

# Claiming Universal Credit or just about to make a claim? Need help to manage online?

Universal Credit is an online benefit which means you need to claim online and tell the Jobcentre about any changes online. You might also need to upload information to support your claim and check regularly for messages and tasks that you need to carry out.

**Please** – don't leave it until it's too late, if you need help to claim Universal Credit or to manage things online call us on 0345 678 9078 and ask about assisted digital support available through our main libraries at Shrewsbury, Oswestry, Ludlow, Bridgnorth, Market Drayton and Whitchurch.

We will be able to help you with things like:

- Accessing the internet using your own device or one in the library.
- Setting up and using an email account, registering yourself with Universal Credit so that you can make a claim and helping you through the claim and verification process.
- Helping a partner to access the claim to add their information.
- Navigating and updating online, 'to do' lists, and Journal entries sent by Universal Credit and making journal entries to keep the Jobcentre up to date.
- Notifying changes of circumstances and generating enquiries

This is a free service funded by the Department for Work & Pensions:

