

Universal Credit How To Guide

Before Claiming:

Before making a claim, ensure the Claimant(s) have the following information:

- Email address (one for each claimant if a joint claim). If no email, please set up a Gmail account before starting the claim)
- All personal information (name, address date of birth and phone number) plus names and dates of birth for all dependent children living with the Claimant(s)
- Housing costs details (rent/service charge plus landlord details including address and phone)
- Work / Earnings – employers full contact details (may need to evidence the last 12 months earnings once the claim has been submitted – appears as a ‘To Do List item, but there is time to do this so please don’t hold the claim up if not available at the time of making
- Savings & Investments – first £6,000 ignored and then assumed income for every full or part £250.00 thereafter up to £16,000
- Other income i.e., child maintenance payments, pensions etc
- Education/Training details (course and provider)
- Health – add fit note details exactly
- Caring – only complete if the person they care for is already in receipt of the care elements of DLA/PIP or AA. Will need name, address and NI number and disability type of the cared for person.
- Bank account details
- Childcare costs details (if appropriate)
- Proof of Identity – DO NOT use the online identification system. Select the ‘unable to do this’ and you will be directed to contact UC by telephone to make the first appointment. Select the ID held by the Claimant

How to Claim

YOU WILL NEED INTERNET ACCESS

- Google 'Universal Credit Sign Up' or similar and follow the **Gov.uk** link
- Follow the instructions on screen, where prompted about Disability Benefits:

The first page says;

If you already get other benefits

You should check how applying for Universal Credit will affect your other benefits:

- [Find out how tax credits and other benefits affect each other](#)
- [Find an independent benefit calculator](#)

Universal Credit replaces these benefits:

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

These benefits will end if you or your partner makes a claim for Universal Credit, even if the claim is not approved.

⚠Warning: You understand that if you or your partner make a claim, any benefits you get now that are replaced by Universal Credit will stop. You will not be able to submit a new claim for the benefits that have stopped.

I have read and understand

Continue

[Back](#)

If you are happy to do so, click on the box next to **"I have read and understand"** then press **"continue"** & you will move onto creating a Universal Credit account.


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

FirstnameSurnameYearofbirth 

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'

Security questions

Answer these questions carefully. When you sign in to your account you'll need to spell your answers exactly as you enter them below.

If you phone us, we will ask you these questions. Do not choose answers that are likely to be offensive.

Question 1

Please select a question ▾

Please select a question

Where were you born?

What colour was your first car?

What is or was your father's main job?

What was the first concert or gig you went to?

What was the name of the street you grew up on?

What was your first job?

Question 2

Please select a question ▾

Please select a question

What was the first film you saw at the cinema?

What was the name of your first pet?

Where was your first holiday?

What was the surname of your best friend from childhood?

What is or was your mother's main job?

What was the make of your first car?

About you

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

First name

Middle names

Last name

Date of birth

For example, 18 9 2012

Day Month Year

Email address

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

Mobile phone number

How do you want to be contacted?

Email Text

Continue

This is for future contact from UC. Initial code will always be sent via email even if Text option selected here

Confirm your email

A code has been sent to The code will expire at

Enter the code to confirm your email address.

Email code

▶ [My code does not work](#)

▶ [I have not received an email](#)

[Continue](#)

[Back](#)

The account will now be set up, follow the online instructions to complete the rest of the form.

For Joint Claims

- The first claimant will request a **Linking Code**, make a note of this code.
- The first claimant must then complete their Universal Credit Application.
- The second claimant to follow the steps as provided above for starting a new claim. When requested, enter the **Linking Code**. The two accounts will now be linked, and shared information will automatically be transferred across.