

How to reset your account password

1. From the login screen click 'Forgotten your password?'

cardiff.gov.uk

Citizen Portal

Home Login Register English/Cymraeg

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

Email Address

Password

Login

Forgotten your password?

Welcome to School Admissions Online The School Admissions Online system accepts applications for places in Community Nursery, Community Primary Schools and Community Secondary Schools, Corpus Christi R.C High School, St Teilo's C.W High School, Whitchurch High (Foundation) School in Cardiff. Applications for a place in schools outside of Cardiff County should be made directly to the Local Authority concerned.

You will need to register to use this system. Once you have registered you can add and view your child's school applications. Before you use this system please refer to your [Admissions to School Booklet](#)

Key dates for school applications The online service will be available during key admission periods for Nursery, Primary and Secondary schools in Cardiff. Find out when you need to register, apply and when offers for places are announced:

[Nursery, Primary, Secondary](#)

Please note that decisions will not be given over the telephone.

It is important that you decline or accept your offer by the date specified with your offer of a school place.

[View a list of schools in Cardiff](#)

If you would like to make an application in Welsh, please use Cymraeg link above.

2. Please enter your email address. Be sure that it is the email you used when you set up the account. The process will not work if you use an email address that is different from the one you used to register your child. This box is also case sensitive so be sure to type your address as you did initially.
3. On the following screen, answer your security question that you chose when you setup your account.
4. The system will send an email to the address given. In that email, click the link to reset your password.
5. You will be directed to a page that asks you to enter (and re-enter) a new password.
6. The following page will instruct you to click 'Login' with your details. Please use your new password.