



*Managing your claim online*



**1. You need to have your log in details which you would have received at your first appointment at the Jobcentre Plus Office.**

**GOV.UK** Universal Credit

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## Sign in to your Universal Credit account

**Username**

**Password**

**Sign in**

[Problems signing in?](#)

**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

**2. Please enter the answer to your security question that you set up at your jobcentre plus meeting with your work coach.**

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## Security question

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

**Where were you born?**

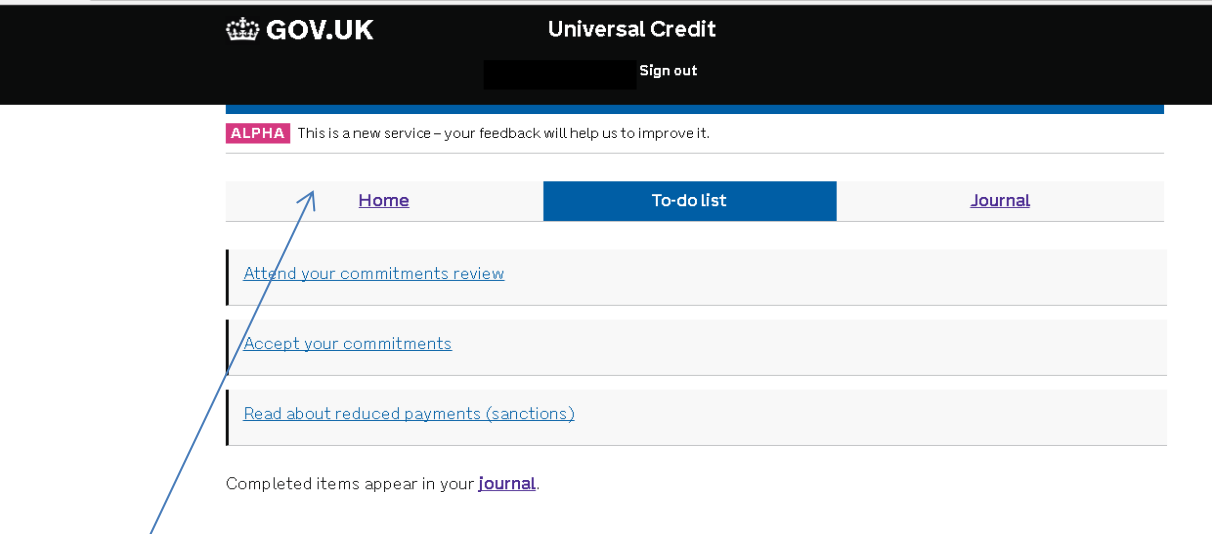
**Confirm**

Always keep your personal security number (PSN) in a safe place where you can find it easily

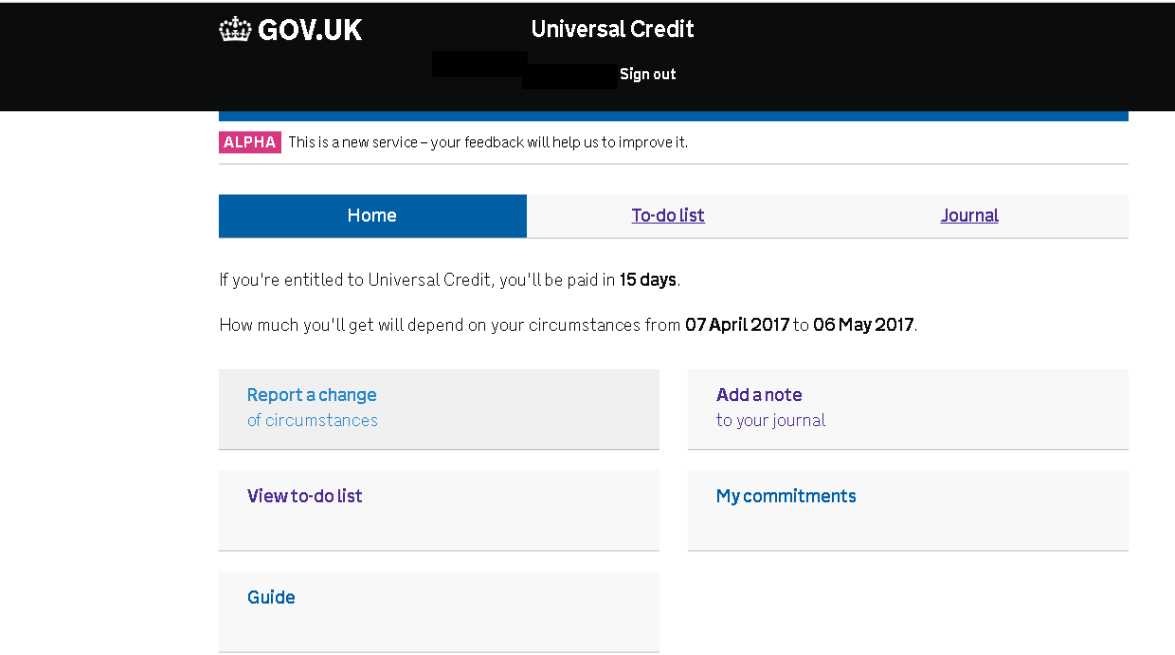
[Request a new PSN](#)

[Back](#)

**3. The first screen will show you any outstanding actions on your to do list. It is important that you monitor this as any failure to comply may result in a sanction. All completed items will be shown in your journal.**



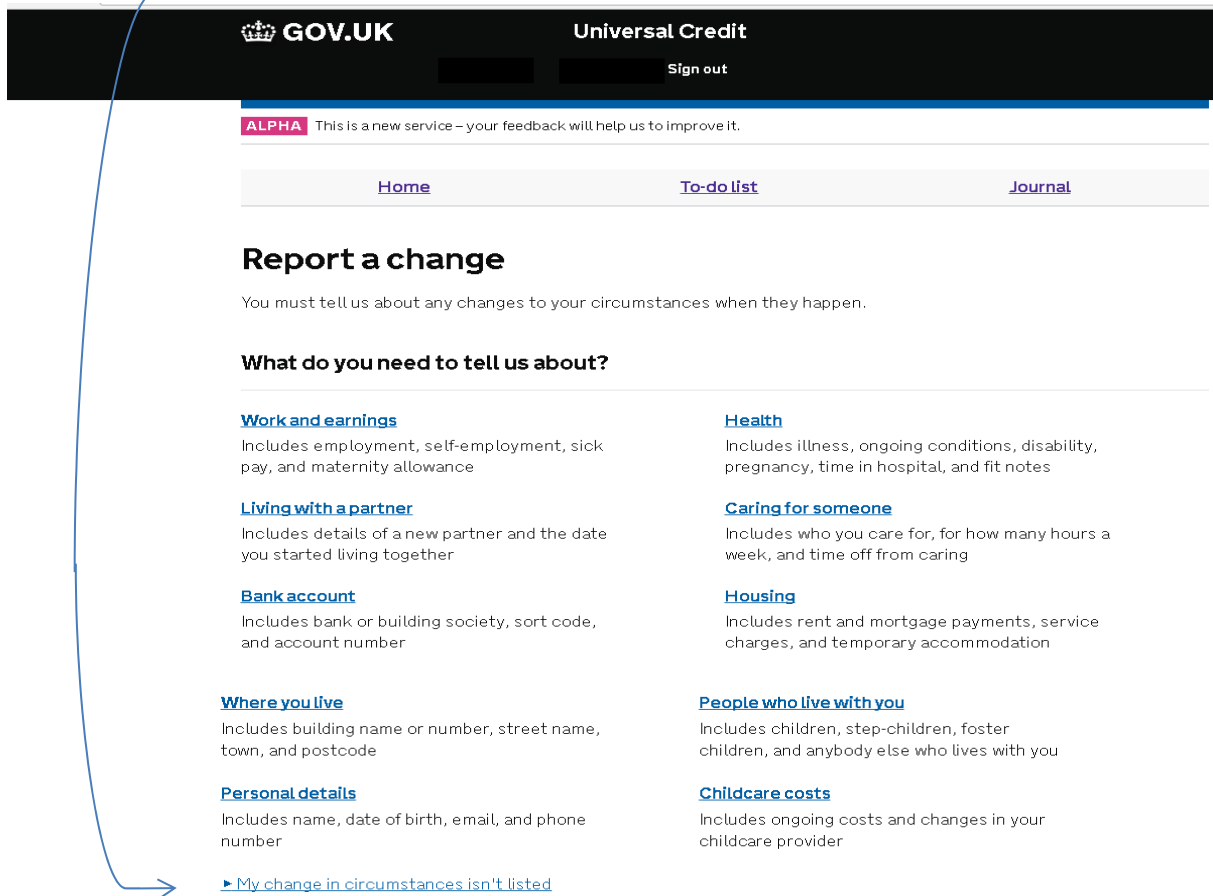
**4. To report a change, view your commitments and send a journal note click on the home tab.**



**Your commitments**

**5. The top of this page will tell you when your next Universal Credit payment is due.**

**6. You can report any of the changes listed, if the change you need to report is not listed click [here](#) to send a journal note to your work coach.**



**GOV.UK** Universal Credit [Sign out](#)

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## 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
- Health**  
Includes illness, ongoing conditions, disability, pregnancy, time in hospital, and fit notes
- Living with a partner**  
Includes details of a new partner and the date you started living together
- Caring for someone**  
Includes who you care for, for how many hours a week, and time off from caring
- Bank account**  
Includes bank or building society, sort code, and account number
- Housing**  
Includes rent and mortgage payments, service charges, and temporary accommodation
- Where you live**  
Includes building name or number, street name, town, and postcode
- People who live with you**  
Includes children, step-children, foster children, and anybody else who lives with you
- Personal details**  
Includes name, date of birth, email, and phone number
- Childcare costs**  
Includes ongoing costs and changes in your childcare provider

[▶ My change in circumstances isn't listed](#)

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## Report a change

# Your Work

**!** It is important that the following information is completed fully and honestly to ensure that you are paid the correct amount of Universal Credit.

**!** You must provide:

- Any expected earnings
- Self-employment status

I have this information and want to continue

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Report a change  
**Make a joint claim**

You need to link your account to your partner's. You need a linking code to do this.

**Do you need a linking code?**

If your partner has already told us that you're living together, 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

**7. Please have your personal security number ready as you will need to enter certain digits to pass a security check, if you do not have this number or are unable to locate it, Please contact Universal Credit helpline on 0345 600 0723 Mon to Fri 8am–8pm.**

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Report a change  
**Bank account**

For your security, enter the following digits from your personal security number (PSN)

\*\*\*\*  5th  \*\*  8th   9th \*\*\*\*  13th  \*\*\*

[What is a PSN?](#)

Next

Always keep your personal security number (PSN) in a safe place where you can find it easily.

**8. To report a change of address you will need details of your new tenancy including; start date, rent and service charges. This information can be found on your new tenancy agreement.**

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Report a change

## Address change

**!** It is important that the following information is completed fully and honestly to ensure that you are paid the correct amount of Universal Credit.

**!** You must provide:

- Your address including postcode

I have this information and want to continue

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Report a change

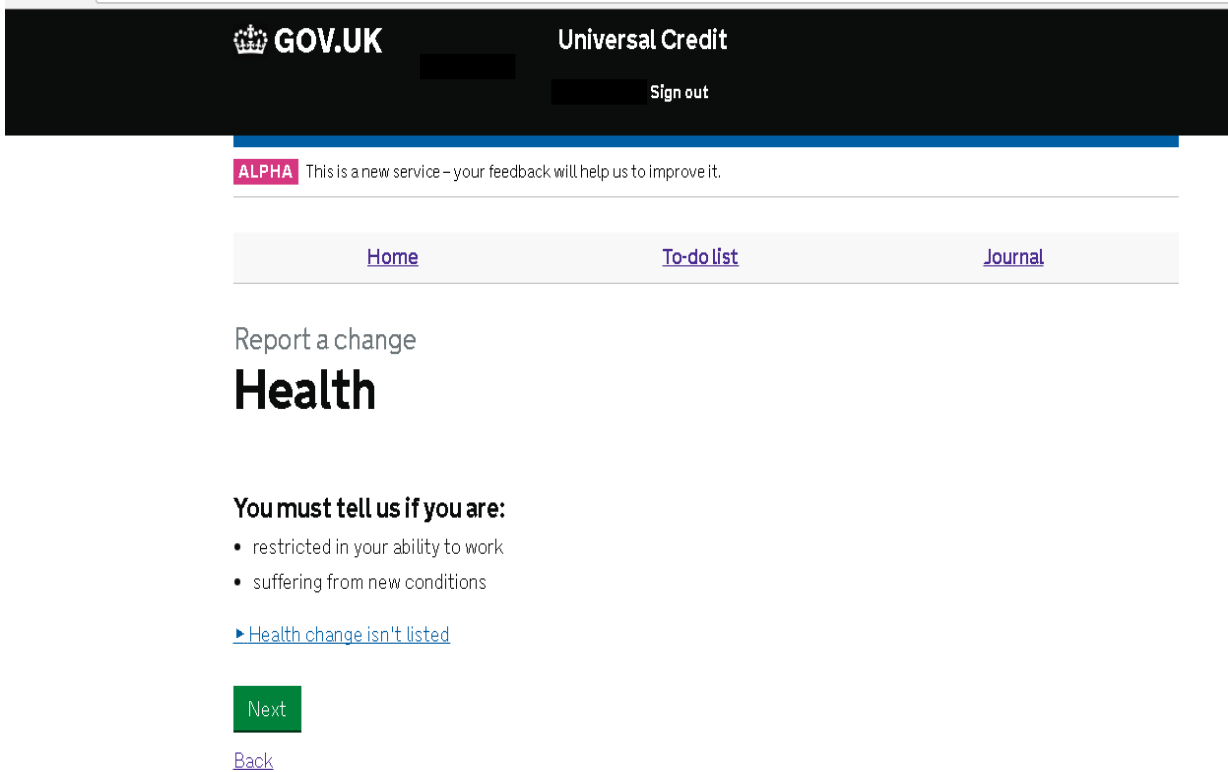
## Personal details change

**!** It is important that the following information is completed fully and honestly to ensure that you are paid the correct amount of Universal Credit.

**!** You must provide:

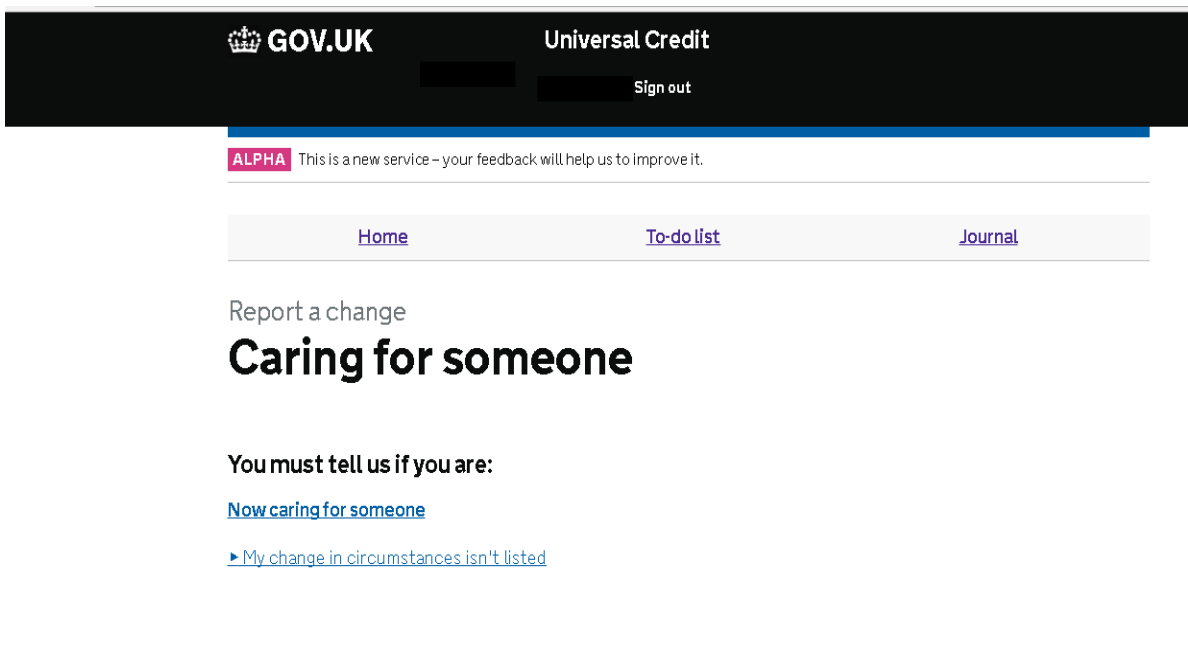
- Your name
- Your date of birth
- Contact details including email and mobile number

**9. If you have had a change in circumstances due to your health you will need to provide your GPs details and confirmation of your condition from your doctor. i.e doctors note.**



The screenshot shows the GOV.UK Universal Credit interface. At the top, there is a navigation bar with the GOV.UK logo, the text 'Universal Credit', and a 'Sign out' button. Below this is a blue banner with the text 'ALPHA This is a new service – your feedback will help us to improve it.' A secondary navigation bar contains links for 'Home', 'To-do list', and 'Journal'. The main heading is 'Report a change Health'. Underneath, it states 'You must tell us if you are:' followed by a bulleted list: 'restricted in your ability to work' and 'suffering from new conditions'. A link 'Health change isn't listed' is provided. A green 'Next' button is prominent, and a 'Back' link is at the bottom.

**10. If you have recently started caring for someone, you will need to provide full details of the person you are caring for including: their name, address and the condition they are suffering from.**



The screenshot shows the GOV.UK Universal Credit interface for reporting a change in 'Caring for someone'. It features the same top navigation bar as the previous page. The blue banner and secondary navigation bar are identical. The main heading is 'Report a change Caring for someone'. Below this, it states 'You must tell us if you are:' followed by a link 'Now caring for someone' and another link 'My change in circumstances isn't listed'.

**11. A change in your Housing includes: rent increase/decrease, a change in your Landlords details and any errors that you need to recitify. You will need to know the date the change occurred. If you have moved address please complete the address change section above.**

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Report a change

## Housing



It is important that the following information is completed fully and honestly to ensure that you are paid the correct amount of Universal Credit.



You must provide:

- Current housing information
- Costs
- Details of who you pay, e.g. landlord

I have this information and want to continue

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Report a change

## Housing Change

**When does the new housing information apply from?**

DD MM YYYY


Day Month Year

[Next](#)



**12. When reporting a change in your Housing, you will need to provide information about your Landlord, the amount of rent you pay and the type of accommodation you live in. This information can be found on your tenancy agreement.**


Universal Credit

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Report a change

## Housing

**Do you pay rent, own your home or get Housing Benefit?**

Answer 'No' if you:

- live with your parents.
- live in a residential care home or in Supported Exempt Accommodation (care, support, or supervision provided).
- live at approved premises, such as a bail hostel.

Yes
  No

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Report a change

## Housing

Please review the information entered

**Housing costs**

The change occurred on 10 April 2017

You have no housing costs

**Are these details correct?**

Yes, I confirm these details are correct
  No, I want to change these

Next

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**13. If someone has moved in or out, you will need to use your online journal to notify Universal Credit. You will need to provide their full name, details of their income/benefits and relationship to you. You are required to get prior permission from your landlord before people move into your home with you.**

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Report a change

## Change who lives with you

**!** It is important that the following information is completed fully and honestly to ensure that you are paid the correct amount of Universal Credit.

**!** You must provide:

- further information about your children, including any childcare.
- further information about other adults who live with you so we can properly calculate your Universal Credit.

I have this information and want to continue

[Next](#)

**14. Up to 85% of childcare costs can be covered by Universal Credit if you are eligible. The childcare provider must be registered with Ofsted and have a registration number. You will need this information to report the change.**

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## Report childcare costs

**!** It's important that you complete all information accurately and honestly.  
Your payment may be affected if the details you tell us are not correct.

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**15. You will be asked to review your commitments, please ensure you understand what you are agreeing to. If you are unsure please contact either St George Housing on 07393291540 or the Universal Credit helpline on 0800 328 5644 lines are open Mon – Fri 8am-8pm.**

<b>What I'll do</b>	<p>I'll normally spend 35 hours a week looking and preparing for work.</p> <p>I've agreed with my work coach that I'll:</p> <ul style="list-style-type: none"> <li>• I will continue to attend my ESOL classes at Ealing, Hammersmith and Fulham College.</li> <li>• I will continue to hand out my CVs in shops and apply for jobs online.</li> <li>• I will attend a CV appointment with National Careers Service when a date is booked.</li> </ul>
<b>Extra activities</b>	<p>I can also:</p> <ul style="list-style-type: none"> <li>• I will spend one hour reading newspapers I will watch english news chanel.</li> </ul> <p>If I don't do these extra activities, I'll spend the time doing other activities that help me find work or earn more.</p>
<b>Meetings with my work coach</b>	<p>I'll attend and take part fully in all meetings with my work coach. I'll tell my work coach immediately if I can't do this.</p>
<b>Using my online account</b>	<p>I'll sign in to my online account often to:</p> <ul style="list-style-type: none"> <li>• complete all activities in my to-do list</li> <li>• report changes to my circumstances promptly, including changes to work</li> </ul> <p>If I can't get online, I'll report any changes by calling 0345 600 4272.</p>

## My commitments

Accepted on 04 May 2017.

**I'll do everything that I can to find work or earn more.**

<b>Work I can do</b>	<p>I'll look for and take any work that I'm able to do, including:</p> <ul style="list-style-type: none"> <li>• Customer services</li> <li>• Hotel managment</li> </ul> <p>I'll also apply for any jobs recommended by my work coach.</p> <p>I'll look for full-time work for the minimum wage or more.</p>
<b>My availability</b>	<p>I'm available for job interviews immediately and will participate fully. I'm available to start work immediately.</p>
<b>Travel to work</b>	<p>I can travel up to 90 minutes to work.</p>
<b>What I'll do</b>	<p>I'll normally spend 35 hours a week looking and preparing for work.</p>

**16. You will now be asked to agree to your commitments, Failure to agree to, or stick to your commitments may result in your Benefit payments being sanctioned. Information on sanctions can be found below.**

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To do

## Your commitments review

This is to check your circumstances and agree what you'll do to continue receiving Universal Credit.



You must attend on  
**Thursday 4 May 2017 at  
 11:45am**

At **Fulham Jobcentre Plus**  
 Waterford House  
 Waterford Road  
 London  
 SW6 2DL

Your interview is with

**17. Details of your next appointment at the Job Centre will be given, you will also be advised the name of your work coach. Please make a note of the appointment date and time as any failure may result in a sanction.**

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## About reduced payments (sanctions)

Your payment can be reduced if you don't keep a commitment. This is known as a sanction. The amount depends on what you failed to do and how often you've been sanctioned in the past year.

### If you don't keep a commitment

You must tell your work coach straight away. You'll need to explain why. If we decide that you had a good reason, your payment won't be reduced.

### How to avoid reduced payments

- 1 Look for and take any paid work that you can do**

This includes applying for jobs recommended by your work coach and taking up any job you're offered. If you don't, your payment will be reduced for up to 3 years.
- 2 Be available for job interviews and work as agreed**

If you aren't, your payment will be reduced for up to 91 days.

**3 Do all the activities you've agreed with your work coach**

If you don't, your payment will be reduced until the day before you do as you agreed. Once you've done this, your payment will be reduced for an additional 7, 14 or 28 days.

**4 Attend and take part fully in all appointments**

If you don't, your payment will be reduced from the date of the appointment until the day before you contact us to arrange a new one. You must attend the new appointment. Once you've done this, your payment will be reduced for an additional 7, 14 or 28 days.

**5 Report changes to your work**

If a job ends and you don't report it within 5 days, your payment will be reduced until you do report it. Once you've done this, your payment will be reduced for an additional 7, 14 or 28 days.

If you leave a job or lose pay by choice or due to misconduct, your payment can be reduced for up to 3 years.

When you start a job or earn more, don't forget to report that too.

[Done](#)

[Back to to-do list](#)

**18. If you fail to comply with any of the commitments agreed, your benefit payments can be sanctioned. This means the amount you receive in Benefits can be reduced, this does not include payments towards your Housing costs. You will still be expected to pay your full rent during this time. Failure to do so may result in you Court action being taken and you may risk losing your home. If you are experiencing financial difficulties please call Dawson on 0333 366 1159 we may be able to help.**

**19. If you need to contact your work coach, you can use the journal to send them a message. Just enter your message and click save to be taken to the next page.**

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**Journal**

## Journal entry

Add an entry

[Save](#)

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**20. You will be asked what your journal entry is about. Click the one that most suits your query.**

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## Journal entry

**What's this entry about?**

- A payment
- A change
- An appointment
- Details of my work search
- A message for my work coach
- Service issues

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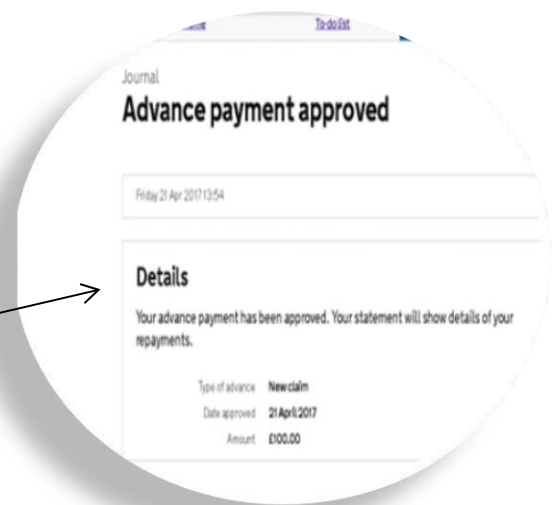
**21. Once you have saved your query you will be able to see all of your Journal entries and responses received from your work coach.**

			agent
07 April 2017	12:32	Book your interview completed	Completed by an agent
07 April 2017	12:23	Get your identity documents ready completed	
07 April 2017	12:22	Verify your identity online completed	
07 April 2017	11:51	<a href="#">New claim details were submitted</a>	
07 April 2017	11:48	Bank account details completed	
07 April 2017	11:47	Childcare completed	
07 April 2017	11:46	Caring for someone completed	
07 April 2017	11:46	Health completed	
07 April 2017	11:46	Are you in education or training? completed	
07 April 2017	11:45	Income other than earnings completed	
07 April 2017	11:45	Savings and investments completed	
07 April 2017	11:45	Work and earnings completed	
07 April 2017		Who lives with you? completed	
07 April 2017	11:39	Housing completed	
07 April 2017	11:31	Nationality completed	
07 April 2017	11:30	Address completed	
07 April 2017	11:29	Contact details completed	

18 April 2017	12:21	HRT passed from 07/04/17 Clmt is a refugee with leave to remain until 07/01/21	Added by <a href="#">Download file</a>
18 April 2017	12:21	Entitlement to Universal Credit approved	Added by an agent
11 April 2017	10:15	<a href="#">Other benefits</a>	
10 April 2017	11:57	Accept your commitments completed	
10 April 2017	11:49	Prepare for and attend your evidence interview completed	Completed by an agent
10 April 2017	11:49	Attend your commitments meeting completed	Completed by an agent
10 April 2017	11:24	Personal Security Number issued	Added by an agent
10 April 2017	11:15	<a href="#">Your details have been updated</a>	Completed by an agent
07 April 2017	12:32	Book your interview completed	Completed by an agent
07 April 2017	12:23	Get your identity documents ready completed	
07 April 2017	12:22	Verify your identity online completed	
07 April 2017	11:51	<a href="#">New claim details were submitted</a>	
07 April 2017	11:48	Bank account details completed	

## Account history

28 April 2017	00:35	Search Esol college
28 April 2017	00:33	Applying shopping mole
25 April 2017	11:15	Attend your commitments review completed
25 April 2017	11:03	I applied for a job customer service, hand CV DIFFERENT PLA
24 April 2017	13:20	Commitments review by phone completed
21 April 2017	13:54	<a href="#">Advance payment approved</a>
21 April 2017	10:53	<p>Hello Sara</p> <p>you can do this by ringing 0345 600 4272.</p> <p>Thanks,</p> <p><a href="#">Reply</a></p>
19 April 2017	18:36	I want to apply for an advance payment.
18 April 2017	12:21	HRT passed from 07/04/17 Clmt is a refugee with leave to remain until 07/01/21
18 April 2017	12:21	Entitlement to Universal Credit approved



**22. Once you have finished, just log out at the top of the screen.**