



***Your step by step guide to making a claim  
online***



**1. Please note: Your first Universal Credit payment will be made around 5 weeks after you claim. If you need help with your Gas, Electricity, Oyster top up or food please call Dawson on 0333 366 1159 or speak to your Housing officer or Support worker.**

**1. Before you start, you need to ensure you have all the required information.**

## Before you start

Your session will time out and you'll have to start again if you're inactive for more than 20 minutes.

Make sure you have the following information before you start:

- your postcode
- your National Insurance number
- details of the bank, building society or credit union account you want Universal Credit paid into
- your rent agreement (if you have one)
- details of your savings or other capital
- details of any income that's not from work, eg from an insurance plan
- details of any other benefits you're getting
- details of any children, including their Child Benefit numbers

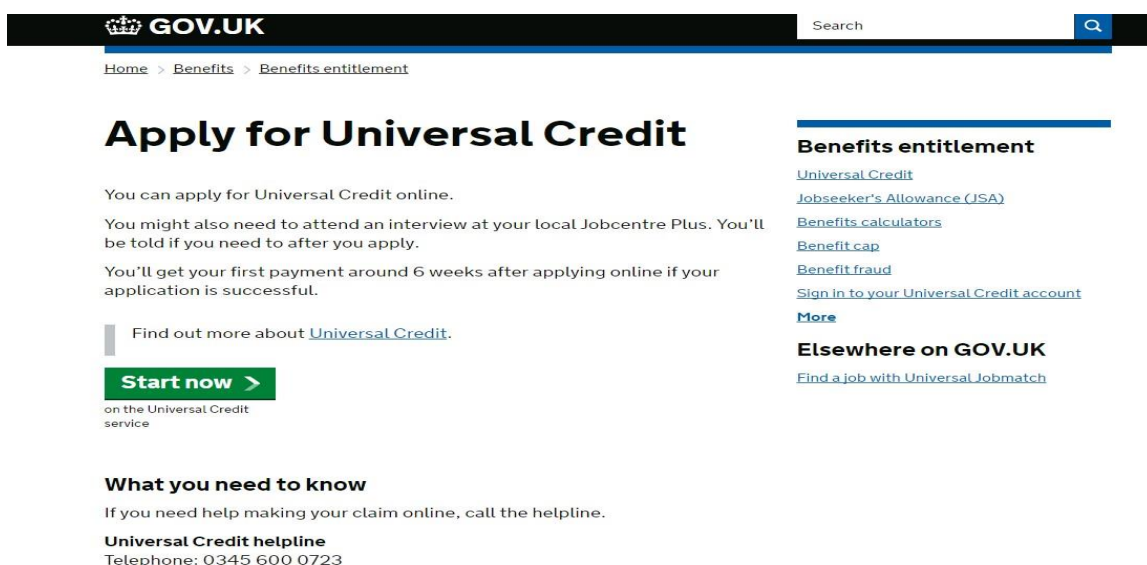
You might also need these details for people who live in your home, eg your partner.

It should take 20 to 40 minutes to complete your claim.

If you're successful, you'll usually get your first payment 1 month and 14 days after you made your claim.

Next

**2. Visit [www.gov.uk/apply-universal-credit](https://www.gov.uk/apply-universal-credit)**



The screenshot shows the GOV.UK website page for applying for Universal Credit. The page has a black header with the GOV.UK logo and a search bar. Below the header, there is a breadcrumb trail: Home > Benefits > Benefits entitlement. The main heading is "Apply for Universal Credit". The text explains that you can apply online, may need an interview, and will get your first payment around 6 weeks after applying. There is a "Start now" button with a right-pointing arrow. Below the button, it says "on the Universal Credit service". To the right, there is a "Benefits entitlement" section with links to "Universal Credit", "Jobseeker's Allowance (JSA)", "Benefits calculators", "Benefit cap", "Benefit fraud", and "Sign in to your Universal Credit account". There is also a "More" link. Below that, there is an "Elsewhere on GOV.UK" section with a link to "Find a job with Universal Jobmatch". At the bottom, there is a "What you need to know" section with the text "If you need help making your claim online, call the helpline." and "Universal Credit helpline Telephone: 0345 600 0723".

### 3. Enter your postcode

## Universal Credit online

Use this service to:

- start a Universal Credit claim
- switch your Universal Credit account online
- join your partner's Universal Credit claim

### Enter your postcode

Start

[▶ Don't know what postcode to use?](#)

### Already got an online account?

[Sign in](#) if you already have an online account and want to return to a claim.

### 4. Enter the number of children living in the household

## How many children live with you?

'Children' are 19 or younger, and might include:

- your own and your partner's children
- any children you've adopted
- children you're the legal guardian for

Do not include:

- foster children
- children you aren't responsible for - for example, your sister's children if she lives with you

No children live with me

1 or 2 children live with me

3 or more children live with me

Next

### 5. You will be asked to enter the security information before proceeding.



### Protecting your claim online

Begin your claim for Universal Credit by following this simple security step that protects you and the information that you share.

1



Show me different words  
Listen to an audio version of the text

Read the words that you see in box 1. Then type these words into box 2, separating each word with a space.

2

Continue

We have placed cookies on your computer or other device to help make this website better. You can change your cookies settings at any time and can find out about cookies here.

If you continue using this site we will assume you accept these cookies. You can also find out about our Privacy Policy here.

### Security - be aware

If you're using a public computer, remember that you will be entering personal information. Be aware of others who can see your screen and don't leave your computer unattended.

## 6. Enter National Insurance number

**Only give correct information.** You may need to provide proof of this.

**Complete and submit your claim in one session.**

**Use the 'Back' button if you need to go back a page. Don't use your browser to do this.**

**For help during your claim, select 'What does this mean?'**

You may be required to wait a period of 7 days before entitlement to Universal Credit begins. You would not be paid Universal Credit for these 7 days.

### Can you claim?

Please contact Universal Credit, **before you claim online**, if:

- you are an approved foster carer, or
- any member of your household is in the Armed Forces (including the Reserves) and is currently living away from home because they are on Armed Forces duties

This number has 2 letters then 6 numbers and 1 letter

[Can you claim?](#)

## 7. Before making an application you will need to answer a few questions to ensure you are eligible for Universal Credit.



### CAN YOU CLAIM?

## Quick check (1 of 6)

#### Answer these questions to find out if you can claim Universal Credit

Do you have a partner?

For Universal Credit, a partner is one member of a couple

A couple is two people who live together and are one of the following:

- a man and woman who are married to each other
- a man and woman who are not married to each other but are living together as husband and wife
- two people of same sex who are married or civil partners
- two people of same sex who are not married or civil partners but are living together as married or civil partners

The term 'partner' applies to both people even if one of them does not qualify for Universal Credit

Yes

No

[Continue](#)

CAN YOU CLAIM?

## Quick check (2 of 6)

Answer these questions to find out if you can claim Universal Credit

Do you own, or partly own the home where you live?

What does this mean? ▼

This includes any property you own or pay a mortgage on even if it is with someone else (including shared ownership or shared equity schemes).

- Yes
- No

Are you homeless or living in temporary accommodation?

What does this mean? ▼

- Yes
- No

Do you live in supported housing?

What does this mean? ▼

- Yes
- No

Back

Continue

CAN YOU CLAIM?

## Quick check (3 of 6)

Answer these questions to find out if you can claim Universal Credit

Are you aged between 18 years and 60 years, 6 months?

- Yes
- No

Are you a British citizen?

What does this mean? ▼

- Yes
- No

Have you lived in the UK continuously for the last 2 years?

What does this mean? ▼

Select 'No' if you have been out of the UK for a continuous period of 4 weeks or more in the last 2 years, this includes holidays.

- Yes
- No



Are you required to pay child maintenance through either the Child Support Agency or Child Maintenance Service?

**What does this mean?** ▼

Select 'No' if you had a case with the Child Support Agency or Child Maintenance Service that has been closed, even if you are still paying arrears or maintenance is owed from when that case was ongoing.

Select 'Yes' if you have an ongoing case with either Child Support Agency or Child Maintenance Service, even if the assessment is for £0.00.

- Yes
- No

Are you currently staying away from your main home?

**What does this mean?** ▼

For example in hospital, prison or abroad.

- Yes
- No

Do you get Disability Living Allowance (DLA) or Personal Independence Payment?

**What does this mean?** ▼

Answer 'Yes' even if you have a zero award.

- Yes
- No

**Back**

**Continue**



CAN YOU CLAIM?

## Quick check (4 of 6)

Answer these questions to find out if you can claim Universal Credit

Are you unfit for work?

**What does this mean?** ▼

Only select 'Yes' if you have a Statement of Fitness for Work (commonly known as a sick note) or you otherwise believe you are unfit for work because of a health condition or disability.

- Yes
- No

Are you pregnant?

**What does this mean?** ▼

- Yes
- No

Are you a carer for an adult or child with a health condition or disability?

**What does this mean?** ▼

- Yes
- No

Do you need a Personal Acting Body (PAB) or a Corporate Acting Body (CAB) to complete this form or are you a PAB or CAB acting on a claimant's behalf?

**What does this mean?** ▼

A Personal Acting Body (PAB) is an individual authorised to act on your behalf. A Corporate Acting Body (CAB) is an organisation authorised to act on your behalf.

- Yes
- No

Are you in education or training, or do you expect to start in the next month?

**What does this mean?** ▼

Select 'Yes' if either:

- your course hasn't officially ended - check your official end date if you're not sure
- you're getting any financial support to help you with your education, for example a student loan, grant or bursary

- Yes
- No

Do you expect to get any earnings from self-employed work in the next month?

**What does this mean?** ▼

- Yes
- No

Are you a company director or in a limited liability partnership?

**What does this mean?** ▼

- Yes
- No

[Back](#)

[Continue](#)



CAN YOU CLAIM?

## Quick check (5 of 6)

Answer these questions to find out if you can claim Universal Credit

Are you expecting take-home pay of £338 or more in the next month?

**What does this mean?** ▼

This includes any payment due to be paid, from a previous or current employer. Take-home pay is your pay after all deductions have been taken off.

- Yes
- No

Do you have savings, shares or other capital worth over £6,000 in total?

**What does this mean?** ▼

- Yes
- No

Do you have savings, shares or other capital worth over £6,000 in total?

What does this mean? ▼

- Yes
- No

Do you have a bank, building society, credit union or Post Office account?

What does this mean? ▼

The account must be in your name. Universal Credit can't be paid into another person's account.

If you have requested payment into a Post Office card account it may not be suitable for Universal Credit.

Post Office card accounts do not accept payment of wages, and direct debits cannot be set up to make secure rent payments to landlords.

If you do not have a bank, building society or credit union account, your Work Coach will advise you on what to do next.

- Yes
- No

Back

Continue



CAN YOU CLAIM?

## Quick check (6 of 6)

Answer these questions to find out if you can claim Universal Credit

Do you get any of the following?

- Working Tax Credit
- Housing Benefit
- Child Tax Credit

What does this mean? ▼

- Yes
- No

Do you get any of these benefits?

Only select 'Yes' if you get one or more of these:

- Employment and Support Allowance
- Jobseeker's Allowance
- Income Support
- Incapacity Benefit
- Severe Disablement Allowance



Are you challenging or appealing against a decision to not pay you one of these benefits?

Only select 'Yes' if you are challenging or appealing a decision on one or more of these:

- Employment and Support Allowance
- Jobseeker's Allowance
- Income Support
- Housing Benefit

What does this mean? [▼](#)

Yes

No

Are you waiting for a decision on any benefits or tax credits?

Only select 'Yes' if it is a decision on one or more of these:

- Employment and Support Allowance
- Jobseeker's Allowance
- Income Support
- Working Tax Credit
- Housing Benefit
- Child Tax Credit

What does this mean? [▼](#)

Yes

No

[Back](#) [Continue](#)

**8. If you are unable to claim, please call the Universal Credit helpdesk on 0800 328 5644 lines are open 8am – 6pm Monday to Friday**



CAN YOU CLAIM?

## You can claim Universal Credit

Based on the information you've given, you can now start your Universal Credit claim.

**Before you do this**, you need to check that all of your information is correct. Please take particular care checking your National Insurance number.

**National Insurance number and Postcode** [Edit details](#)

National Insurance number:

Postcode:

**Quick Check** [Edit details](#)

Do you have a partner?

Do you own, or partly own the home where you live? **No**

Are you homeless or living in temporary accommodation? **No**

Do you live in supported housing? **No**

Are you aged between 18 years and 60 years, 6 months? **Yes**

Are you a British Citizen? **Yes**

Have you lived in the UK continuously for the last 2 years? **Yes**

Do you have any children that you are responsible for, living with you some or all of the time? **No**

Are you required to pay child maintenance through either the Child Support Agency or Child Maintenance Service? **No**

Are you currently staying away from your main home?

Do you get Disability Living Allowance (DLA) or Personal Independence Payment?

Are you unfit for work?

Are you pregnant?

Are you a carer for an adult or child with a health condition or disability?

Do you need a Personal Acting Body (PAB) or a Corporate Acting Body (CAB) to complete this form or are you a PAB or CAB acting on a claimant's behalf?

Are you in education or training, or do you expect to start in the next month? **No**

Do you expect to get any earnings from self-employed work in the next month? **No**

Are you a company director or in a limited liability partnership? **No**

Are you expecting take-home pay of £338 or more in the next month? **No**

Do you have savings, shares or capital worth over £6,000 in total? **No**

Do you have a bank, building society, credit union or Post Office account?

Do you get any of the following? **No**

Do you get any of these benefits? **No**

Are you challenging or appealing against a decision to not pay you one of these benefits?

Are you waiting for a decision on any benefits or tax credit? **No**

**This information is part of your claim and you will not be able to change it after you have confirmed it. If you give false information or fail to report changes to your circumstances, then your Universal Credit payments may be stopped and you could be prosecuted or face a financial penalty.**

**9. You will now begin the application for Universal Credit. The session takes approximately 20-40 minutes to complete; if you are unable to complete in full at this time your session will be timed out. Please ensure you have all required information to hand. Details can be found on Page 1.**

CUSTOMISE YOUR CLAIM

## Start your claim (1 of 2)

Over the next two pages you'll need to answer some more detailed questions. This will help to customise your claim.

Are you in paid work?

What does this mean? ▾

- Yes  
 No

Do you get any benefits other than Child Benefit?

What does this mean? ▾

This is money paid to you by the government.

- Yes  
 No

Do you get money from anywhere apart from your paid work and benefits?

What does this mean? ▾

- Yes  
 No

[Continue](#)

CUSTOMISE YOUR CLAIM

## Start your claim (2 of 2)

Do you pay rent or eligible service charges to live in your home?

What does this mean? ▾

- Yes  No

Do you have any savings or other capital?

What does this mean? ▾

- Yes  No

Does anyone else live in your home other than you?

What does this mean? ▾

For example, children or people who are not financially dependent on you.

Do not include:

- boarders, lodgers or sub-tenants
- anyone who is currently staying away from your home
- your landlord or anyone else you are responsible for paying rent to

- Yes  No

Does anyone else live in your home other than you?

[What does this mean? ▼](#)

For example, children or people who are not financially dependent on you.

Do not include:

- boarders, lodgers or sub-tenants
- anyone who is currently staying away from your home
- your landlord or anyone else you are responsible for paying rent to

- Yes  
 No

Do you want to claim for help with childcare costs?

You may be able to get help with childcare costs up to 31st August following your child's 16th birthday, for periods when you are in work, due to start work soon or have stopped work recently. The childcare must be provided by a registered childcare provider.

- Yes  
 No

Back

Continue

**10. Next section – About you**



ABOUT YOU

Your details

National Insurance number

Title

First name

[What does this mean? ▼](#)

Middle name(s) (if any)

[What does this mean? ▼](#)



Last name

[What does this mean? ▾](#)

This should be your surname or family name.

Date of birth

Day... ▾ Month... ▾ Year... ▾

Gender

[What does this mean? ▾](#)

- Male  
 Female

[Back](#)

[Continue](#)

[Return to 'Claim overview'](#)



ABOUT YOU

## Your contact details

To help Universal Credit deal with your claim as quickly as possible, please provide an email address and mobile phone number.

Email address (if you have one)

Confirm email address

Mobile number (if you have one)

Landline (if you have one)

Address where you live.

Postcode (If the address doesn't have a postcode enter the full address)

[Find address](#)

Address line 2 (optional)

Town

County (if applicable)

Postcode

Country

United Kingdom ▼

I need my post sent to a different address. [What does this mean?](#) ▼

When Universal Credit contacts you by post, or you visit an office, will you have any special requirements?

[What does this mean?](#) ▼

For example large print, Braille, a language interpreter or wheelchair access.

Yes

No

[Back](#) [Continue](#) [Return to 'Claim overview'](#)

**11. Universal Credit does not cover your Council Tax liability; please make a separate Council Tax reduction application with your Local Authority.**



LOCAL COUNCIL TAX REDUCTION

## Your Local Council Tax Reduction details

Do you already get a reduction in your Council Tax from your Local Authority?

[What does this mean?](#) ▼

Yes

No

[Back](#) [Continue](#) [Return to 'Claim overview'](#)

LOCAL COUNCIL TAX REDUCTION

## Your Local Council Tax Reduction details

Do you intend to claim a reduction in your Council Tax from your Local Authority?

What does this mean? ▾

Yes

No

[Back](#) [Continue](#) [Return to 'Claim overview'](#)

**12. You will now see an overview of your claim so far, you can click on any of the sections to edit and once completed it will turn green and be marked as complete.**

## Claim overview

### 1 Your key questions

- ✔ Customise your claim [Edit details](#)

### 3 Your circumstances

Housing [Start](#)

### 2 Your basic details

- ✔ About you [Edit details](#)
- ✔ Local Council Tax Reduction [Edit details](#)

### 4 Your payment details

Payment details [Start](#)

**13. Housing Costs are paid as part of your monthly Universal Credit, you are liable for your full Rental liability irrespective of how much housing costs are awarded by Universal Credit. If you are unsure how much rent to pay, please call Dawson on 0333 366 1159**

## HOUSING

## Questions about your housing

This section asks you about your home, such as your rent and other housing costs. You'll be able to complete it more quickly if you have the following information with you before you start:

- rent agreement
- name and address of who you pay rent to
- name and address of the property owner (if different from who you pay rent to)
- service charge statement (only if you have a local authority or social housing landlord)

[Back](#)[Continue](#)

**14. Dawson is a Social Housing landlord, if you live in the Hostel please contact Dawson on 0333 366 1159 or speak to your support worker**

## HOUSING

## Type of housing

Is your landlord a person or company linked to you?

What does this mean? ▾

Only answer "Yes" if you have to pay rent to one of these:

- a close relative who lives with you
- a company that a close relative who lives with you, owns or is a director of
- a trust which has you or a close relative who lives with you as a beneficiary or trustee

- Yes  
 No

Do you live in supported exempt accommodation, a bail hostel or residential care?

What does this mean? ▾

- Yes  
 No

Do you rent from a local authority or social housing landlord?

Select "No" if you rent from a private landlord or are living in temporary accommodation.

- Yes  
 No

[Back](#)[Continue](#)[Return to 'Claim overview'](#)




**15. You should find this information on you rent statement, licence or tenancy agreement, if you are unsure please call Dawson on 0333 366 1159. If you pay service charges you would need to click to add a cost using the drop down box select Service Charge , if you are unsure please call Dawson on 0207 0333 366 1159**


HOUSING

## Your rent

Select 'Add a cost' to add more than one type of cost.  
 Select 'Continue' when you have no more types of costs to add.  
 Only add 'eligible service charges' if you rent from a local authority or social housing landlord.

Type of cost  
 What does this mean? 

How often do you have to pay this?

How much do you have to pay?  
 What does this mean?   
 Don't include any arrears repayments in the amount you enter.  
 Add all your eligible service charges together then enter a single total.  
 If this is a joint tenancy include the total amount that needs paying according to your rent agreement.

£

[Return to 'Claim overview'](#)


**16. The full address of Dawson Housing Association is Eight Bells House, 14 Church Street, Tetbury Gloucestershire, GL8 8JG and can be found on all correspondence.**

HOUSING

## Who you pay rent to

Who do you pay rent to?

You can enter more than one name if you pay rent to more than one person or company.

Name(s)  
 What does this mean? 

Address

Postcode (if the address doesn't have a postcode enter the full address)

Address line 1

Address line 2 (optional)

Town

County (if applicable)

Town

County (if applicable)

Postcode (if applicable)

Country  
United Kingdom ▼

Is this the property owner?

[What does this mean? ▼](#)

Yes  
 No  
 Don't know

[Back](#) [Continue](#) [Return to 'Claim overview'](#)



HOUSING

## About your home

How many people, in addition to you, must pay rent according to your rent agreement?  
[What does this mean? ▼](#)  
If you are the only person, please select '0'

How many bedrooms are in your home?

How many rent-free weeks do you have in a year?  
[What does this mean? ▼](#)  
If you have rent-free weeks they will be part of your rent agreement. For no rent-free weeks enter '0'.

[Back](#) [Continue](#) [Return to 'Claim overview'](#)

**17. If you are under occupying your home, you will be subject to a bedroom tax deduction of 14% for one spare room and 25% for more than one spare rooms. This will be reflected in your Housing Cost award. NB: You are responsible for the full rent on your property.**

## PAYMENT

## Questions about your payment details

This section asks about the account you want your Universal Credit paid into each month.

You'll be able to finish this section more quickly and easily if you have the account details with you before you start. These are shown on your account statements and account card.

The account can be with a bank, building society, credit union or Post Office. It must be a valid account, which means:

- the account is open
- the sort code and account number, or building society reference number, match the account-holder's name

If your account doesn't accept electronic transfers this will slow up your claim. You can't complete your claim if you enter account details that are not valid.

[Back](#)[Continue](#)

**18. Please have your bank details ready. If you do not have a bank account, please contact Dawson on 0333 366 1159, we can refer you to the credit union.**

## PAYMENT

## Your payment details

Your Universal Credit can be paid into only one bank, building society, credit union or Post Office account

Name of bank, building society, credit union or Post Office

If you are using a Post Office account, write 'Post Office'

Account holder's name(s)

Type the name as it is on the account card or statement

The characters that can be included within this field are uppercase A-Z, numbers 0-9, full stop, ampersand, forward slash, hyphen, apostrophe or blank space.

Account number


[What does this mean? ▾](#)

Sort code

What does this mean? 

-  -

Roll/ref number (building society accounts only)

What does this mean? 

The characters that can be included within this field are uppercase A-Z, numbers 0-9, full stop, ampersand, forward slash, hyphen, apostrophe or blank space.

[Back](#) [Continue](#) [Return to 'Claim overview'](#)

**19. Check through all the information you have provided to ensure it is correct before you proceed.**



YOUR CLAIM SUMMARY

## Check your information

You have already confirmed some of your information in the 'Quick check' section.

This is the additional information you have entered. This is your last chance to edit it before you confirm it is correct.

Customise your claim <a href="#">Edit details</a>	About you <a href="#">Edit details</a>
<p>Are you in paid work: <input type="text"/></p> <p>Do you get any benefits other than Child Benefit: <b>No</b></p> <p>Do you get money from anywhere apart from your paid work and benefits: <b>No</b></p> <p>Do you pay rent or eligible service charges to live in your home: <b>Yes</b></p> <p>Do you have any savings or other capital: <b>No</b></p> <p>Does anyone else live in your home other than you: <b>No</b></p> <p>Do you want to claim for help with childcare costs: <input type="text"/></p>	<p>National Insurance number: <input type="text"/></p> <p>Title: <input type="text"/></p> <p>First name: <input type="text"/></p> <p>Middle name(s) (if any): <input type="text"/></p> <p>Last name: <input type="text"/></p> <p>Date of birth: <input type="text"/></p> <p>Gender: <input type="text"/></p> <p>Mobile number (if you have one): <input type="text"/></p> <p>Address line <input type="text"/></p> <p>Address line 2 (optional): <input type="text"/></p> <p>Town: <input type="text"/></p>

[Housing](#) [Edit details](#)



## Housing

[Edit details](#)

Is your landlord a person or company linked to you:

Do you live in supported exempt accommodation, a bail hostel or residential care

Do you rent from a local authority or social housing landlord:

Type of cost: **rent**

How often do you have to pay this:

How much do you have to pay: **£ 11,000**

Name(s):

Address line 1:

Address line 2

Town:

County (if applicable):

Postcode (if applicable):

Country:

Is this the property owner: **Yes**

How many people, in addition to you, must pay rent according to your rent agreement: **1**

How many bedrooms are in your home: **1**

How many rent-free weeks do you have in a year:

Address line 2 (optional):

Town:

County (if applicable):

Postcode:

Country:

I need my post sent to a different address: **No**

When Universal Credit contacts you by post, or you visit an office, will you have any special requirements:

## Local Council Tax Reduction

[Edit details](#)

Do you already get a reduction in your Council Tax from your Local Authority: **No**

Are you liable to pay Council Tax: **Yes**

Do you intend to claim a reduction in your Council Tax from your Local Authority:

## Payment details

[Edit details](#)

Name of bank, building society, credit union or Post Office:

Account holder's name(s): \*

Account number:

Sort code: **\*\*\*\*21**

Address line 1:

Address line 2:

Town:

County (if applicable):

Postcode (if applicable):

Country:

Is this the property owner: **Yes**

How many people, in addition to you, must pay rent according to your rent agreement: **0**

How many bedrooms are in your home: **1**

How many rent-free weeks do you have in a year:

Do you already get a reduction in your Council Tax from your Local Authority:

Are you liable to pay Council Tax: **Yes**

Do you intend to claim a reduction in your Council Tax from your Local Authority:

## Payment details

[Edit details](#)

Name of bank, building society, credit union or Post Office:

Account holder's name(s): \*

Account number:

Sort code: **\*\*\*\*21**

**This is the last chance to edit your claim. If you give false information or fail to report changes to your circumstances, then your Universal Credit payments may be stopped and you could be prosecuted or face a financial penalty.**

**I confirm that all details are correct**

**20. You will now be required to agree to the conditions of your claim, if you disagree you will not be able to claim and should contact the Universal Credit helpline on 0800 328 5644 between 8am-6pm Monday to Friday.**



#### YOUR RESPONSIBILITIES

##### To be paid Universal Credit you must:

- Be willing and available to take up paid work
- Make finding work your priority each week
- Attend appointments when required and make full use of the support offered
- Ensure any changes to your circumstances that affect your claim are reported immediately and provide the correct information and evidence when requested

The information you put in your claim means that the first payment is likely to be £816.15. You will need to wait a period of 7 days before your entitlement to Universal Credit begins. You will not be paid Universal Credit for these 7 days. This means that your first payment of Universal Credit should be paid by the 8th June.

After this, it will be paid by the 8th of every month.

The amount paid can change depending on what you earn each month and whether you receive any help with childcare costs.

#### Declaration

#### Declaration

The declarations below set out your legal responsibilities in respect of your claim.

- I declare that I have read and accept the terms and conditions. [View full terms and conditions.](#)
- I declare that the information in the claim is correct and complete.
- I understand that I must report all changes in my circumstances which may affect my entitlement promptly and by failing to do so I may be liable to prosecution or face a financial penalty.
- If I give false or incomplete information or fail to report changes in my circumstances promptly, I understand that my Universal Credit payments may be stopped and any overpayment of Universal Credit may be recovered. In addition I may be prosecuted or face a financial penalty.

By clicking the button below to submit your claim you are confirming that you understand and make the declarations above.

Universal Credit is operated by the Department for Work and Pensions.

**I confirm this declaration and submit my claim**

In some circumstances you may not have to wait 7 days before your entitlement to benefit begins. [\[Click here\]](#) for more information. If you think any of these circumstances may apply to you then please let us know when we call you to book your first appointment or during your first interview

### Attend your interview

At this interview you will:

- Submit your documents
- Meet your Work Coach
- Discuss what you have been doing to find work
- Agree the steps you will take to find work, identify activities that will help you find work including online searches, going to interviews and participating in training.

After you have attended your interview and submitted all your documents you will get a decision letter in the post. This tells you whether or not you will be paid Universal Credit.

Continue

## NEXT STEPS

# Thank you for submitting your claim

### What happens now?

Universal Credit will phone you within **2 working days** to arrange interviews which you **must** attend.

### Prepare for your interview

You must:

- Make sure you have the right documents [☞](#) to take with you
- Register on Universal Jobmatch [☞](#)
- Update your CV using Universal Jobmatch [☞](#)
- Start keeping a record of everything you are doing to find work

In some circumstances you may not have to wait 7 days before your entitlement to benefit begins. [\[Click here\]](#) for more information. If you think any of these circumstances may apply to you then please let us know when we call you to book your first appointment or during your first interview

**21. Once you have submitted you claim, your local Jobcentre will contact you on the detail you have provided to arrange an interview. As a result of Covid this will be done remotely. You may be asked to take/provide with you; proof of identity, tenancy/licence agreement and a bank statement. Please note: your first Universal Credit payment will be made around 5 weeks. Make a note of your payment date. If you need help with your Gas, Electricity or Oyster top up please call Dawson on 0333 366 1159**



**22. Once you have attended your interview at your local JCP Office, you can now ask for an advance payment. To make a claim for an advance payment you will need to have all your security information given at your interview and telephone 0800 328 5644.**

**23. If you are expected to look for work. You will now be directed to the Universal Jobmatch website where you will need to set up a government gateway account. Please have your email details ready as you will need to verify your account.**

## Welcome to Universal Jobmatch



### New to Universal Jobmatch?

You don't need to register with Universal Jobmatch to start searching for a job but if you register you can do a lot more:

- Post your CV and create cover letters
- Be matched to jobs
- Get updates on jobs that interest you
- You can get hints, tips and ideas to help your job search on [The Daily Jobseeker](#)
- Read more about staying safe online at [safer-jobs.com](#)

To register for Universal Jobmatch you need a Government Gateway account, choose from the options below.

### Already have a Government Gateway account?

Log in to your Government Gateway account and register for Universal Jobmatch.

If this is your first time using Universal Jobmatch, you'll be asked to create a profile.

[Forgotten your login details](#) or [Log in](#) ➔

### Need a Government Gateway account?

Create a new Government Gateway account and register it with Universal Jobmatch to begin applying for jobs.

By registering and creating a searchable CV you'll ensure Employers can find you when they have new openings.

[Register](#) ➔



## Register for a Government Gateway account

To register for a Government Gateway account using a User ID enter your details below. The details you enter will not be sent to any third parties.

\*required information (if you only have a first name or a surname (not both), leave one of the name boxes empty)

\*First name(s)

\*Surname

Once you have entered and confirmed your email address, you will be sent an email describing how to verify your email address. A description of the verification process is available in the 'Your account' section.

\*Email address

\*Confirm email address

Password must:

- contain 8-12 letters **and** numbers
- contain at least one number and one letter
- not contain the word 'password'

Please ensure you create a password that you will remember in future.

Enter a password

Confirm password

[Cancel](#)

**Submit** →

Please do not use the browser back button through this process as it may not function as expected.

## Confirmation

Your Government Gateway account has been created.

### Important

- Make a note of your GG number

You will need the number below to login. **Please make a note of it now, and keep it in a safe place.**

User ID:



We have also sent you an email. **You must click on the link in this email to activate your account.** If you do not receive this within a few minutes of signing up, please check your spam folder.

You may also be sent a copy of your Government Gateway ID by post, although some services (including those operated by HMRC and Universal Jobmatch) do not offer this facility.

You can download a [printable copy of your User ID](#)

I have made a note of my User ID

[Return to Universal Jobmatch](#)

***You have now completed your application for Universal Credit and have signed up to the Universal Job match. If you would like help finding the job of your dreams why not come along to the next Rise into employment programme which is free of charge. For more information please contact Dawson on 0333 366 1159.***