

u online yet?  
n help you”



## Making and managing your online Universal Credit claim

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## Before you make a claim for Universal Credit

You will need:

- **internet access**
- **your email address**
- **your personal information**  
(name, address and phone number)
- **details of your income and savings**
- **details of your bank or building society account**
- **details of childcare costs**  
(if appropriate)
- **details of housing costs**  
(rent or mortgage costs, details of your landlord or mortgage provider and so on)
- **details of those who live in your home, and**
- **proof of identity.**

Information correct at time of printing

The background is a solid blue color with several decorative elements: a large, light blue circular pattern of radial lines in the top-left corner, a smaller similar pattern in the bottom-right corner, and several scattered light blue circles of varying sizes.

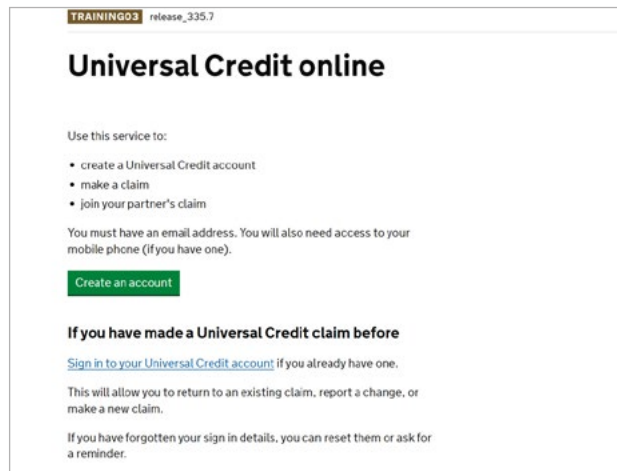
## Step 1

# Creating an account

Claiming and managing Universal Credit is simple. Go online at: [www.nidirect.gov.uk/universal-credit](http://www.nidirect.gov.uk/universal-credit)

## To create an account

To begin creating your account go to [www.universal-credit.service.gov.uk/start](http://www.universal-credit.service.gov.uk/start) and click on the green 'Create an account'. Making a claim may take up to 30 minutes for a single person and up to an hour for a couple.



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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).

[Create an account](#)

**If you have made a Universal Credit claim before**

[Sign in to your Universal Credit account](#) if you already have one.

This will allow you to return to an existing claim, report a change, or make a new claim.

If you have forgotten your sign in details, you can reset them or ask for a reminder.

## Creating your account

We will ask you to create a username and password.

It is important that you make a note of your username and password as you will need to use them in the future. You should not share your username and password with anyone else.

We will then ask you to choose two security questions from a range of options.

We will ask one of these security questions when you use your account in the future.

## Recording your personal details

We will ask you for details such as your name, date of birth and email address.

After entering some personal details, we will ask you how you want us to contact you – by text or email?

We will send a code to your email address. You should type in this code (as shown below) to confirm your email account. If your code has expired (it will expire 15 minutes after you receive it) we can send you another if you click on **My code does not work**.

Account details

### Confirm your email

A code has been sent to **tedbaker25@example.com**. It might take a few minutes to arrive.

Enter the code to confirm your email address.

We will never ask you for any personal information in our emails. We will only send you a link for password resets.

**Email code**

The code will expire after 15 minutes.

[▶ My code does not work](#)

[▶ I have not received an email](#)

[Continue](#)

We will now ask you for your address details.

You will then have successfully set up an account for Universal Credit, and you can make your claim. You have 28 days to do this, otherwise you will need to set up a new account for Universal Credit.

## Account created

You can now make a claim for Universal Credit.

You must do this within 28 days or you will have to create your account again.

### Keeping your account secure

We will send you a text with a new code whenever you sign into your account or make changes.

You will need to enter the code to confirm it's you.

You do not need to remember the code.

We will never send links or ask for any personal details in our text messages.

[Continue](#)

A photograph of a teacher with long reddish-brown hair leaning over a young boy in a school uniform. They are sitting at a table in a classroom, working on an art project. The boy is using an orange marker on a piece of paper. The table is covered with various art supplies, including markers, pencils, and a cup. The background shows a classroom setting with shelves and other students.

Step 2

Single or  
joint claim?

For us to decide whether you are making a claim as a single person or as a couple, we will ask you if you have a partner and if you live together.

If you do not have a partner, choose **'No I'm single'** and go to **the next step**.

If you choose the first option, 'Yes, and we live together', we will tell you that you need to link your details with your partner's details and you will need a linking code to be able to do this.

If your partner has already made a claim for Universal Credit and declared a partner, we may have already given them a linking code for you.

Back

Start claim

### Link your details: Ted Baker

To make a joint claim, you need to link your details with your partner's.  
You need a linking code to do this.

**Do you need a linking code?**

If your partner has started a joint claim, they will have a linking code for you.

Yes, give me a linking code for my partner  No, my partner gave me a linking code

Continue

If you ask us for a linking code to be provided, the next screen will provide a code for your partner to type in when they make their claim for Universal Credit.

Make a note of this code as you will need it later in the claim process.

## Step 3

# Making your claim for Universal Credit



## Completing your 'to dos'

We will ask you to answer some questions in the sections listed. This is called your 'To Do List.

The screenshot shows a 'To-do list' interface with two tabs: 'To-do list' (active) and 'Journal'. The list contains the following items:

- Previous address** (highlighted in green, with subtext 'You have completed this to-do')
- Nationality
- Housing
- Who lives with you?
- Work and earnings
- Bank account details
- Money, savings and investments
- Income other than earnings
- Education and training
- Health
- Caring for someone

At the bottom, there is a link: [See a record of completed to-dos in your journal](#)

When you have completed a 'to do', we will tell you that the task is complete and you can move on to the next action.

Information is saved after each page so if you need to stop for any reason, you can return to where you left off. **However, your claim for Universal Credit will not be finished until you have completed your 'to dos' and you have declared that the information is correct.**

## What information do I need to provide?

We will ask for information on:

- savings
- earnings
- health
- other benefits
- other people living in your household, and
- your bank account details.

Once you have filled in the details click on **'done'** to store your details.

When you have completed all the actions, you will have an opportunity to confirm that the information you supplied is correct.

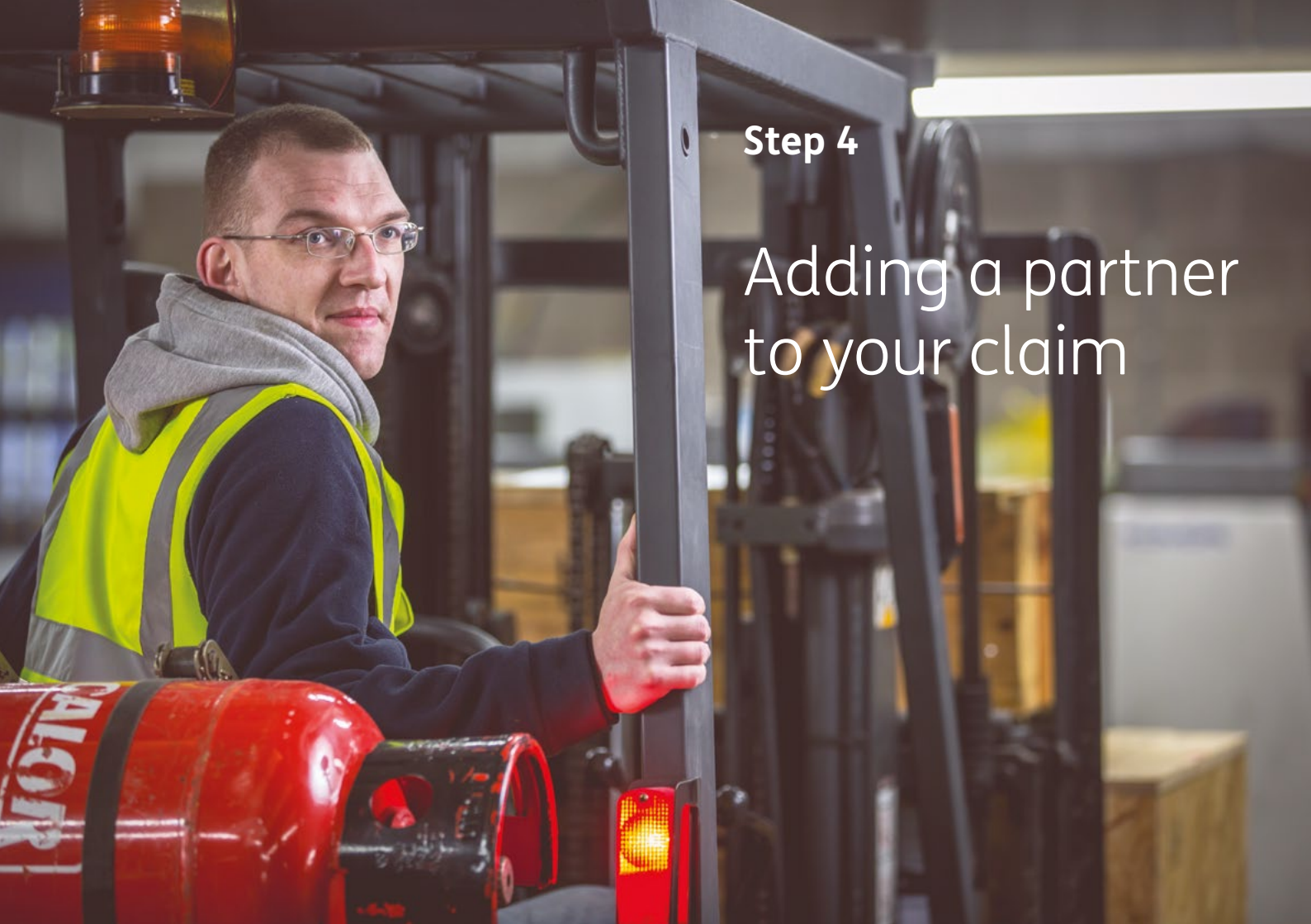
To confirm all the details are correct, you should click the **Confirm your details are correct** link.

## Your journal

Your journal keeps a history of the actions throughout the lifetime of your account. Each time you complete a 'to do', we move it to the journal.

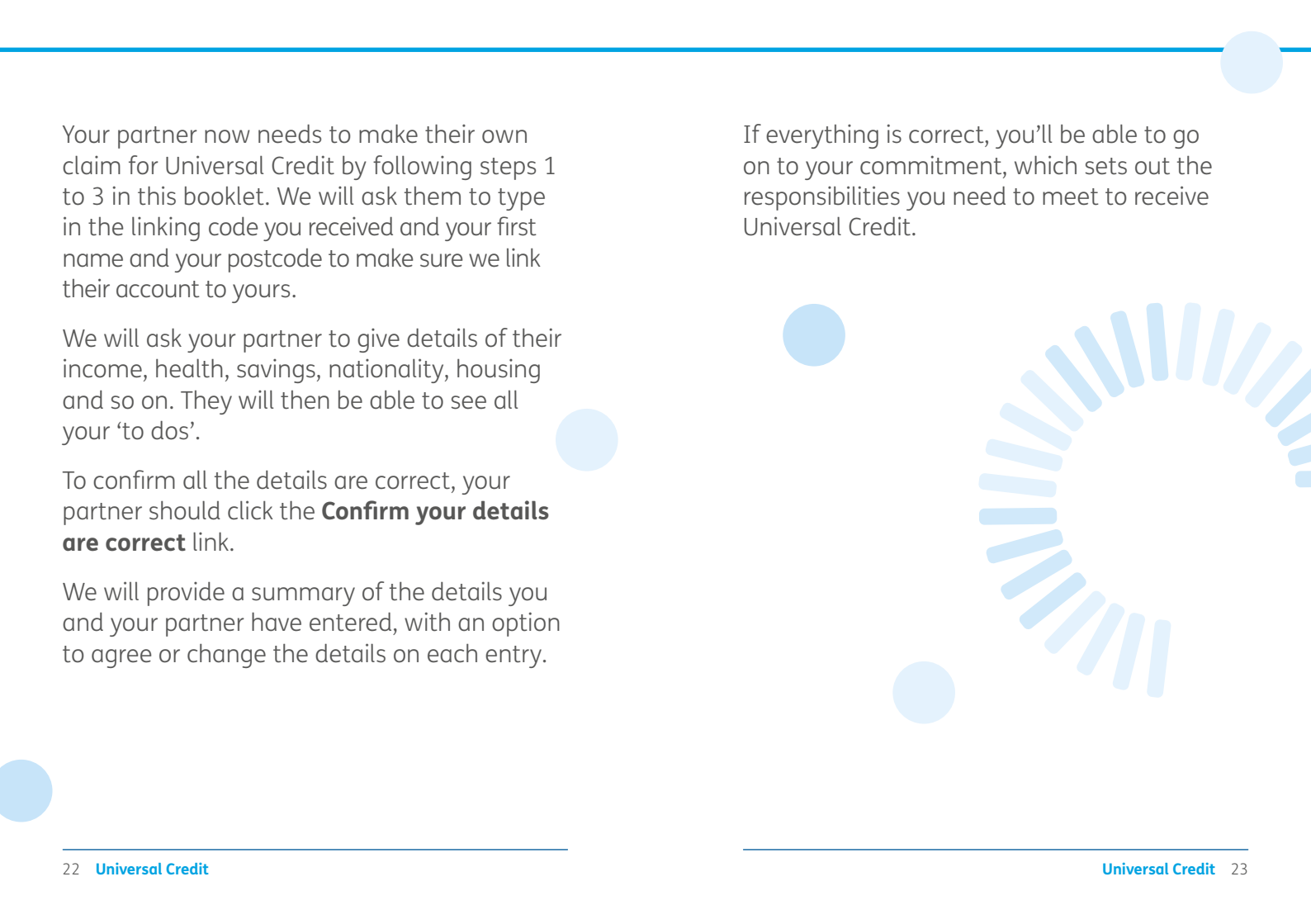
| Journal   |                                  |           |
|---|----------------------------------|-----------|
| You cannot use your journal until you have completed your to-dos. |                                  |           |
| Journal entries   |                                  |           |
| Date and time   | Message                          | Added by  |
| 24 Mar 2025 at 12:55pm  | Do you have a partner? completed | Ted Baker |
| 24 Mar 2025 at 12:54pm  | Previous Address completed       | Ted Baker |
| 24 Mar 2025 at 12:54pm  | Address completed                | Ted Baker |
| 24 Mar 2025 at 12:54pm  | Contact details completed        | Ted Baker |





## Step 4

Adding a partner  
to your claim



Your partner now needs to make their own claim for Universal Credit by following steps 1 to 3 in this booklet. We will ask them to type in the linking code you received and your first name and your postcode to make sure we link their account to yours.

We will ask your partner to give details of their income, health, savings, nationality, housing and so on. They will then be able to see all your 'to dos'.

To confirm all the details are correct, your partner should click the **Confirm your details are correct** link.

We will provide a summary of the details you and your partner have entered, with an option to agree or change the details on each entry.

If everything is correct, you'll be able to go on to your commitment, which sets out the responsibilities you need to meet to receive Universal Credit.

The background is a solid blue color. It features several decorative elements: a large, light blue circular pattern in the top-left corner, a smaller one in the bottom-right corner, and several scattered light blue circles of various sizes throughout the page.

**Step 5**

Your  
commitment

We will give you and your partner details of what you have to do to receive Universal Credit. Depending on your circumstances, once you have made your claim we may ask you to make an appointment with your work coach to agree your commitment.

To-do list      Journal

## Your responsibilities

**Thank you, Ted.**

It's important that you understand that in return for your Universal Credit payment you're agreeing to look for work.

You'll need to commit to doing everything you reasonably can to find and take paid work. Your work coach will help you agree your commitments.

I understand these commitments

[Continue](#)





## Step 6

Your  
declaration

## Declaration

By submitting this claim, you agree that:

- the information you've given is complete and correct
- while you're receiving Universal Credit, you'll report changes to your circumstances straight away in your online account, or by calling us

### Contact us

You can contact Universal Credit:

- through your [online account](#)
- using the Universal Credit helpline

Check the [How to manage your Universal Credit claim](#) guide before contacting Universal Credit, as your question may be answered there.

### Universal Credit Service Centre

- Telephone: 0800 012 1331

Monday to Friday, 10am to 5pm (closed on bank holidays). Calls to 0800 numbers are free from landlines and mobiles.

### If you cannot speak or hear on the phone

You can use the [Relay UK service \(opens in new tab\)](#) to make a text-supported call to the Universal Credit helpline.

[Find out more about using Relay UK \(opens in new tab\)](#)

### From your laptop, desktop or mobile

Download the [Relay UK app \(opens in new tab\)](#). Once you have set up the app, dial 1800 followed by the Universal Credit helpline. If you are redirected to your device's default calls app, return to the Relay UK app to join the call.

### From your telephone device

Dial 1800 followed by 0800 012 1441.

### If you use sign language

You can use the Video Relay Service (VRS) to make a British Sign Language (BSL) or Irish Sign Language (ISL) interpreted call to the Universal Credit helpline. If you are unable to use the telephone or digital services an urgent appointment can be arranged in your local Jobs & Benefits office. To arrange an appointment, contact the Jobs & Benefits office on 0800 200 7922.

[Find out more about using the VRS \(opens in new tab\)](#)

### From your laptop or desktop

[Open the VRS \(opens in new tab\)](#)

### From your mobile

Download the InterpretersLive! app from your app store. Once you have set up the app, use it to contact the Universal Credit helpline.

**i** If you give wrong or incomplete information, or you do not report changes, you may:

- be prosecuted
- need to pay a financial penalty
- have your Universal Credit reduced or stopped
- be paid too much Universal Credit and have to pay the money back

I understand and agree

[Submit claim](#)

You can review all the information you have entered before you agree that it is correct.

Click the **'I agree'** box and **'Submit claim'**.

You have now made your claim for Universal Credit.

You will now need to confirm (prove) your identity through your **Universal Credit online account**.

You can also confirm your identity by making an appointment at your local Jobs & Benefits office.

To arrange an appointment please phone **0800 001 5782**, stay on the line and a call handler will connect you to your local Jobs & Benefits office.

You will be told what documents you need to bring to confirm your identity.

**Step 7**

# Payments



## Payments – how, when and where?

When you make a new claim for Universal Credit, you will receive your first payment about five weeks after you submit your claim. You will receive payments twice a month, into your bank or building society account.

**You must** report any changes in your circumstances to make sure you are getting the right payments.

## Help while waiting for a Universal Credit payment

If waiting for your first Universal Credit payment will put you in financial difficulties, there is support available. Contact your work coach to get more information on:

- Universal Credit New Claims Grant payment. You will not have to pay this money back

- an advance (loan) payment. You can claim an advance payment using your online account. You will have to pay this money back.
- a Discretionary Support payment, or
- budgeting support (money advice).

## Help and advice

If you need help with your Universal Credit claim please contact the Universal Credit Service Centre:

Freephone: **0800 012 1331**.

If you cannot speak or hear on the phone you can use the Relay Service to make a text supported call.

To access Relay from your laptop, desktop or mobile phone, download the Relay UK app - see **www.relayuk.bt.com**.

Once you have set up the app, dial 18001 followed by **0800 012 1331**. If you are redirected to your device's default calls app, return to the Relay UK app to join the call.

More information is available at:  
**nidirect.gov.uk/universalcredit**



If you would like help and advice, you can visit any independent advice office or contact the following:

- Advice NI: **0800 915 4604**
- Housing Rights: **028 9024 5640**
- Make the Call: **0800 232 1271**



## Step 8

# Managing your Universal Credit claim

If you have a 'to do' to complete, we will contact you by text or email (depending on your preference) to prompt you to log into your account. An example could be that you need to provide a copy of your CV. You will receive a 'to do' from your work coach asking for this and you will be able to upload the document or image, adding any extra comments, and then complete the 'to do'.

## Sign in

Sign in to your account using the username and password you chose when you created your account.

We will then ask you to enter four of the numbers from your personal security number.

If you have not received your personal security number, we will instead ask you one of the security questions you chose when you created your account.

### Sign in to your Universal Credit account

You've signed out. Sign in to continue.

You will have created an account when you made your claim.

**Username**

[Forgotten username](#)

**Password**

[Forgotten password](#)

**Sign in**

**If you have never claimed Universal Credit**

You may be able to use the [Universal Credit online services](#) to:

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

**If you cannot sign in to your Universal Credit account**

To sign in use the username and password you created when you set up your Universal Credit account.

If you have forgotten your sign in details we can send a reminder to your registered email address. [Contact us](#) if you do not have access to this email address.

[Back](#)

### Confirm it's you

For security, we've sent a text message with a code to: \*\*\*\*\*890  
This is to check it's really you.

It might take a few minutes to arrive.

We will never send links or ask for any personal details in our text messages.

**Enter code**

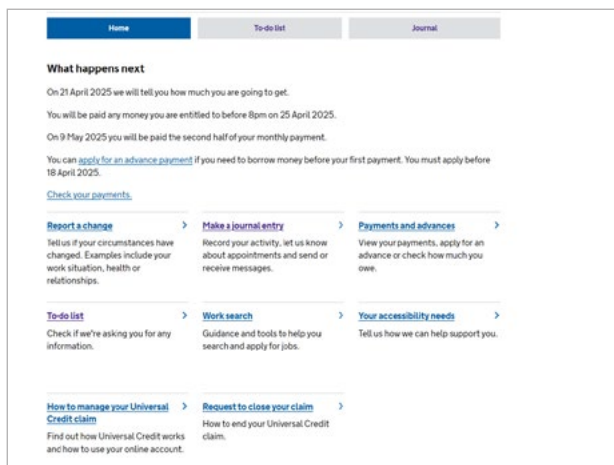
The code will expire in 15 minutes.

Remember me on this device for 1 week

[Problems with your phone or getting a code](#)

**Continue**

## Your home page



The screenshot shows the Universal Credit home page with a navigation bar at the top containing 'Home', 'To-do list', and 'Journal'. Below the navigation bar, there is a section titled 'What happens next' with three paragraphs of text. The first paragraph states: 'On 21 April 2025 we will tell you how much you are going to get.' The second paragraph states: 'You will be paid any money you are entitled to before 8pm on 25 April 2025.' The third paragraph states: 'On 9 May 2025 you will be paid the second half of your monthly payment.' Below this text is a link: 'You can [apply for an advance payment](#) if you need to borrow money before your first payment. You must apply before 18 April 2025.' There is another link: '[Check your payments](#).' Below the text are six cards, each with a title and a description, and a right-pointing arrow. The cards are: 'Report a change' (Tell us if your circumstances have changed...), 'Make a journal entry' (Record your activity...), 'Payments and advances' (View your payments...), 'To-do list' (Check if we're asking you for any information...), 'Work search' (Guidance and tools to help you search and apply for jobs...), and 'Your accessibility needs' (Tell us how we can help support you...). At the bottom are two more cards: 'How to manage your Universal Credit claim' (Find out how Universal Credit works...), and 'Request to close your claim' (How to end your Universal Credit claim...).

Your home page allows you to:

- report a change of circumstance
- view your 'to do' list and journal
- view your statement
- insert a note or ask a question, and
- update your account.

If the note is important or you'd like to ask a direct question, there is a tick box you can fill in to alert a member of staff. We will then give your note or question priority.

## More information

There is information on all aspects of Welfare Changes and Universal Credit available at [www.nidirect.gov.uk/welfarechanges](http://www.nidirect.gov.uk/welfarechanges)

This booklet is available in other formats.



**Northern Ireland  
Executive**

[www.northernireland.gov.uk](http://www.northernireland.gov.uk)