

Applying for Universal Credit

SINGLE CLAIM

1. You need an email account, a mobile phone and a bank account.
2. Go to: <https://www.gov.uk/apply-universal-credit>
3. Set your username and password – keep these safe as you will need them each time you log in.
4. Work through each section of questions.

JOINT CLAIM

5. If you live with your partner, you will need to make a joint claim. You will be given a LINKING CODE. Make note of this as you will need it when your partners makes their part of the claim.
6. Once you have worked through your claim, your partner must sent up their own account.
7. When they state they are living with a partner it will ask if they have a Linking Code ot need a Linking Code. They need to select that they HAVE a Linking code.
8. They need to then entre the LINKING CODE you have.
9. Continue to answer all the questions.
10. You will BOTH need to confirm all your answers before you can SUBMIT the claim and verify your ID.

ALL CLAIMS

11. Housing Costs – if you pay rent, or are currently receiving Housing Benefit, then you DO HAVE housing costs.
12. If you state you have health conditions that mean you cannot work, you will need to produce a fit note.
13. Once you have completed all the sections you will need to confirm your answers.
14. You then SUBMIT the claim
15. Once this is done you have to VERIFY yourself. There will be a link to the GOV.VERIFY link.
16. If you CANNOT do this on-line, you need to click on the ‘cannot do this on line’ link that is just below it.
17. You them confirm what ID you have.
18. You will then be given the UC telephone number to ring to make your appointment. (please note at the current time UC ae not doing appointments, but they will talk you through this if you ring).
19. IMPORTANT NOTE: you cannot ring unless you have clicked the ‘cannot do this on line’
20. Once you have made the appointment, or confirmed your ID on line, log back in to your UC account.
21. Your TO DO page will list what you need to do next. Complete these sections.
22. You have 3 tabs HOME, TO DO, JOURNAL.
23. HOME tab – here is where you can track your payment and payment schedule, make any changes to your details and add your Fit Note if you need to.
24. TO DO tab – this lists all the things you need to do. UC will contact you, via text or email, depending what you chose. It will just say to log in to your account. This may be for something on your TO DO list or a message in your JOURNAL.
25. JOURNAL tab – this lists everything you do on your UC account. It is also a way to leave messages from your Workcoach or the Service Centre. You can send them messages, leave information or ask questions in your Journal.
26. To leave a Journal Entry – click ‘Add a Note’ then select who for. If it is about your latest Work Search activity, then chose ‘Work Search’, otherwise chose the relevant topic. For your work coach, will go through to the local Job Centre Plus. For the Service Centre (or Service Issues) will go through to the central office that is processing the claim.

Once you have applied for Universal Credit, you can apply for COUNCIL TAX SUPPORT. For Reading Borough Council this is: <https://becs.reading.gov.uk/>

Click on ‘start a new claim’

NB – if you have applied for UC, but not yet had a payment, you state NONE, when it asks if you are getting any of the benefits.