

How to make an online claim for Universal Credit



Making a claim may take up to 30 minutes for a single person and up to an hour for a couple, but it's really simple.

Step 1

First you'll need to create an account at

www.gov.uk/universal-credit

by creating a username, password and answering 2 security questions. You will receive an email verification code, and you need to verify your email within 1 hour of receiving the verification code. If you live with your partner, they will also need to set up an account. You'll be given a code to link the accounts together.

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
- 1 number
- 8 characters

Do not use a username, common word like 'password' or sequence like '123'

Re-type your password

Account created

Make a claim within 28 days or you'll have to create your account again.

You may need details of:

- housing costs and any rent agreement
- any savings and income, including other benefits
- people who live with you

If you don't have these details, you can still start your claim.



You may be prosecuted or need to pay a penalty if you give wrong or incomplete information.

[Make a claim](#)

Step 2

You can now use your online account to make an online claim for UC. You'll be asked if you are making a claim as a single person or as a couple.

If you're single choose

'No I'm single'
and move to step 3

If you're a couple choose

'Yes, and we live together'

You'll then be advised that you need to link your details with your partner's details and you will need a linking code to be able to do this. If your partner has already submitted a claim to Universal Credit and declared a partner, they may already have been given a linking code.

Link your details -

To make a joint claim, you need to link your details with your partner's. You need a linking code to do this.

Do you need a linking code?

If your partner has started a joint claim, they'll have a linking code for you.

Yes, give me a linking code for my partner

No, my partner gave me a linking code

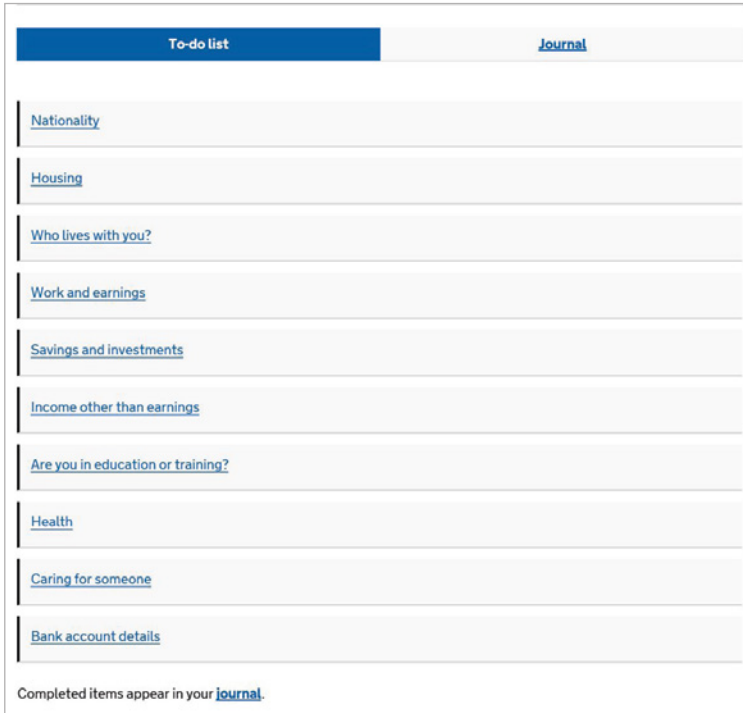
[Next](#)

[Back](#)

If you asked for a linking code to be provided, the next screen will offer a code for input by your partner when they make their claim to Universal Credit. Make a note of this code as you'll need it later in the claim process.

Step 3

You will need to provide information about your circumstances under various headings. **These are called “To Do’s”**

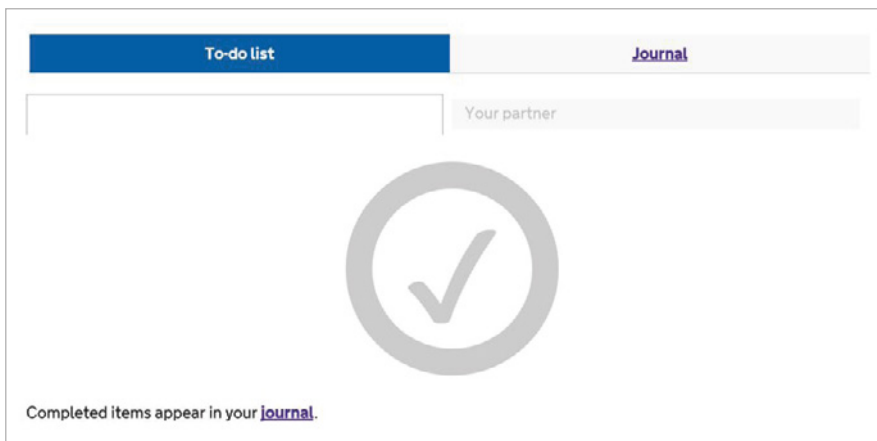


The screenshot shows a user interface with two tabs: "To-do list" (active) and "Journal". Below the tabs is a list of categories, each with a text input field:

- Nationality
- Housing
- Who lives with you?
- Work and earnings
- Savings and investments
- Income other than earnings
- Are you in education or training?
- Health
- Caring for someone
- Bank account details

Completed items appear in your [journal](#).

Select the option that applies to you on each “To Do,” press “done” and the “To Do” is completed and stored in your UC account.



The screenshot shows the same user interface as above, but the "To-do list" tab is now empty. A large grey checkmark icon is centered on the screen, indicating that the item has been completed. The "Journal" tab is still visible.

Completed items appear in your [journal](#).

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

Journal

You can't add an entry to your journal until you've made a claim.

Account history

29 August 2017 13:38	Do you have a partner? completed
29 August 2017 13:28	Address completed
29 August 2017 13:27	Contact details completed

You can do them in any order. Your answers are saved after each page so if you need to stop you can go back to where you left off, but be aware that your claim for Universal Credit will not be finished until all your “To Do’s” have been completed and you have declared that the information is correct.

! If you have a partner, they’ll need to make their own claim to Universal Credit now and link it to yours using the partner linking code provided earlier. You will need to sign out of your account and ask your partner to create an account (or sign in if they already have an account). They will need to go through the same steps as you’ve just gone through, but they’ll be asked to input the linking code, your first name and postcode to ensure their account is linked to the correct account for you. You will have separate usernames and passwords but you’ll be able to see each other’s To Dos.

Link your details -

To make a joint claim, you must link your details with your partner's. You need a linking code to do this.

Do you need a linking code?

- Yes, give me a linking code for my partner
- No, I want to use the linking code my partner got

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Link your accounts

Enter the linking code from your partner

Your partner's first name

Give it exactly as they did when they set up their account.

Postcode

Next

Step 4

You (and your partner) will be made aware of your claimant commitments (for example, that you'll actively look for work in order to receive Universal Credit). You'll need to tick a box to confirm you accept the commitments.

[To-do list](#)

[Journal](#)

Your responsibilities

Thank you,

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 work.

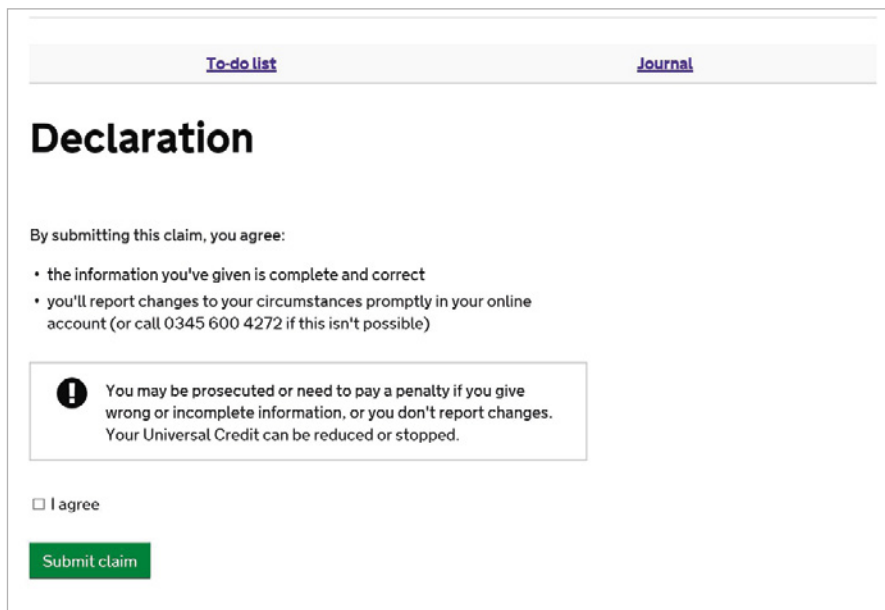
You'll need to commit to doing everything you reasonably can to find and take paid work. Your work coach will help you agree your commitments.

I understand these commitments

Next

Step 5

Next you'll be taken to the **"Declaration"** page to make your declaration that the information you've given on the form is complete and correct, that you'll report any changes in your circumstances promptly on your online account.



The screenshot shows a web interface with two tabs at the top: "To-do list" and "Journal". Below the tabs is the heading "Declaration". Underneath, it says "By submitting this claim, you agree:" followed by a bulleted list:

- the information you've given is complete and correct
- you'll report changes to your circumstances promptly in your online account (or call 0345 600 4272 if this isn't possible)

Below the list is a warning box with an exclamation mark icon:

! You may be prosecuted or need to pay a penalty if you give wrong or incomplete information, or you don't report changes. Your Universal Credit can be reduced or stopped.

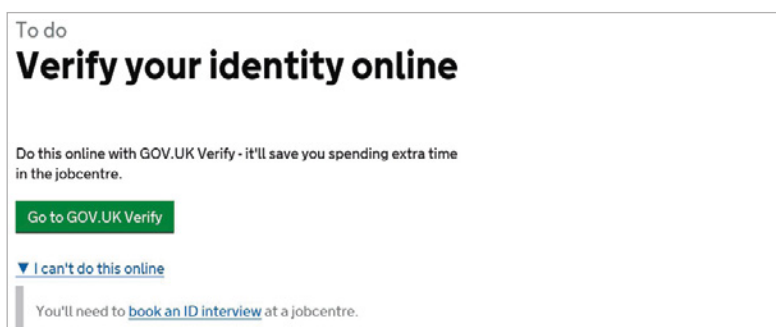
Underneath the warning box is a checkbox labeled "I agree" and a green button labeled "Submit claim".

You'll need to tick the "I agree" box and click the "submit claim" button. The day you do this is classed as your UC claim date, but...

! Your application isn't complete until you have verified your ID and attended a New Claim Interview.

Step 6

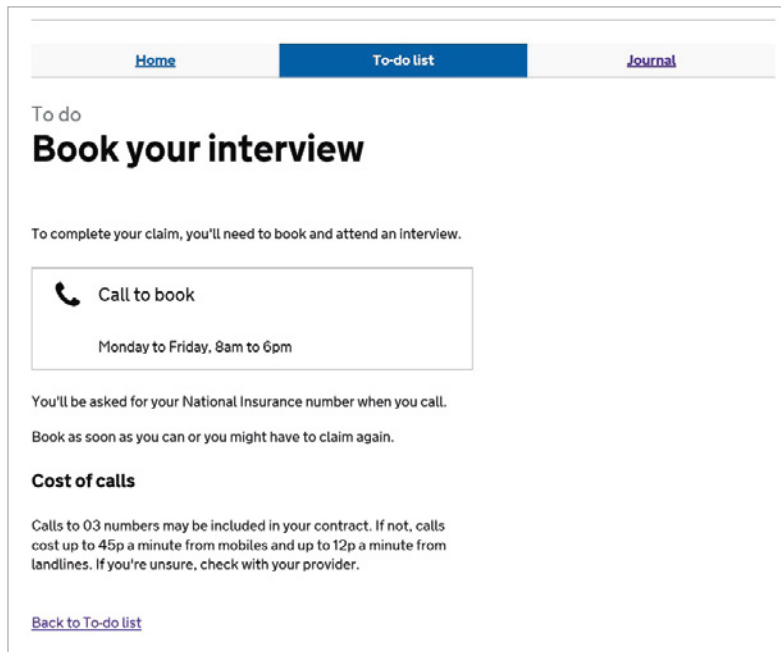
To verify online you'll need to click the **"Go to gov.uk/verify"** button. If you select "I can't do this online", the next few screens will tell you what identity documents you'll need to verify your identity in person, and you will be advised to make an appointment at your local JobCentre.



The screenshot shows a "To do" section with the heading "Verify your identity online". Below the heading, it says "Do this online with GOV.UK Verify - it'll save you spending extra time in the jobcentre." There are two buttons: a green "Go to GOV.UK Verify" button and a blue "I can't do this online" button. Below the buttons, it says "You'll need to [book an ID interview](#) at a jobcentre."

Step 7

Now you need to click the “**Book your interview**” link. This will give you a number to call to arrange your interview. **You only have 7 days to book a new claim interview so it’s important to do this quickly to prevent your claim being closed.**



Step 8

During your interview you’ll be advised on:

- the terms of your Claimant Commitment;
- the frequency of your UC payments;
- how to apply for Advances; and
- discuss your work preparations.

You should let your work coach know about any health issues or complex needs to ensure these are taken into account when agreeing your claimant commitment.

During your interview you will be given a 16 digit Personal Security Number. Take a note of this number as you will need it to access your account in future.

Step 9

You need to log into your UC online journal and accept your Claimant Commitment, via your “To do” list within 7 days.

! If you don't do this your UC claim will be closed.

Sign in to your Universal Credit account

Username

Password

[Sign in](#)

[▶ Problems signing in?](#)

Don't have an online account?
You may be able to use the [Universal Credit online service](#) to:

- make a new claim
- switch your existing Universal Credit account online
- join your partner's Universal Credit claim

Used GOV.UK Verify to confirm your identity?
If you have an online Universal Credit account, you can also [sign in with GOV.UK Verify](#)

Step 10

Your online account is now live and you can use it to view information about your payments, report a change in circumstances, communicate with your work coach and complete any future “To Do’s”

Home	To-do list	Journal
Report a change of circumstances	Add a note to your journal	
View to-do list	Guide	

Your commitments

This is what you've agreed to do in order to receive Universal Credit.

It's important that you understand that in return for your Universal Credit payment you're agreeing to look for work.

You'll need to commit to doing everything you reasonably can to find and take paid work. Your work coach will help you agree your commitments.

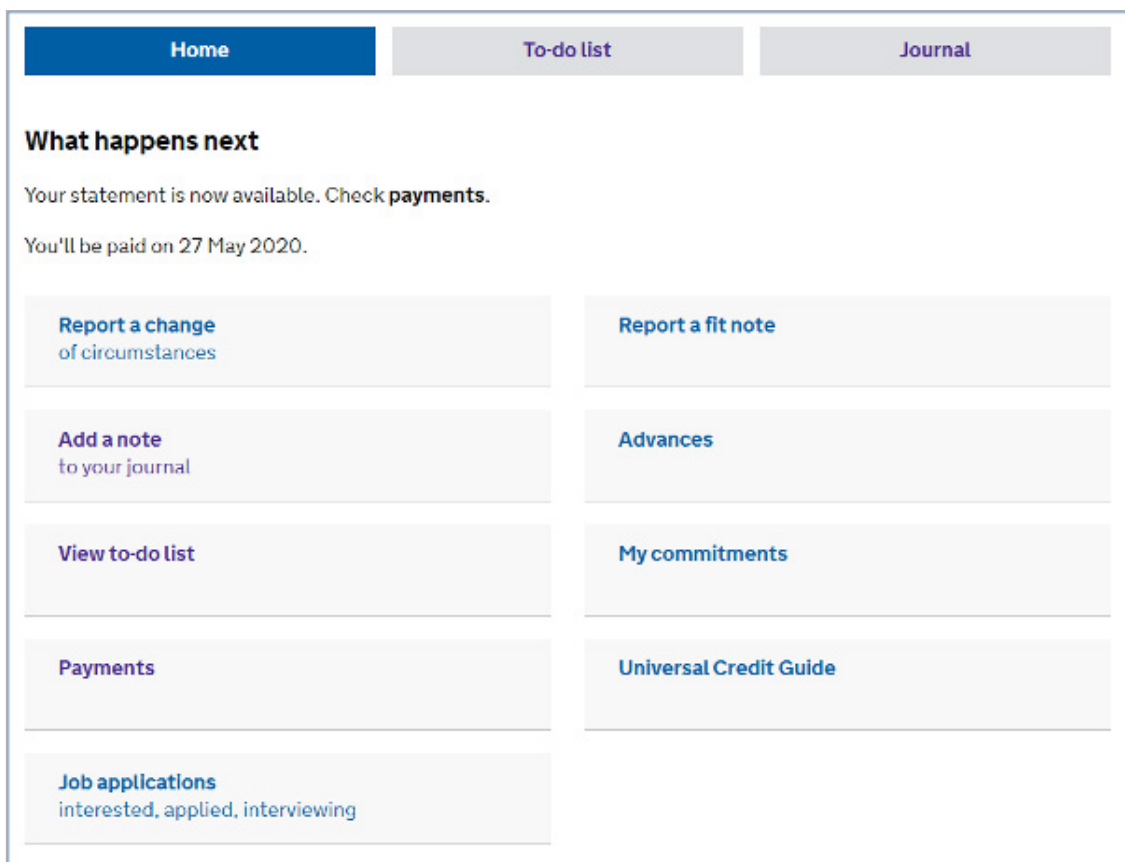
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Step 11

Your claim is now up and running. Assuming you've accepted your Claimant Commitment and completed any other "To Dos" you'll receive your Universal Credit payments (normally a month plus a week after your claim date for your first payment and every month after that).

What now?

To access your UC account, sign in with the username and password you chose when you created your account, and enter the numbers from your Personal Security Number or answer your security questions, depending on which it asks you for. Whenever you log into your Universal Credit account you'll go to your home page. This is slightly different for each individual, but from here you can access your journal to communicate with your work coach, report a change of circumstances and view your monthly UC statement, which breaks down your payments so you'll understand why you're being paid a certain amount and shows you each piece of information, each deduction and any penalties that you may have.



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If you have any more “To Do’s” to complete you’ll be notified by text or email (as agreed by you) to prompt you to log in to your UC account. When you log in you will see a “To Do” from your Work Coach (for example they might ask you to provide a copy of your CV) You need to do what’s asked and then click to complete the “To Do”. You need to make sure you complete any “To Do’s” to ensure you continue to receive your payments. If for any reason you can’t, make sure to leave a message in your journal for your work coach to explain why!

Coronavirus (COVID-19) and Universal Credit
[Show message](#)

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

Journal

Use your journal to:

- add details about your work search
- leave messages for Universal Credit
- view your Universal Credit account history

If your message needs a reply, we'll respond during office hours (Monday to Friday, 8am to 6pm).

[Add a journal entry](#)

Journal entries

[Expand all entries](#)

Date and time	Message	Added by
---------------	---------	----------

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

Write a journal entry

Add a journal entry

Maximum 3000 characters

3000 characters left

[Save](#)

[Back](#)

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Remember to report any changes in your circumstances and to complete your “To Do’s” to make sure you get paid, and paid correctly, each month.

Home To-do list Journal

Report a change

You must tell us about any changes to your circumstances when they happen.

What do you need to tell us about?

Work and earnings
Includes employment, self-employment, sick pay, and maternity allowance

Health
Includes illness, ongoing conditions, disability, pregnancy, time in hospital, and fit notes

Living with a partner
Includes details of a new partner and the date you started living together

Caring for someone
Includes who you care for, for how many hours a week, and time off from caring

Bank account
Includes bank or building society, sort code, and account number

Children and other people who live with you
Includes children, step children, and anybody else who lives with you

Personal details
Includes name, date of birth, email, and phone number

Where you live and what it costs
Includes address, landlord, rent or mortgage, and service charges

▶ My change in circumstances is not listed

Home To-do list Journal

Payments

On 27 May 2020 you will be paid any money you are entitled to.

The amount you get is based on your circumstances from 21 April to 20 May 2020.

If your payment falls on a bank holiday or weekend you'll usually get it earlier.

Statements

Your statement explains your payment and how we worked it out.
Select a statement from the list to view.

View statement by pay date	Amount
27 May 2020	£0.00
27 April 2020	£0.00

If you have any questions or need any help, please contact our Money Advice Team on 01612176016 (option 3, then option 4) or email us at moneyadvice@stockporthomes.org