

## What to do if you are unable to use the online Universal Credit system

Most people are expected to claim and manage Universal Credit (UC) online and communicate with the Jobcentre online through their Universal Credit account.

There is some help for those who do not have access to or have difficulty using a computer. This is described on our [more detailed guide to Universal Credit](#) under the heading 'Extra help and support under Universal Credit - including in Newcastle' which has links to documents with more guidance.

However, there are various reasons why some people may not be able to manage their UC claim digitally for example:

- physical or mental ill health or disability
- visual impairments
- lack of basic literacy
- lack of skills and training
- legal limitations such as Multi-Agency Public Protection Arrangements (MAPPA) or Terrorism Prevention Investigation Measures (TPIM)

In circumstances such as these claims can be made by phone using the Universal Credit Helpline: 0800 328 5644 (Textphone: 0800 328 1344) Monday to Friday, 8am to 6pm (closed on bank holidays). Calls to 0800 numbers are free from landlines and mobiles.

The following information will be required

- your bank, building society or credit union account details (call the Universal Credit helpline if you do not have one)
- [information about your housing](#), for example how much rent you pay
- details of your income, for example payslips
- details of savings and any investments, like shares or a property that you rent out
- details of how much you pay for childcare if you're applying for help with childcare costs
- We will also set up some security questions to verify identity when you call us.

For claimants who are not able to access their Journal online, DWP will use other methods of contact which could include:

- SMS messaging to prompt the claimant to make contact (ensure claimant has a mobile, and that the preference is set to SMS instead of e-mail)
- via mobile or landline:
- face to face contact
- home visit (more details about [home visits](#))

Universal Credit Statements will be sent by post for those claimants who can't use the digital system.

These arrangements could be temporary or longer term depending on individuals' circumstances.

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