

# Claim Universal Credit Checklist

Use this checklist to help you prepare for your **Universal Credit** application.



Once you've received your **Universal Credit Migration Notice letter**, you'll need to make a claim for Universal Credit to continue to get financial support. **There will be a deadline in your letter.**

## STEP 1: Create your online account

[\(from 00:19 in the video\)](#)

Choose a username and password

Enter your security questions.

These are needed to keep your account secure

Fill in the 'about you' section (name and address)

Enter and confirm your email address

Enter and confirm your mobile number

Enter your home address

Section complete



## STEP 2: Get your application started

[\(from 01:36 in the video\)](#)

### You may need details of:

- housing costs and rent arrangements
- any savings and income, including other benefits
- people who live with you

### Do you have a partner?

### How to make a joint claim (if this applies to you)

Section **complete**

## STEP 3: Making a joint claim with your partner

[\(from 02:21 in the video\)](#)



If you're part of a couple, you and your partner will need to make a **joint application**.

### You will both need to set up an account.

Whoever does this first will be given a linking code.

The other partner in the couple should then use this code when they register for their account.

Enter your partner's first name

Enter your partner's postcode

Complete your joint claim together

Section **complete**



# STEP 4: Your application to-do list

(from 03:21 in the video)



During the application you'll be asked the questions below so make sure you have the information on hand to answer them. You may need to upload copies of some of these documents to verify your identity and circumstances (such as bank statements or a tenancy agreement).

What is your nationality?

Have you been out of the UK in the last 2 years?

Do you have housing costs, including Council Tax?  
You'll also need to let us know what type of accommodation you live in.

How many children do you want to apply for?

What is your work status and your current earnings?

What types of money, saving and investments do you have?

Other incomes, payments or benefits

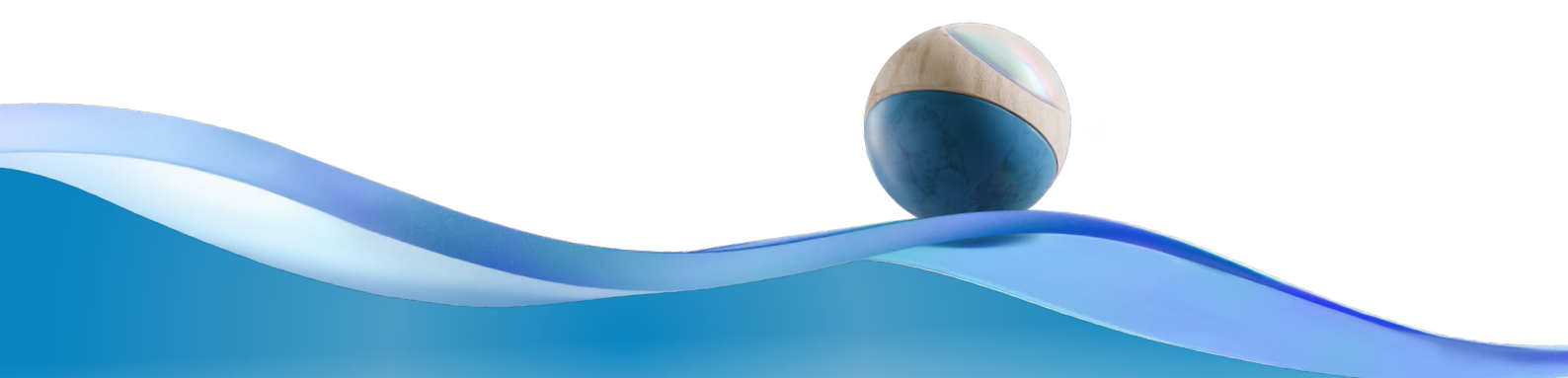
Are you in education or training?

Do you have any illnesses, disabilities or ongoing health conditions that affect your ability to work?

Do you get carer's benefit?

Bank account, building society or credit union details

Section **complete**



## STEP 5: Confirm your details

[\(from 05:03 in the video\)](#)

In this section, you can check you have given the correct information to the questions above.

You will be asked to confirm that the information you have provided is complete and accurate in the final declaration page.

**If your circumstances change it is important you tell the Department for Work and Pensions as soon as possible.**

You will then be asked if anyone helped you make your claim.

Section complete



## STEP 6: How to view your journal

[\(from 06:40 in the video\)](#)

You will now be able to use your journal to view your Universal Credit account history and leave messages for Universal Credit. You will be able to report a change in your circumstances, see your to-do list and check when your next payment will be.

Section complete



## STEP 7: Confirm your identity

[\(from 07:03 in the video\)](#)

You will be asked to verify your identity online using two forms of ID (payslips, P60, UK passport, UK driving licence, Self-Assessment, tax credits or credit references).

Don't worry if you do not have these forms of identity, there will be a button to click where you can arrange an appointment to verify your identity.

You will also need to verify your identity in order to receive transitional protection, if you are entitled to it.

Section complete



# STEP 8: Accept your claimant commitment

(from 08:04 in the video)

You will be asked to agree to certain commitments, based on your personal circumstances. This includes signing into your account to complete all activities and report changes in your circumstances.

Section complete



## More information

### Create an online account:

<https://www.gov.uk/universal-credit/how-to-claim>

### This information is also available to watch as a video if you prefer:

<https://youtu.be/9Q2u64sKnn0>

There are some steps you can take to ensure you're ready to make your claim:

### See what documents and information you'll need before you begin your application:

<https://www.gov.uk/universal-credit/how-to-claim>

### Use an independent benefits calculator to estimate how much you could get on Universal Credit:

<https://www.gov.uk/guidance/tax-credits-and-some-benefits-are-ending-move-to-universal-credit#what-youll-get>

**Please be aware, these are only estimates and may not include the financial protection that you may be eligible for.**

### Find out what support and independent advice is available to help you with your application:

<https://ucmove.campaign.gov.uk/universal-credit/support-and-independent-advice/>



You can save your application at any time and **you will have 28 days to complete it, once you've created your online account.**

