

Universal Credit

Step by step guide to
create an account online.

What you need to apply?

You'll need:

- ▶ your bank, building society or credit union account details
- ▶ an email address
- ▶ information about your housing, for example how much rent you pay
- ▶ details of your income, for example payslips
- ▶ details of savings and any investments, like shares or a property that you rent out
- ▶ details of how much you pay for childcare if you're applying for help with childcare costs
- ▶ If you do not provide the right information when you apply it might affect when you get paid or how much you get.

You also have to verify your identity online. You'll need some proof of identity for this, for example your:

- ▶ driving licence
- ▶ passport
- ▶ debit or credit card

Please note this guide only goes up to the first part of the 'About You' page you will then have further pages about personal information such as bank details etc. You will get emails through to complete further steps. Such as confirming your identity.

You will get emails from donotreply@universal-credit.service.gov.uk

STEP 1

- Go on to <https://www.gov.uk/universal-credit/how-to-claim?step-by-step-nav=7c08bbbf-a1ca-4cf5-850d-d9f2c796c750>

Or

<https://www.universal-credit.service.gov.uk/postcode-checker>

Scroll down the page and click 'Apply now'

- Please note if you click on the second weblink please go to Step 2

- [information about your housing](#), for example how much rent you pay
- details of your income, for example payslips
- details of savings and any investments, like shares or a property that you rent out
- details of how much you pay for childcare if you're applying for help with childcare costs

If you do not provide the right information when you apply it might affect when you get paid or how much you get.

You also have to verify your identity online. You'll need some proof of identity for this, for example your:

- driving licence
- passport
- debit or credit card

Apply now >

If you cannot verify your identity online

The Universal Credit team will phone you to help you verify your identity.

If you have an interview booked at the Jobcentre Plus, you do not need to go to it at the moment because of coronavirus (COVID-19). The Department for Work and Pensions (DWP) will contact you to let you know

[Show](#)

3 Apply for an advance on your first payment

[Show](#)

4 Get your first payment

[Show](#)

5 Report any change of circumstances

[Show](#)

Also part of

[Get childcare: step by step](#)

STEP 2

- Click 'Start'

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Universal Credit online

Use this service to:

- create a Universal Credit account
- make a claim
- join your partner's claim

You must have an email address. You will also need access to your mobile phone (if you have one).

[Start](#)

Already got a Universal Credit account?

[Sign in](#) if you already have a Universal Credit account. You can return to a claim or make a new one.

STEP 3

- Please read
- Click 'I have read and understand'
- Click 'Continue'

GOV.UK Universal Credit

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If you already get other benefits

You should check how applying for Universal Credit will affect your other benefits:

- [Find out how tax credits and other benefits affect each other](#)
- [Find an independent benefit calculator](#)

Universal Credit replaces these benefits:

- Child Tax Credit
- Working Tax Credit
- Housing Benefit
- Income Support
- income-based Jobseeker's Allowance (JSA)
- income-related Employment and Support Allowance (ESA)

These benefits will end if you or your partner makes a claim for Universal Credit, even if the claim is not approved.

! You understand that if you or your partner make a claim, any benefits you get now that are replaced by Universal Credit will stop. You will not be able to submit a new claim for the benefits that have stopped.

I have read and understand

Continue

[Back](#)

STEP 4

- If your answer is 'Yes' please continue with Step 5
- If your answer is 'No' please skip to Step 11
- Then click 'Continue'

GOV.UK Universal Credit

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Disability benefits

Are you getting any disability benefits?

Yes No

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STEP 5

- Please click the correct option.
- If you click 'No, none of them' please skip to **Step 11**
- Then click 'Continue'


 **GOV.UK** Universal Credit


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Your disability benefit

Do you get one of these disability benefits?


- Disability Living Allowance (DLA)
- Personal Independence Payment (PIP)
- Attendance Allowance or Constant Attendance Allowance
- Armed Forces Independence Payment
- No, none of them

 [Back](#)



STEP 6

- Please click the correct option
- If your answer is 'Yes' please skip to Step 11
- If your answer is 'No' please continue to Step 7
- Then click 'Continue'

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Your partner

Do you have a partner who already gets Universal Credit?

A partner is a boyfriend, girlfriend, wife, husband or civil partner. Only answer 'yes' if the two of you are living together or moving in together.


Yes No

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STEP 7

- Please click the correct option
- If you click 'No, none of them' please skip to **Step 11**
- Then click 'Continue'

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Other benefits

Were you paid any of these benefits in the last month?

Select all that apply.

Employment and Support Allowance (ESA)

Housing Benefit

Jobseeker's Allowance (JSA)

Income Support

Or

No, none of them

Continue

[Back](#)

STEP 8

- Please click the correct option
- If you click 'Yes' please continue to Step 9
- If you click 'No' please skip to Step 11
- If you click 'I don't know' please skip to Step 10
- Then click 'Continue'

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Severe disability premium

Did you get or were you entitled to the severe disability premium?

This is extra money added to your Employment and Support Allowance because you have a disability.

- Yes
- No
- I don't know

[Continue](#)

[Back](#)

STEP 9

You cannot claim Universal Credit at the moment

You cannot claim Universal Credit if you get or are entitled to the severe disability premium.

What to do next

You can keep claiming other benefits because you get or are entitled to the severe disability premium.

Call one of the numbers below to make or continue a claim. When you call, tell them that you get or are entitled to the severe disability premium.

Make or continue a claim

Call 0800 169 0350 to make or continue a claim for:

- Income Support
- Employment and Support Allowance (ESA)
- Jobseeker's Allowance (JSA)

To make or continue a Housing Benefit claim, [contact your local authority](#).

For a Tax Credits claim, call 0345 300 3900 (textphone: 0345 300 3909).

If you live in Northern Ireland

To make or continue a claim in Northern Ireland, call:

- 0800 022 4250 for Income Support or Jobseeker's Allowance
- 0800 587 1377 (textphone: 0800 328 3419) for Employment and Support Allowance
- 0345 300 3900 (textphone: 0345 300 3909) for tax credits

Contact the [Northern Ireland Housing Executive](#) to make or continue a Housing Benefit claim.

STEP 10

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Contact Us

You cannot claim Universal Credit if you get or are entitled to the severe disability premium.

Call 0800 181 4049 to find out if you are getting or are entitled to the severe disability premium. We will tell you what to do next.

If you live in Northern Ireland

If you live in Northern Ireland call 0800 012 1331 (textphone: 0800 012 1441) instead.

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STEP 11

- Fill in all the fields and scroll down to security questions (Step 12)

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Create an account

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

Do not use a username, common word like 'password' or sequence like '123'

Re-type your password

STEP 12

- Fill in all the fields
- Then click 'Continue'

Security questions

Answer these questions carefully. When you sign in to your account you'll need to spell your answers exactly as you enter them below.

If you phone us, we will ask you these questions. Do not choose answers that are likely to be offensive.

Question 1

Answer 1

Question 2

Answer 2

Continue

STEP 13

- Fill in all the fields
- Then click 'Continue'

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About you

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

First name

Middle names

Last name

Date of birth

For example, 18 9 2012

Day Month Year

Email address

We will send you a code to confirm it is your email address.

Continue