

### Apply for Universal Credit

Register for an account at Gov.uk by creating a username, password and answering 2 security questions.

Start now >

on the Universal Credit service

The claimant can phone the **UC helpline** at any point if they need help.

They can **now use their online account** to make an online claim for UC...

The claimant will receive an **email verification code**. They must verify their email within 1 hour of receiving the verification code.

**To-do list**

They will need to provide information about their circumstances under various headings. These are called "**to-do's**", these include:

- \* Housing costs
- \* Who lives with you
- \* Work and Earnings
- \* Income other than earnings
- \* Health
- \* Caring for someone
- \* Children



They should **review** all the information they have entered before they confirm it is correct.

They must **accept their commitments**.

They then **make their declaration** and **submit** their claim.

**Their application isn't complete** until they have verified their ID and attended a New Claim Interview.

Then they must **verify their identity online**. If they cannot verify online, they must arrange an **ID verification interview** at the Jobcentre instead.

Their UC award will be **assessed** on the last date of their monthly assessment period and they will receive a **payment** up to 7 days later

The date they **Submit** their claim will be counted as the **date of claim**.

They can apply for an **Advance Payment** if they are struggling.

They have a **month** to do this

**Their online account is now live** and they can use it to view information about their payments, report a change in circumstances, communicate with their work coach and upload documents if required.

The claimant will have **7 days** to book a **new claim interview** at the job centre where they will **meet their work coach**.

The claimant must **attend their new claim interview** at the job centre, where they will be advised on:

- \* the terms of their Claimant Commitment,
- \* the frequency of their UC payments,
- \* how to apply for Advances, and
- \* discuss their work preparations.

The claimant must **accept their Claimant Commitment**, via their To-do list within 7 days, to fully activate their UC online account.

An "**accept Claimant Commitment**" To-do will appear on their To-do list.

If they **fail to attend** their New Claim Interview then their claim can be closed so they should try to rearrange it.

They should let their work coach know about any **health issues or complex needs** to ensure these are taken into account.

