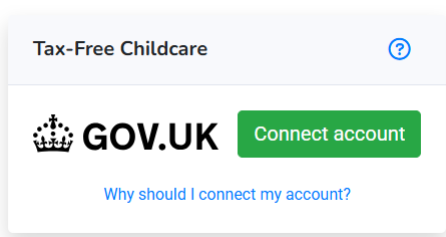


Tax-Free Childcare Parent FAQ

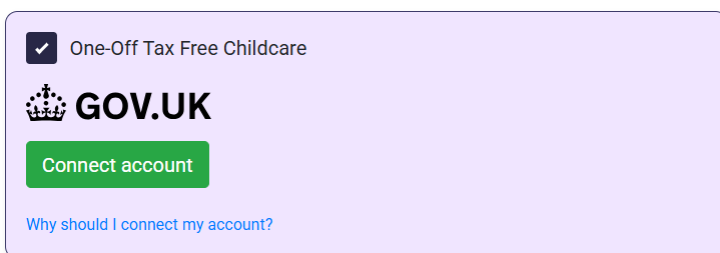
How to connect your HMRC account to MagicBooking

Parents can connect their HMRC account to MagicBooking to allow for Tax-Free Childcare payments to be made directly at checkout. See steps for parents below:

1. Log into MagicBooking
2. Go to the **Account** tab > **Account Details** > **Tax-Free Childcare** section.
3. Click '**Connect Account**'
4. You will then be directed to the GOV.UK website where you will be able to sign into your HMRC account.
5. Follow the steps to connect your account.



Parents can also connect their account directly at checkout when paying! If they have not connected their account yet and choose to pay by Tax-Free Childcare at checkout, they will see the same option to connect their account:



- ① Once connected, the parent will see their HMRC account linked from **Account** tab > **Account Details** > **Tax-Free Childcare** section.

How to re-connect your HMRC account to MagicBooking

The connection to the parent's HMRC account automatically expires after 90 days. The date the connection expires will be shown on their account from the **Account** tab > **Account Details** > **Tax-Free Childcare** section. See example below:

Account connected on 14/06/2025 09:08

Account connection expires on 11/09/2025

After this time the parent will need to re-connect their HMRC account. See steps for parents below:

1. Log in to your MagicBooking account
2. Navigate to the '**Account**' section
3. Select the '**Account Details**' tab
4. Click '**Re-connect account**' in the **Tax-Free Childcare** section
5. Follow the steps on screen

ⓘ The parent will be automatically emailed to let them know their connection has expired. The email will also explain how to re-connect their account.

ⓘ If you navigate to **Reports > Parents > Parent Details** we have added new columns within this report to show if the parent has connected their HMRC account and if it has expired.

How to check and top-up your balance

Parents can check their balance in their linked HMRC account by navigating to **Account tab > Account Details > Tax-Free Childcare section**; here they will see their "**Total balance**" shown. If they would like to top up their funds then they will need to click the "**Pay money in**" button and follow the steps to add funds to their account:

The screenshot shows the 'Tax-Free Childcare' section of a user interface. At the top right, there is a blue button labeled 'Pay money in'. Below this, a yellow warning box contains the text: '⚠ To successfully make a Tax-Free Childcare payment, the provider must be linked to your HMRC account. If not, the payment will fail. Please ensure the provider is linked. If you need help click here.' At the bottom, a table displays the account balance details.

Paid in by you	£1.66
Government top-up	£0.41
Total balance	£2.07

Potential errors / Troubleshooting

Please see below the potential errors that parents may encounter when using the Tax-Free Childcare features and how to troubleshoot these:

Tax-Free Childcare provider is not linked to account - if the parent has not linked your organisation as a provider in their HMRC account then they will not be set up to send you Tax-Free Childcare payments. If they attempted to make a payment they would receive this error at checkout and would also be notified via email. To resolve this the parent will need to log directly into their HMRC account (<https://www.gov.uk/sign-in-childcare-account>) and link your organisation as a childcare provider within their account. See steps below:

- Log into your HMRC account at <https://www.gov.uk/sign-in-childcare-account>.
- Click on the 'Your Tax-Free Childcare account' link
- Click on the child account you need to link the childcare provider to
- Click on the 'Add Childcare Provider' button at the bottom of the page
- Please search for the childcare provider by their name, registration code, or postcode. You can find these details for each centre on your MagicBooking account by going to 'Account' -> clicking the 'Centres' tab. Here you will see the relevant information in the 'Tax-Free Childcare Info' column.
- Select the childcare provider from the list and click 'Continue'
- If you have more than one child on your Tax-Free Childcare account, you can choose to also link the selected childcare provider to their account. Once finished, click 'Continue'

Insufficient funds - this error will only occur if the parent has set up a payment plan and the parent does not have enough funds to cover the expected instalment. In this case, the payment would fail due to insufficient funds and the parent will be notified via email. To resolve this the parent will need to top up their balance; see section above on "**How to check and top-up your balance**" for further help).

Account connection expired - if the parent's HMRC connection within MagicBooking has expired, then we will not have access to their funds. The parent will need to re-connect their HMRC account for payments to be made; see section above on "**How to re-connect your HMRC account to MagicBooking**" for further help.

Child TFC number is incorrect - parents will be asked to add their child's unique Tax-Free Childcare number for payments to be correctly matched to the child. If the added TFC number is incorrect then the payment cannot be made. This can be resolved by the parent adding the correct TFC number at checkout or from the child's account (**Children > Overview > Edit Child Details > TFC Ref Number**).

Regulator Reference/Post code of childcare provider is incorrect - to use the new Tax-Free Childcare features you will need to upload your Childcare Provider Regulator

Reference and Postcode; this is done on the admin site from your Global Settings > Tax-Free Childcare (TFC) Settings section. If you have added incorrect details then parents will not be able to successfully pay at checkout and will receive this error.

Please note that parents will receive this error, but it can only be corrected within your admin site. To resolve this please upload the correct TFC details to your settings. Please see our guide: [Tax-Free Childcare \(TFC\) Settings](#) for assistance on how to locate your Regulator Reference and Postcode, plus where to upload this within MagicBooking.

Automated emails

We have added new automated emails to the system that correspond to these new Tax-Free Childcare features:

- **TFC HMRC connection expired reminder** - this email sends when the parent's HMRC connection has expired and explains how to re-link this.
- **TFC insufficient funds** - this email sends to inform the parent that their booking could not be completed due to insufficient funds within their connected HMRC account. It also explains how to top up their balance to make this payment.
- **TFC payment reminder** - this is a payment reminder email to inform the parent that a Tax-Free Childcare payment will be taken from their linked HMRC account.
- **TFC provider not linked to account** - this email sends if the parent has not linked your organisation as a childcare provider in their HRMC account and also explains how to action this.

ⓘ If you navigate to **Organisation > Content Management** on the system, you will be able to view and edit these email templates; they are categorised under "**TFC Email**".

Guidance for parents and admins

Please see attached (at the bottom of this guide) our parent guide on the new checkout and an infographic on the new HRMC features within MagicBooking. We would recommend sharing these guides with parents for additional guidance.

We have also updated the "**Help?**" section for parents to include a full parent FAQ. This is accessible from the parent site by clicking the "**Help?**" tab.

Please also see our other guides: [New MagicBooking checkout for parents](#) (parent checkout) and [Automatic Tax Free Childcare Reconciliation on MagicBooking](#) (for admin purpose only).

<https://help.magicbooking.co.uk/portal/en/kb/articles/tax-free-childcare-faq>