

Making your Universal Credit claim

1. Access the [Gov.uk Website](#) and type in universal credit. You will need to enter your postcode



2. Complete the question about how many Children live with you

You'll need your username and password when you sign in online, so make them memorable.

Create username

This must be:

- at least 6 characters
- no more than 30 characters
- made from letters or numbers

Create password

This must contain at least:

- 1 capital letter
- 1 lower case letter
- 1 number
- 8 characters

Re-type your password

Security questions

Remember how you type your answers - you'll need to enter these exactly when you contact us or sign in online.

Question 1

Answer

Question 2

Answer

4. Fill in the basic details about yourself, it is worth saying you want to be **contacted by text** as this will send reminders to your phone for appointments.

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?](#)

3. You will then need to create a username, password and set 2 security questions. **Keep this information safe**

About you

Enter your name as it appears on your passport or official documents.

First name

Middle names

Last name

Date of birth

DD MM YYYY

Day Month Year

Email address

You'll need to confirm your email address within 7 days.

Mobile phone number

How do you want to be contacted?

Email Text

Next

Before you start you will need:

- -Email address you have access to.
- -Bank Account details
- -Information about housing.
- -Any details about work

5. You will need to log into your email account to access the confirmation code that has been

Confirm your email

An email code has been sent to **PetraSmith-Warrington@pretend.com**. The code is only valid for 1 hour and will expire at **10:07am**.

Email code

[▶ My code has expired](#)

[▶ I haven't received the email](#)

[Next](#)

[Back](#)

To-do list [Journal](#)

i Address
This task is now complete.

[Nationality](#)

[Housing](#)

[Who lives with you?](#)

[Work and earnings](#)

[Savings and investments](#)

[Income other than earnings](#)

[Are you in education or training?](#)

[Health](#)

[Caring for someone](#)

[Bank account details](#)

Completed items appear in your [journal](#).

6. Complete each of the sections submitting the correct information.

7. You will need to **check all the information** you have inputted is correct and then you can submit your claim.

Once your claim is submitted your personal Advisor will contact me and I will book you an appointment to verify your ID and meet your work coach. **It is important that you attend this appointment**