

Universal Credit Help to Claim Guide

April 2019



Introduction



Welcome to Help to Claim. This guide is designed to help people like yourself claim Universal Credit. There are hints and tips throughout this guide to help you navigate the process and successfully make your Universal Credit claim.

Step 1 – Learn More About Universal Credit

If you are new to Universal Credit spend a few minutes having a look at these web pages from our website. They will explain the basics of Universal Credit and help the process make more sense.

- [What is Universal Credit?](#)
- [How is Universal Credit paid?](#)
- [Moving to Universal Credit from other benefits](#)

Step 2 – Gather all the things you will need

Tip: If you are applying as a couple then each of you will need to gather these things

If you don't know your NI number you can call HMRC on 0300 200 3519

1. **Your National Insurance Number.** This will usually be on your payslips or any benefit award letters you may have

2. **Your address and postcode**

3. **Your email address and phone number**

Tip: If you are claiming as a couple you will need different email addresses and phone numbers

4. **Whether you own or rent your home,** and if you rent whether your landlord is a Social Housing provider or a Private landlord

5. **How much rent or mortgage you pay each month** as well as any service charges you pay

6. **If you have a landlord, their address and phone number**

7. **Your bank, building society, credit union or Post Office account details**

8. **How much you earn from your work**

9. **Details of any income that's not from work.** For example, from other benefits or a private pension.

If you aren't sure check the local Social Housing providers

If you don't have an account you can open a "Basic" account at any bank

If you don't have an email address follow [this link](#) to create one

If you aren't sure look at your Tenancy documents/letters from your landlord

Have a month or more payslips available. Don't worry if your earnings fluctuate

These will be on paperwork you have received about your Child Benefit

10. **Details of any savings or other assets you have**, for example another house

11. **How much you pay for childcare** (if you want to claim childcare costs)

12. **Child benefit reference numbers**

Step 3 – Create an Account

Tip: There are tips and explanations on these screens to help you work through them and they will stop you from getting anything wrong. If you do, it'll put a red box around it and tell you

The entire application process is online, these sections will help you through each of the steps

When you are ready [click here](#) to open up the application page and choose

Start now >

Enter your Postcode

Tip: As you go through these screens you always have the option to go 'Back' as far as you wish so don't worry if you want to change something

Only continue if you have a letter from DWP telling you to. If you're unsure [contact us](#)

Are you already getting Universal Credit?

Are you getting any Disability Benefits?

If you do then the next screen will ask you which benefit you are getting, for example Personal Independence Payment.

Create an Account

Create Username

Enter a unique username. For example, you can use your names combined

Tip: If the username you enter is ok a ✓ will appear

Create Password

Enter and confirm a password following the rules shown

Tip: If the password matches all the rules a ✓ will appear

Tip: Make sure you create something which you can easily remember. You will need to use these details to logon to your account on a regular basis

Security Questions

Choose two questions and enter the requested answers.

About You

Enter the requested information.

Tip: You don't have to use a mobile phone number if you have a landline but the phone number does have to be 11 characters long. If you don't have either put in '00000000000' and make sure you choose to be contacted by Email

Confirm Your Email

You will be sent an email with a code in it to confirm your email address. Once you enter this code it will take you on to the next step of the process.

If you don't receive the email go back and check the address you entered

Find Address

Enter your postcode and

Tip: If the address finder doesn't work choose and enter your address manually

Account Created

You now have 28 days to make your application so don't delay

Tip: From this point onwards you can logout and log back in at any point and the application will return to the point you had got to when you logged out

Step 3 – Apply

To start you claim choose

Make a claim

If you logged out and need to get back in [click here](#)

Relationships

Choose the appropriate option.

Remember to make sure you have both can account and you both make a claim

If you have a Partner and you Live Together - Make a Joint Claim

You or your partner will need to request a linking code, which it will give you the option to do. The other partner can then enter the code to link your claims.

If you have a Partner but don't live together or are Single – Claim as a Single Person

After this point you will be presented with your **To-do List** and **Journal**. Work through the To-do list completing each section and keep an eye on what your Journal is saying to you. At the end review your journal and complete whatever it asks you to do.

Remember, Citizens Advice are here to help you. If you have any questions or would like help please don't hesitate to contact us:



<https://helptoclaimsomerset.org.uk/>



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