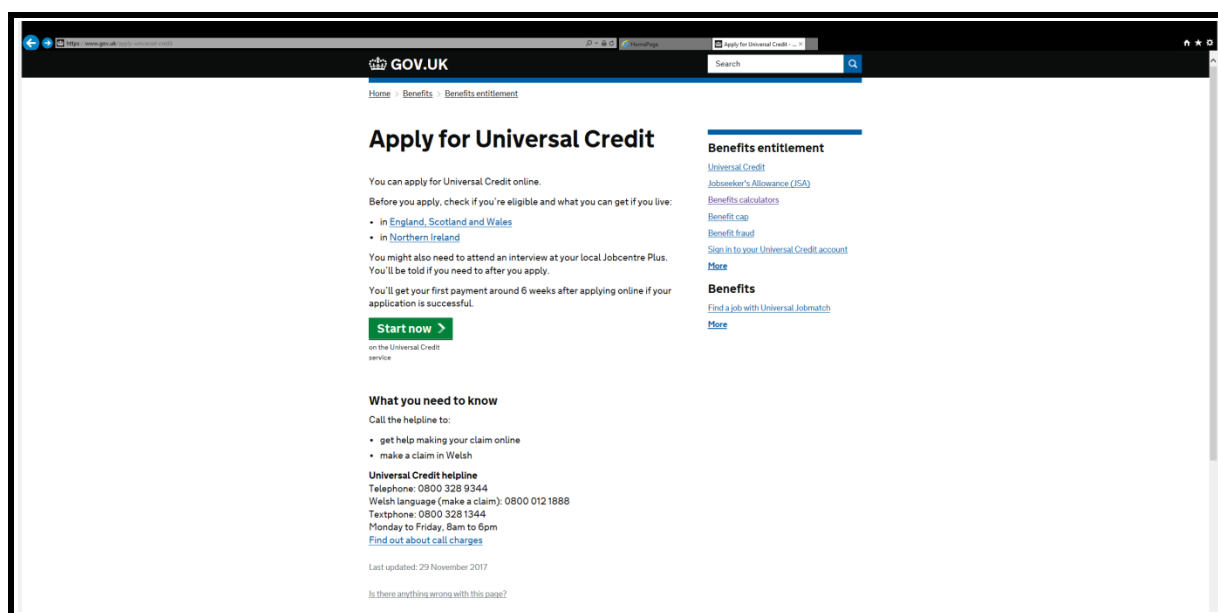


# A step by step guide to claiming UC online

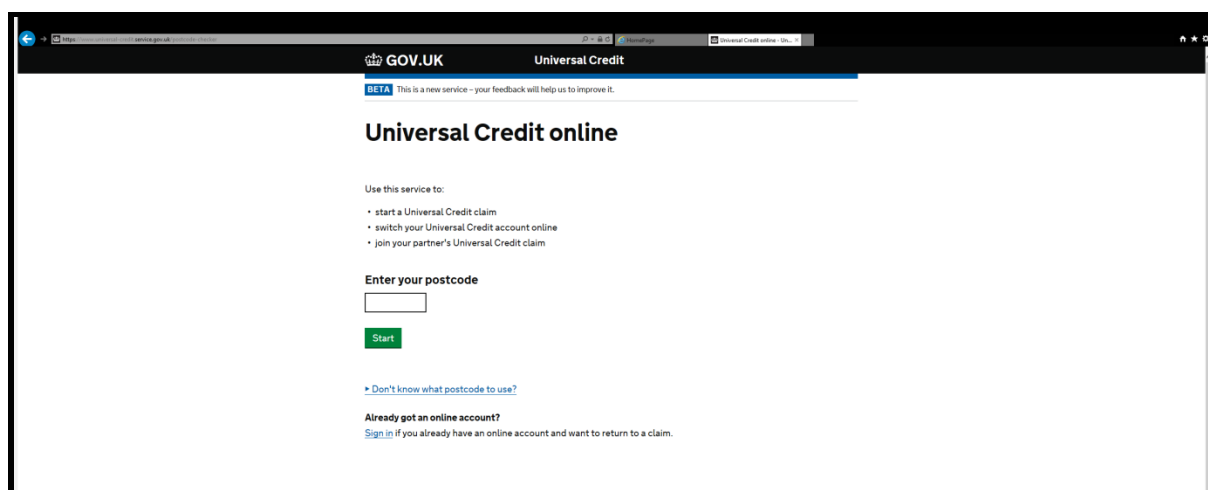


# A step by step guide to claiming Universal Credit – Full Service area

Firstly, please note that anyone applying for Universal Credit (UC) will need an email address. Universal Credit is available via the Gov.UK website at [www.gov.uk/apply-universal-credit](http://www.gov.uk/apply-universal-credit) upon which you will see the following screen:-



**Step 1** - You will need to see if you are eligible and in the right postcode area and will be directed to the following page:-



Once you have entered your postcode you will be asked if you have any children.

**Step 2** - Then you will be directed to the screen below asking you to create an account:-

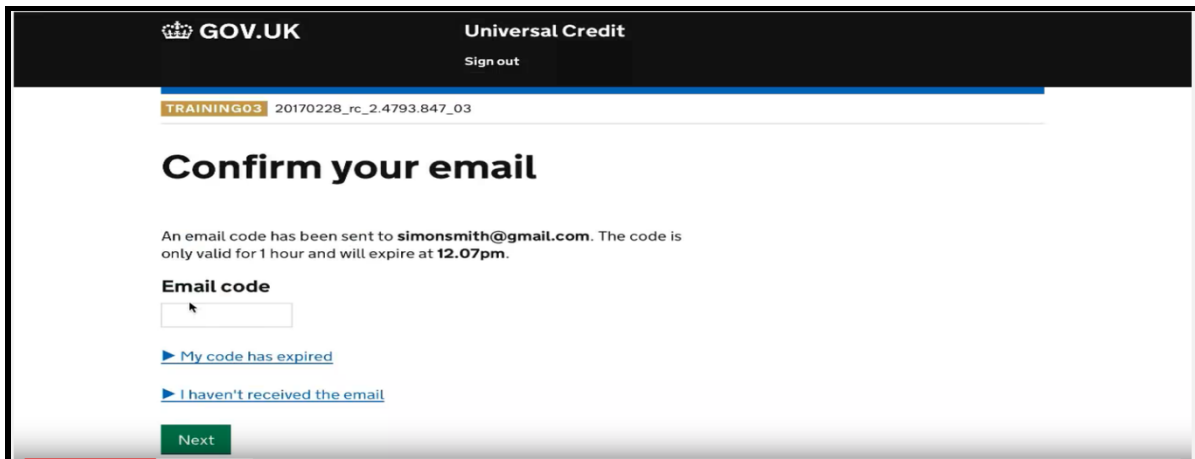
The screenshot shows the 'Create an account' page on the GOV.UK Universal Credit website. The page includes a 'BETA' notice, a title 'Create an account', and instructions: 'You'll need your username and password when you sign in online, so make them memorable.' The form fields are: 'Create username' (with requirements: at least 6 characters, no more than 30 characters, made from letters or numbers), 'Create password' (with requirements: 1 capital letter, 1 lower case letter, 1 number, 8 characters), 'Re-type your password', and 'Security questions' (with a dropdown menu for 'Question 1').

**Please ensure you make a note of your password and security questions as these will be required each time you log on.**

**Step 3** -Once the account has been created you will see the following screen:-

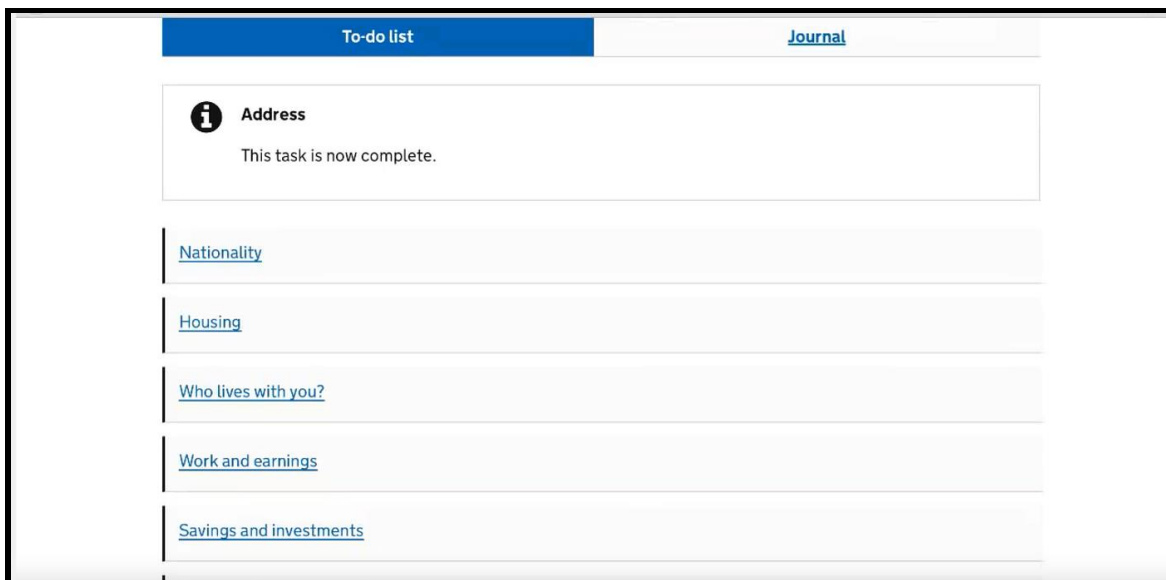
The screenshot shows the 'About you' page on the GOV.UK Universal Credit website. The page includes a 'BETA' notice, a title 'About you', and instructions: 'Enter your name as it appears on your passport or official documents.' The form fields are: 'First name', 'Middle names', 'Last name', 'Date of birth' (with fields for Day, Month, and Year), 'Email address' (with a note: 'You'll need to confirm your email address within 7 days.'), 'Mobile phone number', and 'How do you want to be contacted?' (with radio buttons for 'Email' and 'Text'). A green 'Next' button is at the bottom.

Enter all your personal details and click on next. **Step 4** - You will then be sent a 6 digit code to your email address which you will be asked for on the next page as shown below:-



Once you have entered the code your account is set up and you are ready to make a claim for UC. Although you have 28 days in which to make your claim it is recommended you make the claim straight away as your claim will not start until you have completed the claim process.

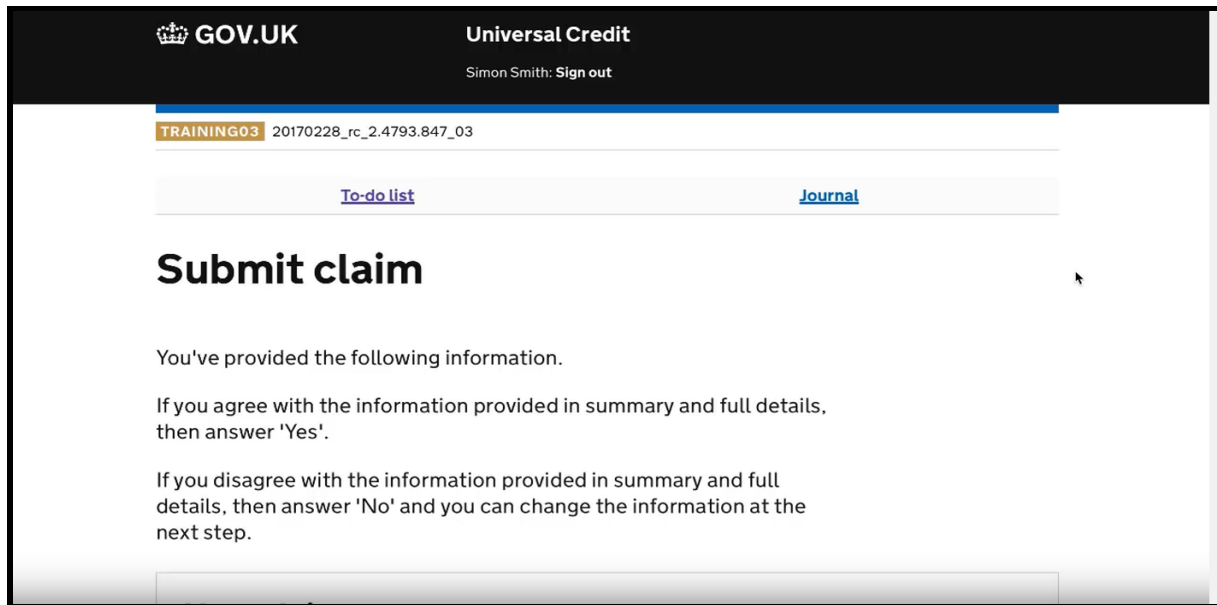
**Step 5** - To make a claim you will have a series of tasks to complete in your To do list:-



Each task can be done in any order and depending on your order you may be asked additional questions.

Your answers are saved after every page so if you need to stop and come back to the form later you will be taken where you left off.

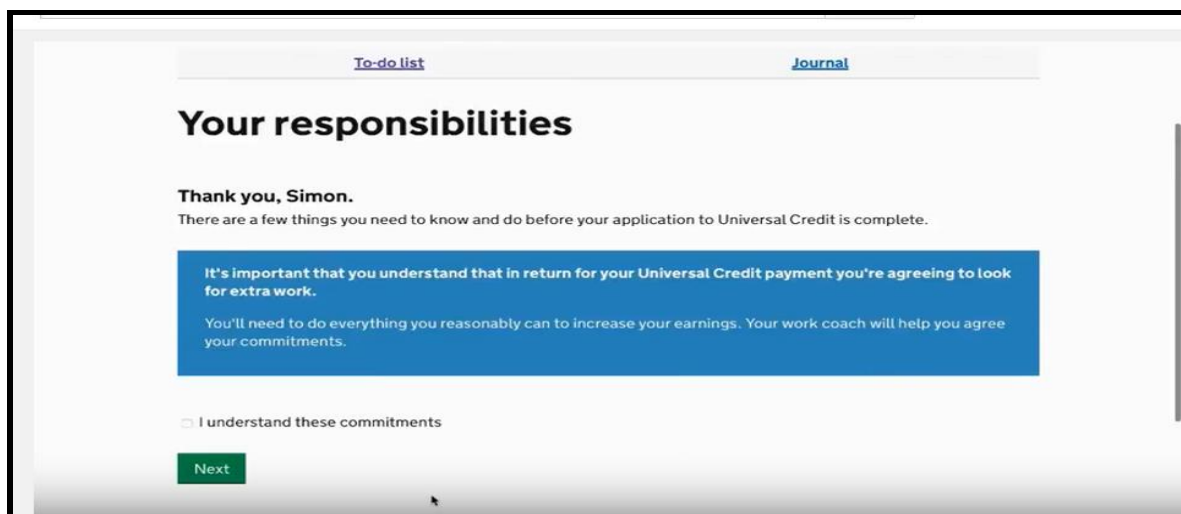
**Step 6** - Once all questions have been answered you will be asked to review your application. Here you will be given the opportunity to amend any details you wish to:-



The screenshot shows the 'Submit claim' page on the GOV.UK Universal Credit portal. At the top, there is a black header with the GOV.UK logo and the text 'Universal Credit' and 'Simon Smith: Sign out'. Below the header, there is a blue bar with the text 'TRAINING03 20170228\_rc\_2.4793.847\_03'. The main content area has a white background with a blue bar at the top containing the text 'To-do list' and 'Journal'. The main heading is 'Submit claim'. Below the heading, there is a paragraph: 'You've provided the following information. If you agree with the information provided in summary and full details, then answer 'Yes'. If you disagree with the information provided in summary and full details, then answer 'No' and you can change the information at the next step.'

**Step 7** - Once the claim is complete you will be asked to sign your claimant commitment which will outline the actions that DWP expect of the claimant as part of their claim. Your claimant commitment is based on your circumstances so can differ from person to person.

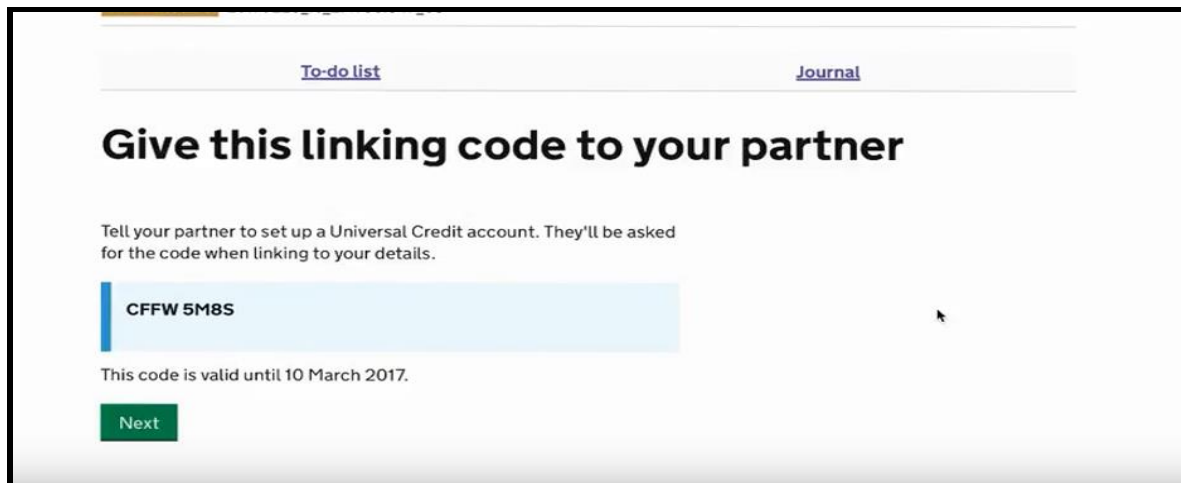
Please note that after your initial meeting with your Work Coach you will need to go into your journal to **ACCEPT** your claimant commitment as the claim is not started until this step has been taken.



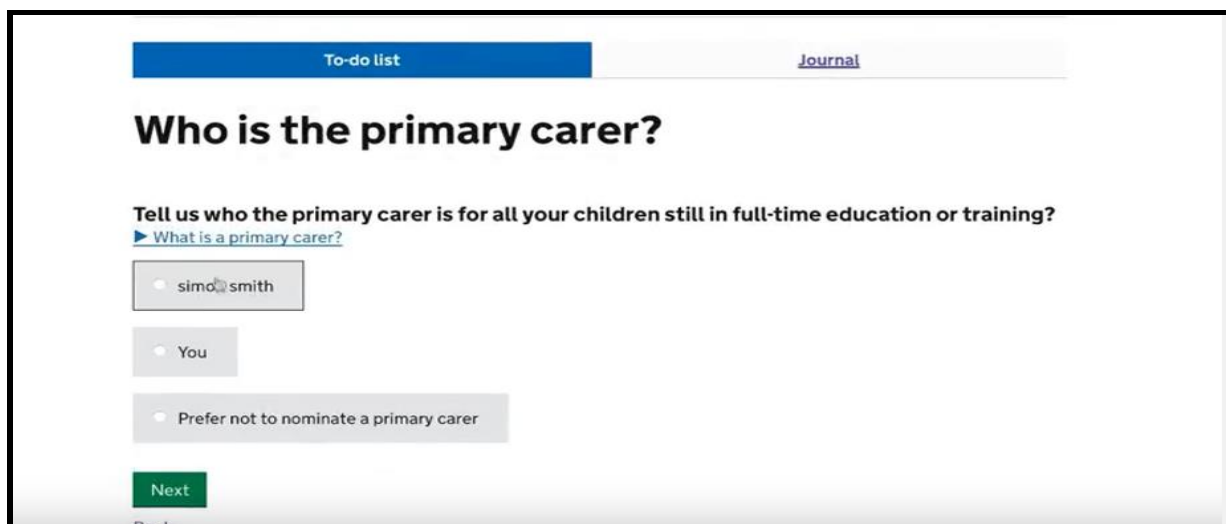
The screenshot shows the 'Your responsibilities' page on the GOV.UK Universal Credit portal. At the top, there is a blue bar with the text 'To-do list' and 'Journal'. The main heading is 'Your responsibilities'. Below the heading, there is a paragraph: 'Thank you, Simon. There are a few things you need to know and do before your application to Universal Credit is complete.' Below this, there is a blue box with the text: 'It's important that you understand that in return for your Universal Credit payment you're agreeing to look for extra work. You'll need to do everything you reasonably can to increase your earnings. Your work coach will help you agree your commitments.' Below the blue box, there is a checkbox: 'I understand these commitments'. At the bottom, there is a green button labeled 'Next'.

**Step 8** - Finally you will be asked to legally declare your information is correct by ticking the box labelled 'I understand these commitments'. It is at this point your UC claim is submitted. The whole process takes about 20 mins for a single person and about an hour for a couple.

If you are claiming as a couple you will both have your own accounts with your own log in details. You can then join these accounts together using a partner code.



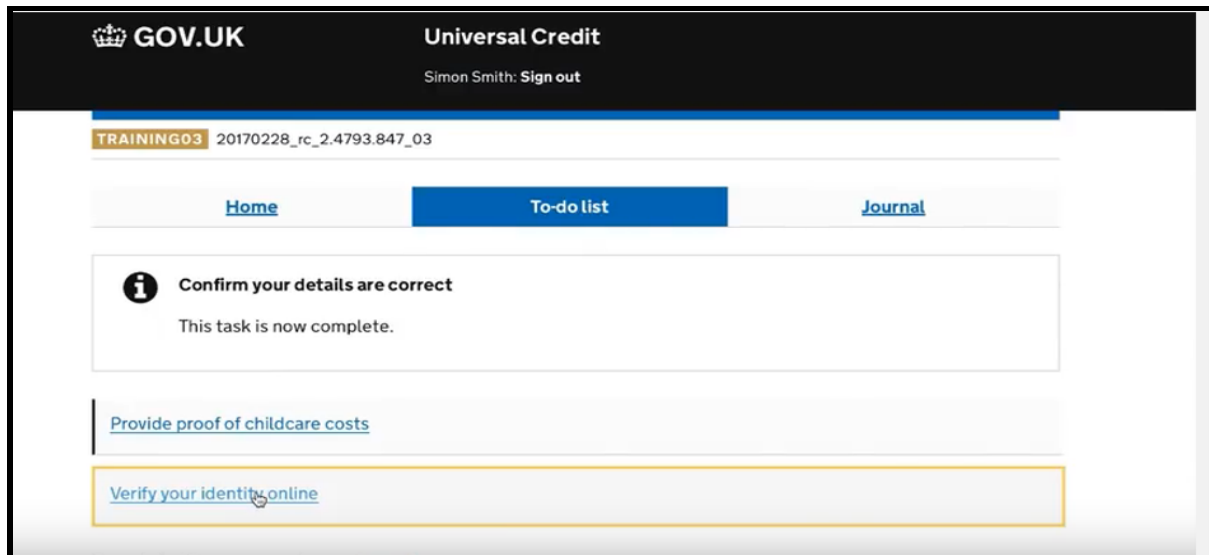
As a couple you are able to see both your own and your partners outstanding items in your 'To do list' and some things you can complete for each other. You will need to agree on who is the primary carer for any children you may have:-



You must both declare that your details are correct separately before your claim is submitted. If your circumstances change and you no longer wish to claim as a couple your accounts will be separated and

you will no longer be able to access each others account. You do not need to start your account from scratch. The same applies if you move in with your partner whilst claiming.

**Step 9** - The next stage of the process is to verify your identity which can be done online to speed up your claim. Once you have submitted your claim you will have a new task in your 'To do list'.



You will be prompted to set up an identity account and there are a variety of companies who can verify your identity. Please choose from the approved companies who have been certified as safe and secure - a link can be found here

<https://www.gov.uk/government/publications/introducing-govuk-verify/introducing-govuk-verify>

If using the service for the first time you will be asked a series of questions to narrow down the companies of your choice.

Once you have chosen your company you will then be taken to the companies website to register with them. **Please make a note of your account details as you will need them if you need to verify yourself again in the future.** Your chosen company will ask you some questions to check that no-one is pretending to be you.

Some companies will allow you to scan documents in using an app.  
**Step 10** - Once your identity has been verified you will be notified of this and taken back to your UC account to continue with the process.

If you are unable to verify your identity online you can book an appointment at your local Jobcentre and a list of what you will need to bring will be shown online. The appointment can be booked online. If you cannot complete the online Verify process or do not have any documents to verify your identity you will be asked to attend the Job Centre for a 'Biometric Verification' meeting, where you are asked questions based on data held by DWP about you.



## Get your identity documents ready

You need to attend an evidence interview. You'll need to book your interview once you've completed this to-do.

**Can you bring 1 of these documents to your interview?**

It must be the original and must not have expired

- UK passport
- EEA passport
- UK photo driving licence
- national identity card
- residence permit or card
- immigration status document
- registration or naturalisation certificate

Yes  No

[Next](#)

Your online journal has 2 purposes, 1) It keeps a history of everything you have done throughout your UC claim including any conversations with your work coach online.

GOV.UK Universal Credit  
Simon Smith: Sign out

TRAINING03 External environment description

[Home](#) [To-do list](#) [Journal](#)

## Journal

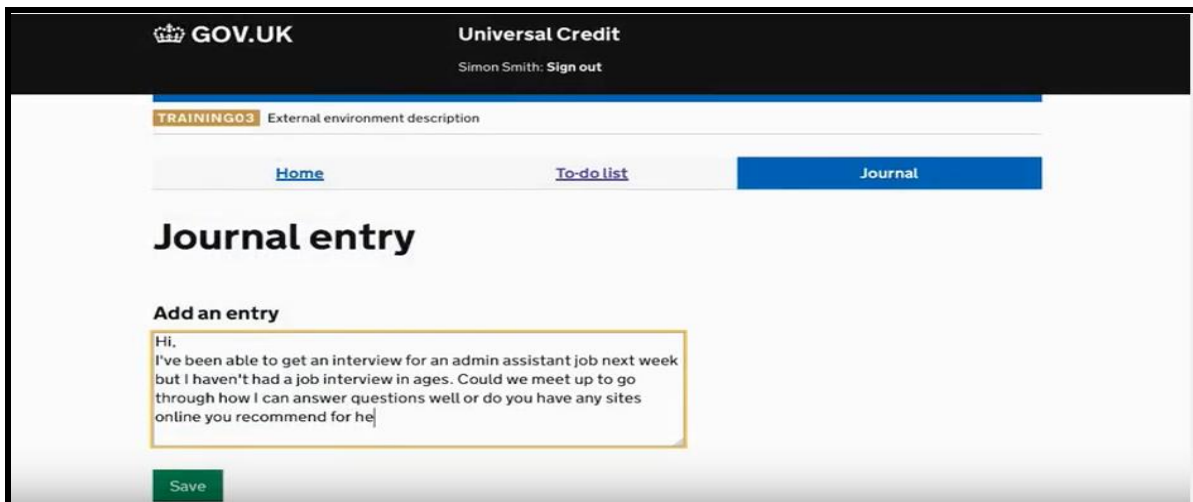
Use your journal to:

- add details about your work search
- send and receive messages from Universal Credit
- view your Universal Credit account history

[Add a journal entry](#)

**Account history**

2) The journal allows you to leave any notes to interact with your work coach e.g. if you have found a job or had a change of circumstances.

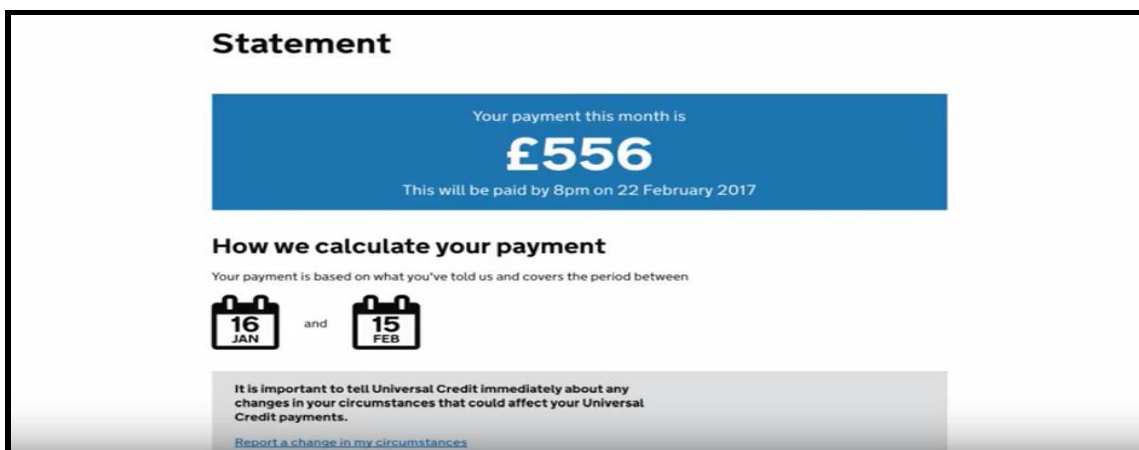


If you need to set up an appointee this can also be done via your online journal.

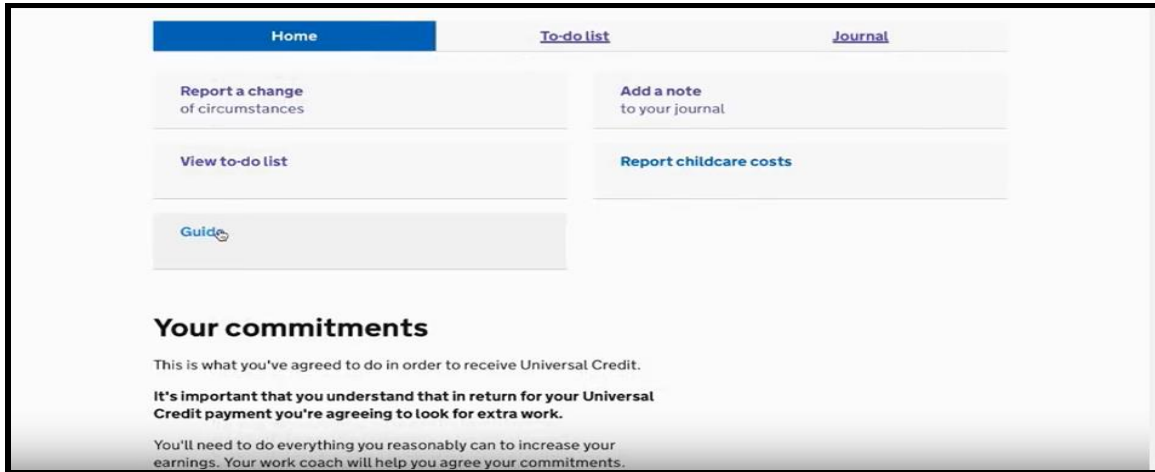
**Step 11** - Once your claim has been submitted you will be given access to your home page which will look as shown below:-



Your home page will also contain your monthly statement which shows you a breakdown of your UC payment including any deductions, date payment is due and the period it covers.



You will also have access to your previous statements via your online journal. If you would like further information about any area of UC you can click on the guide button shown on your homepage:-



If you stated you have children you will have the option to provide details to claim 85% of your eligible childcare costs via UC. For those that have got any health conditions you will be able to provide details of your 'fit note' before sending it into the Jobcentre.

The screenshot shows a form titled 'Report a change' with the main heading 'Details on my fit note'. The form contains two date selection sections: 'Fit note start date' and 'Fit note end date'. Each section includes the format 'DD MM YYYY' and three input boxes for 'Day', 'Month', and 'Year'. At the bottom of the form, there is a green 'Next' button and a 'Back' link.

Your online journal will be used on a regular basis to update your work search activities, upload your CV, communicating with your Work Coach etc. You will have a mixture of face to face meetings with your Work Coach along with online communication.

If you would like assistance with making your online application please contact our Welfare and Benefit Team who be able to assist you with this via an appointment in the office or a home visit. They can be

contacted by completing an online form here

<https://www.housingsolutions.co.uk/supporting-you/benefit-support/>

END