

# Easy step-by-step guide to claiming Universal Credit online

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## Step 1

First you'll need to create an account at

**[www.gov.uk/universal-credit](http://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.

## 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. 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” and include:**

- Nationality
- Housing
- Who lives with you
- Work and earnings
- Savings and investments
- Income other than earnings
- Whether you’re in education or training
- Health
- Caring for someone
- Your bank account details

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. You can do them in any order. Your answers are saved after each page so if you need to stop you can return 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.

### 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.

### 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. 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.

### 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.

### 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”

### 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?

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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 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.

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!