

Before you start

www.gov.uk/apply-universal-credit

Your session will time out and you'll have to start again if you're inactive for more than 20 minutes.

Make sure you have the following information before you start:

- your postcode
- your National Insurance number
- details of the bank, building society or Post Office account you want Universal Credit paid into
- your rent agreement (if you have one)
- details of your savings or other capital

It should take 20 to 40 minutes to complete your claim.

If you're successful, you'll usually get your first payment 1 month and 7 days after you made your claim.

Help claiming Universal Credit online

Call the helpline if you need help making your claim online.

Universal Credit helpline

Telephone: 0345 600 0723

Textphone: 0345 600 0743