

CITIZENS PORTAL USER GUIDE

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SECTION 1- REGISTRATION

If you have registered with this system in the last 2 years, you may already have an account, and you should follow the process for logging in by entering your email address and the password you created.

If you are a first-time user of this site, you will need to register on the system before you can login.

You can find the registration button located at the top right-hand side of the screen. **registering as a new user**



TorbayCouncil
ENGLISH RIVIERA | DEVON

Citizen Portal

[Home](#)
[Sign in](#)
[Register](#)
[Cymraeg](#)

Don't have an account? Please [register an account](#)

Required fields are marked with a red asterisk. If the question does not apply please enter n/a *

Email address *

Password *

 [Show](#)

[Forgot your password?](#) [Sign in](#)

Welcome to the Torbay Council School's Portal

The Citizens Portal allows parents/carers of children, to make applications for school places (including in-year admissions) and apply for free home to school transport.

To use this site, you will need to register, click on REGISTER (if you have registered on this system previously you do not have to register again, just log in).

SCHOOL ADMISSIONS

In Year Admissions (Changing schools or joining a school during the school year)

You can only apply for schools in Torbay Council's area. To find out how to apply for schools outside of Torbay you will need to contact the local authority for that school. Please ensure you have read our admission guides before you begin by clicking here [TIPS4](#) School admission arrangements - Torbay Council. This will help you to understand the process. Please remember that you should only complete an application for a school place if you have parental responsibility

You must complete each field in full detail, ensuring you do not leave any blank. Your email address must match.

Register an account

Create an account to

- * Apply for school places for your child
- * Apply for home to school transport for your child

Required fields are marked with a red asterisk. If the question does not apply please enter n/a *

Email address *

Confirm email address *

Password *

 [Show](#)

Title *

Forename *

Surname *

Sex *

If you need help with your address, use the Post Office's [Postcode Finder](#).

Find address *

 [Search](#)

TIP: You need to ensure that your password also matches and meets the following conditions:

- Be a Minimum of 10 characters
- It must contain a minimum of 2 numbers
- It must contain a minimum of 1 lower case character
- It must contain a minimum of 1 upper case character
- It must contain a minimum of 1 special character

Remember that your password is case sensitive and you should make a note of your password and store it somewhere secure for future use.

You must enter a postcode for your home address. This must be your current home address. Once you have selected your postcode, you are presented with properties, and you can select your address from the drop-down option. If you can't find an address you can enter it manually.

To find your home address please enter your postcode and then click Search. If your address is not listed, press **Not able to find your address** and type the correct address in the boxes provided.

If you need help with your address, use the Post Office's Postcode Finder.

Find address *

2nd floor, Electric House, c/o Town Hall, Castle Cir
 Chief Executives Department, Torbay Council Town I
 Civic Offices, Castle Circus, Torquay, Devon, TQ1 3D
 GtTest Base, Castle Circus, Torquay, Devon, TQ1 3
 Pearl Assurance House, c/o Torquay Town Hall, Cas
 Torhill House c/o Torquay Town Hall, Castle Circus,
 Torbay Council, Town Hall, Castle Circus, Torquay, D
 Zhongshan, Guangdong, TQ1 3DR

Provide a phone number where you can be contacted during normal office hours, if necessary

Home phone number

Mobile phone number

Work phone number

Please provide us with your contact number as it may delay your application if we are unable to contact you to verify information.

You can complete the registration process by clicking the **Submit** button.

After submitting your registration, you will receive an email from **OnlineAdmissions@torbay.gov.uk**

TIP: sometimes your email provider may think the email from **OnlineAdmissions@torbay.gov.uk** is spam/junk email, so please ensure you check your junk/spam folder and allow emails from our email address. **Please note** this email address is an admission account and is not monitored. Do not reply to this email address.

When you receive the email, you need to click on the hyperlink contained within it.

This will then take you to the following screen to confirm your registration was successful.

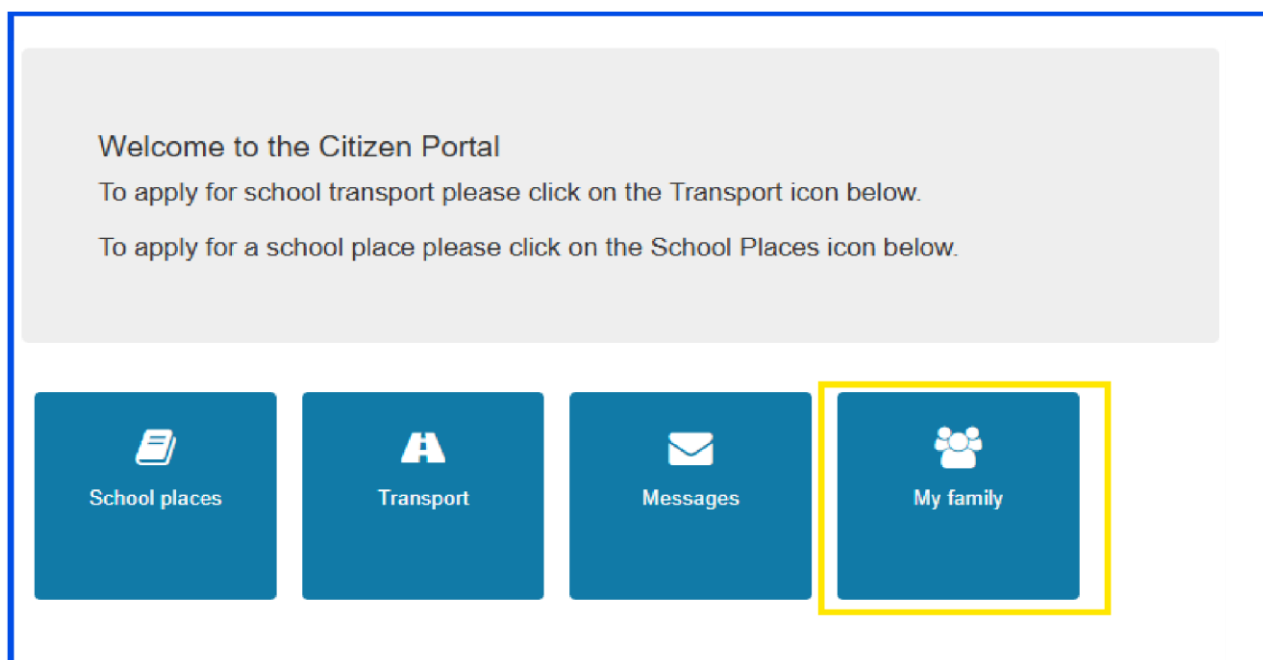
Thank you for registering

Thank you for confirming your email address. Your registration is now complete. When you sign in, use your email address as your **username**.

You are now ready to log in to the site using the email address that you have registered and the password you created.

SECTION 2 – ADDING FAMILY MEMBERS

After you have logged in to the portal you are presented with the following screen:



Before making a school application, it is easier to add your child or children by clicking on the 'My Family' tile which is highlighted above.



Select the Add Child button to add details of your child.

Please complete all the required fields, ensuring all those marked with a red * are completed. Select the address before you can add the child as a family member. Please note that if the child lives at a different address to you click on the 'add new address' button. If the child lives at the same address as the parent/carer select the address by clicking on the blue button.

Please confirm that you have Parental Responsibility for this child. Please note, only a person with parental responsibility is able to make a school place application.

TIP: If you cannot find your child's school in the list of schools, do not panic and just select not known for the time being.

Add child

Required fields are marked with a red asterisk. If the question does not apply please enter n/a *

Forename *

Middle name

Surname *

Sex * Unknown

Gender Identity Not known

Gender Identity Description

Date of birth * dd/mm/yyyy

Current school * Please select

Relationship to child * Please select

Your relationship to this child

Parental responsibility * ☐ Yes ☐ No

Do you have legal responsibility for this child?

Select address *

TorHill House c/o Torquay Town Hall Castle Circus Torquay Devon TQ1 3DR UK

Add new address

Cancel

Add child

If you have completed all the above information correctly, you will see that the Add Child button in the bottom right hand corner becomes clickable. Click this button to add the child as a family member.

You will see that the child you have added now appears under the My Family Section.

Tip: You are also able to add other children at this stage.

My family

John Smith

Address: TorHill House c/o Torquay Town Hall, Castle Circus, Torquay, Devon, TQ1 3DR, UK

You can perform the following actions

- Change circumstances

April Smith

Date of birth: 17/03/2018

Address: TorHill House c/o Torquay Town Hall, Castle Circus, Torquay, Devon, TQ1 3DR, UK

You can perform the following actions

- Edit child details
- Remove child

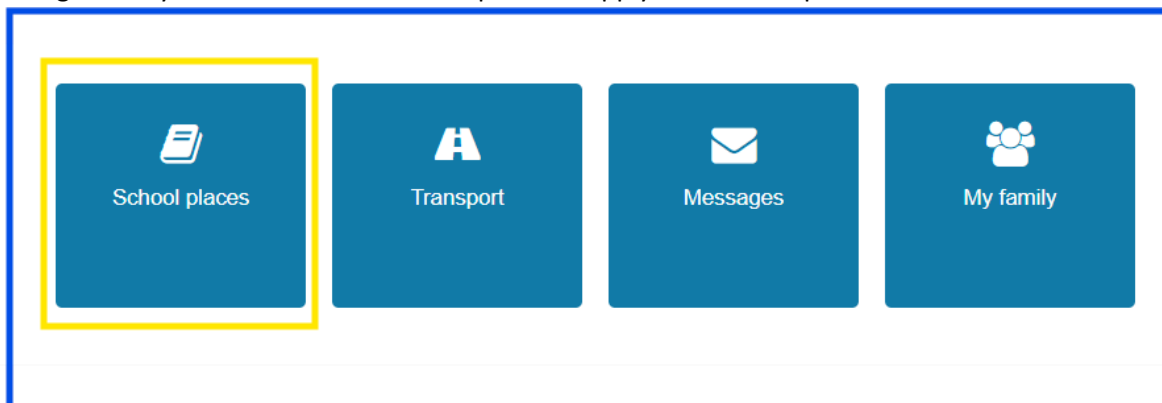
+ Add child

Back

Clicking the orange back button or the home button will take you back to the front home screen with the tiles on it.

SECTION 3 – APPLYING FOR A SCHOOL PLACE

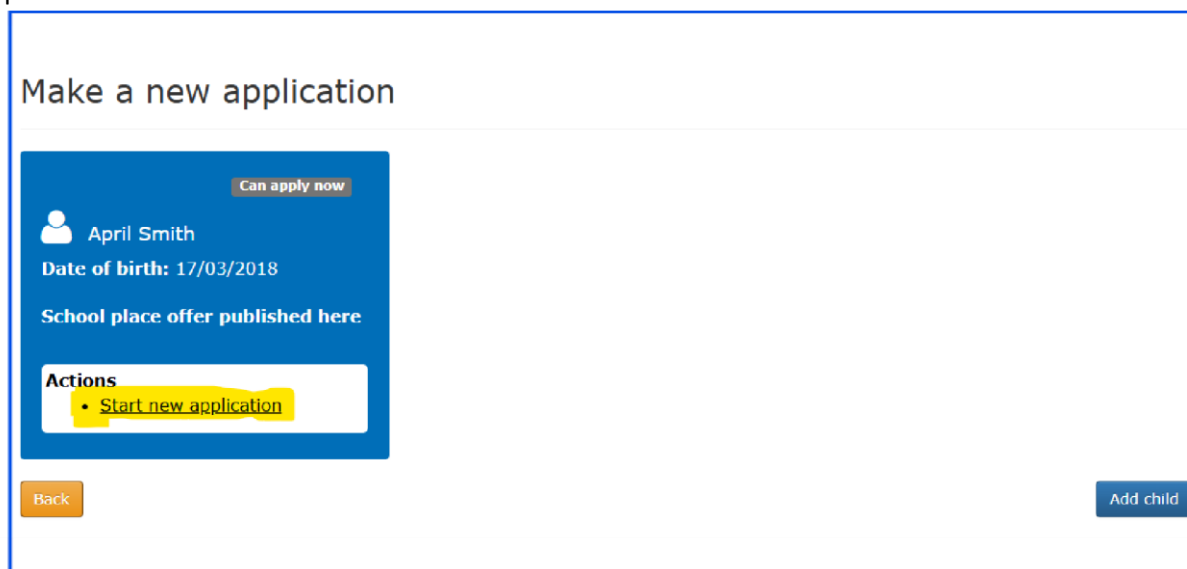
Once registered you will be able to use the portal to apply for a school place.



First select the 'School places' tile.

TIP: Before you start your application, it is important that you read the information on the front screen which provides information on the different types of admission applications, the current timescale for processing applications and links to our admission documents and policies which we strongly encourage all applicants read before proceeding to making an application.

Once you are ready to start the application for a school place select the child and click on start new application



Select a 'transfer group'. The transfer groups presented vary and you will see different options which are dependent on your child's age.

TIP: It is essential you have entered your child's date of birth correctly as this will determine which transfer groups you can make an application under. You will be surprised how many applicants put the child's date of birth as the current year, rather than the year their child was born!

TIP: If you have had a delayed entry request agreed for your child to delay entry by an academic year, you will need to request a paper copy of the application form as currently the system will not recognise your child as being the correct age for starting school and the correct transfer group will not be presented.

Select a transfer group

Please select the appropriate tab below to apply for

In Year Transfer, to move your child from their current school to another school within the Bay during the school year.

Admissions to Secondary School - the application period will be open from 1st September to 31st October.

Applications for Reception Class - the application period will be open from 1st November to 15th January.

Click for In-Year Transfer

Back

In the example above, this child is eligible to make an application for an In-Year Transfer to move schools within their current year group as an in-year admission (see table below for further information).

Here are a list of transfer groups and the opening/closing dates for them. Please ensure you are selecting the transfer group that is appropriate to your child. If you are unsure you can contact us on 01803208908 for further advice.

Transfer Group	When is it open and who is it for?
In Year Admissions	Open All Year round and available for children from Reception year up to year 11 seeking an immediate school place. Anyone wishing to apply for a place in a Torbay School.
Admissions to Secondary School in September 2027	Open from the 1st September 2026 and closing on the 31st October 2026 for children that are in year 6 from the 1st September 2026. TORBAY RESIDENTS ONLY
Applications for Reception Class in September 2027	Open from the 15th November 2026 and closes on the 15th January 2027. For children who will be starting school in September 2027 in Reception TORBAY RESIDENTS ONLY

Once you have selected the applicable transfer group you are ready to begin the application process.

Screen 1

Reason for transfer request and date place required

Please tell us your reason for wanting to change school? Tip: Move into LA is where you physically make a move into Torbay, Move within LA is Where a house move takes places within Torbay and No Move is where no house move takes place and you are requesting a change of schools.

Please select ▼

Please tell us the date you would like your child to start at the new school. The earliest that you can apply for an in-year place is 4 weeks (20 school days) in advance of taking up the place or 16 weeks for families of UK service personnel being posted to the area and crown servants returning to the Country. If your child already has a school place locally, then a transfer to a new school will by default be at the beginning of a new term or half term

dd/mm/yyyy 📅

Confirm

Back

Next

The next step is to provide us with some additional information on your child. It is important that this information is answered as accurately and honestly as possible for us to process your application.

TIP: If your child has an Education, Health and Care Plan (EHCP) you may wish to apply for Enhanced Resource Provision. Please be aware that you will not be able to use this system to apply for an Enhanced Resource Provision (ERP) and you will need to speak to the Torbay Council SEN team to discuss this further. Once you have answered these 3 questions press 'next' in the bottom right hand corner.

 School place admissions

Additional child details

Required fields are marked with a red asterisk. If the question does not apply please enter n/a *

☐ Does your child have an Education, Health and Care Plan? If you are moving into the area and your child has an EHCP, please contact the Torbay SEND team at send.coordinators@torbay.gov.uk to start the moving into area process.

☐ Is your child in the care of a local authority, adopted after being in care or subject to a child arrangements order or special guardianship order? If so, please give contact details.

Care authority * Select care authority ▼

☐ Is your child a twin, triplet, part of any other type of multiple birth?

Back

Next

This next section is asking you to check the address of your child. It is essential you enter the home address where your child is living at the time of the application.

The 2nd part of the section requests information about moving house. You should only provide us with a moving address and date if it is a confirmed move.

Address details

Summer's current address is **Torhill House c/o Torquay Town Hall, Castle Circus, Torquay, Devon, TQ1 3DR, UK**. This can be changed from **My family** if it is not correct.

Moving house?

Required fields are marked with a red asterisk. If the question does not apply please enter n/a *

☒ **Will this child's address change before starting school?**

If you are moving please supply date and details of the new address.

Moving date *

Use the Post Office's [Postcode Finder](#) if you don't know your postcode.

Find address *

Is this child a member of a UK Service or Crown Servant family being relocated?

☐ **Is Summer a member of a service or Crown servant family, who are returning or moving to the address selected to take up duties?**

Please confirm which school your child currently attends.

TIP: Change 'school located in' to the correct local authority. Enter part of the school name (eg 'Spires')

Current school

Select Summer's current school

Find school

Select a school to include in your application

Schools located in

School name

Postcode

Schools that match your search

Showing 1 to 1 of 1 results

All Saints Babbacombe CE Primary School (Babbacombe Church Of England Primary School) (Mixed) Babbacombe C of E Primary School, Quinta Road, Torquay, TQ1 3RN www.allsaintsbabbacombe.org	Select school
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TIP: If you are searching for a school with St in the name, it is quicker and easier to omit the St and put the other part of the school's name in, e.g. St Margaret's Academy. Here is an example of how many results will be returned if you choose to search on St in the school's name within Torbay Council.

Schools that match your search
Showing 1 to 6 of 6 results

Collaton St Mary CE Primary School (Collaton St Mary Church Of England Primary School) (Mixed) Collaton St. Mary School, Blagdon Road, Paignton, Torbay, TQ3 3YA http://www.collatonstmaryprimary.org	Select school
St Margaret Clitherow Catholic Primary School (Mixed) St Margaret Clitherow Rc Primary Sc, Polhearn Way, Brixham, Torbay, TQ5 0EE www.margaret-clitherow-primary.torbay.sch.uk/	Select school
St Margaret's Academy (Mixed) St Margarets Academy, Barewell Road, Torquay, TQ1 4PA http://www.stmargaretstorbay.org.uk	Select school
St Marychurch CE Primary School (St Marychurch Church Of England Primary And Nursery School) (Mixed) St Marychurch Primary School, Hartop Road, Torquay, TQ1 4QH http://www.st-marychurch-primary.org.uk/	Select school
St Michael's' C of E Academy (Mixed) St Michael's C of E Academy, Fisher Street, Paignton, Torbay, TQ4 5EW	Select school
Upton St James CE Primary School (Upton St James CofE Primary School) (Mixed) Upton St James School, St James Road, Torquay, TQ1 4AZ	Select school

Here is the result of the search for St Margaret's Academy using part of the school name 'Margaret'.

Find school
Select a school to include in your application

Schools located in:

School name:

Postcode:

Schools that match your search
Showing 1 to 2 of 2 results

St Margaret Clitherow Catholic Primary School (Mixed) St Margaret Clitherow Rc Primary Sc, Polhearn Way, Brixham, Torbay, TQ5 0EE www.margaret-clitherow-primary.torbay.sch.uk/	Select school
St Margaret's Academy (Mixed) St Margarets Academy, Barewell Road, Torquay, TQ1 4PA http://www.stmargaretstorbay.org.uk	Select school

If after exhausting all search options, you still have not been able to successfully find your child's school, please click the button Not able to find the school? And use the free text box at the bottom to tell us your child's school.

Schools that match your search

Showing 0 to 0 of 0 results

No results

We could not find any schools that match your search

Not able to find the school?

Not able to find the school?

If you are still not able to find the school, where is your child currently being educated?

Currently educated at

Select school

Back Next

The next section is for you to tell us which schools you would like to express a preference for. You can express a preference for 3 schools, and we would always encourage you to consider using all your preferences.

The search facility operates in the same way as the previous section. So, you need to remember to ignore the postcode box and work using the Local Authority field and the school's name. Remember that less is more sometimes when searching for popular names.

Preference school search

PRIMARY AND SECONDARY MAIN ROUND ONLY

You can name one, two or three schools as your preferences. It is important you name them in the order you would most like a place - if a place could be offered at more than one of the schools you name, a place will only be offered at your highest preference school that can offer a place.

Schools can only prioritise applications according to the oversubscription criteria in their admissions policies, published on school websites and can only consider information you provide. The reasons you mention in admissions applications will be shared with the school and at appeal if you are refused admission.

Schools outside of the local area

If you wish to make a preference for a school in another part of the country other than Torbay or neighbouring schools in Devon, please select the **Other Local Authority Schools** button, then enter **one** keyword only from the school's name in the **School Name** box then click the Search button. If the school is not listed at this stage, an additional box labelled **Click Here** with the words **Can't find the School you are looking for in this list?** should be displayed next to it. If you click this **Click Here** box, an Extended Search set of screens is displayed.

FOR IN YEAR APPLICATIONS ONLY

You will be prompted to select up to 3 school preferences.

To obtain a short list of **just schools within Torbay itself**, please remove the postcode from the postcode box below (if completed), then click the "Schools Located In" box below and select "Torbay" then click the Search button (with the School Name box empty).

If you wish to see specific details regarding any Torbay School you can click [here](#).

In order to search for a school you only need to type in any part of the school name (e.g. typing King will bring up Kings Ash Academy) and click search. Once you have found the school you wish to apply for, please select it by clicking over the yellow screen.

You are not able to apply for **Torbay Special Schools** using this online system. If your child has an Education, Health and Care Plan (EHCP) and you want them to be considered for a special school please contact send.coordinators@torbay.gov.uk If however, you wish for your child to be considered for a mainstream school, please continue with your application.

If after using all search facilities, you cannot find the school you are looking for you can contact Pupil services on 01803 208908 or email pupil.services@torbay.gov.uk for further assistance.

Find school

Enter details and search for a school then SCROLL DOWN to select a school to include in your application

Schools located in

School name

Postcode

Search

Back

Once you have selected the preferred school, please notify us if your child has a sibling on roll at the school you are applying for, by ticking the box and adding the details.

School place admissions

Preference reasons: Sibling

You will be asked to provide reasons for applying to All Saints Babbacombe CE Primary School on the next pages

☐ **Does your child have a sibling who is attending the school?**

Torbay Council's Sibling definition is : Brother or sister, half brother or half sister, adopted brother or sister or the child of the parent/carers partner, and living in the same family unit at the same address. Please Note: The definition of sibling may vary for other Admission Authorities. Please check the admission criteria for your preferred schools.

[Back](#) [Next](#)

The next screen requests reasons for your choice. This is your opportunity to tick the boxes that you believe apply to your application. Please note that not all schools will have these reasons as part of their oversubscription criteria, therefore it is important you read the school's oversubscription criteria. If you tick something that isn't part of the oversubscription criteria, it doesn't matter.

If none of the reasons are applicable, click 'Next' to proceed to the next section.

Preference reasons

Select the reasons for choosing All Saints Babbacombe CE Primary School as a preferred school

☐ I am selecting this school because it is a faith school

☐ I am selecting this school for medical reasons

☐ I believe my child lives in this school's catchment

☐ I believe my child attends a feeder school to this school

☐ I am selecting this school for social reasons

☐ I am selecting this school because of the distance from my child's home to this school

☐ I am selecting this school because it is easy to plan for my child to travel to this school

I am selecting this school because it is a

☐ Single sex school

☐ coeducational school

☒ Not applicable

☐ I believe my child can pass this school's entrance test

☐ I am selecting this school because my child has an aptitude for the school's specialisms

[Back](#) [Next](#)

The next section will ask you to confirm whether your child has been issued an Education Health and Care Plan(EHCP). Please be aware that if the student has an EHCP the application will be forwarded to the special education team for processing.

Preference reasons (continued)

☐ **Has your child got an EHCP?** If you are moving into the area and your child has an EHCP, please contact the Torbay SEND team to start the moving into area process. send.coordinators@torbay.gov.uk

Back
Next

The next section enables you to provide other reasons to support your request for a place at this school. You can provide up to 3000 characters.

TIP: If you are applying for a place under exceptional grounds, it is your responsibility to provide evidence of this. Please refer to the school's admissions Policy for further information. Please note that not all schools have exceptional medical/social grounds as part of their criteria.

Please note that you do not have to put reasons in this section.

Other Reasons

You may tell us of any other reasons to support your application. If you have selected **Cullompton Community College** for social or medical reasons you should give more details below.

Other Reasons

There is a limit of 3000 characters for you to express other reasons. **3000** remaining...

Back
Next

Repeat the process for further preferences.

Here is an example of where 3 preferences have been selected on an application. If you wish to change the order of your preferred schools, use the black circles. Once you are happy with the schools you have selected and the order of the ranking, click the 'Next' button to proceed.

Your Preferred Schools

You can select up to 3 schools, and you can change your selection until you submit your application.

Rank the schools in order of preference. Your most preferred school should be rank 1.

Rank	School name	Reorder	
1	All Saints Babbacombe CE Primary School	⬆	Edit Remove
2	Warberry CE Primary School	⬆ ⬇	Edit Remove
3	Cockington Primary School	⬆	Edit Remove

[Add preferred school](#)

[Back](#) [Next](#)

Now review your application. Use the orange 'Back' button to go back through each section. (Do not use the back button on your browser as the data may be lost)

Please take time to read the terms and conditions and click to state you have read them. Without ticking this box, you will not be able to submit your application.

When you are happy with your application and have agreed to the terms and conditions, press 'Submit'.

TIP: for Main round applications - Failure to apply to us before the closing date will mean that your application is classed as late and will be processed after the National Allocation Day.

Submit

Required fields are marked with a red asterisk. If the question does not apply please enter n/a *

You will not be able to make changes online after you have submitted your application

Your application is ready to be submitted. You can submit your application now, or you can return to it and submit it later. Your application will not be processed until you submit it.

* ☐ The details provided are correct to the best of my knowledge, and I agree to the terms and conditions

[Return later](#) [Submit](#)

[Back](#)

Once submitted, a screen will pop up to confirm that your application has been submitted successfully. You will also be able to preview a copy of the application and print it. A copy of the application will be sent to your email address.

SECTION 4 – TROUBLESHOOTING & FAQs

I registered with the site but haven't received an email with the activation link.

Sometimes the email can take up to 30 minutes to be sent, although usually it is instantaneous. Before contacting us, we would suggest you check your junk/spam folder for an email from OnlineAdmissions@torbay.gov.uk

If you haven't received the email after 30 minutes and you have checked your spam/junk email folders, please send an email to pupil.services@torbay.gov.uk with the words Activation Required in the subject heading. This will be passed to the systems team, who will activate your account and send an email to confirm.

I have forgotten my password.

You can use the forgotten password to be emailed a new link which will enable you to self-serve and create a new password.

Note: Some users use the forgotten password process and don't receive an email, this is because their account isn't registered when they believe it is.

Please remember the password reset email may be in your junk/spam folder, so please check in there before contacting us.

If you have reset your password and the email has not been received, please send an email to pupil.services@torbay.gov.uk with the subject marked as 'password reset'. This will be passed to the systems team to reset your password.

I can't find a school that I wish to apply for

This is covered in detail in section 3. Common problems are users trying to put in too much detail in the school name field or they are entering their home postcode as they assume this is what is required.

Another common error is that users are on the screen before the preference screen and the screen before is asking for them to find the school they currently attend. Please ensure you are on the preference school screen before searching for schools that you wish to apply for.

You need to leave the postcode box blank as this is the postcode of the school you are applying for and NOT your home postcode.

Search using the Local Authority box in the middle (use it to filter and narrow your results down) and the school name box.

Since making my application I no longer have access to the email that I registered and wish to change my email address.

If you log back into our portal by visiting [Changing or moving schools - Torbay Council](#)

and log in with your old email address and the password you created you will be able to change update your email address. You need to select **my account** from the top right-hand corner of the screen. You will be prompted to put your new email in twice to ensure they match and to enter your password again.

Once you have done that, you will receive an email to confirm the change and you will be signed out of the system for security purposes, you should now sign into the system using your new email address. Please note that nobody else can change your email address.

I have submitted my application but I have changed my mind and wish to change my preferences.

You can make changes to your application if the application window is still open. The table below indicates when the application windows are open and when you can make timely changes to your application without them being considered as late applications or changes of preferences. If you wish to make a change to a preference when the application window is closed, you will need to email the Admissions Team at pupil.services@torbay.gov.uk

Type of Admission	Application Window
Secondary School Transfer – September 2027	1 st September 2026 to the 31 st October 2026
Primary School – Starting School September 2027	1 st November 2026 to the 15 th January 2027
In Year Admissions	All year

The process for changing your application if the application window is open is simple. You need to log back in to the portal using your email address and password.

Click on the School Places Tile.

You will see the following screen if you scroll down. Note you can only have one application for one child (unless you have an in year application as well).

View or change existing applications / offers

Application successfully submitted

Summer Smith
Date of birth: 05-Aug-2008
Moving from Primary to Secondary in September 2019
Last updated 08/08/2018 10:18
Preference 1: Cullompton Community College
+2
Submission closing date 31/10/2018 23:59
School Place Offer published here 01/03/2019

You can perform the following actions:

- [Change application](#)
- [View application](#)
- [Start new application](#)

If you select change application, you will be presented with a warning screen which will inform you that the moment you start editing the application your application becomes unsubmitted until you complete it and submit it again.

Please confirm you wish to **CHANGE** your application

You have chosen to change a previously submitted application. Are you sure you want to make changes? If you just want to view your application, please use the Preview button.

[Preview Application](#)

If you continue with changing your application, your application will become unsubmitted. If so, you must remember to submit this application by 31/10/2018 23:59 or we will be unable to accept your online application and you will need to apply by contacting us directly.

[Cancel](#) [Continue](#)

Click on continue and it will now open your original application on the front page.

Navigate through each section until you get to the part of the application that you wish to change.

Most applicants will be wanting to edit their preference order or remove and add new preferences

You can use the screen below to make the changes by removing preferences by clicking on the red 'Remove'

button, editing the preferences and the reasons for them by clicking the white 'Edit' button or by changing the

order of preferences by using the black circular arrow buttons.

Rank	School name	Re-order	
1	Cullompton Community College	▼	Edit Remove
2	Uffculme School	↕	Edit Remove
3	Tiverton High School	▲	Edit Remove

Once you are happy with your applications it is essential you click continue and work your way to the end of the application form until it is submitted. **Failure to submit your application may mean your application is not processed.**