



Universal Credit Account Overview

A walkthrough of the service as of 24/01/20
Release 138.19

Select your area below for screenshots and information related to that area

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Gateway Questions



Universal Credit

BETA

This is a new service – your [feedback](#) will help us to improve it.

Universal Credit online

Use this service to:

- create a Universal Credit account
- make a claim
- join your partner's claim

You must have an email address. You will also need access to your mobile phone (if you have one).

[Start](#)

Already got a Universal Credit account?

[Sign in](#) if you already have a Universal Credit account. You can return to a claim or make a new one.

Gateway Questions

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Disability benefits

Are you getting any disability benefits?

☒ Yes☐ No[Next](#)[Back](#)

These questions help us identify if someone is already claiming Severe Disability Premium.

If answering no then you move to [creating an account](#)

Your disability benefit

Do you get one of these disability benefits?

☐ Disability Living Allowance (DLA)☐ Personal Independence Payment (PIP)☐ Attendance Allowance or Constant Attendance Allowance☐ Armed Forces Independence Payment☐ No, none of them[Next](#)[Back](#)

Gateway Questions

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Your partner

Do you have a partner who already gets Universal Credit?

A partner is a boyfriend, girlfriend, wife, husband or civil partner. Only answer 'yes' if the two of you are living together or moving in together.

☐ Yes☐ No[Next](#)[Back](#)

These questions help us identify if someone is already claiming Severe Disability Premium.

Other benefits

Were you paid any of these benefits in the last month?

Select all that apply.

☐ Employment and Support Allowance (ESA)☐ Housing Benefit☐ Jobseeker's Allowance (JSA)☐ Income Support

Or

☐ No, none of them[Next](#)[Back](#)

Gateway Questions

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Severe disability premium

This is the end of the SDP journey.

Did you get the severe disability premium?

This is extra money added to your Employment and Support Allowance or Housing Benefit because you have a disability.

☐ Yes☐ No☐ I don't know[Next](#)[Back](#)

Contact Us

You cannot claim Universal Credit if you get the severe disability premium.

Call 0800 181 4049 to find out whether you are getting the severe disability premium. We will tell you what to do next.

If you live in Northern Ireland

If you live in Northern Ireland call 0800 012 1331 (textphone: 0800 012 1441) instead.

Forgot Username & Password

Forgotten password

We'll email you a link to reset your password.

Username

Your date of birth

DD MM YYYY

Day Month Year

[Send the link](#)

Forgotten username

Enter the email address you used to create your account.

Email

[Send username](#)

[Back](#)

These are accessed from the sign in page and the emails are sent immediately. Remember to check the spam folder.

Sign into your account

Sign in to your Universal Credit account

Username

Password

Sign in

▼ [Problems signing in?](#)

You can't sign in with your 'Find a job' (previously Universal Jobmatch) user ID and password.

[Forgotten your username?](#)

[Forgotten your password?](#)

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

After this page you will be asked one of your two security questions.

If the log in activity is considered unusual (location / device used) we may also ask for some digits from the claimants Personal Security Number (PSN) to build confidence that is the claimant using the account.

Sign into your account – 2 factor authentication



Universal Credit

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Confirm it's you

For security, we've sent a text message with a code to:*****937.
This is to check it's really you.

It might take a few minutes to arrive.

Enter code

The code will expire in 5 minutes.

► [Problems entering a code?](#)

Next

◀ [Back](#)

Those using 2 factor authentication in the trial can sign in using a code sent to their device. If they have an issue they can use the drop down below.

▼ Problems entering a code?

[Request a new code](#) if your security code has expired or you have not received a text message.

[Still having problems with your code?](#) We will ask you a few questions to help you get into your account.

2 factor authentication issues



Problems with your code

Why are you having problems?

- ☐ I have lost my mobile phone
- ☐ My mobile number has changed
- ☐ My mobile phone is not working
- ☐ I do not have a signal
- ☐ I did not get a code
- ☐ Something else

Next

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Security question

To protect your account we need to ask you a further security question.

What was the colour of your first car?

Confirm

[◀ Back](#)

Claimants are asked why they can't sign in for research purposes and then can sign in normally using a security question.

Creating an account and adding address

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

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

Answer 1

Question 2

Answer 2

[Next](#)

Anything incorrect from this point on will be highlighted in a red box in the service.

Creating an account and adding address

**Universal Credit****BETA** This is a new service – your [feedback](#) will help us to improve it.

About

Enter your name as it appears on your passport or official documents

First name**Middle names****Last name****Date of birth**

DD MM YYYY

Day Month Year

Email address

We will send you a code to confirm it is your email address.

Next

Creating an account and adding address

Confirm your email

An email code has been sent to **my@email.com**. The code is only valid for 1 hour and will expire at **12:30am**.

Email code

▼ [My code has expired](#)

You need to request a new code. Make sure that you enter the code within 1 hour.

[Request a new code](#)

▼ [I have not received the email](#)

Check your junk email folder. If the email is not there, you can:

- [ask for it to be sent again](#)
- [use a different email address](#)

Next

[Back](#)

Asking for it to be sent again generates the screen on the right. Using a different email takes you back to the previous page.

Confirm your email

A new email verification code has been sent

An email code has been sent to **my@email.com**. The code is only valid for 1 hour and will expire at **12:31am**.

Email code

▼ [My code has expired](#)

You need to request a new code. Make sure that you enter the code within 1 hour.

[Request a new code](#)

▼ [I have not received the email](#)

Check your junk email folder. If the email is not there, you can:

- [ask for it to be sent again](#)
- [use a different email address](#)

Confirming mobile number

BETA This is a new service – your [feedback](#) will help us to improve it.

Mobile number

We will send a text message with a code to confirm it's your number.

We use your mobile number to help protect your account. We might also contact you about your Universal Credit.

Enter your mobile number

[I do not have my own mobile phone](#)

Next

These screens will appear to everyone but will also be a part of the 2 Factor Authentication trial. This screen will appear to a If the claimant clicks 'I do not have my own mobile phone' this will opt them out of the trial and show the screen below.

BETA This is a new service – your [feedback](#) will help us to improve it.

Contact number

Enter a contact phone number

Next

[◀ Back](#)

Confirming mobile number

BETA

This is a new service – your [feedback](#) will help us to improve it.

Confirm mobile number

We have sent a text message with a code to: **07916 721937**. It might take a few minutes to arrive. Enter the code to confirm it's your number.

Enter code

The code will expire after 5 minutes.

► [Problems with your code?](#)

[Next](#)[◀ Back](#)

▼ Problems with your code?

[Request a new code](#) if your code has expired or you have not received a text message.

If you're still having problems then you can [continue without a code](#). When you've made your claim, you will be asked to attend an interview at a jobcentre. At your interview, we will give you a printed code to use instead.

Only if a claimant has entered a mobile number

If a claimant continues with two factor authentication – then this screen will appear. The code will be sent to their device.

If a claimant has issues with a code they can opt out clicking 'continue without a code' as shown below.

Contact preferences

BETA This is a new service – your [feedback](#) will help us to improve it.

Contact preference

There are some things we will always email you about. We will use your preferred method whenever we can.

We will never send links or ask for your details in our emails or text messages.

How do you want to be contacted?

☐

Contact me via email

☐

Contact me via SMS text message

Next

This new screen asks contact preferences more explicitly than previously.

Creating an account and adding address

Home address

Building and street

Town or city



Postcode

[Next](#)

Creating an account and adding address

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English | [Cymraeg](#)

Your language preferences

If you live in Wales you can choose to communicate with us in Welsh.

What language do you want your online account to be in?

This includes written communications like text messages and emails.

☐ English

☐ Welsh

What language do you want us to speak to you in?

This includes phone calls and face-to-face meetings.

☐ English

☐ Welsh

Next

This page only appears in Welsh postcodes.

Creating an account and adding address

English | [Cymraeg](#)

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](#)

It is at this point an account is created so if a claimant stops at any point from here onwards – all the information is saved up to the page they last completed. If you stop before here you'll have to start from scratch.

Now you can choose to [add a partner](#).

Adding a partner to a claim / partner codes

Relationships

Do you have a partner?

This can be a boyfriend, girlfriend, husband, wife or civil partner.

☐ Yes, and we live together

☐ Yes, but we don't live together

☐ No, I'm single

Next

Claim as a single person

You must let us know if you start living with a partner.

You now have to give details of things like:

- housing - where you live, how much rent you pay and who else lives with you
- your finances - how much you earn and any savings you have
- any health issues you have

Next

[Back](#)

Claim as a single person

You must let us know if you start living with your partner.

You now have to give details of things like:

- housing - where you live, how much rent you pay and who else lives with you
- your finances - how much you earn and any savings you have
- any health issues you have

Next

[Back](#)

Option 2 and 3 both result in a single claim being made. In these cases you can move straight to [viewing the 'to do list'](#).

Click [next](#) for joint claims.

Adding a partner to a claim / partner codes

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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Link your details - simon smith

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](#)

This is for joint claims only.
The first person will be given a partner code and must give this to the second person to type in as per the choices shown on the right.

Adding a partner to a claim / partner codes

How to make a joint claim

You told us you live with a partner.

You need to give them this linking code:

NVC3 BL3X

You can copy and paste the code or write it down. It will expire on 19 March 2019.

Using the linking code

Your partner will need to enter the linking code when they either:

- apply for Universal Credit - if they have not applied before
- report a change in their existing Universal Credit claim, telling us they live with you

You can continue with your to-do list while you wait for your partner to use the code.

[Continue with your to-do list](#)

The first person of the couple gets this screen.

Set up your joint claim

Enter the linking code your partner gave you

Your partner's first name

Use the same name they use on their account.

Your partner's postcode

Use the postcode that is currently on their account.

[Next](#)

[Back](#)

The second person of the couple gets this screen. After completion the [‘to do list’](#) becomes available.

The 'to do list' to gather claim information

Address

This task is now complete.

simon smith (11)

Your partner

[Joint claim](#)

[Nationality](#)

[Housing](#)

[Who lives with you?](#)

[Work and earnings](#)

[Savings and investments](#)

[Income other than earnings](#)

[Education and training](#)

[Health](#)

[Caring for someone](#)

[Bank account details](#)

The to do list can be completed in any order. Select 'menu' above to choose a to do or click 'next' to run through them all in turn.

All must be completed in full before the 'check your details are correct' to do becomes available.

If you're a single person the 'Your Partner' tab will not be available.

Once your partner joins their account to yours you'll see their name instead and any outstanding actions.

Education and training to do

To-do list

Journal

To-do

Education and training - simon smith

Are you in education or training?

This can be full time or part time.

☒ Yes

☐ No

Done

If yes is answered, the claimant will be asked to provide proof at their interview. This to do is now complete.

Saving and investments to do

To-do

Savings, investments and other capital

Do you have any savings, investments or other capital?

Savings, investments and capital might include:

- money in savings accounts
- money in your current account
- cash
- stocks and shares
- property (but not the home you live in)
- trusts
- income from rental property
- dividends
- any other savings and investments

☒ Yes

☐ No

Continue

About your savings and investments

How much do you have in savings, investments and other capital?

It's important that you tell us about all your savings and investments. If these details are wrong it will affect your Universal Credit payment.

☐ £6,000 or less

☐ Between £6,000 and £16,000

☐ £16,000 or more

Continue

[Back](#)

If yes is answered, this question appears. Proof will be required at interview if over £6,000. This is now complete.

Saving and investments to do

You need to tell us the exact amount of your savings, investments and other capital.

▼ What should I include?

Savings, investments and capital might include:

- money in savings accounts
- money in your current account
- cash
- stocks and shares
- property (but not the home you live in)
- trusts
- income from rental property
- dividends
- any other savings and investments

£6,000 or less: what's the exact amount?

Make this as accurate as you can - we may have to confirm the details.

£ .

Done

[Back](#)

You will be asked for specific amounts and to possibly provide proof depending on what you chose.

Income other than earnings to do

To-do list

Journal

To-do

Income other than earnings

You need to tell us about your income other than earnings. Don't include any benefits you receive.

Do include things like:

- maintenance payments
- personal or occupational pensions
- mortgage payment protection
- insurance payments
- annuity payments
- student finance

Do you have any income, not including earnings and other benefits?

☒ Yes

☐ No

Do you receive an Armed Forces Independence Payment?

☐ Yes

☐ No

Next

Proof will be required at interview if answering yes to either of these questions. The to do is now complete.

Nationality to do

What's your nationality?

Choose all that apply.

☒ British

☐ Northern Irish

☐ Irish

☒ Citizen of a different country

Have you been out of the UK in the last 2 years?

Don't include trips to Ireland.

☒ Yes

☐ No

How long have you been out of the UK at a time?

☒ Less than 2 weeks

☐ 2 to 4 weeks

☐ More than 4 weeks

This question only appears when selecting yes to the previous one.

The to do is then complete.

Done

Bank details to do

Bank, building society name or credit union name

Name or names on account

Enter the name as it appears on your bank card, cheque book or statement. Don't include your title, for example Mr or Miss.

Sort code

Account number

▼ [What counts as a bank account?](#)

You can use a:

- bank account
- building society account
- credit union account
- Post Office card account

You may have to confirm the details at a jobcentre.

It must be a UK account.

▼ [I don't have any kind of bank account](#)

A bank or building society account will make it easier for you to get Universal Credit. If you can't get one, please call 0800 328 5644 (Textphone: 0800 328 1344). You can call Monday to Friday, 8am to 6pm (closed on bank holidays). Calls to 0800 numbers are free from landlines and mobiles.

Continue

Account details: roll number

What's your roll number or credit union membership number?

You'll find this on your card, statement or passbook.

Done

[Back](#)

The roll number screen only appears with sort codes registered to a building society.

The to do is then complete. If there is no bank account, a case manager can complete this over the phone.

Caring for someone to do

To-do

Caring for someone - simon smith

Are you caring for someone with a health condition or disability?

☒ Yes

☐ No

Does this person get one of the following benefits:

- Disability Living Allowance - middle or higher rate
- Personal Independence Payment
- Armed Forces Independence Payment
- Attendance Allowance
- Constant Attendance Allowance

Answer 'yes' if this person has applied but is waiting for an answer

☐ Yes

☐ No

Next

Answering yes to 'caring for someone' will generate the screens below and on the next page.

Caring for someone

Hours a week - simon smith

Do you care for this person for 35 hours or more a week?

Include time you spend on everyday things like shopping, driving and cleaning the house for this person.

If you care for more than one person

If you look after more than one person, tell us about the person you do the most caring for.

☒ Yes

☐ No

Next

[Back](#)

Caring for someone to do

Who you care for - simon smith

Tell us about the person you care for. We may need to contact them.

First name

Middle name

Last name

Date of birth

DD MM YYYY

Day Month Year

Relationship to you

Street address

Town

Postcode

Time off from caring - simon smith

You need to tell us when you have time off from caring for this person.

For example when:

- they are in hospital, respite care or on holiday without you
- you are in hospital or on holiday without them

Are you currently having time off from caring for this person?

☒ Yes

☐ No

Time off start date

DD MM YYYY

Day Month Year

Do you know when this time off is due to end?

☒ Yes

☐ No

Time off end date

DD MM YYYY

Day Month Year

Next

Caring to do ends here.

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

Health

What you tell us about your health

To receive the right support, we need to know if your health affects you at work or prevents you from working.

Please answer honestly. We'll need to check what you tell us about your health.

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

Health

Your health conditions

Do you have any illnesses, disabilities or ongoing conditions?

☒ Yes ☐ No

[Next](#)[Back](#)

Health to do

Health

Report health conditions

Tell us about any disabilities, illnesses or ongoing conditions.

Name of condition 1

[Remove](#)

Name of condition 2

[Remove](#)[Add a condition](#)[Next](#)[Back](#)

There is no limit to the amount of conditions you can add, nor do you need to list them in priority/severity order.

Please check spellings before continuing.

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

Health

About your health conditions

Has your doctor said you might have less than 6 months to live due to any of your conditions?

This could also be a consultant or a specialist nurse.

- ☒ Yes
- ☐ No
- ☐ I do not know

[Next](#)[Back](#)

If yes is answered we will offer to call to complete this to do. If yes is clicked here, the to do will complete.

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

Health

Calling you about your health

Before you continue your online health questions, we can call you to find out if you need extra support. We can also explain what you need to do next.

Do you want us to call you?

- ☐ Yes ☐ No

[Next](#)[Back](#)

Health to do

Health

Ability to work

Does your condition restrict your ability to work or look for work?

☒ Yes

☐ No

Do you have a fit note?

You need to get one from your doctor if you're ill for more than 7 days.
It may also be called a 'statement of fitness for work'.

☒ Yes

☐ No

Next

[Back](#)

Health

Dates on your fit note

Start date

For example, 31 3 2018

Day Month Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------

End date

For example, 31 3 2018

Day Month Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------

Continue

[Back](#)

If you do not have a fit note, this page will be skipped, but will become a to do to complete once you submit the claim.

Health to do

[Back](#)[Menu](#)[Next](#)

Health

Contact details for your doctor or medical centre

Name

Building and street

Town or city

Postcode

Telephone number (optional)

[Next](#)[Back](#)

Health

Sharing your information

We may need to contact your doctor about the health conditions you've told us about.

Is it OK for your doctor to tell us about your health conditions?

You can change your mind later. If you do, we will not ask your doctor to share any more information with us.

☐ Yes, my doctor can discuss my health

☒ No, my doctor can't discuss my health

If you say 'No', we may not have all the information we need when we make a decision about your claim.

[Next](#)[Back](#)

Health to do

Health

Pregnancy

To give you the right support, there are a few more things we need to know about your health.

If you're pregnant, does your health put you or your unborn child at risk?

☐ Not applicable

☒ Yes

☐ No

Expected due date

DD MM YYYY

Day Month Year

Next

[Back](#)

Only appears when yes is selected.

Health to do

[Back](#)[Menu](#)[Next](#)

Health

Hospital stays

Are you currently in or expecting to go into hospital for more than 24 hours?

This includes residential rehabilitation.

☒ Yes

☐ No

Admission date

DD MM YYYY

Day Month Year

Do you know what your discharge date is?

☐ Yes

☐ No

[Next](#)

[Back](#)

Only asked if answering yes to the first question.

Health

Medical treatments

Are you recovering from, receiving or expecting to receive any medical treatments?

☒ Yes

☐ No

Treatment 1

What treatment are you receiving?

Treatment 1 start date (if known)

DD MM YYYY

Day Month Year

[Add a treatment](#)

[Next](#)

[Back](#)

There is no limit to the amount of treatments.

Health to do

Health

Support at work

Tell us if you need any special support to help you at work.

☐ I have a wheelchair

☐ I need a hearing loop

☐ I have an assistance dog

I need other support (optional)

10,000 character limit on
the free text box.

[Next](#)

[Back](#)

Regardless of whether you gave fit note details earlier, you will see the off boarding page below to complete the to do.

Health

What you need to do

If your ability to work or look for work is still restricted after the end date on your fit note, you will need to provide a new one.

If we don't receive an up-to-date fit note, we will assume that you are able to work.

If you are unable to work for more than 4 weeks, you will need to provide more details and may need to attend an assessment.

[Next](#)

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Other people who live with you to do

Children who live with you

To apply for Universal Credit for your children you must be the main carer. If you share childcare with an ex-partner, you must agree who is the main carer.

You can only apply for children who are:

- living with you
- 19 years old or younger

Include:

- children, step-children and adopted children you are responsible for
- children whose parents don't live with you

Don't include:

- foster children
- children who are away, and who will be away for 6 months or more
- children whose parents or carers also live with you

How many children do you want to apply for?

[Next](#)

There is no limit on the number here. Each child will have their own version of all the following screens. No children? [Click here.](#)

Child details

Please tell us about your child

First Name

Last Name

Gender of the child

☐ Male☐ Female

Date of birth

DD MM YYYY

Day Month Year

[Next](#)[Back](#)

Other people who live with you to do

More child details

These questions will help us give you the correct amount of support for your children.

Is bubba smith in the care of the local authority not including respite care?

☐ Yes☒ No

Is bubba smith adopted, or living with you as part of a caring arrangement?

'Caring arrangement' includes kinship care (also called 'family and friends care'), child arrangements orders and special guardianship.

☐ Yes☒ No

Is bubba smith currently abroad?

☒ Yes☐ No

Will bubba smith still be abroad in a month's time?

☐ Yes☐ No

Is bubba smith in prison or custody pending trial/sentence?

☒ Yes☐ No

Is bubba smith blind?

'Blind' means someone who has been certified as severely sight-impaired or blind by a consultant ophthalmologist.

☒ Yes☐ No

Is bubba smith receiving Disability Living Allowance (DLA)?

☒ Yes☐ No

Does this include Care Component?

☐ Higher☐ Middle☐ Lower☐ None of these

Is bubba smith receiving Personal Independence Payment (PIP)?

☒ Yes☐ No

Does this include the daily living component?

☐ Standard☐ Enhanced

Other people who live with you to do

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

Main carer

Do this after your partner has made their claim. We'll save what you've done so far.

Who is the main carer for your children?

This is the person who looks after your children most of the time.

☐ You☐ Your partner☐ Prefer not to choose a main carer[Back to to-do list](#)[Back](#)

On a joint claim, both claimants in a couple must confirm the same main carer in order to submit their claim. Until this can be done, the to do will be outstanding.

When the partner has created an account, click on this to do and you'll see a 'we'll take you back to where you were' message and then return back to this page to continue.

Other people who live with you to do

To-do list

Journal

Other people who live with you

We need to know how many people live with you. This includes:

- children who are 20 or over (including step-children and adopted children)
- relatives and their children, for example your sister, brother, niece, nephew
- friends and their children
- anyone who is away on duty in the armed forces

Do not include the following:

- any child you have already told us about
- your partner (if this is a joint claim)
- joint tenants
- anyone with a separate rental agreement
- your landlord or landlord's family
- lodgers, boarders or sub-tenants
- foster children
- anyone away, or expected to be away for over 6 months (unless in the armed forces)

How many other people live with you?

☐

Next

[Back](#)

If you have no one else living with you the to do ends here. Each additional person has their own version of the following screens.

Relative and friend details

Please tell us about this person

First Name

granny

Last Name

smith

Gender

☐ Male☒ Female

Date of birth

DD MM YYYY

Day Month Year

01

01

1940

Is this person receiving state pension credit?

☒ Yes☐ No

Next

[Back](#)

Other people who live with you to do

Further details

Is granny smith receiving Disability Living Allowance (DLA)?

☐ Yes☒ No

Is granny smith receiving Personal Independence Payment (PIP)?

☐ Yes☒ No

Is granny smith receiving Attendance Allowance or Constant Attendance Allowance paid as part of industrial injuries disablement benefit or war disablement pension?

☒ Yes☐ No

Is granny smith receiving Carer's allowance?

☐ Yes☒ No

Is granny smith receiving Armed Forces Independence Payment?

☐ Yes☒ No[Next](#)[Back](#)

Is granny smith currently abroad?

☒ Yes☐ No

Will granny smith still be abroad in a month's time?

☐ Yes☒ No

Is granny smith in prison or in custody awaiting trial/sentence?

☐ Yes☒ No

Is granny smith a member of the armed forces away on operations?

☒ Yes☐ No

Is granny smith your child or step child?

☐ Yes☒ No

End of to do.

Childcare Costs to do

Childcare costs

You can claim up to 85% of your childcare costs if you:

- are in paid work
- start a new job within the next 2 months
- stopped paid work less than 2 months ago

You should report childcare costs on the same day you pay them.

If we ask for proof of your costs, you must provide it within one month or you may not get your money back.

Do you have any childcare costs you can claim?

☒ Yes

☐ No

Next

Provider details

Please add details of all of your childcare providers and the amount you paid them.

[Add a provider](#)

Next

[Back](#)

You must state you have children for this to do to become available. Post claim, this can be done by a change of circumstances from the home page.

To add childcare, you first need to add a provider. There is no limit to the number of providers.

Childcare costs to do

Name of provider

Registration number

All registered providers have a registration number. You can normally find it on their letters. If not, call them and ask for it.

Telephone number

We may contact your provider to check this information.

Address line 1

Address line 2 (optional)

Town

Postcode

[Next](#)

Once the provider is added, you can edit the provider (thus bringing back up the page on the left), remove it entirely or add childcare payments for that provider.

Provider details

Add a payment to an existing provider or add a new provider if you have one.

Baby Bumps Nursery

Postcode: LL591hy

[Edit](#)[Remove](#)[Add a payment](#)[Add a provider](#)[Next](#)[Back](#)

Childcare costs to do

Payment details

Name of provider: Baby Bumps Nursery

How much you paid

Example: 240.12

£ .

Date you paid

DD MM YYYY

Day Month Year

Dates covered by this payment

Start date

DD MM YYYY

Day Month Year

End date

DD MM YYYY

Day Month Year

Which children does this provider care for?

☐ bubba, 2

Provider details

You're reporting childcare costs of **£75.00**.

Baby Bumps Nursery

[Edit](#)

Postcode: ll591hy

[Remove](#)

bubba, 2

£75.00 from 1 March 2019 to 1 April 2019

[Change payment](#)[Remove](#)[Add a payment](#)[Add a provider](#)[Next](#)[Back](#)

You can add different payments to the same provider for different children.

Childcare costs evidence upload to do

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

Show proof of your childcare costs

How do you want to show proof of your childcare costs?

- ☐ Upload files from my computer or phone
- ☐ Make an appointment to bring documents into a jobcentre
- ☐ Send documents in the post

It may take longer to verify proof if you bring it into a jobcentre or send it in the post.

[Next](#)[Back](#)

For this walkthrough we'll choose uploading the file from a computer or phone. Choosing other options displays the instructions for booking an appointment or the postal address.

Childcare costs evidence upload to do

Upload proof of your childcare costs

You must do this by 13 April 2019 or you may not get your money back.

Payment details

Provider	Amount Paid	Date paid	Dates covered
tiny tots nursery	£175.00	1 March 2019	1 March 2019 to 1 April 2019

Proof you need to give

We need to see a receipt, bank statement or invoice showing the amount you paid and when you paid it.

Invoices must be on headed paper and marked as 'paid'.

We'll accept scans, photos or screenshots of these documents.

Attach a file

 Browse...[Back](#)

You can upload up to 5 documents at once, 10mb maximum file size each.

Childcare costs evidence upload to do

You must do this by 13 April 2019 or you may not get your money back.

Payment details

Provider	Amount Paid	Date paid	Dates covered
tiny tots nursery	£175.00	1 March 2019	1 March 2019 to 1 April 2019

Proof you need to give

We need to see a receipt, bank statement or invoice showing the amount you paid and when you paid it.

Invoices must be on headed paper and marked as 'paid'.

We'll accept scans, photos or screenshots of these documents.

Documents can be deleted before clicking done, but you cannot view them once uploaded.

File name	Size	Status	Action
helptosave.png	0.02MB	Uploaded	Delete

Attach a file

Browse...

We've received proof of your childcare costs

Your next Universal Credit payment will include up to 85% of your costs if:

- you uploaded proof of your costs within a month of reporting them
- the files you uploaded match the costs you reported

If you paid for future childcare, we'll pay back your costs over the months the childcare covers.

[Back to to-do list](#)

Done

Done button gives this screen when status is uploaded.

Work and earnings to do

Work status - simon smith

Are you currently working?

☐ Yes

☒ No

Have you stopped working in the last 9 months?

☐ Yes

☐ No

Are you currently getting any statutory pay from your employer?

Statutory pay includes:

- sick pay
- maternity pay
- paternity pay
- adoption pay
- shared parental pay

☒ Yes

☐ No

How much statutory pay do you get?

£ .

How often do you get statutory pay?

Frequency



Do you currently get maternity allowance?

☒ Yes

☐ No

How much maternity allowance do you get?

£ .

How often do you get maternity allowance?

Frequency



To do stops here if answering no to all these questions.

Next

Work and earnings to do

Employment status - simon smith

What is your employment status?

☐ Employed

☐ Self-employed

☒ Both employed and self-employed

Next

[Back](#)

You will only see the screen on the right if you answer 'Employed'. Otherwise the to do ends here.

Self employed claimants will need to provide proof of earnings at their interview.

Hours and earnings - simon smith

Approximately, how many hours do you work in a week?

If you are on a zero hours contract then please enter '0'

How much do you usually earn?

This is the total amount earned before any deductions such as tax, National Insurance and pensions (gross).

£ .

Frequency

Select



Next

[Back](#)

Housing costs to do

Housing costs

Do you have housing costs?

'Housing costs' are things like rent, mortgage payments or service charges. You definitely have housing costs if you get Housing Benefit.

☒ Yes☐ No[Continue](#)

If no – to do ends here.
Choose your option from below:

[Renting \(social or private\)](#)

[Temporary accommodation](#)

[Mortgage](#)

[Other type of housing](#)

[All other options listed to the right](#)

Click next to run through them all.

Tell us where you live

Where do you live now?

☐ I rent from a council or housing association☐ I rent from a private landlord☐ I live in a property I own (with or without a mortgage)☐ I rent-buy through a shared ownership scheme☐ I'm in temporary accommodation☐ I'm in supported or sheltered accommodation☐ I live with close relatives - for example, my parents or my partner's parents☐ I'm in another type of housing[Continue](#)[Back](#)

Housing costs to do (renting)

Housing: rent payments

When did you move to this address?

DD MM YYYY

Day Month Year

How much rent do you pay?

This is the amount of rent you have to pay under your rental agreement. Do not include any service charges shown separately in your rent agreement or any rent arrears payments.

£

Select how often you pay rent

 [Next](#)[Back](#)

Remember to put in the correct pence (even if its .00)

Housing: service charges

How much do you pay in service charges?

Only include service charges that you must pay as part of your rental agreement. Your landlord may help with information on which service charges are eligible for Universal Credit.

£

Select how often you pay service charges

Do you have any rent-free weeks?

☒ Yes

☐ No

How many weeks each year?

[Next](#)[Back](#)

Housing costs to do (renting)

Housing: landlord details

Who do you pay rent to?

☐ Landlord, council or housing association

☐ Landlord's agent

Name of landlord or agent

This can be an individual, company or organisation

Street address

Town

Postcode

Contact phone number

Email address (optional)

Next

Housing: number of bedrooms

How many bedrooms do you have, as listed in your tenancy or rental agreement?

Is there anyone else on the tenancy agreement?

☒ Yes

☐ No

Next

[Back](#)

Housing costs to do (renting)

Housing: joint tenancy

How many people are there on the tenancy agreement including you?

How much is the total rent paid by everyone?

£ .

Select how often you pay rent

Frequency

[Next](#)[Back](#)

Housing: Council Tax

Is your name on your Council Tax bill?

☒ Yes☐ No

Have you applied for a reduction in your Council Tax?

☐ Yes☒ No but I will apply☐ No I don't want to apply

We'll share your details with your council to support your application. You'll need to contact them.

[Next](#)[Back](#)

Housing costs to do (private renting only)

Housing: relationship to my landlord

Do you live at the same address as your landlord?

☐ Yes

☐ No

Is anyone living at your address related to your landlord?

☐ Yes

☐ No

Is the company you pay rent to owned or managed by:

- you
- anyone related to you
- anyone who lives at your address

☐ Yes

☐ No

[Next](#)

[Back](#)

This question is only asked to claimants living in privately rented accommodation.

This to do is now complete.

Housing costs to do (temp accom)

Housing: temporary accommodation

What kind of temporary accommodation are you in?

☐ The council have put me in temporary accommodation, like a hostel or B&B

☐ I'm in a night shelter

☐ I'm in a refuge

☐ I'm in a bail hostel ('approved premises')

Continue

[Back](#)

Housing: temporary accommodation

Are you getting or have you applied for Housing Benefit?

☐ Yes

☐ No

☒ I'm not sure

Continue

[Back](#)

Housing costs to do (temp accom)

Housing: temporary accommodation

Money for temporary housing

Universal Credit does not cover temporary accommodation.

Instead, apply for Housing Benefit to get money for your housing costs.

Talk to the council who placed you in temporary accommodation to find out how you can get Housing Benefit.

This does not affect any other money you might get from Universal Credit.

[Continue](#)[Back](#)

This message comes up if you have not or are not sure about applying for housing benefit.

Housing: Council Tax

Is your name on your Council Tax bill?

☒ Yes☐ No

Have you applied for a reduction in your Council Tax?

☐ Yes☒ No but I will apply☐ No I don't want to apply

We'll share your details with your council to support your application. You'll need to contact them.

[Next](#)[Back](#)

The to do is now complete.

Housing costs to do (mortgage)

Housing: your own property

You have told us you own the property where you live.

Do you have a mortgage or other loan secured on your property?

☒ Yes☐ No

Do you pay service charges for this property?

Any service charges must be payable as part of your property agreement. Usually they cover things like shared costs of maintaining the building you live in. Answer 'No' if the only payments you make are for ground rent.

☒ Yes☐ No[Next](#)[Back](#)

Housing: Council Tax

Is your name on your Council Tax bill?

☒ Yes☐ No

Have you applied for a reduction in your Council Tax?

☐ Yes☒ No but I will apply☐ No I don't want to apply

We'll share your details with your council to support your application. You'll need to contact them.

[Next](#)[Back](#)

Proof will be required at the interview if seeking support for mortgage interest. The to do is now complete.

Housing costs to do (other property)

Housing: other types

What is your 'other type of housing'?

☐ I live in a caravan or mobile home

☐ I live on a houseboat

☐ I pay rent or have a mortgage on 2 homes

Continue

[Back](#)

For these scenarios we currently do not ask for proof during the claim gather, but will need it at interview.

Housing: Council Tax

Is your name on your Council Tax bill?

☒ Yes

☐ No

Have you applied for a reduction in your Council Tax?

☐ Yes

☒ No but I will apply

☐ No I don't want to apply

We'll share your details with your council to support your application. You'll need to contact them.

Next

[Back](#)

The to do is now complete.

Housing costs to do (council tax)

Housing: Council Tax

Is your name on your Council Tax bill?

☒ Yes

☐ No

Have you applied for a reduction in your Council Tax?

☐ Yes

☒ No but I will apply

☐ No I don't want to apply

We'll share your details with your council to support your application. You'll need to contact them.

[Next](#)

[Back](#)

For these cases we only ask about council tax support. The to do is now complete.

How to make a joint claim

You told us you live with a partner.

You need to give them this linking code:

NVC3 BL3X

You can copy and paste the code or write it down. It will expire on 19 March 2019.

Using the linking code

Your partner will need to enter the linking code when they either:

- apply for Universal Credit - if they have not applied before
- report a change in their existing Universal Credit claim, telling us they live with you


You can continue with your to-do list while you wait for your partner to use the code.

[Continue with your to-do list](#)

Until partners joins their accounts together, you can check the partner code under the 'joint claim' to do. If it expires, this is where you go to request a new code. The screen will look identical to this one.

This to do automatically disappears when the accounts are joined.

Confirm your details are correct to do

 **GOV.UK**

Universal Credit

simon smith: [Sign out](#)

DEMO release_116.69

English | [Cymraeg](#)

To-do list

Journal

Housing
This task is now complete.

[Confirm your details are correct](#)

You can see what you've done in your [journal](#).

Once all the to do's are completed the 'confirm your details are correct' to do appears to complete.

Confirm your details are correct to do

Submit claim

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.

Your claim

simon smith is single.

[See full details \(opens in new window\)](#)

Are these details correct?

☐ Yes

☐ No, change this

You need to click yes or no for each section that reviews the information given. If you click no, that to do will be restored for you to complete.

Once everything is selected as yes – the 'I agree' tick box becomes available to tick.

simon smith has income other than earnings.

simon smith is receiving Armed Forces Independence Payment.

[See full details \(opens in new window\)](#)

Are these details correct?

☒ Yes

☐ No, change this

☐ I agree with the full details of my claim

Next

High level commitments

English | [Cymraeg](#)

To-do list

Journal

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 tell us immediately if your circumstances change.

This includes things like taking on extra work or losing your job and any changes to your household income.

☐ I understand these commitments

Next

This will have different information in the blue box depending on your labour market regime.

Legal declaration

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

Declaration

By submitting this claim, you agree that:

- the information you've given is complete and correct
- while you're receiving Universal Credit, you'll report changes to your circumstances straight away in your online account (or by calling 0800 328 5644 (Textphone: 0800 328 1344) if this is not possible)

Calls to 0800 numbers are free from landlines and mobiles.



If you give wrong or incomplete information, or you don't report changes, you may:

- be prosecuted
- need to pay a financial penalty
- have your Universal Credit reduced or stopped
- be paid too much Universal Credit and have to pay the money back

☐ I understand and agree

Submit claim

This legal declaration is separate from the claimant commitment and cannot be contested.

Help and support

Before you continue

Help us improve the service by answering some questions. They are optional and will not affect your claim.

Did anyone help you make your claim?

For example, a family member, friend or someone from the jobcentre or a charity.

☒ Yes ☐ No

Who helped you with your claim?

You can pick more than one.

- ☐ Family or friend
- ☐ Someone at the jobcentre
- ☐ The Universal Credit helpline
- ☐ A support worker from the place I'm staying
- ☐ A support or welfare worker from the council
- ☐ Someone from Citizens Advice
- ☐ Someone else
- ☐ Someone from a charity

What did you need help with?

You can pick more than one.

- ☐ I don't have a computer or can't access the internet
- ☐ I have trouble reading, writing or with English
- ☐ Getting set up - for example, creating a username or password
- ☒ Answering the questions - for example, filling in details about my income, or housing
- ☐ I have a health condition that makes it hard to use a computer

[Done](#)[Skip](#)

Verify to do

To-do

Confirm your identity online

Use GOV.UK Verify to confirm your identity online. This will save you time when you first visit the jobcentre.

Confirm your identity by **Monday 24 February 2020** or you will have to start a new application for Universal Credit.

[Go to GOV.UK Verify](#)

▼ [I cannot do this online.](#)

You'll need to [book an appointment](#) at a jobcentre.

[Back](#)

We cannot provide screens for GOV.UK Verify at this time. Verify takes place outside the service. If successful, you will be taken straight back to your account, but if you are unable to verify your ID, you will be logged out of your UC account and will need to log back in again to continue for security purposes.

Prepare for you appointment to do

Prepare for your appointment

You'll be asked to prove who you are at your jobcentre appointment.

Before your appointment you need to:

- 1 Choose which documents to bring with you.
- 2 Call to book an appointment at the jobcentre.

Continue

This follows automatically if someone has said they cannot verify their ID online. It is also available from the To Do list as well.

These next three pages of screens offer over 60 combinations of ID to choose from. If someone has no ID at all, they can still make a claim.

Proof of your identity

All items must be originals - copies will not be accepted.

Any photos must look like you.

Select what you have from the following list to bring to your appointment

- ☐ Valid passport
- ☐ Recently expired passport
- ☐ Full UK photo driving licence
- ☐ Provisional UK photo driving licence
- ☐ National identity card not issued by the UK ID card scheme
- ☐ Residence permit or card
- ☐ Immigration Status Document
- ☐ Registration or naturalisation certificate
- ☐ Young Scot card (with PASS hologram)
- ☐ Citizen card
- ☐ Northern Ireland Electoral Identity Card

[I do not have any of these](#)

Continue

Prepare for your appointment to do

Proof of your identity: your bank card as evidence

You can use your UK bank card to prove your identity and confirm your bank details.

Do you have a bank card for the account you want your Universal Credit paid into?

The bank card must show your name, account number and sort code or be supported with a bank statement

☐ Yes ☐ No

[Continue](#)

[Back](#)

This has been separated out as a question in its own right as we can use this information to confirm ID and bank account.

Prepare for your appointment to do

Additional proof of your identity

You have already selected:

Bank card

Select additional items from the following list to bring to your appointment

- ☐ Birth or adoption certificate
- ☐ Council Tax bill
- ☐ Tenancy agreement
- ☐ Full driving licence not from the UK
- ☐ Local authority rent card
- ☐ NHS medical card
- ☐ Marriage or civil partnership certificate
- ☐ Northern Ireland Housing Executive (NIHE) rent card
- ☐ Land and Property Services Rates documents

[I do not have any of these](#)

Continue

[Back](#)

This is an additional tier. Like the previous tier, you can select as many as available or none at all – the question flow will carry on.

Prepare for your appointment to do

Proof of your housing costs

Select one from the list:

- ☐ Tenancy agreement
- ☐ Official letter from your landlord or agent

[I do not have any of these](#)

Continue

[Back](#)

Proof of your housing costs

Proof of your address

You have already selected:

Tenancy agreement

Select all the items from the list that show your name and address:

- ☐ Official letter from your landlord or agent
- ☐ council tax bill
- ☐ recent utility bill
- ☐ recent bank statement
- ☐ local authority rent card

[I do not have any of these](#)

Continue

Book your interview to do

To-do

Book your appointment

To avoid any delay to your first payment you should **book your appointment today**.

You will have to make a new claim for Universal Credit if you do not book your appointment by **Monday 24 February 2020**.

You've told us you'll bring these documents with you

Proof of your identity Bank card

Proof of your bank details Bank card



Have your National Insurance number ready.

To book your appointment

call: **0800 328 5644**

textphone: **0800 328 1344**

Monday to Friday, 8am to 6pm

Calls to 0800 numbers are free from landlines and mobiles

During the call, if someone has made a mistake, found new ID or needs to have some biographical questions asked – the agent will update this to do during the call and so it will always reflect the latest information given.

[Back to to-do list](#)

Equality questions

Equality questions

We'd like to ask you a few questions to help us provide better, fairer services for all.

Your answers are confidential - they will not be shared with your work coach or any employers.

Your answers don't affect your Universal Credit claim.

[Start](#)[Back to to-do list](#)

Which of these best describes your ethnic group?

☐ White

☐ Mixed

☐ Asian or Asian British

☐ Black or Black British

☐ Arab

☐ Other

☐ Prefer not to say

[Next](#)[Back](#)

This to do is available post claim and is entirely optional.

Equality questions

Which of these best describes your ethnicity or background?

☐ English, Welsh, Scottish, Northern Irish or British

☐ Irish

☐ Gypsy or Irish Traveller

☐ Other

☐ Prefer not to say

[Next](#)

[Back](#)

Your sexual orientation

Which of these best describes how you think of yourself?

☐ Heterosexual / Straight

☐ Gay / Lesbian

☐ Bisexual

☐ Other

☐ Prefer not to say

[Next](#)

[Back](#)

Your religion

What is your religion?

☐ No religion

☐ Buddhist

☐ Christian

☐ Hindu

☐ Jewish

☐ Muslim

☐ Sikh

☐ Other

☐ Prefer not to say

[Next](#)

[Back](#)

Equality questions

Your marital status

Are you married or in a civil partnership?

☐ Yes

☐ No

☒ Prefer not to say

[Next](#)

[Back](#)

Submit your answers

By submitting your answers, you're agreeing that we can collect and process this information. We'll use it to help us meet our commitment to equality (under the Equality Act 2010).

You can call 0800 328 5644 (Textphone: 0800 328 1344) to withdraw your consent at any time. Calls to 0800 numbers are free from landlines and mobiles.

[I agree - submit](#)

[Cancel](#)

[Back](#)

Home page

English | [Cymraeg](#)

Home

To-do list

Journal

If you're entitled to Universal Credit, you'll be paid in **37 days**.

How much you'll get will depend on your circumstances from **13 March 2019** to **12 April 2019**.

Report a change
of circumstances

Report a fit note

Add a note
to your journal

Apply for an advance payment

View to-do list

My commitments

Report childcare costs

Guide

Job applications
interested, applied, interviewing

Your commitments

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

It's important that you tell us immediately if your circumstances

Your home page is entirely tailored to your circumstances. Not all claimants will need or have all the buttons. The statement button is added after the first assessment period.

Universal Credit Guide

 [Print this page](#)

About Universal Credit	+
Your account	+
What you need to do	+
Your first payment	+
Advance payments	+
Looking for work	+
Self-employment	+
Rent and housing costs	+
Help with childcare	+
Transitional protection	+

The guide is a text only version of the product 'Universal Credit and You' which is available on GOV.UK. This version is printable.

Report a change

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

[Living with a partner](#)

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

[Bank account](#)

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

[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](#)

You must still report it. [Contact us](#) to do this.

[Health](#)

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

[Caring for someone](#)

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

[People who live with you](#)

Includes children, step-children, and anybody else who lives with you

[Childcare costs](#)

Includes ongoing costs and changes in your childcare provider

Each time you report a change, it will trigger the same to do as when the claim was made.

After each change the [legal declaration page](#) will then appear to ask a claimant to confirm the information is correct.

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

Date and time	Message	Added by
13 Mar 2019 at 2:00am	Accept your commitments completed	simon smith
13 Mar 2019 at 1:48am	Provide proof of your childcare provider completed	simon smith
13 Mar 2019 at 1:46am	Provide proof of your childcare costs completed	simon smith
13 Mar 2019 at 1:44am	Answer a few equality questions (optional) completed	simon smith
13 Mar 2019 at 1:40am	Get your identity documents ready completed	simon smith
13 Mar 2019 at 1:39am	Verify your identity online completed	simon smith
13 Mar 2019 at 1:37am	New claim details were submitted	simon smith

You can view the journal but not add a message in it until a claim is submitted.

Journal entries that involve a back and forth conversation will collapse into a single line to click on. Otherwise, they will just be text paragraphs.

If you want to see a claim submission click on the 'new claim details were submitted' entry. This is the only place to replay information back to you.

Journal entry

What's this entry about?

- ☐ A payment
- ☐ A change
- ☐ An appointment
- ☐ Job applications
- ☐ Add a work search note
- ☐ A message for my work coach
- ☐ Service issues

[Next](#)[Back](#)

Adding a journal entry will take you to the same looking free text box for all options except for 'job applications' which takes you to that section of the account instead.

Journal

Journal entry

Add a journal entry

(Maximum 3000 characters)

Enter your message here.

Journal

2976 characters left

Save

[Back](#)

Your journal has been updated.

Add another journal entry

3000 characters per journal message. Once saved it will be fully readable on the journal.

Please note that DWP staff can also leave journal notes and the 'added by' will show who did it.

Journal entries

Date and time	Message	Added by
13 Mar 2019 at 2:03am	Enter your message here.	simon smith
13 Mar 2019 at 2:00am	Accept your commitments completed	simon smith
13 Mar 2019 at 1:48am	Provide proof of your childcare provider completed	simon smith
13 Mar 2019 at 1:46am	Provide proof of your childcare costs completed	simon smith
13 Mar 2019 at 1:44am	Answer a few equality questions (optional) completed	simon smith
13 Mar 2019 at 1:40am	Get your identity documents ready completed	simon smith

Job Applications

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

Job applications

Keep track of the jobs you are applying for.

[Add a job](#)

Once a job is added it will appear on the job applications page. These can be updated with notes and outcomes over time.

Job title

Employer or agency

Where are you with this job?

☐ Interested

☐ Applied

☐ Going for an interview

☐ Successful

☐ Unsuccessful

Notes about this application (optional)

[Save](#)

Statement

Your payment this month is

£1,199

This will be paid by 8pm on 16 January 2019

How we calculate your payment

Your payment is based on what you've told us and covers the period between **10 December** and **9 January**.

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](#)

Standard allowance

£317.82

You receive a standard Universal Credit allowance each month

Housing

£500.00

You said that your rent is £500.00 per month

Children

£508.75

You get support for 2 of your 3 children

Total before adjustments

£1,326.57

A statement will show the total amount (and address) at the top followed by a breakdown on income, outgoings, deductions and a link to passported benefits information on GOV.UK.

Statement Payments

If you can get Universal Credit:

- on 26 February 2020 we will tell you how much you will get
- on 1 March 2020 you will be paid any money you are entitled to

We will tell you before that if you cannot get Universal Credit.

How we calculate your payment

If you can get Universal Credit, your payment will be based on what you've told us. You can [check how much you might get](#) on GOV.UK.

It's important to [tell us about any changes](#) immediately that could affect your Universal Credit payment.

It is likely that your payment will be made up of the following:

Standard Allowance

You get a standard amount each month. You said you're single.

Housing

You said that you pay your rent

Children

You said that you have 1 child

Children in childcare

You said you have 1 child in childcare

Carer

You said that you are caring for someone.

Health

You said your health affects you at work or prevents you from working. You might need to have an assessment before we can consider if you will get extra money for this.

What we might take off

Earnings

We slowly reduce your payment as you earn more.

Deductions

We might take money off your payment to repay an advance or pay off debts - for example, if you are behind on your rent.

Benefit Cap

There is a limit on the total amount of benefit you can get. We might take money off your payment if you are over this limit.

[Check the benefit cap limits](#) on GOV.UK.

Before a statement is available, a pre filled in explanation of a payment is provided. The calculation elements are filled in based on what the claimant has told us. This is then replaced with by the actual statement when it is ready.

Apply for an advance

Apply for an advance payment

If you can get Universal Credit, you'll get your first payment on 24 October 2019.

If you will not have enough money for things like rent, food, gas or electricity until then, you can apply for an advance.

You'll have to pay it back a bit at a time from future Universal Credit payments. If you stop getting Universal Credit, you will still have to pay it back. For example, by deductions from your wages.

Example

If you borrow £200 and chose to pay it back over 10 months, you will repay £20 (£200 divided by 10) each month.

When you can get an advance payment

You can usually get an advance when 3 things have happened:

- you have verified your identity - either online or at a jobcentre
- we have checked you are eligible for Universal Credit
- you have attended an interview at a jobcentre

You may have to explain why you need it. For example, to pay bills before your first payment on 24 October 2019

[Apply for advance](#)

[Back](#)

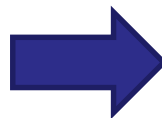
To apply for an advance, we need to check the details we currently hold.

When apply is clicked the service checks over the initial details to see if an advance would be possible. The waiting screen is shown on the next page. When it has checked all details a green tick appears along with the a green 'continue' button.

Did this page help you understand if you can get an advance? ☐ Yes ☐ No

Apply for an advance

Checking your details



Checking your details



We're checking your details to see how much you can get as an advance.

If the page seems stuck or nothing is happening, you can [update it yourself to continue](#).

Click 'continue' for the outcome



We're checking your details to see how much you can get as an advance.

If the page seems stuck or nothing is happening, you can [update it yourself to continue](#).

We've checked your details.

Continue

[Home](#)

[To-do list](#)

[Journal](#)

You need to book an appointment

You'll be able to apply for an advance once you have attended your first interview at a jobcentre.

Book your appointment

Unsuccessful request.
To combat fraud, an advance will not be available until a claimant has had an appointment to verify their ID and bank account. Only one person from a couple claim needs to attend an appointment.

Apply for an advance

Other benefits

In the last month, have you received any of these benefits?

Tell us if you've received or claimed any of:

- Jobseeker's Allowance (JSA)
- Employment and Support Allowance (ESA)
- Housing Benefit
- Child Tax Credit
- Working Tax Credit
- Income Support

☐ Yes☐ No

Successful request. The first page is to check if it's a new claim or benefit transfer advance that's required.

The screen to the right is only present if it's a new claims advance.

Check if you need an advance

You should check if you have enough money before your first Universal Credit payment to cover basic needs like:

- rent
- food
- gas, electricity and water
- childcare
- clothing

You may have enough money to live on before your first payment if you:

- get support from your parents, relatives or friends
- have any final earnings or redundancy payments
- have savings

☐ I still need an advance[Continue](#)

Apply for an advance

Advance amount

How much do you want to borrow?

You can borrow up to £317.82. This is not an indication of how much Universal Credit you'll get.

£ .

Calculate

[Back](#)

You can switch back and forth between these pages to see how the repayments would work for the amount the claimant wishes to borrow.

Advance repayment period

For an advance of £200.00

How long do you need to pay it back?

☐ 12 months at £16.67

☐ 11 months at £18.19

☐ 10 months at £20.00

☐ 9 months at £22.23

☐ 8 months at £25.00

☐ 7 months at £28.58

☐ 6 months at £33.34

☐ 5 months at £40.00

☐ 4 months at £50.00

☐ 3 months at £66.67

☐ 2 months at £100.00

Apply for an advance

You'll get your advance on 5 July 2018

Can you cover your costs until then?

☐ Yes

☐ No

Continue

[Back](#)

Should the claimant need the advance on the same day, select no in order to trigger a same day payment where possible.

Same day payments

If we get your application before 9pm on a working day and it's approved, you should get your advance by the next working day.

Weekends and public holidays do not count as working days.

Continue

[Back](#)

Apply for an advance

Check your answers

Application details

Other benefits	No	Change
Advance amount	£200.00	Change
Advance repayment period	10 months	Change
Can you cover your costs?	No	Change

Send your application

By submitting this application you are confirming that, to the best of your knowledge, the details you are providing are correct.

If approved, we'll pay £200 into the same bank account that we pay your Universal Credit into.

Your first repayment will be deducted from your next Universal Credit payment on 8 August 2018.

Accept and apply

[Cancel your advance payment application](#)

Anything can be changed before accepting the advance. An advance application can be cancelled at the bottom.

Apply for an advance

We'll let you know if you can get an advance

We'll send confirmation of your application to your [journal](#).

We'll send you a text message to let you know if your application was successful.

[Back to your homepage](#)

Journal entries

3 Jul 2018 at 11:16am

[Advance payment approved](#)

Details

Your advance payment has been approved. Your statement will show details of your repayments.

Type of advance	New claim
Date approved	3 July 2018
Amount	£200.00

Once submitted a confirmation will be sent to the journal. When approved, a text message is sent and the journal entry 'advance payment approved' is added.

This is what the journal message will look like. It will also show in the deductions section on a statement.