



Coventry HAF Booking system

Supported Bookings
User-Guide
(Professionals)

Updated November 2022



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To access the HAF booking system, click on to the link below and log in with your Coventry MyAccount:

https://myaccount.coventry.gov.uk/service/Coventry_HAF_Supported

If you don't have a Coventry My Account, you can [register for a Coventry MyAccount](#)

1. Supported bookings – Booking children from the same family

1.1. Click the link below

https://myaccount.coventry.gov.uk/service/Coventry_HAF_Supported

1.2. Click Log in

Before you begin...

Register for My Account and you will be able to access our services without having to pick up the phone, write to or visit us.

Once you have registered for My Account it will remember your details for the next time you need to contact us. You will also be able to view your payments and track the progress of any requests you have made.

[Find out more about My Account.](#)

[Register now](#)

[Log in](#)

1.3. Log in with your Coventry MyAccount details, If you don't have a Coventry My Account set up against your work e-mail, you can [register for a Coventry MyAccount](#).

Log in

Email address

Password

[Log in](#)

[Register](#)

[Cancel](#)

[Forgotten your password?](#)

1.4. Select your *Type of Organisation*

Your details

Please note: This should be the name and email address of the person completing this form.

Your name *

 ✓

Your email address *

 ✓

Type of organisation *

- Council
- Provider
- School

1.5. Select Yes

Do you want to use the same parent and emergency contact details for all children on this form? *

- Yes
- No



Preview provider availability

Provider

1.6. Select a *Provider* to be able to see all the sessions on offer. This will also tell you how much capacity remains in a session or even if it is fully booked. If the sessions that the parent/guardian would like to book are full, you should at this stage inform them.

Preview provider availability

Provider

Coventry Rugby Community Foundation



Current provider availability

This is shown for information only - bookings can be made on the next page.

- Nelly's RFC - Thursday, 21 April 2022 - 09:30am to 03:30pm (Child only) - 18 space(s) remaining - 1.00 credit(s)
- Project:500 - Tuesday, 12 April 2022 - 09:30am to 03:30pm (Child only) - 50 space(s) remaining - 1.00 credit(s)
- Project:500 - Tuesday, 19 April 2022 - 09:30am to 03:30pm (Child only) - 48 space(s) remaining - 1.00 credit(s)
- Project:500 - Wednesday, 20 April 2022 - 09:30am to 03:30pm (Child only) - 50 space(s) remaining - 1.00 credit(s)
- Project:500 - Thursday, 23 June 2022 - 01:47pm to 01:47pm (Children only (parents do not need to attend)) - 20 space(s) remaining - 1.00 credit(s)
- Project:500 - Tuesday, 26 July 2022 - 09:30am to 03:30pm (Children only (parents do not need to attend)) - 48 space(s) remaining - 1.00 credit(s)

1.7. Enter the parent's details, using the postcode to search for their address and click *Next*

Parent/carer details

First name *

Anya ✓

Last name *

Aardvaark ✓

Relationship to child *

Mother ✓

Do you have parental responsibility for this child? *

Yes ✓

No ✓

Phone number *

07654 123123 ✓

Does the customer have an email address? *

Yes ✓

No ✓

Email address *

Anya@aardvaark.com ✓

Address

Postcode

[Find Coventry address](#) or [enter address manually](#)

1.8. Enter the details for a second emergency contact and click *Next*

Your details Parent/carer details **Emergency contacts 1** Children and bookings

Emergency contacts

Emergency contact #1

Contact name *
 ✓

Relationship to child *
 ✓

Phone number *
 ✓

Emergency contact #2

Contact name *

Relationship to child *

Phone number *

[< Previous](#) [* Cancel](#) [Next >](#)

1.9. Click *Add Child* to add the a booking for the first child in the family

Children and bookings

To book a child on to this provider's clubs, please click 'add child', complete the child's details and select their sessions. When you have done that, click 'add child' again to book on the next child.

When you have finished registering every child you would like to add for this provider, please click submit.

Child(ren)'s details *

[Add child](#)

1.10. Read out the summary privacy notice and ask for their consent for the use of their data in this way.

Privacy notice Child's details Bookings Additional needs Consent

Privacy notice

Please read the summary privacy notice and let us know if you are happy for us to use your data in this way:

Coventry City Council's HAF team will use your/ your child's personal information to book your child on to your chosen club or activity and to help us improve our services, for example by sending you a customer feedback survey. We will then share the data with the organisation providing the activity. We will not share your data collected for this purpose with anyone else unless the law says we have to or we need to for safeguarding purposes. More information can be found in our full Privacy notice, available on our [website](#).

I consent to the use of my personal information in this way

1.11. Fill in the child's details and click *Check details*. If the parent doesn't have the HAF code, please state unavailable.

Privacy notice Child's details ⓘ Bookings Additional needs Consent

Child's details

HAF code *

e.g. HAFXZY

If the parent is unable to provide this, please state 'unavailable'.

First name *

Last name *

Date of birth *

Postcode *

Check details

1.12. If you see this message, you can be confident the booking will be confirmed. Click *Next*

Status

Details matched



We have found and matched this child on our database.

Please click next to continue the form.

1.13. If you see this message, please double check the details and click *Check Details* again. If you still receive this message, please advise the parent that the details will be checked by the HAF team before the booking is confirmed and click *Next*

Status

Details not matched



Unfortunately, we couldn't find this child on our database using these details.

1.14. Find the required session by typing in the name of the club

Adam has used 0.00 credit(s) and has 16.00 credit(s) remaining.

Bookings *

Check bookings

1.15. Select the session that is being booked. You can repeat 1.14 to book other sessions, for all clubs and providers available.

[CV Life - Alan Higgs Centre - Tuesday, 12 July 2022 - 10:00 am to 12:00 am \(Children must be accompanied by a parent/carer\) - 3 space\(s\) remaining - 1.00 credit\(s\)](#)

[CV Life - The Wave Easter Splash Event - Saturday, 23 July 2022 - 01:15 pm to 01:15 pm \(Children only \(parents do not need to attend\)\) - 48 space\(s\) remaining - 1.00 credit\(s\)](#)

cv|

Check bookings

1.16. Enter any additional needs that the child may have. When all are entered, click *Next*.

Privacy notice Child's details Bookings Additional needs ⓘ Consent

Additional needs

Does your child have any special needs or disabilities? *

- Yes
 No

Does your child have any medical needs that the provider should be aware of? *

- Yes
 No

Does your child suffer from any food or drink allergies? *

- Yes
 No

Does your child have any other dietary requirements? *

- Yes
 No

Does your child have access to the internet to be able to take part in online provision? *

- Yes
 No

1.17. Ask the parent these questions related to the use of the data in the form and click *Add Child*

Consent

Would you be happy for Coventry City Council and the holiday club or activity provider to use any photographs/videos of yourself and your child captured at these events for use in press, publicity or on social media channels? *

- Yes
- No



Would you be happy for Coventry City Council and the holiday clubs and activity providers to contact you about potential holiday clubs and activities that you and your family may be eligible for in the future? *

- Yes
- No



[← Previous](#)

[✕ Cancel](#)

[✓ Add child](#)

1.18. If you have more children to add, click *Add Child* again and repeat the above steps. Once all children have been added, click *Submit*

Children and bookings

To book a child on to this provider's clubs, please click 'add child', complete the child's details and select their sessions. When you have done that, click 'add child' again to book on the next child.

When you have finished registering every child you would like to add for this provider, please click submit.

Child(ren)'s details *

[Add child](#)

	HAF code	First name	Last name	Status	Bookings
	HAF001	Aaron	Aardvaark	Details not matched	Project:500 - Wednesday, 20 April 2022 - 09:30 am to 03:30 am (Child only) - 50 space(s) remaining - 1.00 credit(s)

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[✕ Cancel](#)

[✓ Submit](#)

2. Supported bookings – Booking children from different families

2.1 Click the link below

https://myaccount.coventry.gov.uk/service/Coventry_HAF_Supported

2.2 Click Log in

Before you begin...

Register for My Account and you will be able to access our services without having to pick up the phone, write to or visit us.

Once you have registered for My Account it will remember your details for the next time you need to contact us. You will also be able to view your payments and track the progress of any requests you have made.

Find out more about My Account.

Register now

Log in

2.3 Log in with your Coventry MyAccount details, If you don't have a Coventry My Account set up against your work e-mail, you can register for a Coventry MyAccount.

Log in

Email address

Password

Log in

Register

Cancel

[Forgotten your password?](#)

2.4 Select your *Type of Organisation*

Your details

Please note: This should be the name and email address of the person completing this form.

Your name *

James Courtney ✓

Your email address *

james.courtney@coventry.gov.uk ✓

Type of organisation *

- Council
- Provider
- School

Provider *

Select...

Do you want to use the same parent and emergency contact details for all children on this form? *

- Yes
- No

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✕ Cancel

Next >

2.5 Select *No*

Do you want to use the same parent and emergency contact details for all children on this form? *

- Yes ✓
- No

Preview provider availability

Provider

2.6 Select a *Provider* to be able to see all the sessions on offer. This will also tell you how much capacity remains in a session or even if it is fully booked. If the sessions that the parent/guardian would like to book are full, you should at this stage inform them.

Preview provider availability

Provider

Coventry Rugby Community Foundation ✓

Current provider availability

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2.7 Click *Add Child* to add the a booking for the first child

Children and bookings

To book a child on to this provider's clubs, please click 'add child', complete the child's details and select their sessions. When you have done that, click 'add child' again to book on the next child.

When you have finished registering every child you would like to add for this provider, please click submit.

Child(ren)'s details *

Add child

2.8 Read out the summary privacy notice and ask for their consent for the use of their data in this way.

Privacy notice

Child's details

Bookings

Additional needs

Consent

Privacy notice

Please read the summary privacy notice and let us know if you are happy for us to use your data in this way:

Coventry City Council's HAF team will use your/ your child's personal information to book your child on to your chosen club or activity and to help us improve our services, for example by sending you a customer feedback survey. We will then share the data with the organisation providing the activity. We will not share your data collected for this purpose with anyone else unless the law says we have to or we need to for safeguarding purposes. More information can be found in our full Privacy notice, available on our [website](#).

I consent to the use of my personal information in this way

2.9 Fill in the child's details and click *Check details*. If the parent doesn't have the HAF code, please state unavailable.

Privacy notice
Child's details **!**
Bookings
Additional needs
Consent

Child's details

HAF code *
e.g. HAFXYZ

If the parent is unable to provide this, please state 'unavailable'.

First name *

Last name *

Date of birth *

Postcode *

[Check details](#)

2.10 If you see this message, you can be confident the booking will be confirmed. Click *Next*

Status

Details matched

We have found and matched this child on our database.

Please click next to continue the form.

2.11 If you see this message, please double check the details and click *Check Details* again. If you still receive this message, please advise the parent that the details will be checked by the HAF team before the booking is confirmed and click *Next*

Status

Details not matched

Unfortunately, we couldn't find this child on our database using these details.

2.12 Find the session by typing in the name of the club

Adam has used 0.00 credit(s) and has 16.00 credit(s) remaining.

Bookings *

Check bookings

2.13 Select the required session. You can repeat 2.12 to book other sessions, for all clubs and providers available.

CV Life - Alan Higgs Centre - Tuesday, 12 July 2022 - 10:00 am to 12:00 am (Children must be accompanied by a parent/carer) - 3 space(s) remaining - 1.00 credit(s)

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Check bookings

2.14 Enter any additional needs that the child may have. When all are entered, click *Next*.

Privacy notice Child's details Bookings **Additional needs** Consent

Additional needs

Does your child have any special needs or disabilities? *

- Yes
- No

Does your child have any medical needs that the provider should be aware of? *

- Yes
- No

Does your child suffer from any food or drink allergies? *

- Yes
- No

Does your child have any other dietary requirements? *

- Yes
- No

Does your child have access to the internet to be able to take part in online provision? *

- Yes
- No

2.15 Enter the parent's details, using the postcode to search for their address and click *Next*

Parent/carer details

First name *

Anya ✓

Last name *

Aardvaark ✓

Relationship to child *

Mother ✓

Do you have parental responsibility for this child? *

Yes ✓

No ✓

Phone number *

07654 123123 ✓

Does the customer have an email address? *

Yes ✓

No ✓

Email address *

Anya@aardvaark.com ✓

Address

Postcode

[Find Coventry address](#) or [enter address manually](#)

2.16 Enter the details for a second emergency contact and click *Next*

Emergency contacts

Emergency contact #1

Contact name *
 ✓

Relationship to child *
 ✓

Phone number *
 ✓

Emergency contact #2

Contact name *

Relationship to child *

Phone number *

2.17 Ask the parent these questions related to the use of the data in the form and click *Add Child*

Consent

Would you be happy for Coventry City Council and the holiday club or activity provider to use any photographs/videos of yourself and your child captured at these events for use in press, publicity or on social media channels? *

Yes ✓
 No

Would you be happy for Coventry City Council and the holiday clubs and activity providers to contact you about potential holiday clubs and activities that you and your family may be eligible for in the future? *

Yes ✓
 No

2.18 If you have more children to add, click *Add Child* again and repeat the above steps. Once all children have been added, click *Submit*



Children and bookings

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Child(ren)'s details *

Add child

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✕ Cancel

✓ Submit