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 <u>www.gov.uk/apply-universal-credit</u> upon which you will see the following screen:-

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	Home > Benefits > Benefits entitlement	Sarat C
	Apply for Universal Credit	Benefits entitlement
	You can apply for Universal Credit online.	Jobseeker's Allowance (JSA)
	Before you apply, check if you're eligible and what you can get if you live:	Benefits calculators
	in England, Scotland and Wales in Northern Ireland	Benefit cap Benefit fraud
	You might also need to attend an interview at your local Jobcentre Plus. You'll be told if you need to after you apply.	Sten in to your Universal Credit account More
	You'll get your first payment around 6 weeks after applying online if your application is successful.	Benefits Find a job with Universal Johnstoh
	Start now > en the Universal Credit service	More
	What you need to know	
	Call the helpline to:	
	 get help making your claim online make a claim in Welsh 	I
	Universal Credit helpline Telephone: 0900 328 9344 Weich language (make a claim): 0800 012 1888 Textphone: 0800 328 1344 Monday to Friday, Ban to 6pm Find out about call charges	
	Last updated: 29 November 2017	
	Is there anything wrong with this page?	

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:-

🔿 🔿 🐨 Mippi Newsumbernal credit service.gov.uk/postcode-checker		, P ≈ ≜ d e HomeRage	🔄 Universal Credit online - Un 🗵
	🕸 GOV.UK	Universal Credit	
	BETA This is a new service - your	feedback will help us to improve it.	
	Universal C	redit online	
	Use this service to:		
	 start a Universal Credit clain switch your Universal Credit join your partner's Universal 	accountonline	
	Enter your postcode		
	Start		
	Don't know what postcode to	o use?	
	Already got an online account Sign in if you already have an o	t? nline account and want to return to a claim.	

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:-

Steps://www.universal-orisit.ceedit.sevice.gov.uk/mpitter/account	D = 🗑 S _ Ogeneringe 🕹 Step by Star Stating _ 🔀 Contra a second - Unice 1 A 🛧 O
	Charge your control of the control o
	BETA This is a new service - your feedback will help us to improve it.
	Create an account
	You'll need your username and password when you sign in online, so make them memorable.
	Create username
	This must be:
	at least 6 characters no more than 30 characters
	- made from letters or numbers
	Create password
	This must contain at least:
	1 capital letter 1 lower case letter
	I lower case letter I number
	· Scharacters
	Re-type your password
	Security questions
	Remember how you type your answers - you'll need to enter these exactly when you contact us or sign in online.
	Question 1
	Please select a question

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:-

🗲 > 🖸 https://www.wriversal.com/t.sen/ecs.gov.uk/jennoral.den/k/7109119-jakid-4004.5877-6277.cbc2018/h-493195		$ \mathcal{D} = \widehat{\mathbb{H}} \ \mathbb{C}$ 🙆 HomePaye	🗢 Singi by Singi Guide to Making 🔯 About you - Register - Univ 🛪	n * ¤
	ක් GOV.UK	Universal Credit	Sign out	
	BETA This is a new service – your feedback	k will help us to improve it.		
	About you			
	Enter your name as it appears on your	passport or official documents.		
	First name			
	Middle names			
	Last name			
	Date of birth			
	Day Month Year			
	Email address			
	You'll need to confirm your email addr	ress within 7 days.		
	Mobile phone number			
	How do you want to be conta	acted?		
	 Email Text 			
	Next			,

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:-

📾 GOV.UK	Universal Credit ^{Sign out}	
TRAINING03 20170228_rc_2.4793.847	03	
Confirm your e	mail	
An email code has been sent to simon only valid for 1 hour and will expire at 1 2 Email code		
•		
My code has expired		
I haven't received the email		
Next		

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:-

Address This task is now complete. Nationality Housing Who lives with you? Work and earnings Savings and investments	To-do list	Journal	
Housing Who lives with you? Work and earnings	-		
Who lives with you?	Nationality		
Work and earnings	Housing		
	Who lives with you?		
Savings and investments	Work and earnings		
	Savings and investments		

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:-



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 <u>ACCEPT</u> your claimant commitment as the claim is not started until this step has been taken.

Your responsibilities Thank you, Simon. There are a few things you need to know and do before your application to Universal Credit is complete. 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.	Thank you, Simon. There are a few things you need to know and do before your application to Universal Credit is complete. 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	<u>To-do list</u>	Journal
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for extra work. You'll need to do everything you reasonably can to increase your earnings. Your work coach will help you agree	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.		plication to Universal Credit is complete.
	your commitments.		r Universal Credit payment you're agreeing to look
	I understand these commitments		e your earnings. Your work coach will help you agree

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.

<u>To-do list</u>	Journal
Give this linking code to you	ır partner
Tell your partner to set up a Universal Credit account. They'll be asked for the code when linking to your details.	
CFFW 5M8S	*
This code is valid until 10 March 2017.	
Next	

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:-

Vho is the primary carer? I us who the primary carer is for all your children still in full-time education or training What is a primary carer? simoli smith You Prefer not to nominate a primary carer	To-do list	Journal
What is a primary carer? simd smith You Prefer not to nominate a primary carer	Who is the primary c	arer?
 simd smith You Prefer not to nominate a primary carer 		ur children still in full-time education or training?
Prefer not to nominate a primary carer		
Prefer not to nominate a primary carer	You	
Next	Prefer not to nominate a primary carer	
	Next	

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'.

📾 GOV.UK	Universal Credit Simon Smith: Sign out		
TRAINING03 20170228_rc_2.4793.8	347_03		
Home	To-do list	Journal	
Confirm your details are This task is now complete			
Provide proof of childcare costs			
Verify your identity online			

You will be prompted to set up an identity account and there are a variety of companies who can verify your identify. 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.

Handled with care		🖛 English 🕕 🕑 🗏 Menu
Add your personal details		-
Confirm your personal details		GOV.UK VERIFY
Check the information below and confirm your details by clicking t information.	the next button if correct. If the details are incorrect you can edit the	CERTIFIED COMPANY
Please check your personal details		GOV.UK Verify
Current name	Edit.name	Create profile
Date of birth Age	Edit date of birth	Email confirmation
Gender Name since	Edit.gender	Add two-factor authentication
		Add your personal details
Please check your address details		Prove your identity
Current address	Edit.address	6 Registration complete
Country Date moved in		

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.

Home	To-do list	Journal
To do		
Verify your ident	ity online	
Do this online with GOV.UK Verify - it'll save the jobcentre.	you spending extra time in	
Go to GOV.UK Verify		
▼ I can't do this online		
You'll need to book an ID interview at a job	bcentre.	
Back		

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 environm	nent description	
Home	<u>To-do list</u>	Journal
Journal		
		•
Use your journal to:		
 add details about your work 	search	
 send and receive messages 		
 view your Universal Credit a Add a journal entry 	ccount history	
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.

∰ GOV.UK	Universal Credit Simon Smith: Sign out	
TRAINING03 External environme	ent description	
		Journal
Journal entr	<u>To-dolist</u>	Journal
		Journal

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:-

paid in 26 days .	
paid in 26 days.	
umstances from 25 May 2017 to 2 4	4 June 2017.
Add a note	
to your journal	
My commitme	ents
	Add a note to your journal

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.

Statement	
Your payment this month is £556 This will be paid by 8pm on 22 February 2017	
How we calculate your payment Your payment is based on what you've told us and covers the period between	-
16 and 15 JAN It is important to tell Universal Credit immediately about any changes in your circumstances that could affect your Universal Credit payments.	
Report a change in my circumstances	

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:-

Home	<u>To-do list</u>	Journal
Report a change of circumstances	Add a note to your journal	10
View to-do list	Report childc	are costs
Guid®		
Your commitments This is what you've agreed to do in order	r to receive Universal Credit.	
It's important that you understand that Credit payment you're agreeing to loo		
You'll need to do everything you reason earnings. Your work coach will help you		

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.

	tail	
	Details on t note start date	
Day		Year
	ote end	date
Day	Month	Year
Next	:	
Back		

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

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