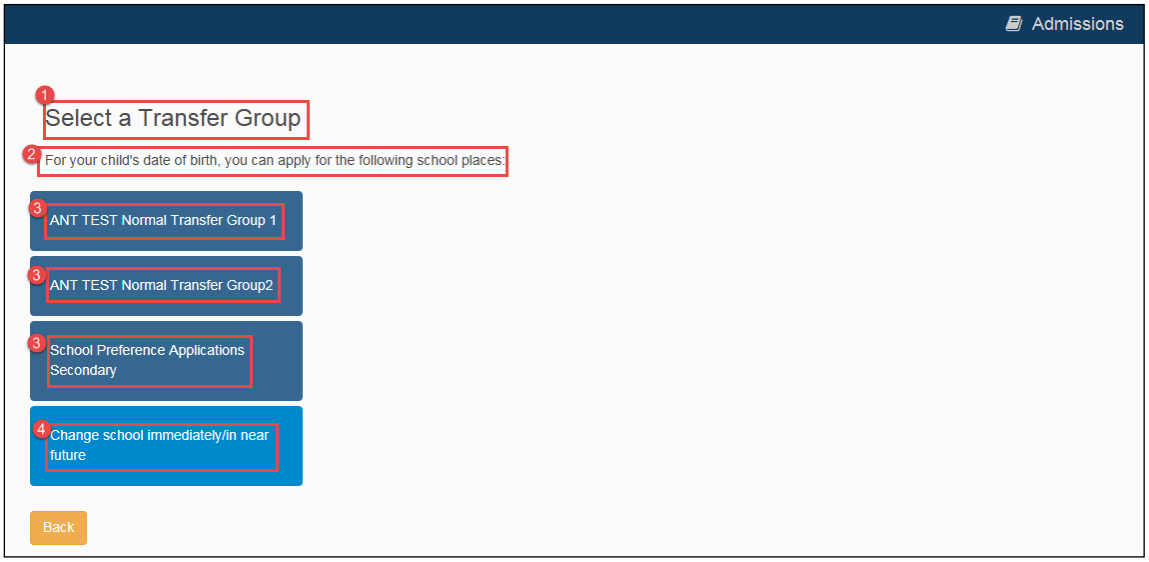
Postcode Check





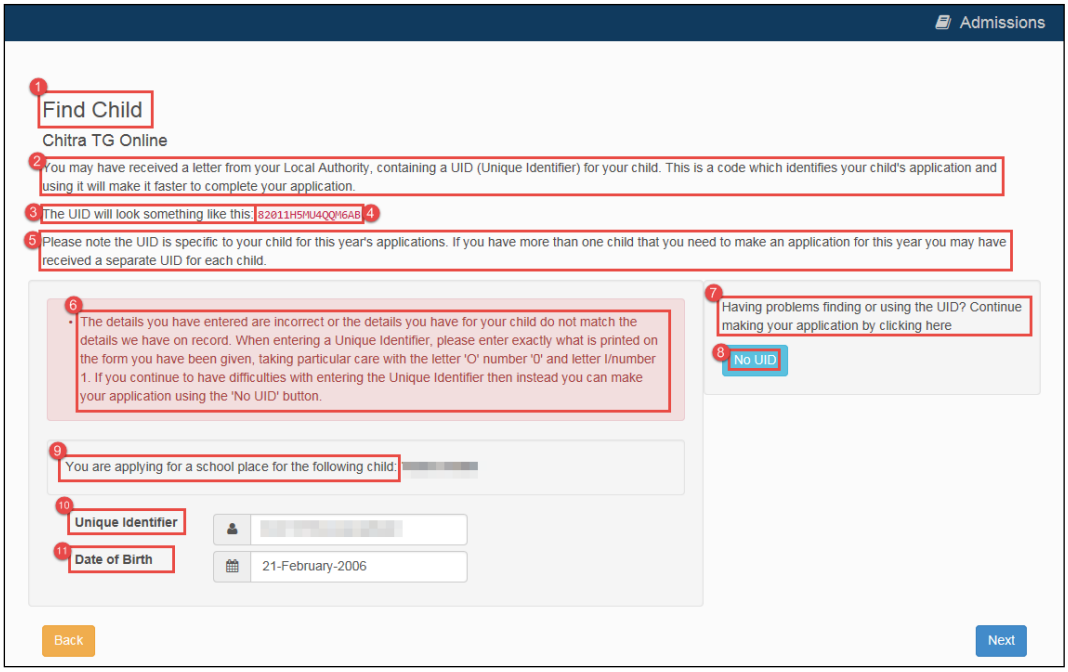
Number	Resource
1	*Text Blocks*.PostCodeCheckSupportingText
	A&T Back Office | Admin | Applications | Online Parameters | Website Text | Postcode Check Supporting Text
2	PostcodeCheckFieldlabel
3	CheckNowLabel
4	Continue
5	PostCodeCheck_PostCodeNotInDb *(Displayed if the user enters a postcode that is not known to the LA)*
	PostCodeCheck_PostCodeNotInLa *(Displayed if the user enters a postcode that the LA recognises as being outside of its jurisdiction)*
	PostCodeCheck_PostCodeOK *(Displayed if the user enters a postcode that is within the LA's jurisdiction)*
-	ToolTipPostcode

Select a Transfer Group



Number	Resource
1	PageTitle_TransferGroup
2	*TextBlocks*.SelectTransferGroup *(Displayed if there are transfer groups available for selection)*
	TextBlocks.TransferGroupsNotAvailableText *(Displayed if there are no transfer groups available)*
3	A&T Back Office | Process | Transfer Groups | E-App Settings | Basic Details | Online Label for Transfer Group
4	InYearLink_Text

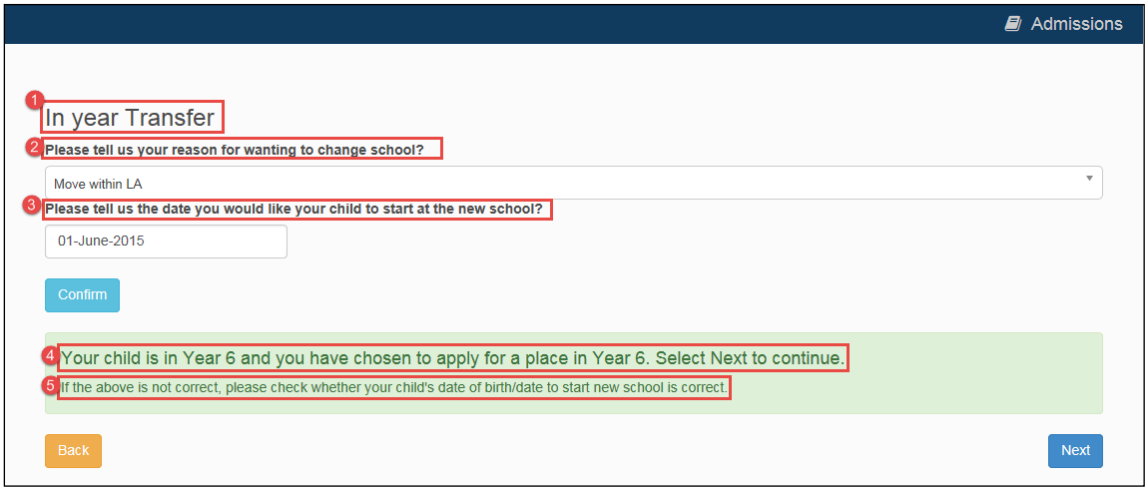
Find Child



Number	Resource
1	Title_FindChild
2	Text_UidParagraphTop
3	Text_ExampleUidText
4	Text_ExampleUidCode
5	Text_UidParagraphBotton
6	Validation_InvalidUID *(Displayed if the user enters an invalid UID or a UID that does not match the selected child's details)*
	Validation_ExistingUID *(Displayed if the user enters the UID of a child who already has an application in progress)*
	ChildUidRequiredAttribute
	DobRequiredAttribute
7	Text_NoUid
8	Button_NoUid
9	Message_ApplyingFor
10	Label_UniqueIdentifier
11	Label_UidDob
-	Tooltip_Uid

Number	Resource
-	Tooltip_UidDob

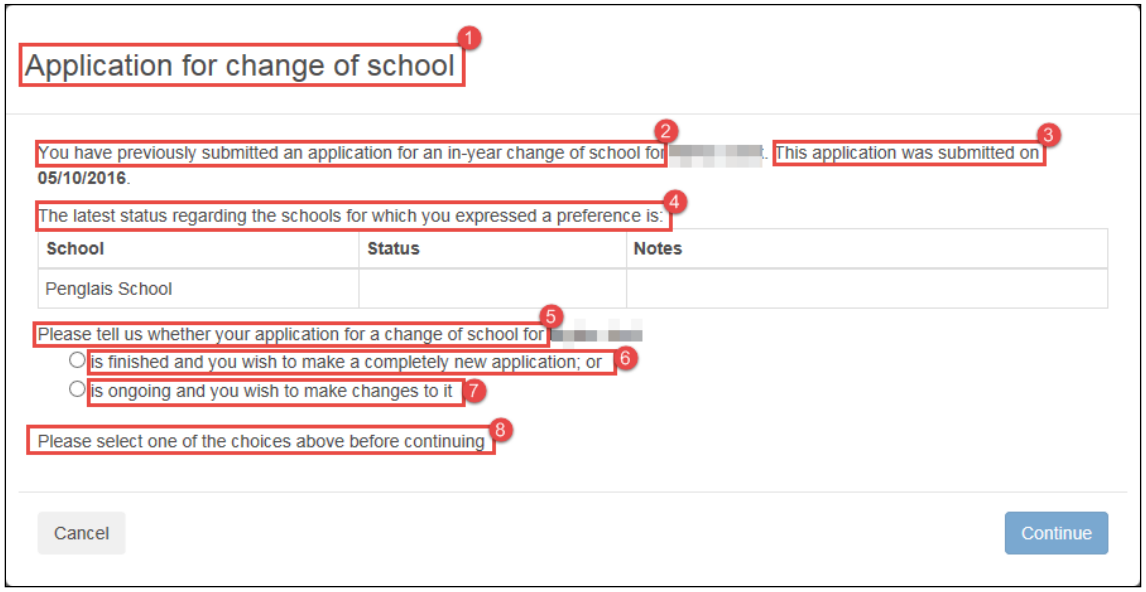
In Year Transfer



Number	Resource	Parameters
1	InYearTitle	
2	ApplicationReasonText	
3	DateStartText	
4	NewApplication_TranferGroup_Info_ChildNcy *(Displayed if One finds an NCY that the child is eligible for)*	{0} – Student's NCY {1} – Year applied for
	No_TransferGroup_Found_Message *(Displayed if One cannot find an NCY that the child is eligible for)*	
5	InYear_TransferGroup_General_Information	
-	Tooltip_DateStartAdmissions	

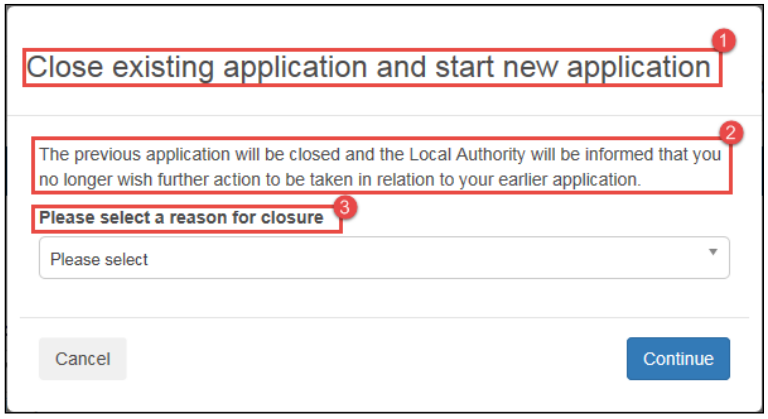
***NOTE:** Optional guidance text can be configured in **A&T Back Office | Transfer Groups | E-App Settings | Online Text | In Year Transfer Process Description**. If entered, this text is displayed directly underneath the page title.*

Application for Change of School Dialog



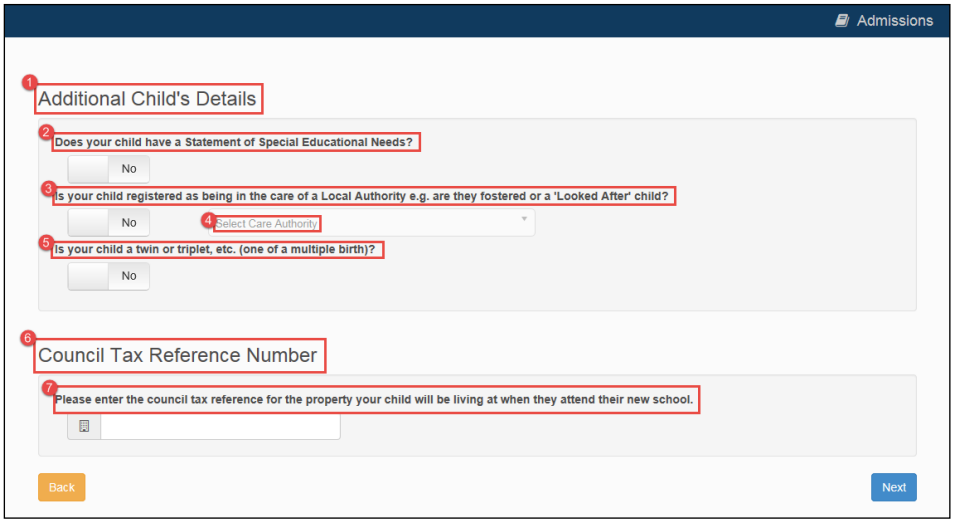
Number	Element
1	Multiple_App_Warning_Header_Msg
2	Multiple_App_Info_Leading_Msg
3	Multiple_App_Info_Trailing_Msg
4	Multiple_App_Pref_Table_Title
5	Multiple_App_Option_Title_Msg
6	Multiple_App_Option_Msg_1
7	Multiple_App_Option_Msg_2
8	Multiple_App_Warning_Footer_Msg

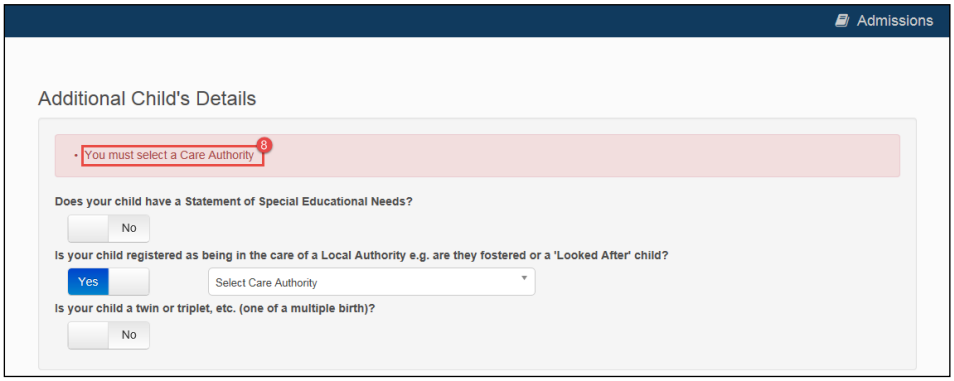
Close Existing Application Dialog



Number	Element
1	Close_Start_New_App_Header
2	Close_Start_New_App_Info_Msg
3	Close_ReasonText

Additional Child's Details



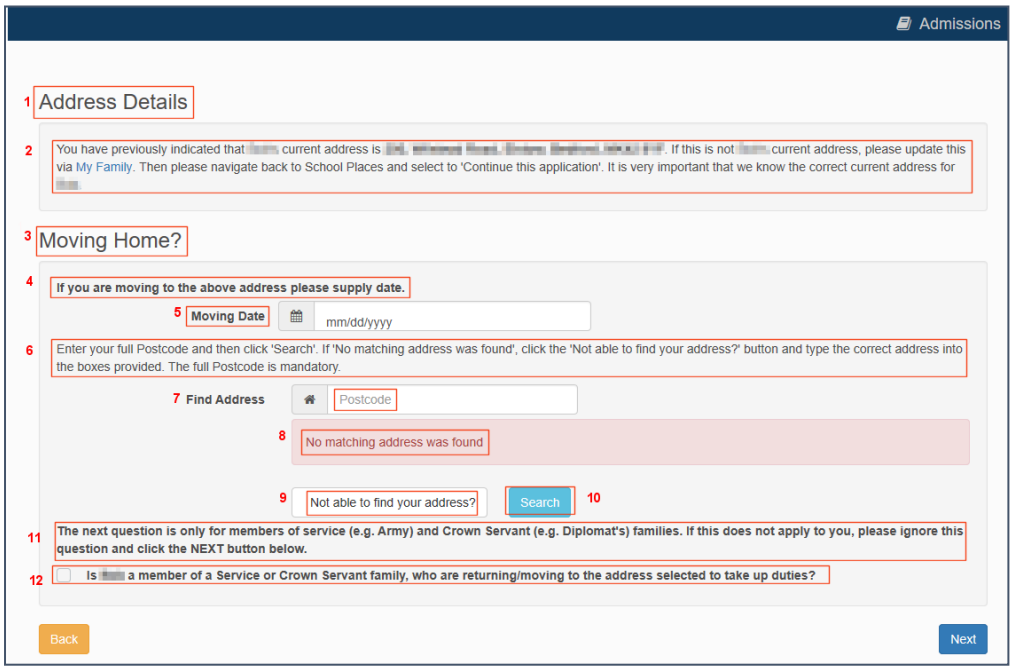


Number	Resource
1	PageTitle_StudentQuestion
2	DisplayAttribute_SpecialEducationNeeds
	A&T Back Office | Administration | Applications | Online Parameters | Website Text | 'SEN Statement/EHCP Question
3	DisplayAttribute_PublicCare
	A&T Back Office | Administration | Applications | Online Parameters | Website Text | 'Public Care Question
4	DefaultText_CareAuthority
5	DisplayAttribute_MultipleBirth
6	PageTitle_CouncilTaxReference
7	DisplayAttribute_CouncilTaxReference
-	Tooltip_CouncilTaxReference
8	Validation_InvalidCareAuthority

NOTE: *The* ***Council Tax Reference Number*** *section is only displayed if the* ***Process | Transfer Groups | E-App Settings | Basic Details | Request Council Tax Reference Online*** *check box is selected for the transfer group.*

Address Details (with Moving Home section)

This version of the **Address Details** page is displayed if the **v4 Online | A&T Back Office | Process | Transfer Groups | E-App Settings | Basic Details | Ask Parent For Moving Address & Date** check box is selected for the student's transfer group.

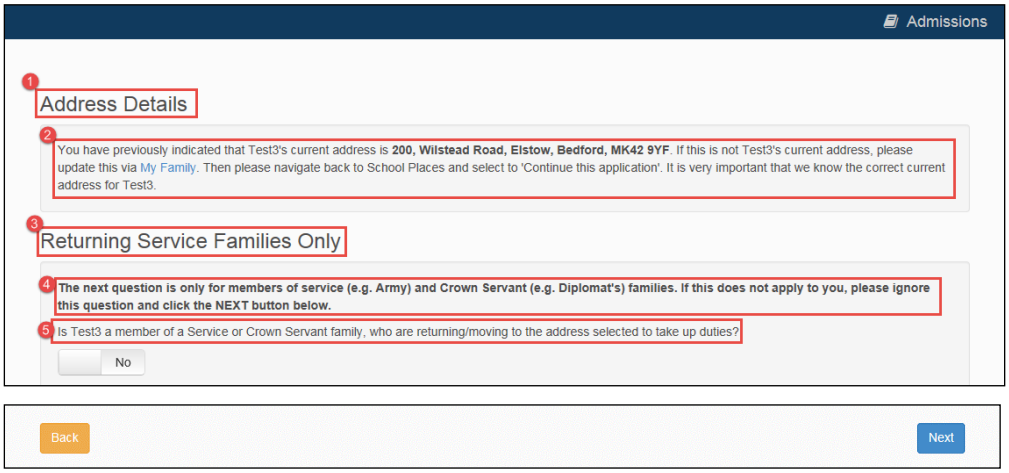


Number	Resource	Parameters
1	PageTitle_AddressDetails	
2	ChildCurrentAddress_InMovingHome	{0} – Student's first name {1} – Student's address {2} – My Family link
3	DisplayAttribute_MovingHomeTitle	
4	DisplayAttribute_MovingHomeText	
5	DisplayAttribute_MovingOnDate	
	Tooltip_MovingDate	
6	DisplayAttribute_PostCodeSearch	
7	Post_Code_Label	
8	NoAddressFound_Information	
9	Account_NoAddressFound	
10	DisplayAttribute_FindAddress	
11	DisplayAttribute_SerivceFamilySubText	

Number	Resource	Parameters
	A&T Back Office | Admin | Applications | Online Parameters | Website Text | Service Family Supporting Text	
12	DisplayAttribute_ServiceFamilyDefaultQuestion	[0] – Student's first name
13	Validation_MovingDateMandatory	
	Validation_MovingDateAndPostCodeAreNull	
	Validation_MovingDateMandatoryWithPostCode	
	Validation_MovingDateMustBeInTheFuture	
	Validation_PostCodeMandatoryWithMovingDate	
14	DisplayAttribute_Country	

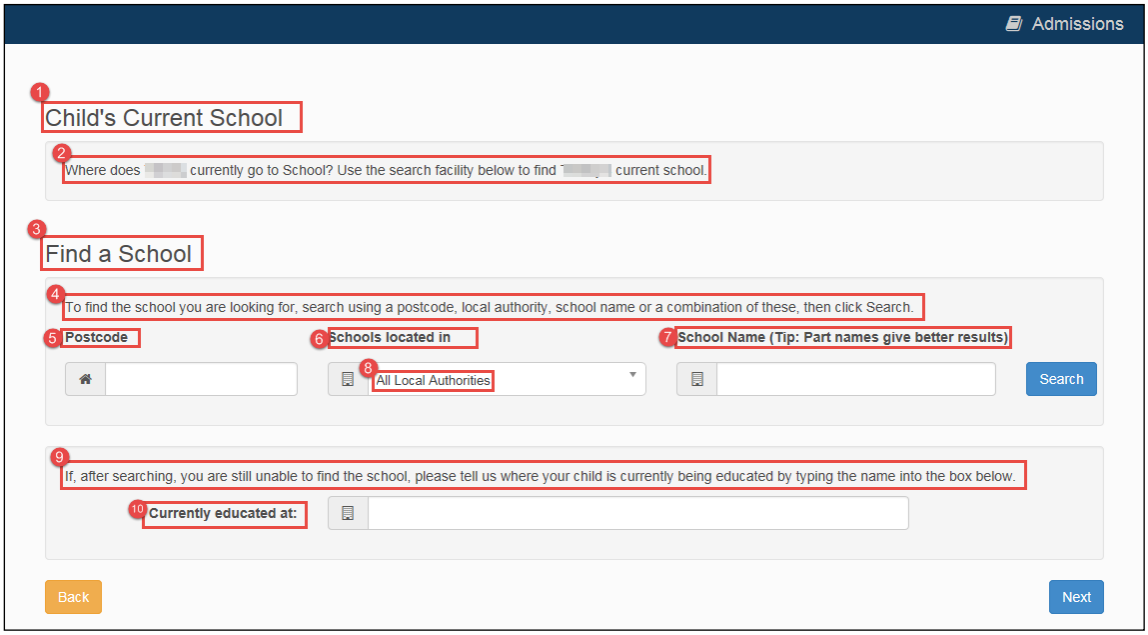
Address Details (without Moving Home section)

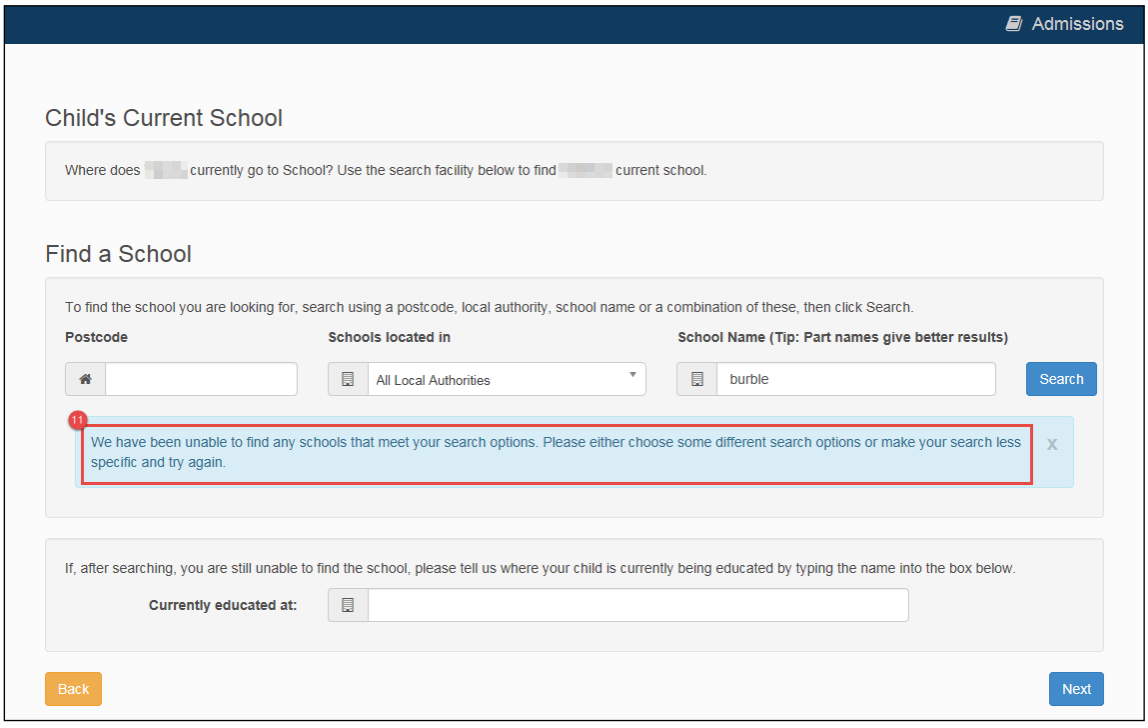
This version of the **Address Details** page is displayed if the **v4 Online | A&T Back Office | Process | Transfer Groups | E-App Settings | Basic Details | Ask Parent For Moving Address & Date** check box is not selected for the student's transfer group.

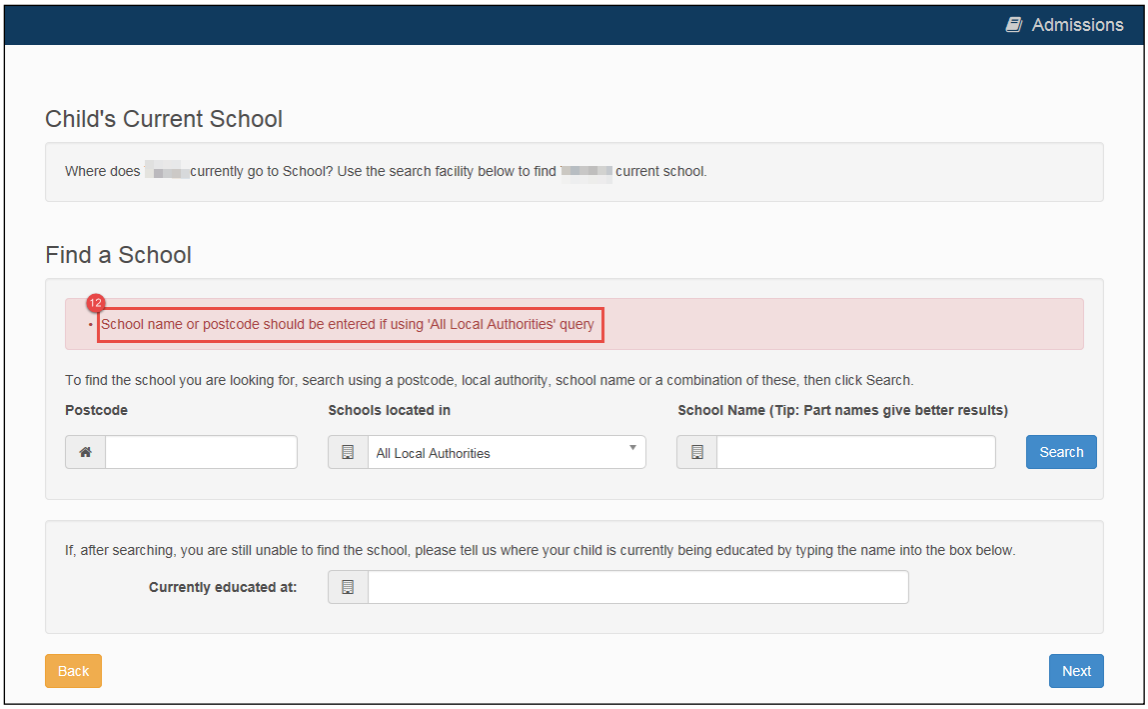


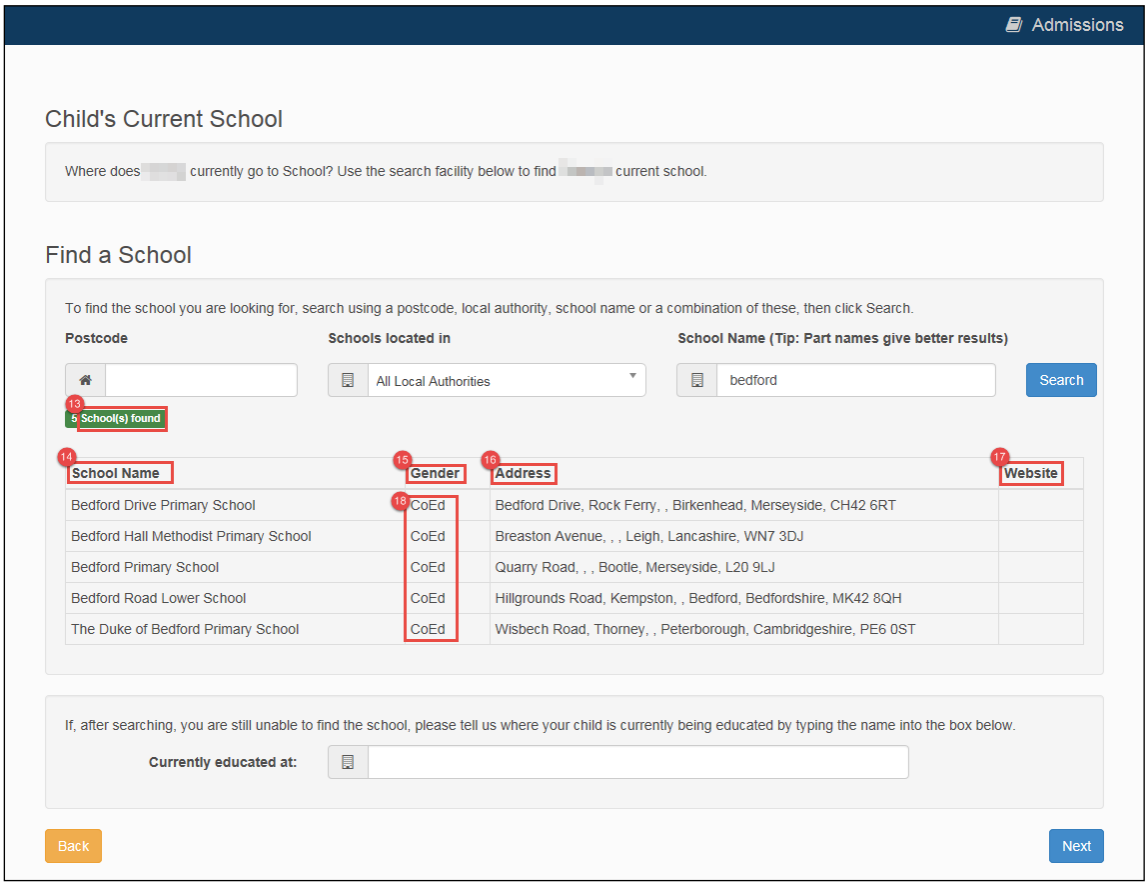
Number	Resource	Parameters
1	PageTitle_AddressDetails	
2	ChildCurrentAddress_InMovingHome	{0} – Student's first name {1} – Student's address {2} – My Family link
3	DisplayAttribute_SerivceFamilyTitle	
4	DisplayAttribute_SerivceFamilySubText	
	A&T Back Office | Admin | Applications | Online Parameters | Website Text | Service Family Supporting Text	
5	DisplayAttribute_ServiceFamilyDefaultQuestion	

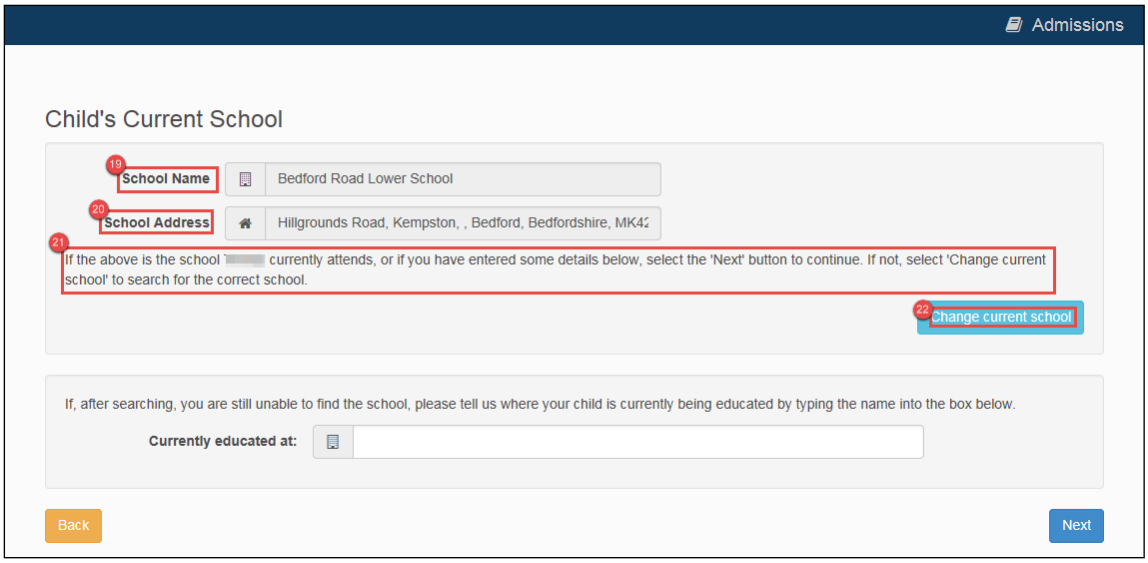
Child's Current School






Admissions
Child's Current School
Where does currently go to School? Use the search facility below to find current school.
Find a School
12
School name or postcode should be entered if using 'All Local Authorities' query
To find the school you are looking for, search using a postcode, local authority, school name or a combination of these, then click Search.
Postcode
Schools located in
All Local Authorities
School Name (Tip: Part names give better results)
Search
If, after searching, you are still unable to find the school, please tell us where your child is currently being educated by typing the name into the box below.
Currently educated at:
Back
Next

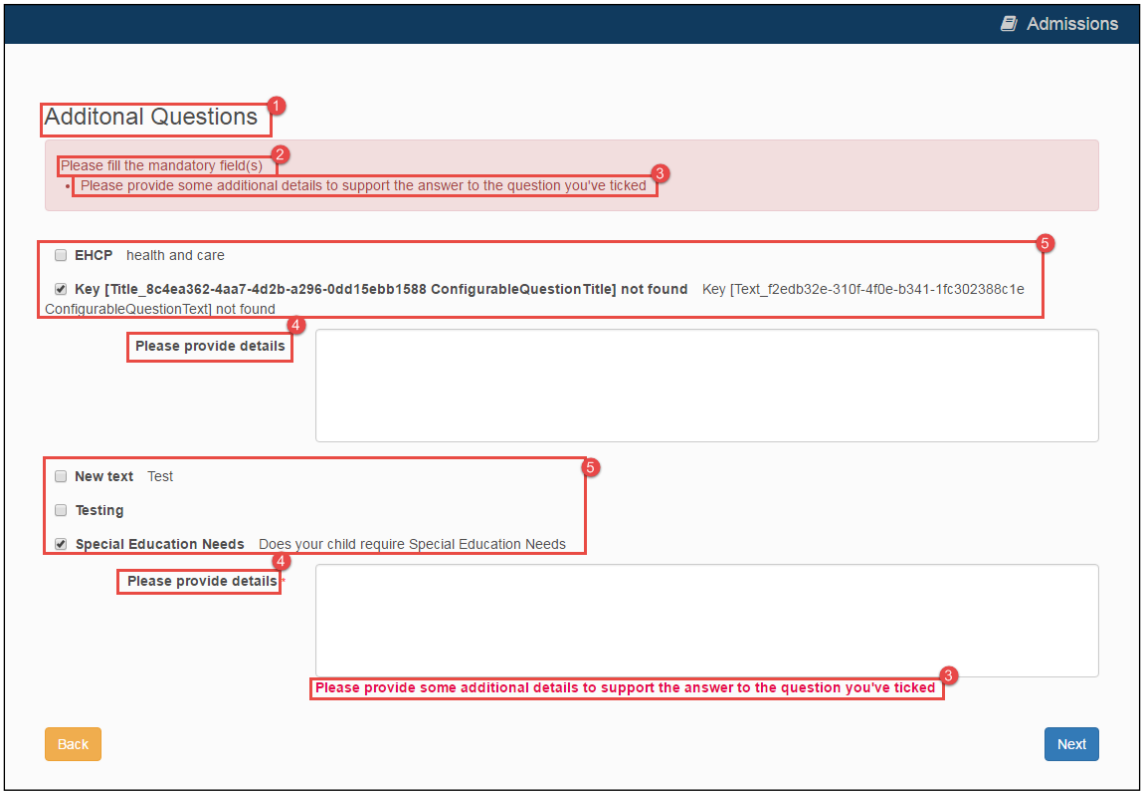

Admissions
Child's Current School
Where does currently go to School? Use the search facility below to find current school.
Find a School
To find the school you are looking for, search using a postcode, local authority, school name or a combination of these, then click Search.
Postcode
Schools located in
All Local Authorities
School Name (Tip: Part names give better results)
bedford
Search
13
5 School(s) found
14 School Name
15 Gender
16 Address
17 Website
18
Bedford Drive Primary School CoEd Bedford Drive, Rock Ferry, , Birkenhead, Merseyside, CH42 6RT
Bedford Hall Methodist Primary School CoEd Breaston Avenue, , , Leigh, Lancashire, WN7 3DJ
Bedford Primary School CoEd Quarry Road, , , Bootle, Merseyside, L20 9LJ
Bedford Road Lower School CoEd Hillgrounds Road, Kempston, , Bedford, Bedfordshire, MK42 8QH
The Duke of Bedford Primary School CoEd Wisbech Road, Thorney, , Peterborough, Cambridgeshire, PE6 0ST
If, after searching, you are still unable to find the school, please tell us where your child is currently being educated by typing the name into the box below.
Currently educated at:
Back
Next



Number	Resource	Parameters
1	Current_School_Title	
2	Current_school_search_header_school_not_known *(Displayed if the student's current school is already known)*	{0} – Student's first name
	Current_school_search_Confirm_header_school_known *(Displayed if the student's current school is not yet known)*	{0} – Student's first name
3	Find_School_Label	
4	SchoolSearch_Current_School_Instructions	
5	Post_Code_Label	
6	School_Located_Label	
7	Search_School_Name_Label	
8	Current_School_LA_DropDown_Label	
9	Current_School_Can_Not_Find_School	
10	Current_School_Name_FreeText_Label	
	- ToolTip_Search_Current_School_Name	
11	Current_School_No_Records_Found_Label	
12	SchoolSearch_Validation_AllLAsNoSearchCriteria *(Displayed if the user does not enter either a school name or postcode when searching all LAs)*	
	SchoolSearch_TooManyResults *(Displayed if the search returns more than the maximum number of results)*	
13	Current_School_Records_Found_Label	

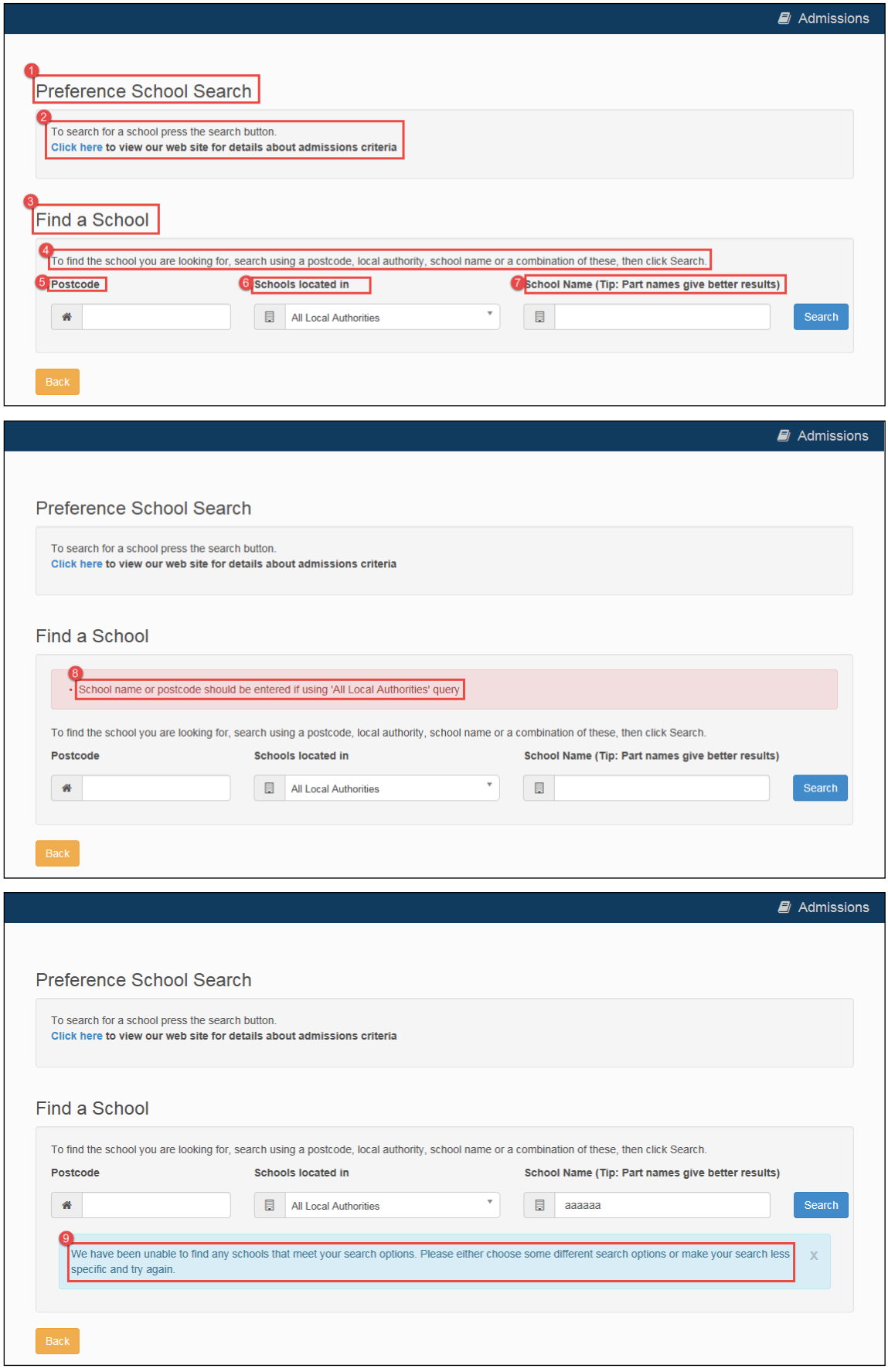
Number	Resource	Parameters
14	Current_School_Name_Label	
15	Current_School_Gender_Label	
16	Current_School_Address_Label	
17	Current_School_Website_Label	
18	BoysSchoolLabel	
	CoEdSchoolLabel	
	GirlsSchoolLabel	
19	Current_School_Name_Label	
20	Current_School_Confirm_Address_Label	
21	Current_school_search_Confirm_header_school_known	
22	Current_school_search_Confirm_Change_Button_Text	
-	ToolTip_Current_School_Name_FreeText	

Additional Questions

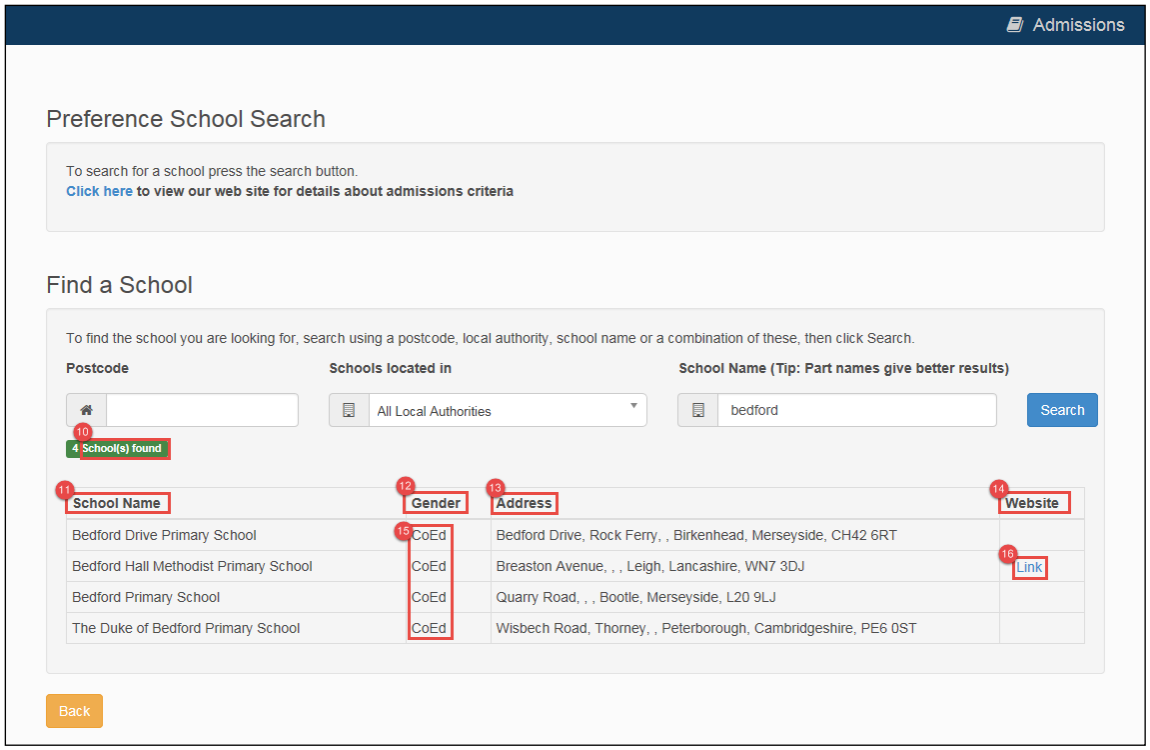


Number	Resource
1	AdditionalQuestion_TransferGroup_Heading
2	AdditionalQuestion_TransferGroup_Error
3	*Shared*. Error_ProvideExplanatoryText
4	Label_ConfigurableQuestion_ExplanatoryText
5	These are custom questions that are configured through the question library. For more information on configuring additional questions, see the *Configuring Additional Questions* reference guide, (available from the One Publications website).

Preference School Search



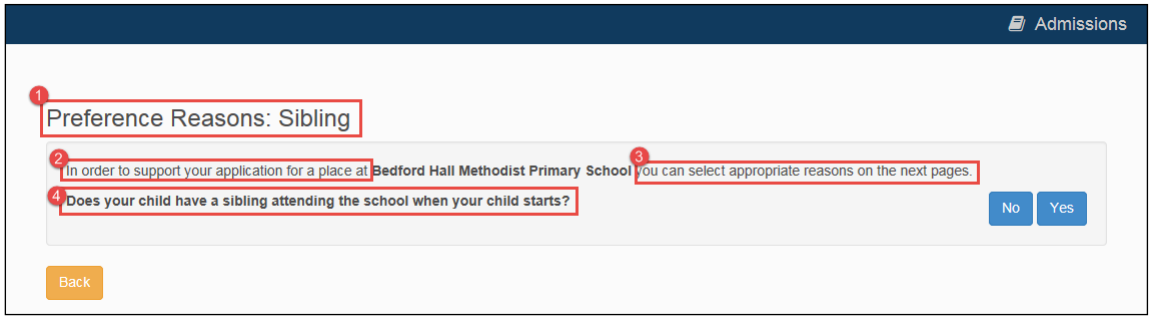
Application Pages



Number	Resource
1	Title_PreferenceSchoolSearch
2	A&T Back Office | Administration | Applications | Online Parameters | Website Text | Preference Memo
3	Find_School_Label
4	SchoolSearch_Pref_Sibling_All_LA_Instructions *Displayed when the **Preference School search on Home LA Receivers only** back office transfer group setting is not selected.*
	SchoolSearch_Pref_Sibling_Home_LA_Instructions *Displayed when the **Preference School search on Home LA Receivers only** back office transfer group setting is selected.*
5	Post_Code_Label
	ToolTipPostcode
6	School_Located_Label
7	Search_School_Name_Label
8	SchoolSearch_Validation_AllLAsNoSearchCriteria
	SchoolSearch_TooManyResults
9	Current_School_No_Records_Found_Label
10	Current_School_Records_Found_Label
11	Current_School_Name_Label

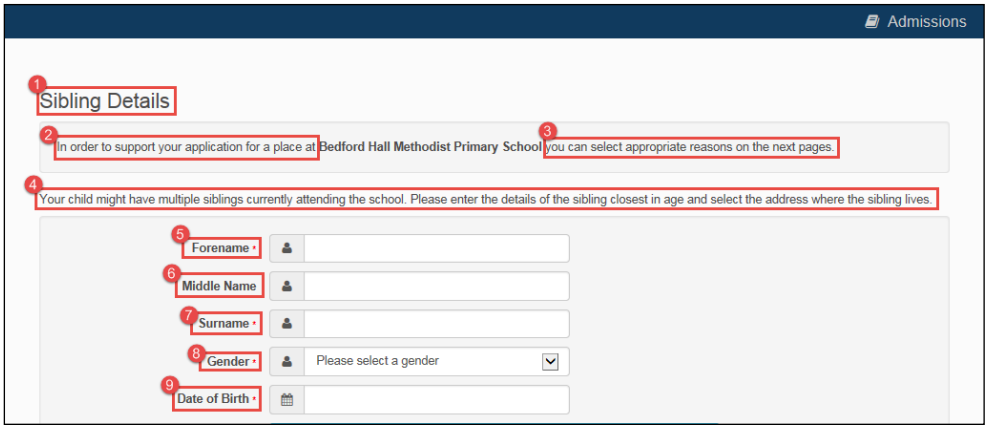
Number	Resource
12	Current_School_Gender_Label
13	Current_School_Address_Label
14	Current_School_Website_Label
15	BoysSchoolLabel
	CoEdSchoolLabel
	GirlsSchoolLabel
16	Website_Hyperlink_Text
	SchoolSearch_URL_Title

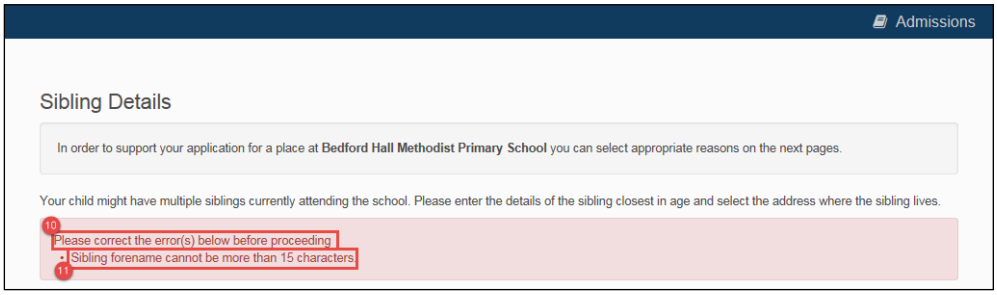
Preference Reasons: Sibling



Number	Resource
1	Title_PreferenceReasons_Sibling
2	SiblingQuestion_GuidanceBeforeSchoolName
3	SiblingQuestion_GuidanceAfterSchoolName
4	A&T Back Office | Process | Transfer Groups | Sub Groups | View Details | Additional Online Parameters | Sibling Question (*Sub group level)*
	A&T Back Office | Process | Transfer Groups | E-App Settings | Sibling Question (*Transfer group level)*
	Default_SiblingQuestion *(Global)*

Sibling Details

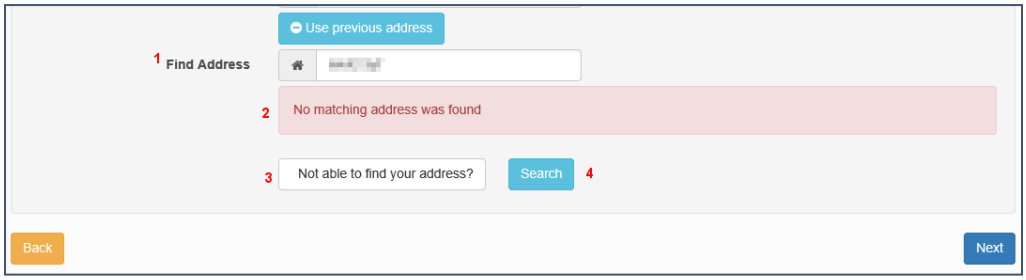




Number	Resource
1	Title_Sibling
2	SiblingNameAddressDetails_GuidanceBeforeSchoolName
3	SiblingNameAddressDetails_GuidanceAfterSchoolName
4	DisplayAttribute_SiblingText
5	DisplayAttribute_SiblingForename
6	DisplayAttribute_SiblingMidname
7	DisplayAttribute_SiblingSurname
8	DisplayAttribute_SiblingGender
9	DisplayAttribute_SiblingDateOfBirth
10	ValidationSummaryHeaderAdmissions
11	MaxLength_SiblingForename *(Displayed if the user enters a forename of more than 15 characters)*
	MaxLength_SiblingMiddlename *(Displayed if the user enters a middle name of more than 25 characters)*
	MaxLength_SiblingSurname *(Displayed if the user enters a surname of more than 30 characters)*

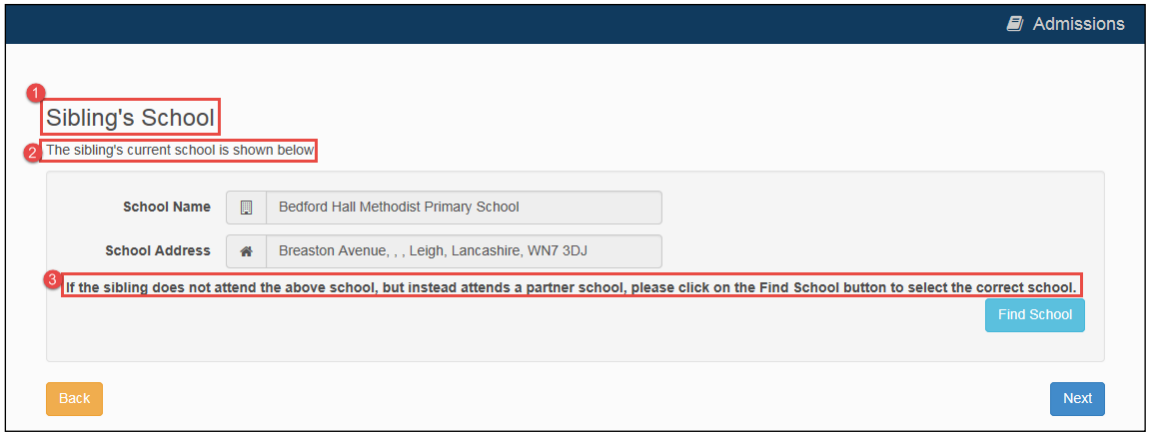
Application Pages

Number	Resource
	ValidationFailure_Postcode *(Displayed if the user enters a postcode that is not a valid UK postcode)*
	RequiredAttribute_SiblingDateOfBirth *(Displayed if the user did not enter the sibling's date of birth)*
	RequiredAttribute_SiblingForename *(Displayed if the user did not enter the sibling's forename)*
	RequiredAttribute_SiblingGender *(Displayed if the user did not enter the sibling's gender)*
	RequiredAttribute_SiblingSurname *(Displayed if the user did not enter the sibling's surname)*
-	Tooltip_SiblingForename
-	Tooltip_SiblingMiddlename
-	Tooltip_SiblingSurname
-	Tooltip_SiblingDateOfBirth



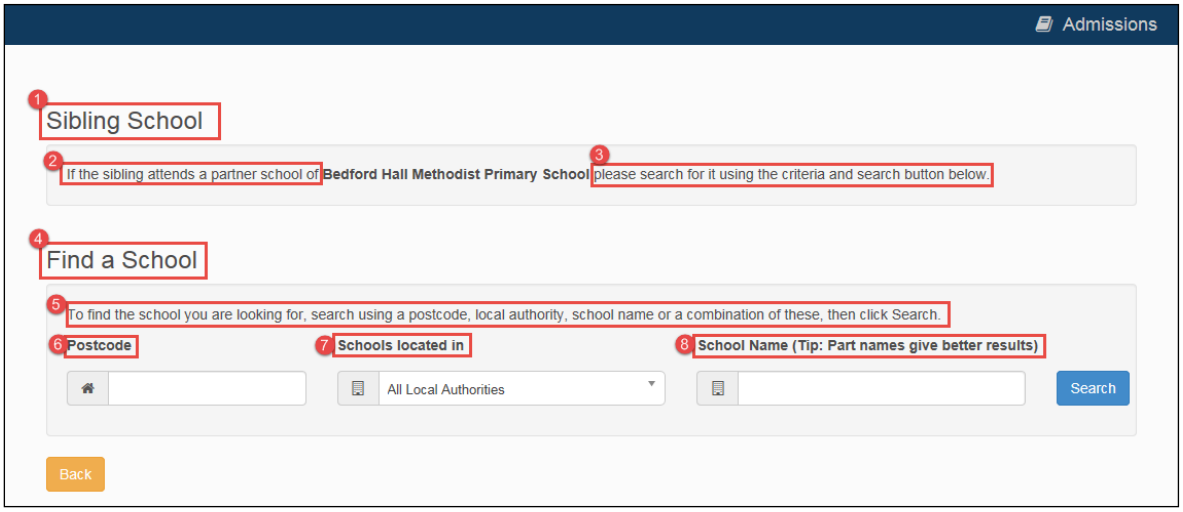
Number	Resource
1	Post_Code_Label
2	NoAddressFound_Information
3	Account_NoAddressFound
4	DisplayAttribute_FindAddress

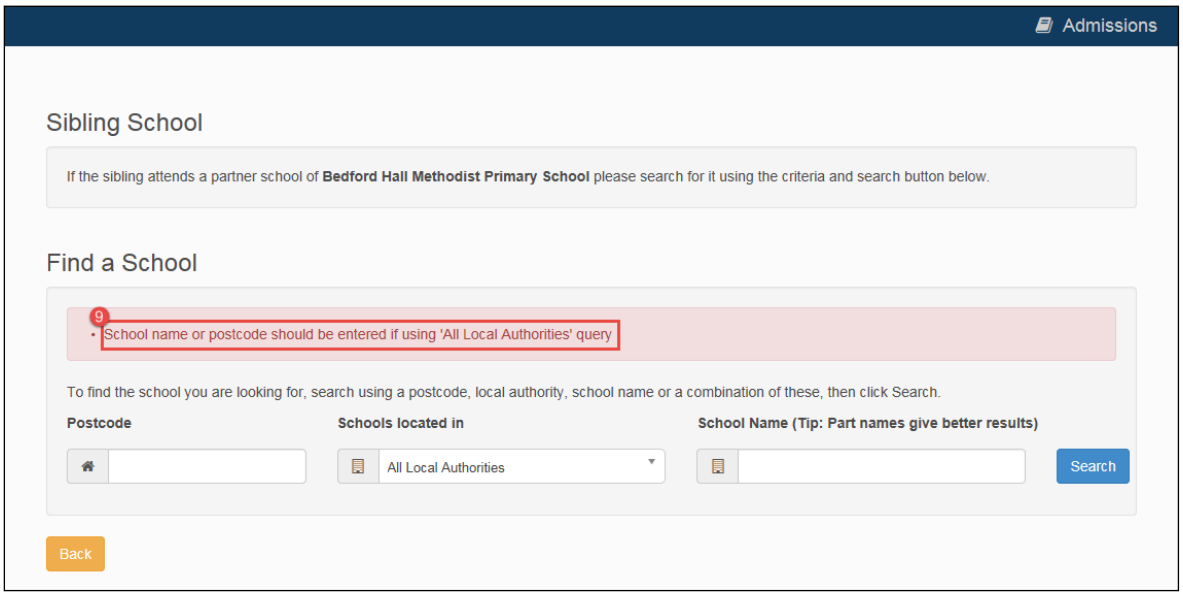
Sibling's School

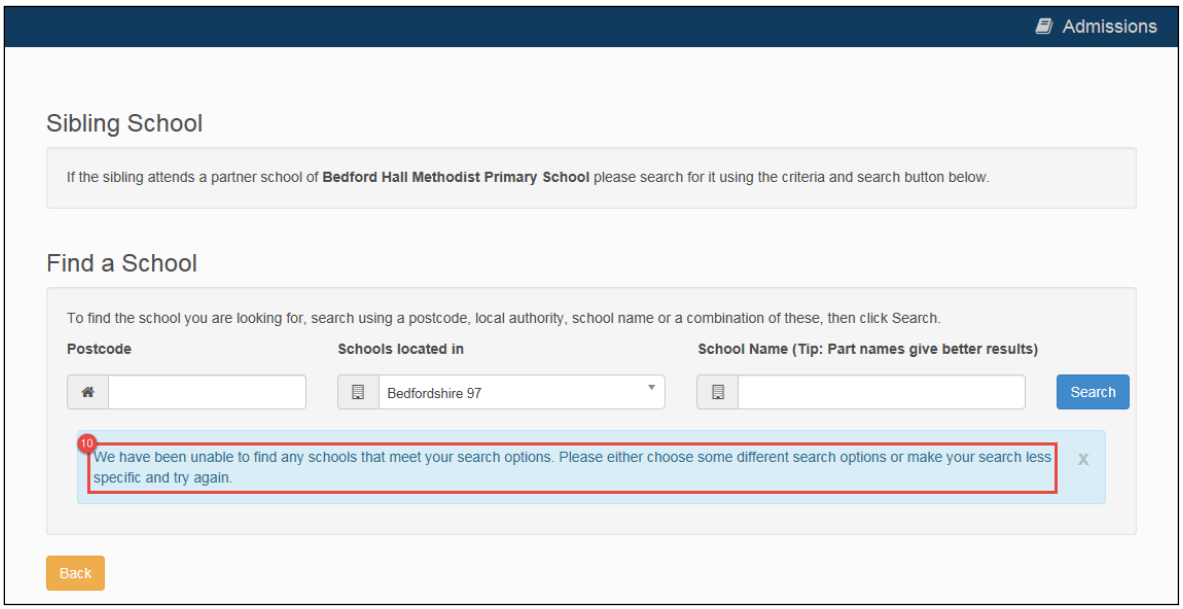


Number	Resource
1	Title_SiblingSchool
2	SiblingConfirmSchool
3	SiblingConfirmSchool_Text

Sibling: Find a School



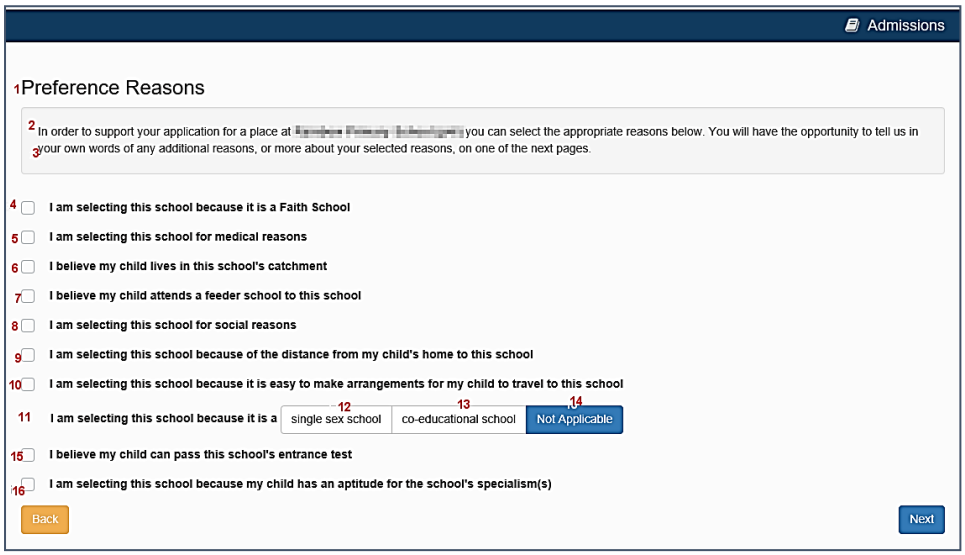




Number	Resource
1	PageTitle_SiblingSchool
2	SiblingSchoolSearch_GuidanceBeforeSchoolName
3	SiblingSchoolSearch_GuidanceAfterSchoolName
4	Find_School_Label
5	SchoolSearch_Pref_Sibling_All_LA_Instructions *Displayed when the **Preference School search on Home LA Receivers only** back office transfer group setting is not selected.*
	SchoolSearch_Pref_Sibling_Home_LA_Instructions *Displayed when the **Preference School search on Home LA Receivers only** back office transfer group setting is selected.*
6	Post_Code_Label
7	School_Located_Label
8	Search_School_Name_Label
9	SchoolSearch_TooManyResults *(Displayed if the search returns more than the maximum number of results)*
	SchoolSearch_Validation_AllLAsNoSearchCriteria *(Displayed if the user does not enter either a school name or postcode when searching all LAs)*
10	Current_School_No_Records_Found_Label
-	ToolTipPostcode

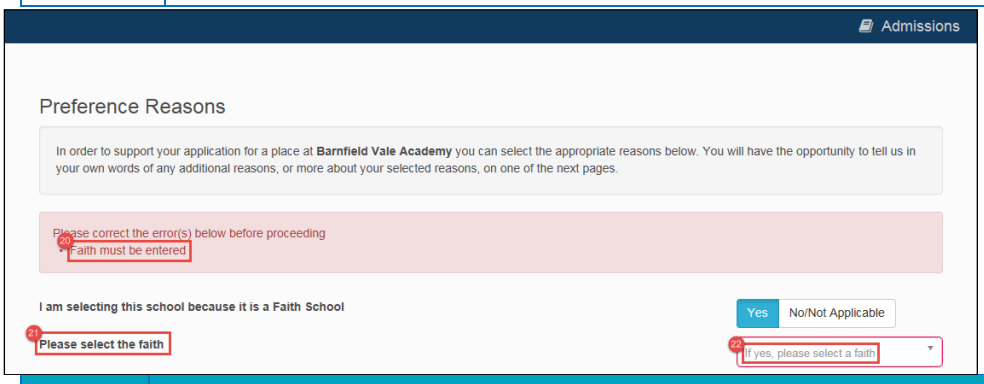
Preference Reasons

The following screen displays the text for all available standard preference reasons. If required, you can select a subset of preference reasons to display via the **A&T Back Office | Process | Transfer Groups | Sub Groups | Additional Online Parameters | Preference Reasons Displayed Online** menu.



Number	Resource	Parameters
1	Title_StandardReasons	
2	StandardReasons_GuidanceBeforeSchoolName	
3	StandardReasons_GuidanceAfterSchoolName	
4	StandardReasons_FaithQuestion	
5	StandardReasons_DefaultMedicalQuestion *(Global)*	
	A&T Back Office | Process | Transfer Groups | E-App Settings | Medical Question *(Transfer group level)*	
	A&T Back Office | Process | Transfer Groups | Sub Groups | Additional Online Parameters | Medical Question *(Sub group level)*	
6	StandardReasons_CatchmentQuestion	
7	StandardReasons_FeederSchoolQuestion	
8	StandardReasons_SocialReasonsQuestion	
9	StandardReasons_DistanceQuestion	
10	StandardReasons_TravelArrangementsQuestion	
11	StandardReasons_SchoolGenderQuestion	
12	StandardReasons_SchoolGenderSingleSexLabel	
13	StandardReasons_SchoolGenderCoEdLabel	
14	StandardReasons_SchoolGenderNotApplicableLabel	

Number	Resource	Parameters
15	StandardReasons_EntranceTestQuestion	
16	StandardReasons_AptitudeQuestion	

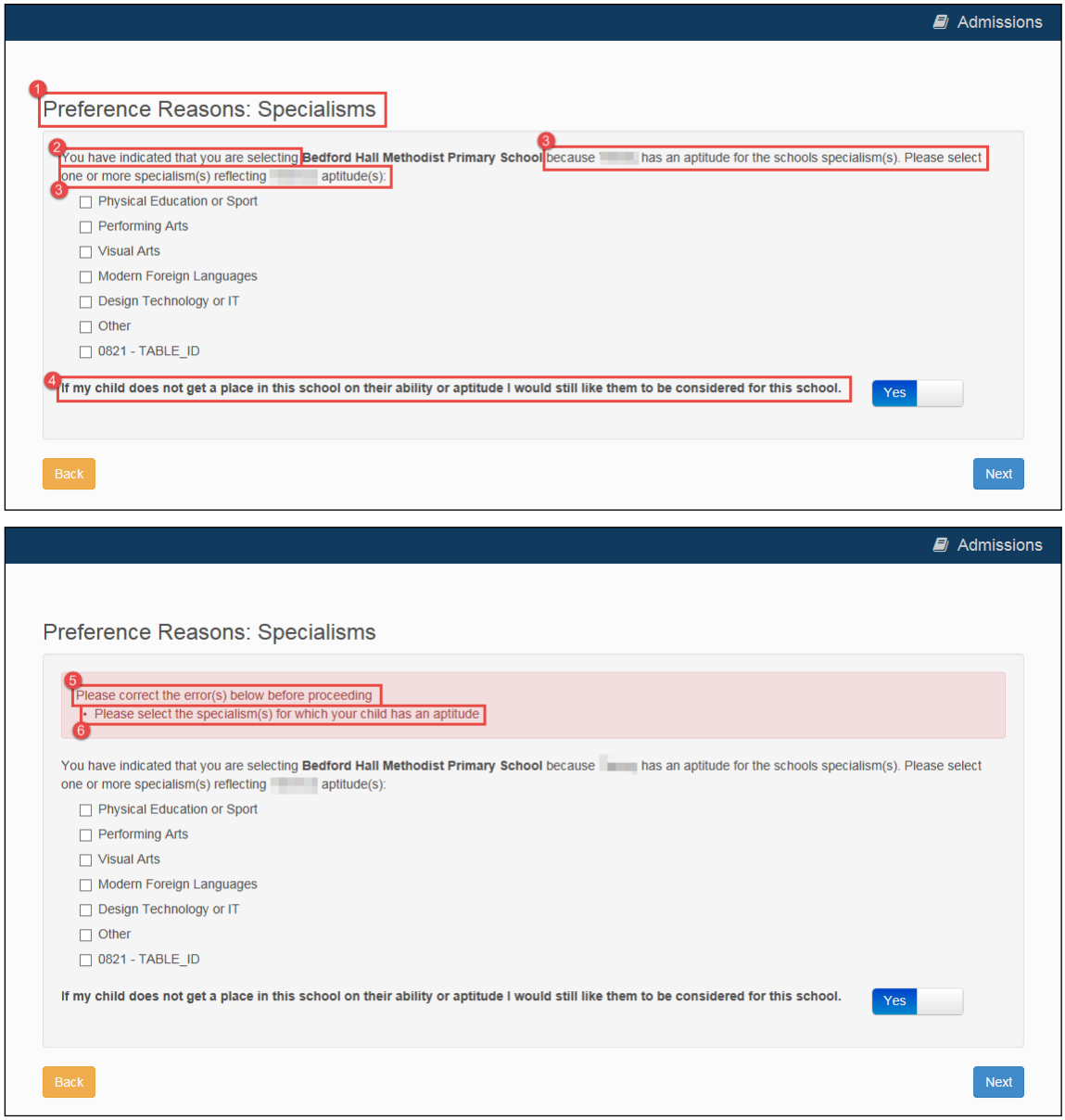


Number	Resource	Parameters
20	StandardReasons_NoFaithSelectedError	
21	StandardReasons_FaithsLabel	
22	StandardReasons_FaithsPlaceholder	

NOTE: *You can customise the list of faiths available from the* ***Faiths*** *drop-down menu on this page.*

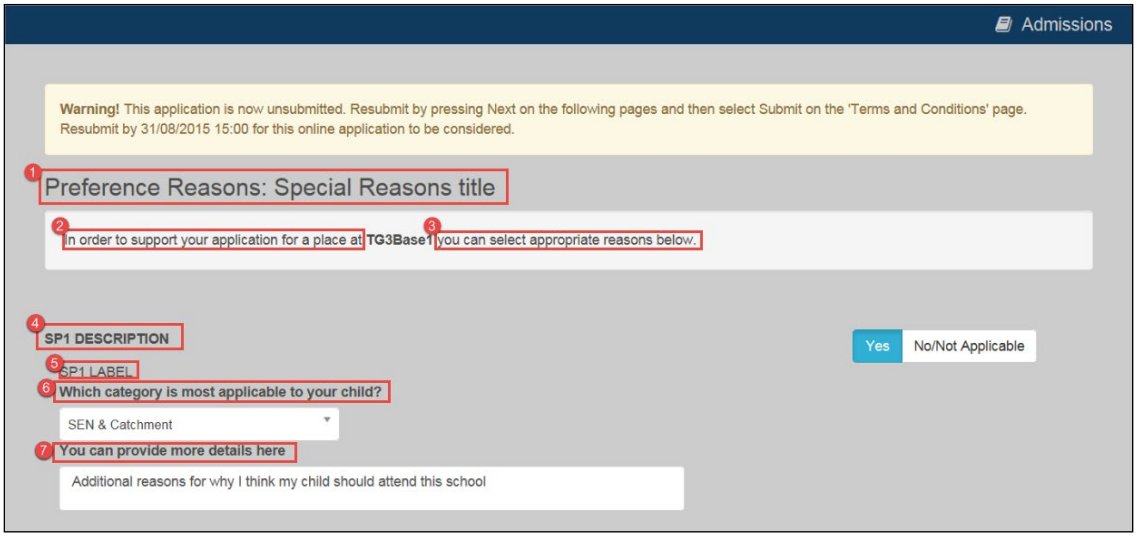
Optional guidance text relating to oversubscription criteria can be configured via ***A&T Back Office | Process | Transfer Groups | Sub Groups | Additional Online Parameters | Oversubscription Criteria****. If entered, this text is displayed directly underneath the main guidance text.*

Preference Reasons: Specialisms



Number	Resource	Parameters
1	SiblingSpecialisms_Title	
2	Specialisms_GuidanceBeforeSchoolName	
3	Specialisms_GuidanceAfterSchoolName	{0} – Student's first name
4	StandardReasons_MainstreamQuestion	
5	ValidationSummaryHeaderAdmissions	
6	SiblingSpecialisms_Validation_Message	

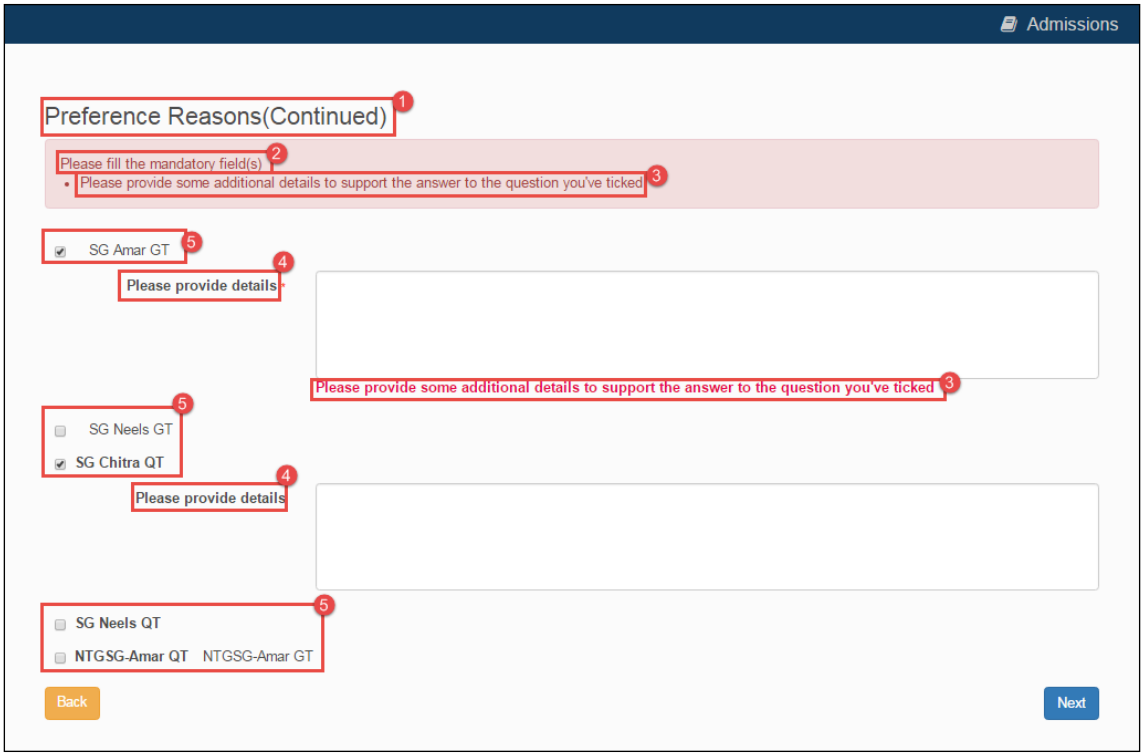
Preference Reasons: Special Reasons



Number	Resource
1	Title_SpecialReasons
2	SpecialReasons_GuidanceBeforeSchoolName
3	SpecialReasons_GuidanceAfterSchoolName
4	**Administration | Applications | Special Reasons** - see the *RG_OL_ATBO_Transfer Group_Sub Groups* reference guide (available from the One Publications website) for more information on this process.
5	**Administration | Applications | Special Reasons** - see the *RG_OL_ATBO_Transfer Group_Sub Groups* reference guide (available from the One Publications website) for more information on this process.
6	SpecialReasonCategoryText
7	SpecialReasonMoreDetailsText

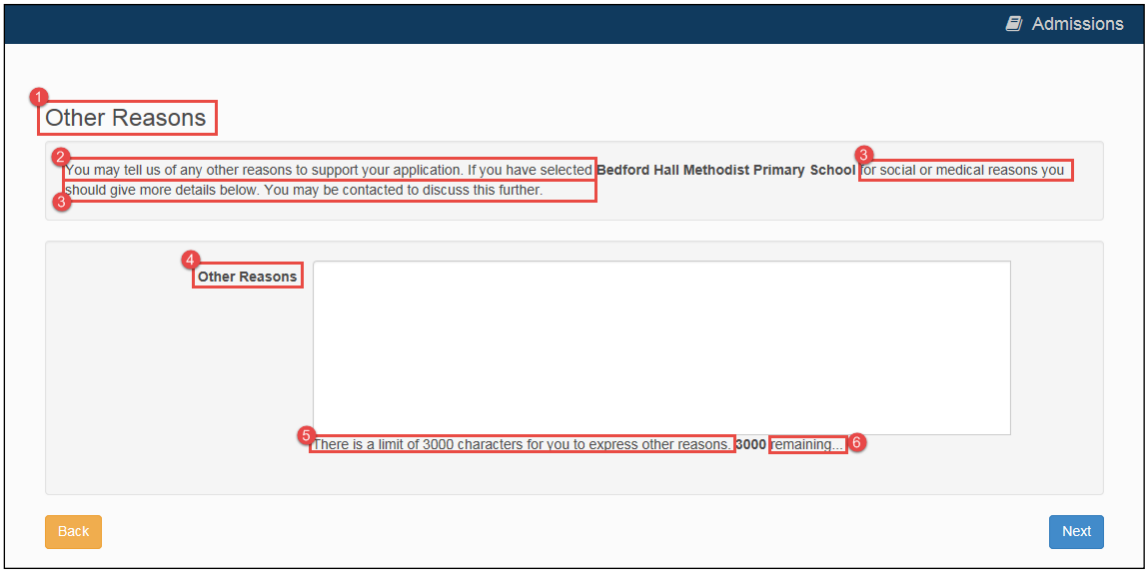
NOTE: *Optional guidance text relating to oversubscription criteria can be configured via* ***A&T Back Office | Process | Transfer Groups | Sub Groups | Additional Online Parameters | Oversubscription Criteria****. If entered, this text is displayed directly underneath the main guidance text.*

Preference Reasons (Continued)



Number	Element
1	AdditionalQuestion_Preference_Heading
2	AdditionalQuestion_Preference_Error
3	*Shared*.Error_ProvideExplanatoryText
4	*Shared*.Label_ConfigurableQuestion_ExplanatoryText
5	These are custom questions that are configured through the question library. For more information on configuring additional questions, see the *Configuring Additional Questions* reference guide (available from the One Publications website).

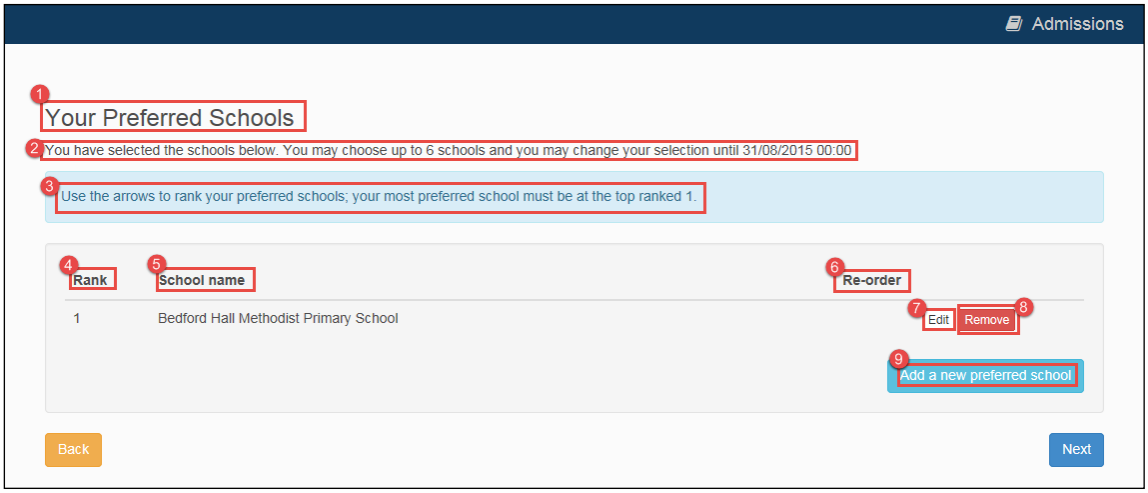
Other Reasons

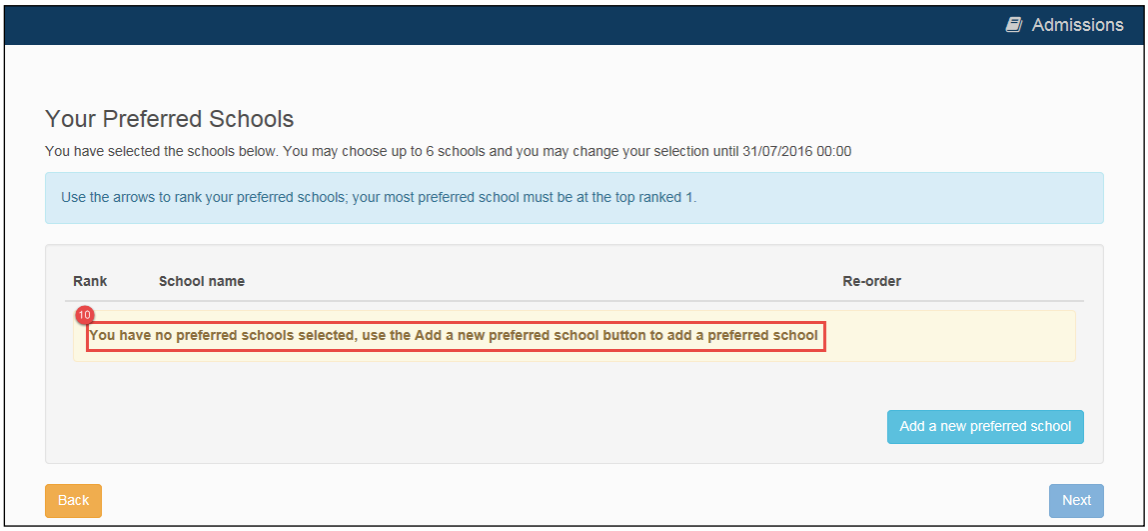


Number	Resource
1	Title_PreferenceOtherReason
2	FreeTextReason_GuidanceBeforeSchoolName*
3	FreeTextReason_GuidanceAfterSchoolName*
4	DisplayAttribute_PreferenceOtherReason
5	DisplayAttr_PreferenceOtherReasonLengthMsg
6	DisplayAttr_PreferenceOtherReasonLengthMsgContn

NOTE: *If there is text configured in* ***A&T Back Office*** **|** ***Process*** **|** ***Transfer Groups*** **|** ***Sub Groups*** **|** ***View Details*** **|** ***Additional Online Parameters*** **|** ***Other Reasons Supporting Text****, then this text is displayed instead of resources 2 and 3.*

Your Preferred Schools

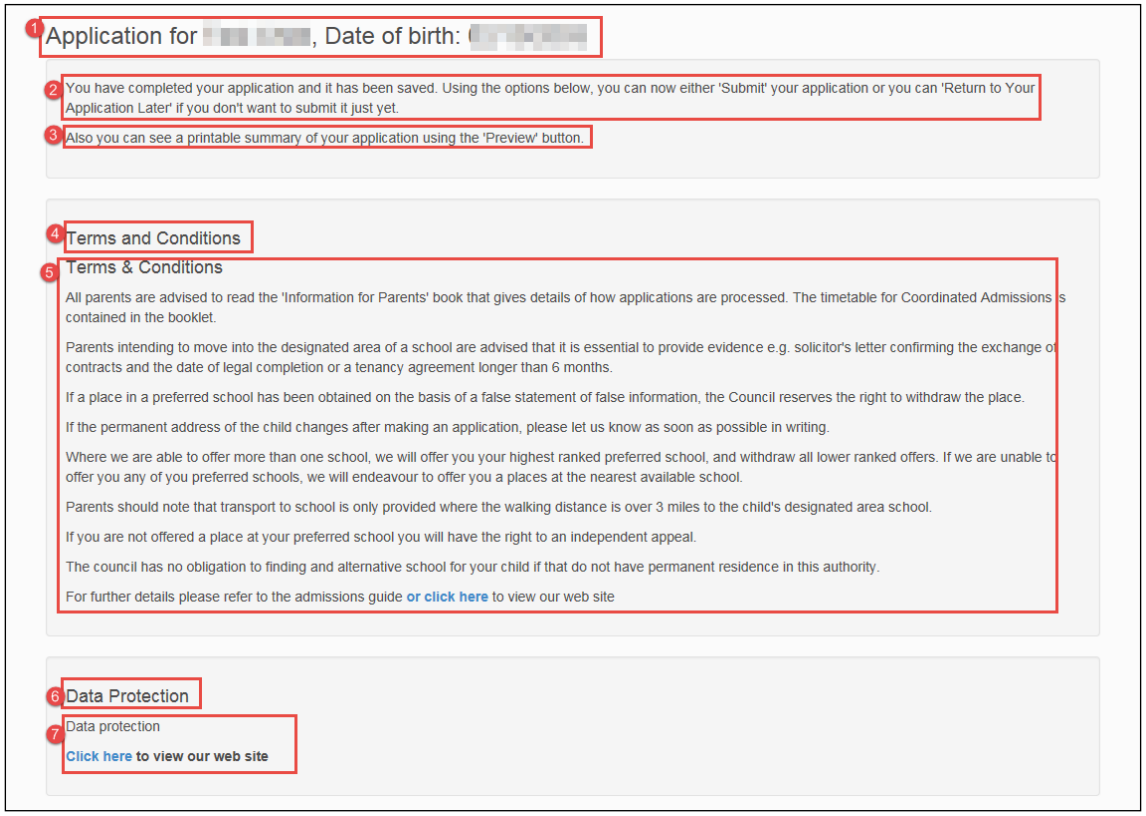


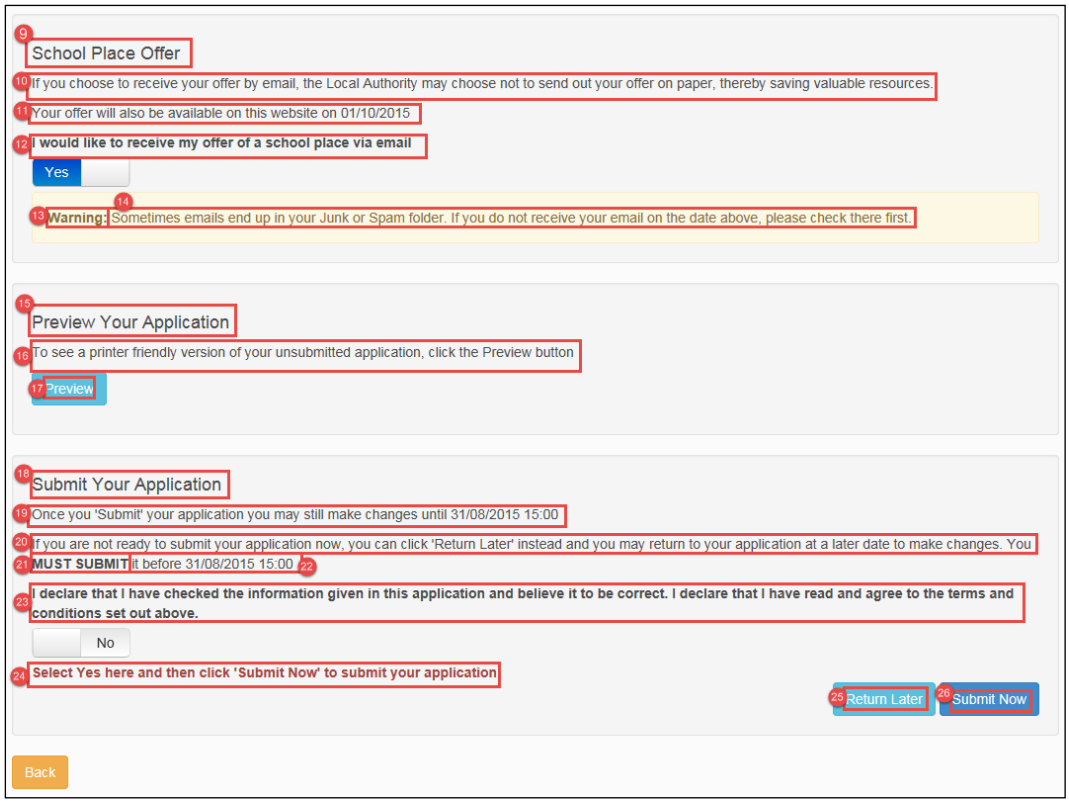


Number	Resource	Parameters
1	Title_PreferredSchools	
2	SchoolChoices_HeadingTextInYearTG *(Displayed if the user is applying for an In Year transfer group)*	{0} – Number of schools that can be selected
	SchoolChoices_HeadingTextNormalTG *(Displayed if the user is applying for a Normal Phased transfer group)*	{0} – Number of schools that can be selected {1} – Closing date
3	SchoolChoices_InfoBoxInstructions	
4	SchoolChoices_RankHeading	
5	SchoolChoices_SchoolNameHeading	
6	SchoolChoices_ReorderHeading	
7	SchoolChoices_EditPreferenceButton	
8	SchoolChoices_RemovePreferenceButton	

Number	Resource	Parameters
9	SchoolChoices_AddPreferenceButton	
-	SchoolChoices_CannotAddPreferenceTooltip	
10	SchoolChoices_NoSchoolChoice	

Submit Application (Normal Phased)

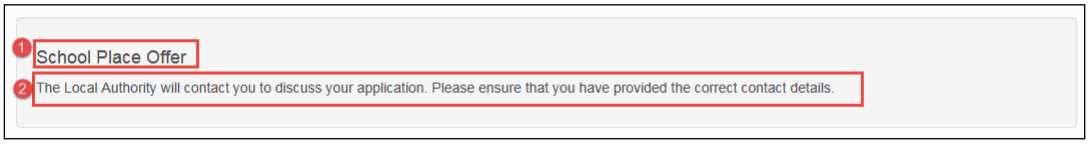


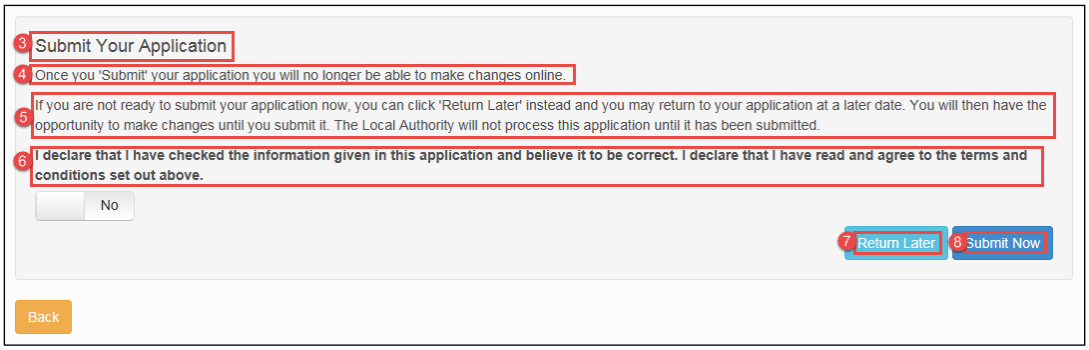


Number	Resource	Parameters
1	SubmitApplication_Sub_Header_Text	{0} - Student's name {1} – Student's date of birth
2	SubmitApplication_Initial_Confirm_Text	
3	SubmitApplication_Initial_Confirm_Preview_Text	
4	SubmitApplication_Terms_Title	
5	A&T Back Office | Administration | Applications | Online Parameters | Website Text | Terms & Conditions Memo	
6	SubmitApplication_DataProtection_Title	
7	A&T Back Office | Administration | Applications | Online Parameters | Website Text | Data Protection Memo	
8	SubmitApplication_TandC_Warning_Message	
9	SubmitApplication_SchoolPlace_Title	
10	SubmitApplication_SchoolPlace_Normalyear_Text	
11	SubmitApplication_SchoolPlace_Offer_Text	{0} – Offer date
12	SubmitApplication_SchoolPlace_Email_Text	
13	SubmitApplication_SchoolPlace_Warning_Head_Text	
14	SubmitApplication_SchoolPlace_Warning_Text	
15	SubmitApplication_Preview_Title	
16	SubmitApplication_Preview_Text	
17	SubmitApplication_Preview_Button_Text	
18	SubmitApplication_Submit_Title	
19	SubmitApplication_Submit_Normalyear_Text	{0} – Closing date
20	SubmitApplication_ReturnLater_Normalyear_Text1	
21	SubmitApplication_ReturnLater_Normalyear_Text2	
22	SubmitApplication_ReturnLater_Normalyear_Text3	{0} – Closing date
23	SubmitApplication_Submit_AgreeTerms_Text	
24	SubmitApplication_TandC_Warning_Message1	
25	SubmitApplication_ReturnLater_Button_Text	
26	SubmitApplication_Submit_Button_Text	

Submit Application (In Year)

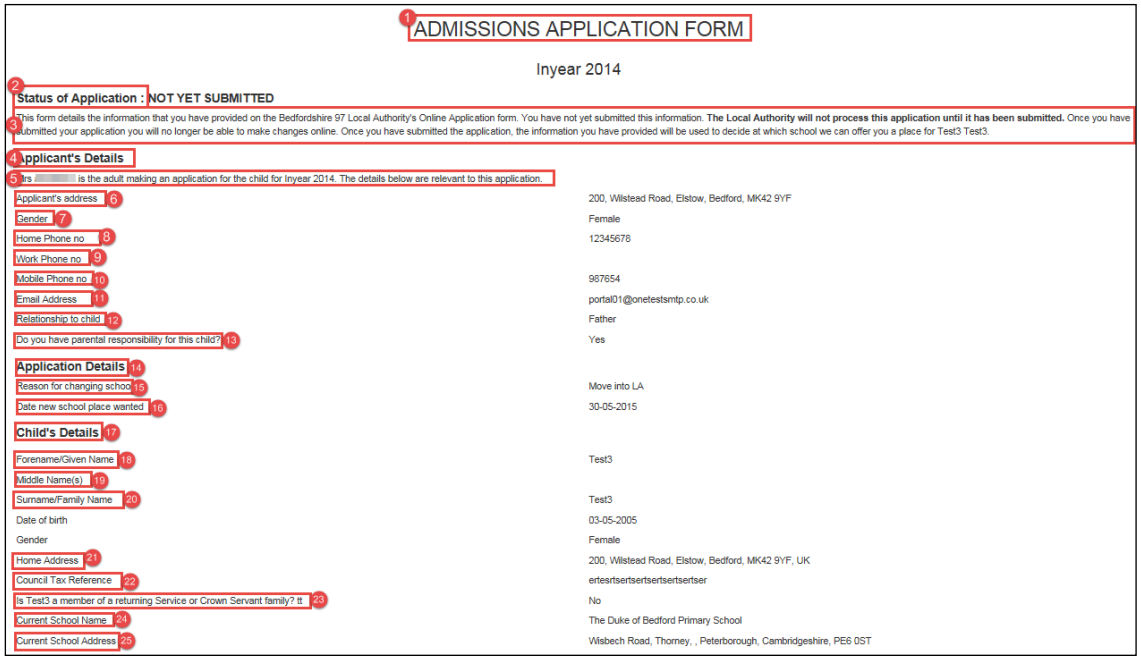
The **Submit Application** page is largely the same for both In Year and Normal Phased applications. However, In Year applications have different **School Place Offer** and **Submit Your Application** sections, as detailed below.





Number	Resource
1	SubmitApplication_SchoolPlace_Title
2	SubmitApplication_SchoolPlace_Inyear_Text
3	SubmitApplication_Submit_Title
4	SubmitApplication_Submit_Inyear_Text
5	SubmitApplication_ReturnLater_Inyear_Text
6	SubmitApplication_Submit_AgreeTerms_Text
7	SubmitApplication_ReturnLater_Button_Text
8	SubmitApplication_Submit_Button_Text

Application Summary



ADMISSIONS APPLICATION FORM

Inyear 2014

Status of Application : NOT YET SUBMITTED

This form details the information that you have provided on the Bedfordshire 97 Local Authority's Online Application form. You have not yet submitted this information. **The Local Authority will not process this application until it has been submitted.** Once you have submitted your application you will no longer be able to make changes online. Once you have submitted the application, the information you have provided will be used to decide at which school we can offer you a place for Test3 Test3.

Applicant's Details

Mrs [redacted] is the adult making an application for the child for Inyear 2014. The details below are relevant to this application.

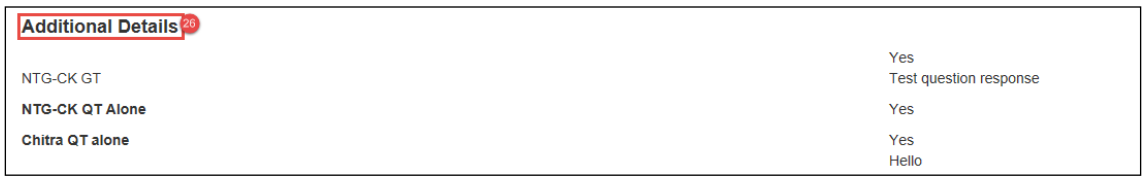
Applicant's address	200, Wilstead Road, Elstow, Bedford, MK42 9YF
Gender	Female
Home Phone no	12345678
Work Phone no	
Mobile Phone no	987654
Email Address	portal01@onetestsmtp.co.uk
Relationship to child	Father
Do you have parental responsibility for this child?	Yes

Application Details

Reason for changing school	Move into LA
Date new school place wanted	30-05-2015

Child's Details

Forename/Given Name	Test3
Middle Name(s)	
Surname/Family Name	Test3
Date of birth	03-05-2005
Gender	Female
Home Address	200, Wilstead Road, Elstow, Bedford, MK42 9YF, UK
Council Tax Reference	ertesrtsertsertsertsertser
Is Test3 a member of a returning Service or Crown Servant family? tt	No
Current School Name	The Duke of Bedford Primary School
Current School Address	Wisbech Road, Thorney, , Peterborough, Cambridgeshire, PE6 0ST



Additional Details

	Yes
NTG-CK GT	Test question response
NTG-CK QT Alone	Yes
Chitra QT alone	Yes
	Hello

Preferred Schools

Preference School Rank

Name of School	[redacted]
School address	[redacted]

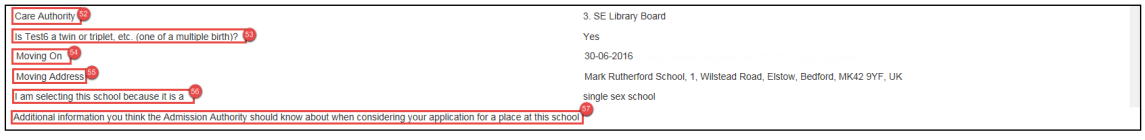
Reasons for this Preference

I am selecting this school because it is a Faith School	[redacted]
I am selecting this school for medical reasons	[redacted]
I believe my child can pass this school's entrance test	[redacted]
I am selecting this school because my child has an aptitude for the school's specialism(s)	[redacted]
If my child does not get a place in this school on their ability or aptitude I would still like them to be considered for this school	[redacted]
I am selecting this school because Test3 is a child of a member of staff currently working at this Preference school	[redacted]
I believe my child lives in this school's catchment	[redacted]
I believe my child attends a feeder school to this school	[redacted]
I am selecting this school for social reasons	[redacted]
I am selecting this school because of the distance from my child's home to this school	[redacted]
I am selecting this school because it is easy to make arrangements for my child to travel to this school	[redacted]

You have indicated that the child that this application relates to has a sibling already attending this school or linked school. These are the details of the sibling:

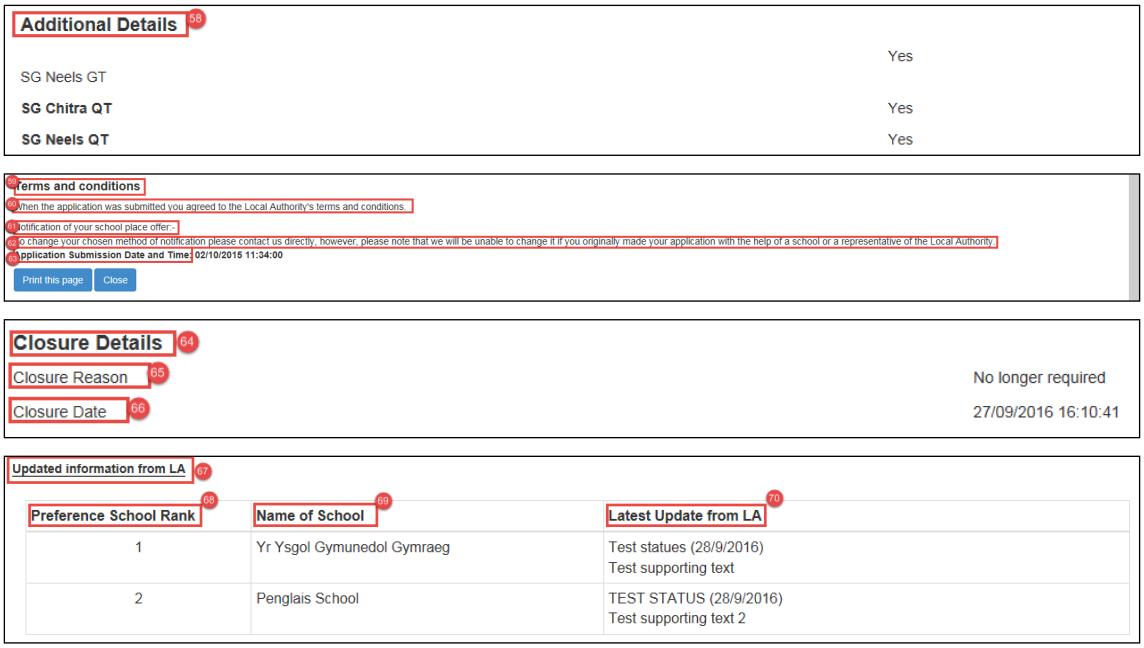
Sibling Details

Forename	[redacted]
Middle Name	
Surname	[redacted]
Date Of Birth (dd/mm/yyyy)	[redacted]
Gender tt	[redacted]
School Name	[redacted]
Sibling Address	[redacted]



Care Authority	3. SE Library Board
Is Test6 a twin or triplet, etc. (one of a multiple birth)?	Yes
Moving On	30-06-2016
Moving Address	Mark Rutherford School, 1, Wilstead Road, Elstow, Bedford, MK42 9YF, UK
I am selecting this school because it is a	single sex school
Additional information you think the Admission Authority should know about when considering your application for a place at this school	

Application Pages



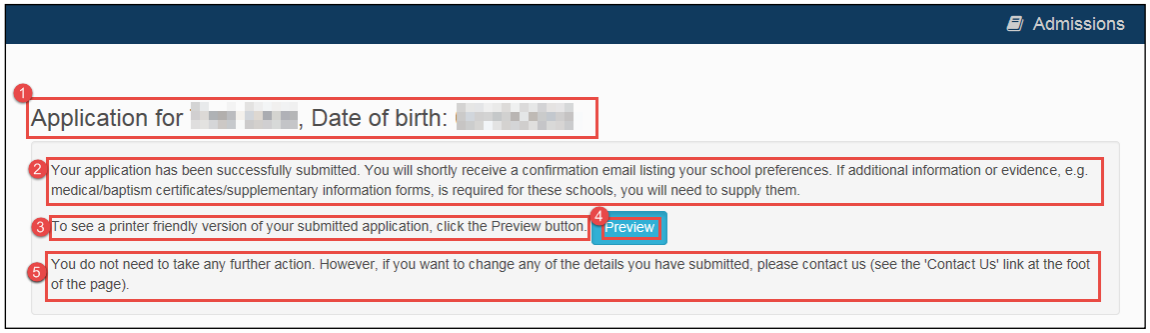
Number	Resource	Parameters
1	ApplicationSummary_Header1_Label	
2	ApplicationSummary_Header2_Label	
3	ApplicationSummary_Inyear_SubmitText *(Displayed when viewing a summary of a completed In Year application)*	{0} – LA name {1} – Student's first name {2} – Student's surname
	ApplicationSummary_Normalyear_SubmitText *(Displayed when viewing a summary of a completed Normal Phased application)*	{0} – LA name {1} – Closing date {2} – Student's first name {3} – Student's surname {4} – Offer date
	*TextBlocks.*ApplicationSummary_Inyear_NotSubmitText *(Displayed when viewing a summary of an unsubmitted In Year application)*	
	*TextBlocks.*ApplicationSummary_Normalyear_NotSubmitText1 *(Displayed when viewing a summary of an unsubmitted Normal Phased application)*	{0} – LA name {1} – Closing date {2} – Student's first name {3} – Student's surname {4} – Offer date
4	ApplicationSummary_Applicant_Details_Header_Label	

Number	Resource	Parameters
5	ApplicationSummary_Applicant_Details_Info_Text	{0} – Applicant's name {1} – Transfer group
6	ApplicationSummary_ApplicantAddress_Label	
7	ApplicationSummary_PrefSiblingGender_Label	
8	ApplicationSummary_ApplicantHomePhone_Label	
9	ApplicationSummary_ApplicantWorkPhone_Label	
10	ApplicationSummary_ApplicantMobilePhone_Label	
11	ApplicationSummary_ApplicantEmail_Label	
12	ApplicationSummary_Relationship_Label	
13	ApplicationSummary_Responsibility_Label	
14	ApplicationSummary_Application_Details_Header	
15	ApplicationSummary_ReasonForChangingSchool_Label	
16	ApplicationSummary_DatePlaceRequired_Label	
17	ApplicationSummary_Child_Details_Header_Label	
18	ApplicationSummary_Child_ForeName_Label	
19	ApplicationSummary_Child_MidName_Label	
20	ApplicationSummary_Child_SurName_Label	
21	ApplicationSummary_Home_Address_Label	
22	ApplicationSummary_Council_Tax_Reference_Labe	
23	ApplicationSummary_Crown_Service_Flag_Label	{0} – Student's name
24	ApplicationSummary_Current_School_Name_Label	
25	ApplicationSummary_Current_School_Address_Label	
26	ApplicationSummary_Additional_Question_Title	
27	ApplicationSummary_Preferred_Schools_Header_Label	
28	ApplicationSummary_Pref_SchoolRank_Label	
29	ApplicationSummary_Pref_SchoolName_Label	
30	ApplicationSummary_Pref_SchoolAddress_Label	
31	ApplicationSummary_PrefReasons_Header_Label	
32	ApplicationSummary_PrefReasons_Faith_Label	

Number	Resource	Parameters
33	ApplicationSummary_PrefReasons_Medical_Label	
34	ApplicationSummary_PrefReasons_Selective_Label	
35	ApplicationSummary_PrefReasons_SpecialistYN_Label	
36	ApplicationSummary_PrefReasons_Mainstream_Label	
37	ApplicationSummary_PrefReasons_StaffChild_Label	Child's first name
38	ApplicationSummary_PrefReasons_Catchment_Label	
39	ApplicationSummary_PrefReasons_Feeder_Label	
40	ApplicationSummary_PrefReasons_Social_Label	
41	ApplicationSummary_PrefReasons_Distance_Label	
42	ApplicationSummary_PrefReasons_EaseOfTravel_Label	
43	ApplicationSummary_Sibling_Header_Text	
44	ApplicationSummary_Header_Sibling_Details_Label	
45	ApplicationSummary_PrefSiblingForename_Label	
46	ApplicationSummary_PrefSiblingMidname_Label	
47	ApplicationSummary_PrefSiblingSurname_Label	
48	ApplicationSummary_PrefSiblingDob_Label	
49	ApplicationSummary_PrefSiblingGender_Label	
50	ApplicationSummary_PrefSiblingSchool_Label	
51	ApplicationSummary_PrefSiblingAddress_Label	
52	ApplicationSummary_CareAuthority_Label	
53	ApplicationSummary_MultipleBirth_Label	
54	ApplicationSummary_Child_MovingOnDate_Label	
55	ApplicationSummary_Child_MovingOnAddress_Label	
56	ApplicationSummary_PrefReasons_Gender_Label	
57	ApplicationSummary_OtherReasons_Text	
58	ApplicationSummary_SpecialReason_Additional_Label	
59	ApplicationSummary_Header_TandC_Label	
60	ApplicationSummary_TandC_Text	
61	ApplicationSummary_Notification_Title_Text	
62	ApplicationSummary_ChangeContactMethod_Text	

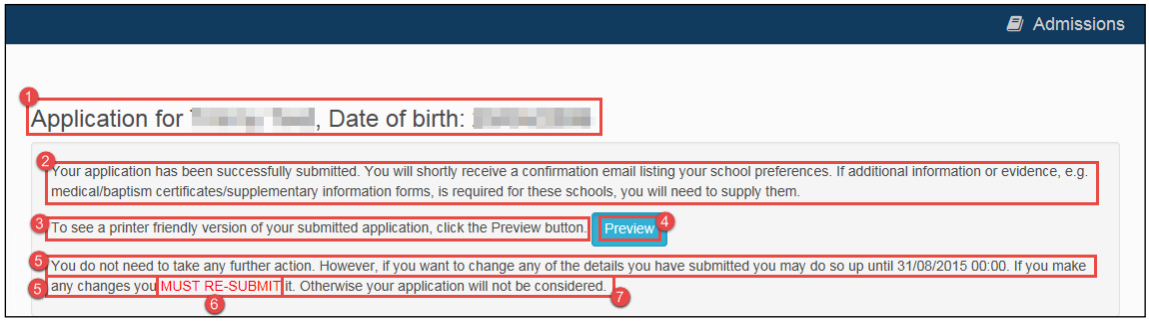
Number	Resource	Parameters
63	ApplicationSummary_Submission_Text	
64	ApplicationSummary_Close_Details_Header_Label *Only displayed when viewing closed applications*	
65	ApplicationSummary_CloseReason_Label *Only displayed when viewing closed applications*	
66	ApplicationSummary_CloseDate_Label *Only displayed when viewing closed applications*	
67	ApplicationSummary_Progress_Update_Header_Label	
68	ApplicationSummary_Progress_Update_Rank_Label	
69	ApplicationSummary_Progress_Update_School_Label	
70	ApplicationSummary_Progress_Update_From_LA_Label	

View Confirmation (In Year)



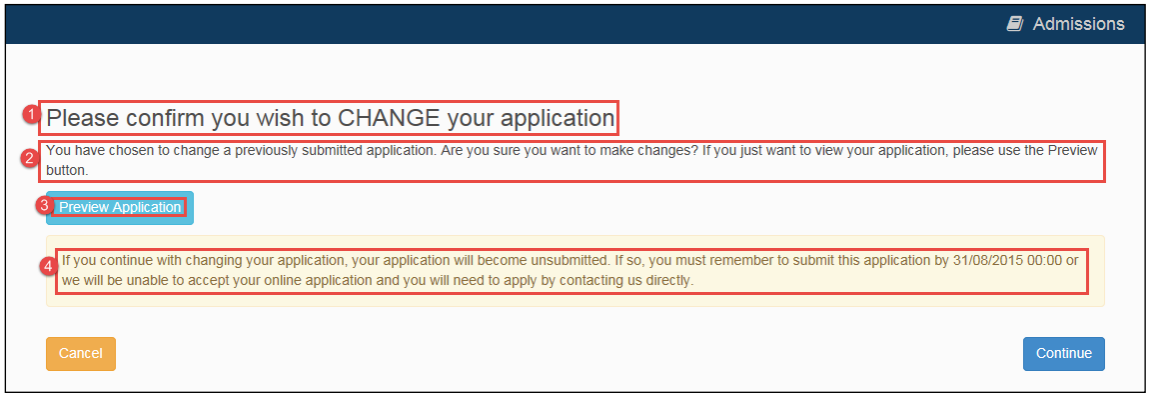
Number	Resource	Parameters
1	View_Confirmation_HeaderText	{0} – Student's name {1} – Student's date of birth
2	View_Confirmation_SummaryText	
3	View_Confirmation_PrintPreviewText	
4	View_Confirmation_PreviewText	
5	View_Confirmation_ContactusText	

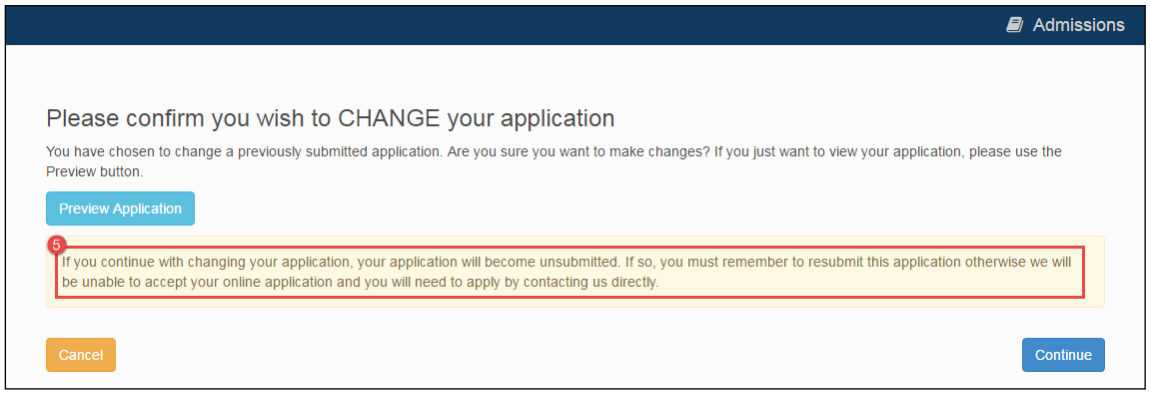
View Confirmation (Normal Phased)



Number	Resource	Parameters
1	View_Confirmation_HeaderText	
2	View_Confirmation_SummaryText	
3	View_Confirmation_PrintPreviewText	
4	View_Confirmation_PreviewText	
5	View_Confirmation_ReSubmitBeforeText	{0} – Closing date
6	View_Confirmation_ReSubmitText	
7	View_Confirmation_ReSubmitAfterText	

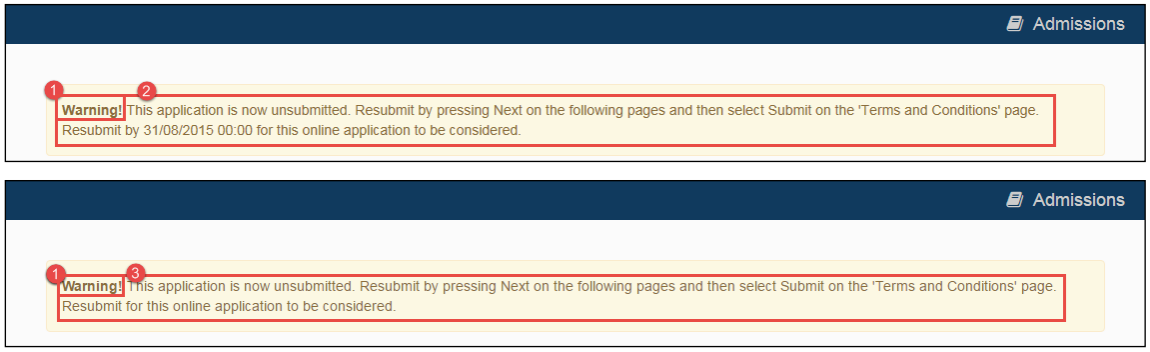
Change Application





Number	Resource	Parameters
1	Title_ChangeApplication	
2	ChangeApplicationText *Displayed when changing a normal phased application*	
	ChangeInYearApplicationText *Displayed when changing an in year application*	
3	Button_PreviewApplication	
4	WarningAlert_ChangeApplication	{0} – Closing date
5	WarningAlert_ChangeInYearApplication	

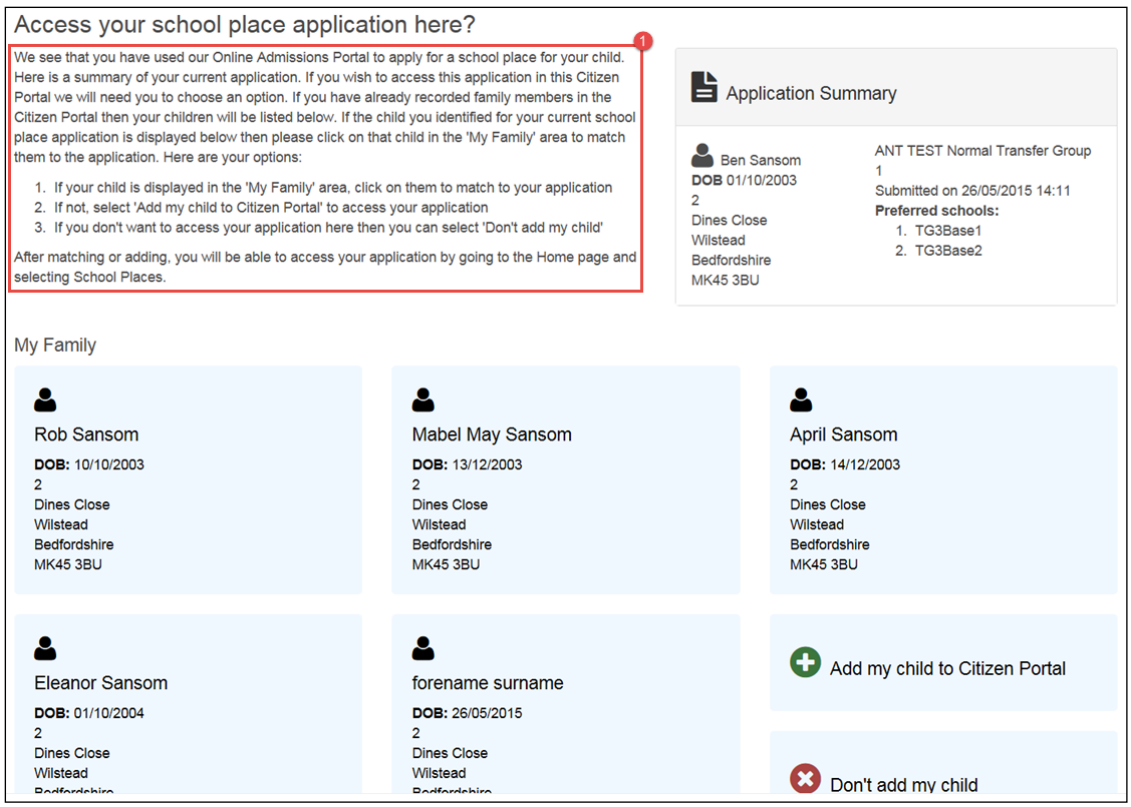
Unsubmitted Application Warnings



Number	Resource	Parameters
1	ApplicationUnsubmitted_AlertHeader	
2	ApplicationUnsubmitted_AlertText *Displayed for normal phased applications*	{0} – Closing date
3	InYearApplicationUnsubmitted_AlertText *Displayed for in year applications*	

Add Child to Citizen Portal

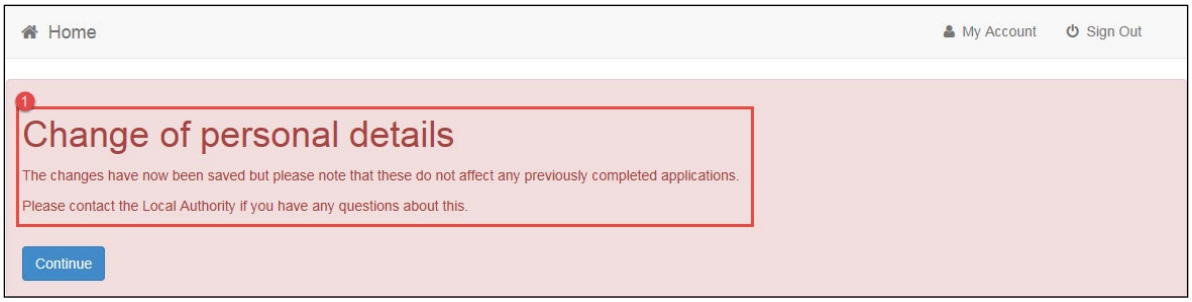
This screen is displayed only when migrating an application from A&T Online.



Number	Resource
1	TextBlocks.AdmissionMigration_GuidanceText

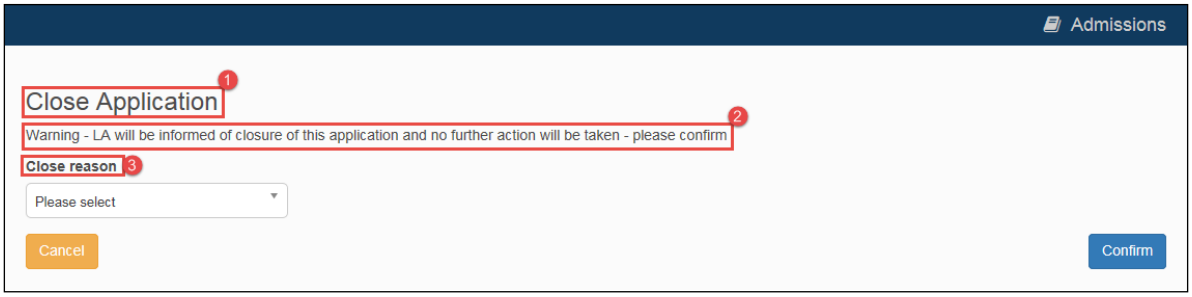
Change of Personal Details

This page is displayed when you edit personal details (either your own or a student's).



Number	Resource
1	*TextBlocks.*ChildDetailsChanged_CurrentApplicationAlert *Displayed when child details are updated in **My Family** and both of the following conditions are met:* • *The child has an active, not withdrawn, school place application for a Normal Phased transfer group where the Transfer Group Application Closing Date has not passed.* • *The application's status is either **Submitted for First Time** or **Resubmitted***
	*TextBlocks.*ChildDetailsChanged_PreviousApplicationAlert *Displayed when child details are updated in **My Family** and the conditions described in the above panel are not met.*
	*TextBlocks.*ParentDetailsChanged_ApplicationAlert *Displayed when personal details or contact details are edited.* *This message is only displayed where there are school place applications on the **School Places Landing** page for this applicant. Note that the citizen may also update the addresses for linked children via this route*

Close Application



Number	Element
1	Link_CloseApplication
2	WarningAlert_CloseApplicationByLA *Displayed if the application has already been submitted to the LA*
	WarningAlert_CloseApplication *Displayed if the application has not yet been submitted to the LA*
3	Close_ReasonText

04 | Offer Pages

You can use the Citizen Portal to view school place offers. Furthermore, if the application is for a transfer group that has **Enable Parent/Carer Response Online** selected, then you can also respond to offers via the Citizen Portal.

This section details the pages used to view and respond to offers in the Citizen Portal, and highlights the editable areas of each page. The tables indicate which Citizen Portal resource corresponds to which on-screen text element.

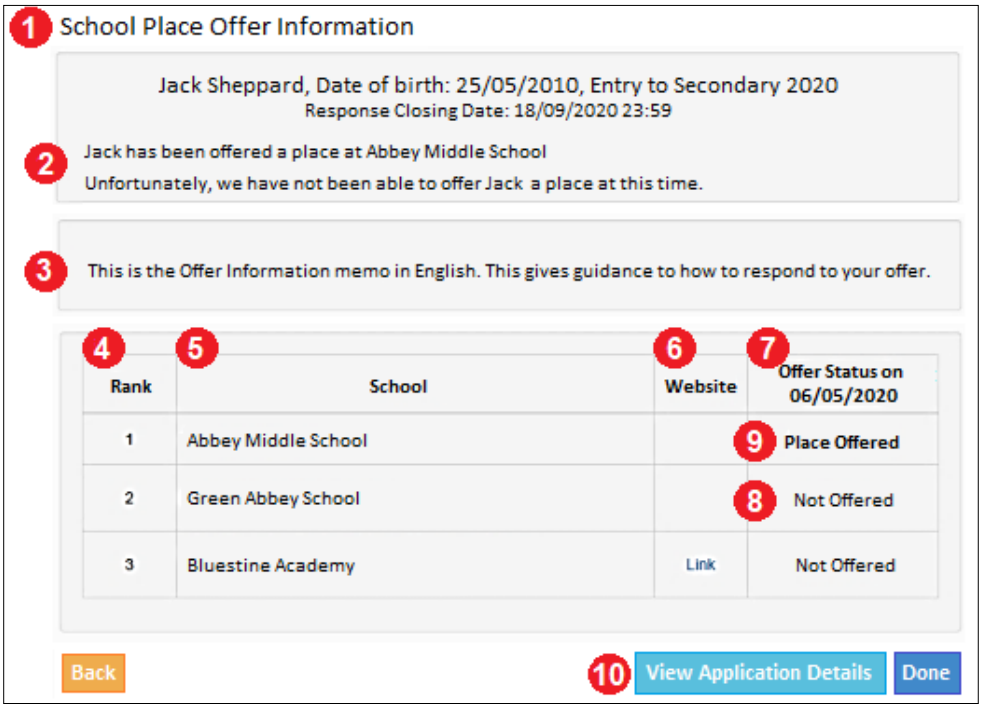
In the case of text elements that change conditionally (for example, application status indicators or error messages that produce a list of errors), all available resources are listed against each element.

Where a text element is edited via A&T Back Office instead of Citizen Portal, the table gives the location of the edit option for that particular element.

> ***NOTE:*** *Most tooltips used in the application process are also customisable. These elements are listed in red in the tables, but are not displayed for space reasons.*

School Place Offer Information (Non-Editable)

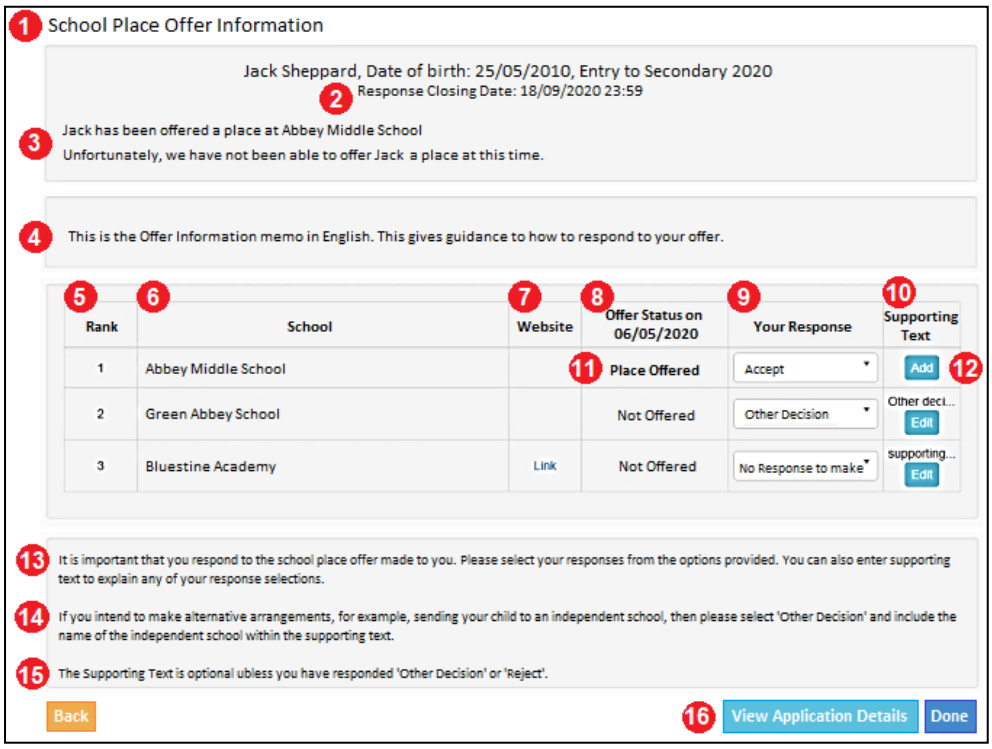
This page displays view-only offer information. It is displayed when you view an offer for a transfer group that does not have **Enable Parent/Carer Response Online** selected.

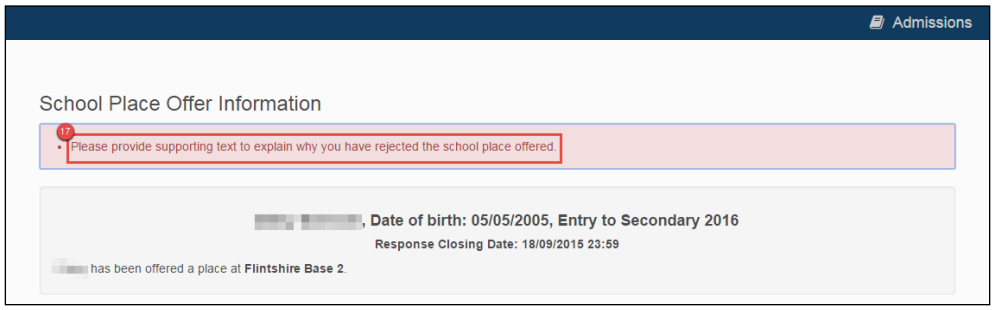


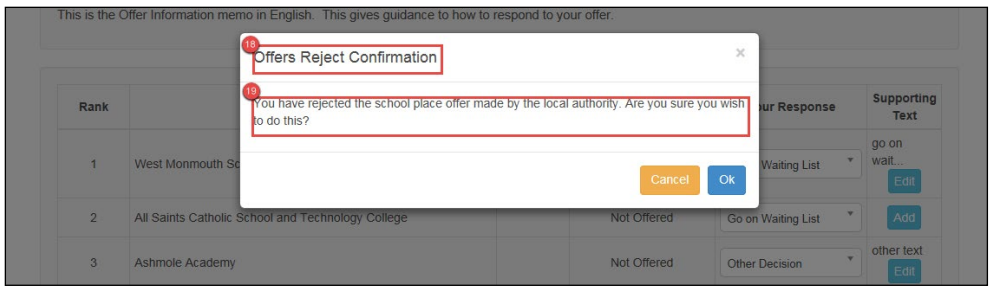
Number	Resource	Parameters
1	Title_ViewOffers	
2	Offered_Place_At	{0} – Child's first name
		{1} – Offered School
	Offer_NoPlaceOfferedText	{0} – Child's first name
3	A&T Back Office | Process | Transfer Groups | E-App Settings | Online Text | Offer Information Memo	
4	ViewOffers_TableHeader_Rank	
5	ViewOffers_TableHeader_School	
6	ViewOffers_TableHeader_Website	
7	ViewOffers_TableHeader_OfferStatus	
8	Offer_NotOffered_Text	
9	Offer_PlaceOffered_Text	
10	ViewApplication_Button_Text	

School Place Offer Information (Editable)

This page displays offer information, along with response fields. It is displayed when you view an offer for a transfer group that has **Enable Parent/Carer Response Online** selected.



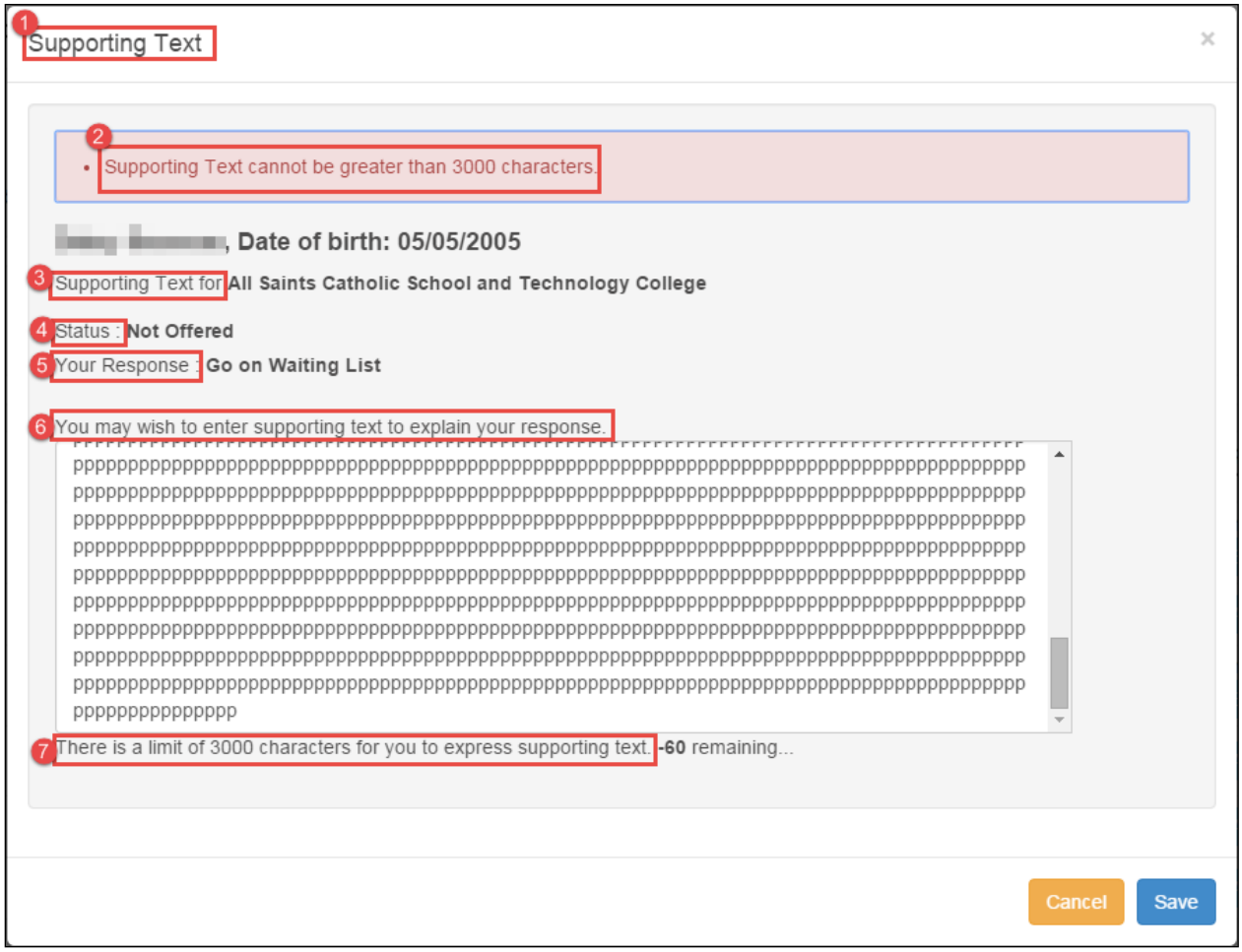




Number	Resource	Parameters
1	Title_ViewOffers	
2	ResponseClosingDate_Label_Text	
3	Offered_Place_At	{0} – Child's Name
		{1} – School offered
	Offer_NoPlaceOfferedText	{0} – Child's Name
4	A&T Back Office | Process | Transfer Groups | E-App Settings | Online Text | Offer Information Memo	
5	ViewOffers_TableHeader_Rank	
6	ViewOffers_TableHeader_School	
7	ViewOffers_TableHeader_Website	
8	ViewOffers_TableHeader_OfferStatus	
9	ViewOffers_TableHeader_Response	
10	ViewOffers_TableHeader_SupportingText	
11	Offer_NotOffered_Text	
	Offer_PlaceAccepted_Text	
	Offer_PlaceOffered_Text	
12	Response_Support_Add_Button_Text	
	Response_Support_Edit_Button_Text	
	Response_Support_View_Button_Text	
13	ResponseOffer_PreText_A	
14	ResponseOffer_PreText_B	
15	ResponseOffer_PreText_C	
16	ViewApplication_Button_Text	
17	Offers_Validation_1 *Displayed when you have not responded to an offer where a response is required.*	
	Offers_Validation_3 *Displayed when you have rejected an offer without providing supporting text.*	
	Offers_Validation_4 *Displayed when you have responded an offer with **Other Decision** without providing supporting text.*	

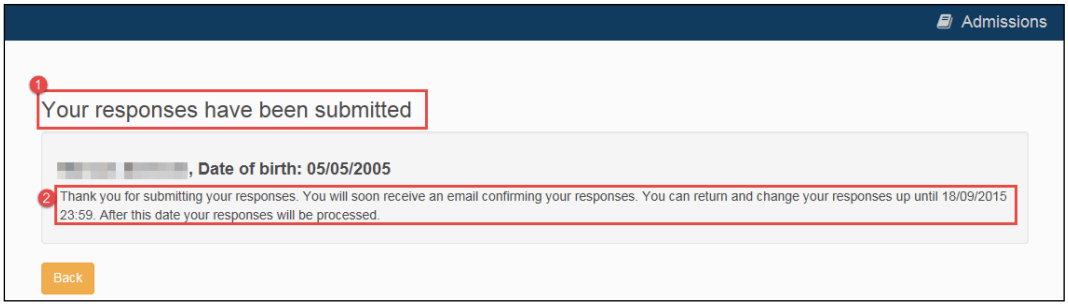
Number	Resource	Parameters
	Offers_Validation_5 *Displayed when you have recorded supporting text for an offer without selecting a response.*	
18	Offers_Reject_Confirmation_Header_Text	
19	Offers_Validation_2 *Displayed when you reject a school place offer.*	

Supporting Text Dialog



Number	Resource
1	RespondOffers_Title_SupportingText
2	RespondOffers_SupportingText_MaxLengthMsg
3	RespondOffers_School_Label
4	RespondOffers_Status_Label
5	RespondOffers_Response_Label
6	RespondOffers_SupportingText_Response_Label
7	RespondOffers_SupportingText_LengthMsg

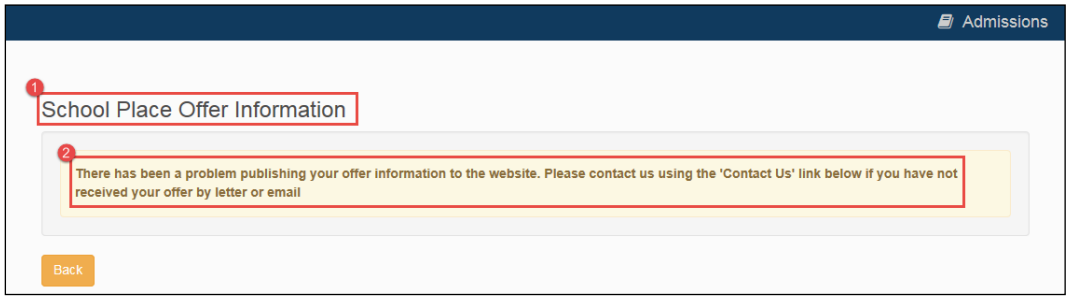
Submission Confirmation Page



Number	Resource	Parameters
1	Title_ConfirmOffers	
2	Offer_Confirmation_Message	{0} - Offer Closing Date / Time

Publishing Error

This page is displayed if One cannot access the relevant offer information when the user clicks **View Offers** on the School Places landing page.



Number	Resource
1	Title_ViewOffers
2	No_Offer_Message

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