

A step by step guide to making a Universal Credit claim online



Peterborough

Before you start

Before you start please read the following information:

- If you are currently claiming JSA, ESA, Housing Benefits, Income Support, Child Tax Credits or Working Tax Credits (known as Legacy Benefits), making a claim for Universal Credit will mean these benefits will stop
- Once you make a claim for Universal Credit you will not be able to claim Legacy Benefits ever again. **If you have been claiming ESA and have been found fit for work, please speak to an Adviser**
- Don't apply for Universal Credit if you have a visa that says "no recourse to public funds" or you're subject to immigration control. It could affect your right to stay in the UK.
- To claim Universal Credit, you must;
 - Be aged 16 – 65
 - Have less than 3 children (this is changing in Feb 2019)
 - Not be in full time education (exceptions apply)
 - Have less than £16,000 in savings
 - live in the UK - and there are extra rules if you're not a British citizen.

Please speak to an Adviser if these affect you.

Please speak to an Adviser if you are unsure about any aspects of the Universal Credit claim.

Applying for Universal Credit - checklist:

Before you apply for Universal Credit, you'll need to gather some information together. This will help make sure you only have to do the application once, and let you to get Universal Credit as quickly as possible if you're eligible. Don't start your application until you **know for certain** these details for you and your partner:

- Your email address (if you don't have one, you can create a gmail (email) account [here](#))
- your National Insurance number
- your postcode
- Your type of accommodation (for example private rental, council tenancy or housing association tenancy)
- how much rent or mortgage you pay each month
- any service charges you pay
- your landlord's address and phone number
- your bank, building society, credit union or Post Office account details
- how much you earn from work (such as recent payslips, or accounts or receipts if you're self-employed)
- any income that's not from work (for example a pension)
- any savings or other capital you have (for example shares or property)
- how much you pay for childcare (if you want to claim childcare)
- child benefit reference numbers (you can find these on letters to you about child benefit - they start with 'CHB')
- details of any other benefits you're getting

Creating an account

You apply for Universal credit online, at <https://www.gov.uk/apply-universal-credit>

You'll need an email address to apply. **If you don't have one you need to set this up first.** If you need assistance creating an email address, speak to an adviser.

You can apply for Universal Credit online.

Before you apply, check if you're eligible and what you can get if you live:

- in [England, Scotland and Wales](#)
- in [Northern Ireland](#)

You might also need to attend an interview at your local Jobcentre Plus. You'll be told if you need to after you apply.

You'll get your first payment around 5 weeks after applying online if your application is successful

Start now >

on the Universal Credit
service

Remember - You don't have to apply in one go - you can save your progress and come back later. But it's worth finishing as soon as you can, as your claim can't start until you've finished the whole process.

Creating an account

From the initial screen you can create an account, sign in to an existing account, or link accounts together using a partner code to show that you're part of a couple.

Enter your postcode and click on the green button that reads 'Start' to begin. Making a claim may take up to 30 minutes for a single person and up to an hour for a couple.

If you have already set up your account, select the option to **'sign in'** to your online account.

Use this service to:

- start a Universal Credit claim
- switch your Universal Credit account online
- join your partner's Universal Credit claim

Enter your postcode

Start

Are you already getting Universal Credit?

Answer 'no' if your claim has recently been closed or you haven't received a payment in the last month

Yes

No

Next

Creating an account

Next, you will be asked if you have any children living in your household and offered three options. Your answers will determine the questions you are asked after this.

How many children live with you?

'Children' are 19 or younger, and might include:

- your own and your partner's children
- any children you've adopted
- children you're the legal guardian for

Do not include:

- foster children
- children you aren't responsible for - for example, your sister's children if she lives with you

No children live with me

1 or 2 children live with me

3 or more children live with me

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Creating an account

You will be asked to create a username and password as requested.

Take a note of your username and password for future use. It is important that you do NOT share your username and password with anyone.

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

Creating an account

You will then be prompted to choose two security questions from a range of options.

One of these security questions will be asked when you use your account in the future.

Question 1

Answer

Question 2

Answer

Next

Creating an account

Recording your Personal Details

You will be asked for details such as your name, date of birth and email address.

After entering in some personal details, you need to choose how you want to be contacted by the Department for Communities.

An email code will be sent to your email address. This code should be entered to confirm your email account. If your code has expired (as it is more than one hour from you requested the code) you can have another code sent to you by clicking the **My code has expired** link.

Confirm your email

An email code has been sent to **Example@hotmail.co.uk**. The code is only valid for 1 hour and will expire at **2:14pm**.

Email code

[▶ My code has expired](#)

[▶ I haven't received the email](#)

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Creating an account

You will then be asked to add your address details and then ...

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](#)

You have now successfully set up an account for Universal Credit; you can now make your claim. You **have 28 days** in which to do this, otherwise you will need to make a new account for Universal Credit.

To proceed to the claim stage, click **Make a claim**.

Making a Universal Credit Claim

Single or Joint Claim?

You will now be asked whether you are making a claim as a single person or as a couple. If you do not have a partner choose 'No I'm single'

Joint claim only

If you choose the first option, 'Yes, and we live together' the following message will appear

Make a joint claim

You and your partner need to claim together. You can't claim by yourself.

What you'll get depends on your circumstances as a couple, including your incomes.

You still need to make a joint claim if your partner is working, or is in the UK on a visa.

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Making a Universal Credit Claim

Joint claim only

You will be asked to link your details with your partner's 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

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Making a Universal Credit Claim

Joint claim only

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.

Give this linking code to your partner

Your partner will need their own Universal Credit account. They'll be asked for the code when linking to your details.

NKBM Q4GR

This code is valid until 25 September 2017.

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Take a note of this code as you will need to give this to your partner, so you can link your Universal Credit claims.

This needs to be done as soon as possible to avoid delays in getting your first payment.

Making a Universal Credit Claim

Everyone needs to Complete your “To Dos”

A **To Do** is an action that you need to complete in order to progress your claim to Universal Credit.

To Dos can be completed in any order and it is essential that each To Do is completed.

To-do list	Journal
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](#).

Making a Universal Credit Claim

By selecting the option that applies to you and pressing 'done', the To Do is completed, removed from your list and stored in your account.

Information is saved after each page so if you need to stop for any reason you can return to where you left off.

Your claim for Universal Credit will not be finished until all your To Dos have been completed and you have declared that the information is correct.

Making a Universal Credit Claim

Your Commitment

Both you and your partner will be made aware of your responsibilities for example, to actively look for work to receive Universal Credit. You will be asked to make an appointment with your Work Coach to agree your Commitment once your claim has been submitted. Your Commitment will clearly outline what will happen if you do not meet your responsibilities.

[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

Making a Universal Credit Claim

Your Declaration

[To-do list](#)

[Journal](#)

Declaration

By submitting this claim, you agree:

- 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)



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.

I agree

[Submit claim](#)

A summary is provided of the details you and your partner have entered with an option to agree or change the details input on each individual entry.

If everything is correct, you'll be able to proceed to Your Commitment which outlines the activities you need to complete in order to receive Universal Credit.

Making a Universal Credit Claim

What next?

If you select 'I can't do this online', the next few screens will tell you what identity documents you need to verify your identity in the office. You will be told to make an appointment at your local Job Centre.

Use the phone in the room with you to call the number given on the screen to book your interview.



To do

Book your interview

To complete your claim, you'll need to book and attend an interview.

 **Call to book**
Monday to Friday, 8am to 6pm

You'll be asked for your National Insurance number when you call.

Book as soon as you can or you might have to claim again.

Cost of calls

Calls to 03 numbers may be included in your contract. If not, calls cost up to 45p a minute from mobiles and up to 12p a minute from landlines. If you're unsure, check with your provider.

[Back to To-do list](#)

Universal Credit – Important things to know

- It's worth starting your claim as soon as you can—it will mean you get your UC payment sooner
- Completing your claim is likely to take up to 50 minutes
- Each time you press 'next' to move onto the next page that page is saved
- If you do not complete your claim in one go, you can sign in at any time within 7 days to complete it
- When you get to the end of the claim you are given the summary of information entered. You will have a chance to correct any mistakes
- When logged in, you'll need to answer all questions listed in your 'to do' list
- Award notices and communications are on your online journal, you will be contacted by the DWP whenever your journal has been updated, either via Email or text
- The DWP suggests that you should check your journal **3 or 4 times a week** to make sure you "To Do's" is up to date

If you have any difficulties with your Universal Credit claim, please seek assistance from Citizens Advice Peterborough as soon as possible.