

# Shropshire can UC?

Working age? Then you need to know about Universal Credit, it's coming in 2018.

Anyone making a new claim for Income Support or the income-based Jobseeker's Allowance, Employment and Support Allowance, Housing Benefit or tax credits may need to claim **Universal Credit** instead. You should still claim any contribution-based benefit.

## Universal Credit – what do I need to do online?

Universal Credit is an online benefit. You may get messages and instructions about your claim that you can only see online. This means you will have to go online regularly.

So – how will you manage? The tips overleaf might help you...

**You get claim updates by text and emails so you'll need an email account. Follow all instructions you are given so your claim isn't affected.**

You'll be given a unique reference number for Universal Credit online; keep it safe so that no-one else can use it. Your online account is a two-way channel between you and Universal Credit. It gives you tasks, lets you message your work coach and you can print off proof of benefit. It is really important to access your account regularly to check for messages.

### **Need help?**

If you don't have your own computer or phone with online access, there are places to get online across Shropshire. Ask at a library or see here for where these are:

<http://shropshire.gov.uk/shropshire-council/computer-skills-for-all/>

You can use your online account to tell Universal Credit to talk to someone on your behalf – otherwise they will only speak to you.

If you really can't manage your Universal Credit claim online, **tell your Jobcentre Plus work coach or phone the Universal Credit helpline on 0800 328 9344 (0800 328 5644 if you're already claiming online)**

**If you want to know more about Universal Credit:** check out the information on the Money Advice website

<https://www.moneyadviceservice.org.uk/en/articles/universal-credit-an-introduction>

**If this was useful – pass it on!**