



# CLAIMING UNIVERSAL CREDIT STEP BY STEP

## **Step 1:**

The application starts on [www.gov.uk](http://www.gov.uk)

Click on Benefits/Universal Credit/How to apply/Apply now

## **Step 2:**

You will need to make a Username and Password for the client. These will be used each time you log into the Universal credit account.

## **Step 3:**

You will need to create 2 security questions. I normally do the following:

Where were you born: England

First holiday: Spain

## **Step 4:**

The client will need an email address that hasn't already been used with any other Universal Credit account. If they have used this email address before, you will need to create a new Gmail account on their behalf. This normally takes 10 minutes to do. (If you need any support with this, please let me know)

## **Step 5:**

You or the client will need access to the email account during the application.

Universal credit will send a security code that is only available for an hour which will need to be entered in order for the claim to start.

**If a joint claim is required, then you will need to make 2 separate accounts, however UC will give you a linking code to link both accounts together once completed.**

Once the above is completed, you will then need the following information for the next part of the claim: **PLEASE NOTE: IF THIS IS A JOINT CLAIM, THEN YOU WILL NEED THE BELOW INFORMATION FOR BOTH CLAIMANTS.**

- Full name, address, postcode and contact details for the claimant.
- Landlord name, address, postcode and contact details.
- Amount of rent/mortgage paid each month.
- Number of bedrooms the property has.
- Names and date of birth of any children the claimant has.
- Details of any other people that live in the property.
- GP details including address and postcode.
- Employer details.

- Date of last working day.
- Details of employment if self-employed.
- Details of wages received in the last couple of months.
- Details of any SSP received, including start date and end date.
- Details of any other income.
- Details of health condition, including any specialist/treatments that the claimant is under/receiving. Dates treatment started.
- Dates of hospital admissions and discharge dates.
- Bank details.

**Step 6:**

Using the above information, answer each question until you get to the end of the claim.

**Step 7:**

You will then be asked to confirm that all details are correct. Go through this a couple of times to make sure you haven't missed anything.

**Step 8:**

If this is a joint claim, then you will need to confirm the details on both accounts. This means logging out and into the partners account to do this. Anything you have to do on the claimants account, you will need to do on their partners account too.

**Step 9:**

At the end of the claim, it will ask you to verify your ID. It is really difficult to do this online, and if your not with the claimant, it will be even harder to do. To verify the ID online, it asks a range of questions from years ago, therefore if someone has memory problems, this may also be quite difficult to do.

Instead I do the following:

Click on the link that says "I AM UNABLE TO DO THIS ONLINE", it then takes you to the contact number to phone and book a first appointment.

**Step 10:**

The number it will give you is: 0800 328 5644

The claimant needs to phone this number or you need to be with the claimant as they need to get through security themselves. They need to press the option for "First Universal Credit appointment".

This is just for the jobcentre to book an appointment for them to verify their ID.

- If the claimant is in hospital, they can ask for a hospital visit
- Because of the COVID 19 Virus, some jobcentres are doing telephone calls instead of face to face appointments.
- Please ensure you advise the claimant to get a 'fit note' ASAP to ensure they can be assessed for the LWCA. (Limited for work capability assessment)

**Step 11:**

It is worth putting a message on the journal on behalf of the claimant to explain the situation. It normally goes through a little quicker if UC know that an organisation is supporting them with the application.

**Step 12:**

Please advise the claimant to check their UC account on a weekly basis and to accept any commitments on their to do list as if this is not completed, then UC will close the claim.

Once you have completed a claim, its worth having a play around with the home page, which will help you understand how to change circumstances, check payments etc for future claims.

If anyone needs any support with this, please just phone/email. I am happy to talk anyone through this process.

If you need assistance please contact Headway Preston and Chorley telephone 07557123493