Online applications for school places - frequently asked questions

If you are having difficulties using the online application service, the answers to the following questions may be helpful.

What do I need to apply online?

You need access to a computer and an email account. Primary Schools may be able to assist with your online application and the Council offers free computer access at libraries. If you do not have an email address, Primary School administrative staff and local library staff may be able to help you set up a free account.

Will my online application be secure?

Yes, there is a series of security features which will prevent anyone from seeing information they are not entitled to see.

I can't click on the link in my registration e-mail?

Copy the address into your browser to complete the registration process.

Why can't I find the school I am looking for?

Check whether your postcode is still showing in the left hand box and that you have selected schools in the correct local authority area.

If I can't finish the application in one go, can I save it and go back to it later?

Yes, up to the closing date for applications.

Having submitted an online application, will I be able to change my preferences?

As with a paper application you can change your preferences right up to the closing date. You just need to log back into the site using the email address and password that you used when you registered.

How will I know that changes have been saved?

Every time you re-submit your online application you will receive an email confirming the status of your application.

I am concerned that technology sometimes fails, should I send a paper copy as well?

If you apply online you **do not** need to submit a paper application. The system notifies you of the status of your application by email.

What should I do if I have not received an email confirming that I have submitted my application?

When your application has been submitted you should receive a confirmation email. If one does not arrive in your inbox please check your 'trash' or 'junk' mail. Please note that some free accounts (e.g. hotmail) become inactive if you don't sign in for a period of time. After an account becomes inactive incoming messages will be sent back to the sender as undeliverable. If you still do not appear to have received an acknowledgement email you may have entered your email address incorrectly. Please contact the Liverpool Direct Limited on 0151 233 3006 for help.

I can't remember my password. What should I do?

If you forget your password and wish to view or change your online application click on the 'forgotten password' link on the homepage. You will need to enter your email address and your mother's maiden name (asked for on registration). Your password should be sent to you by email.

When will I get the result of my application?

Results will be sent by email on offer day. You will also be able to log into the service on offer day to view your results.