

Getting claim information and statements from your online universal credit account

Where to find your universal credit online claim information and statements, and how to download them into a PDF so that you can send them to your adviser.

To advise you, your adviser needs the following information:

- details of your universal credit claim (including the information you gave when you made your claim and the date you submitted the claim)
- a copy of your universal credit statement(s) showing how your universal credit has been calculated

This page explains where to find this information and how to download it from your universal credit online account into a PDF so that you can send it to your adviser.

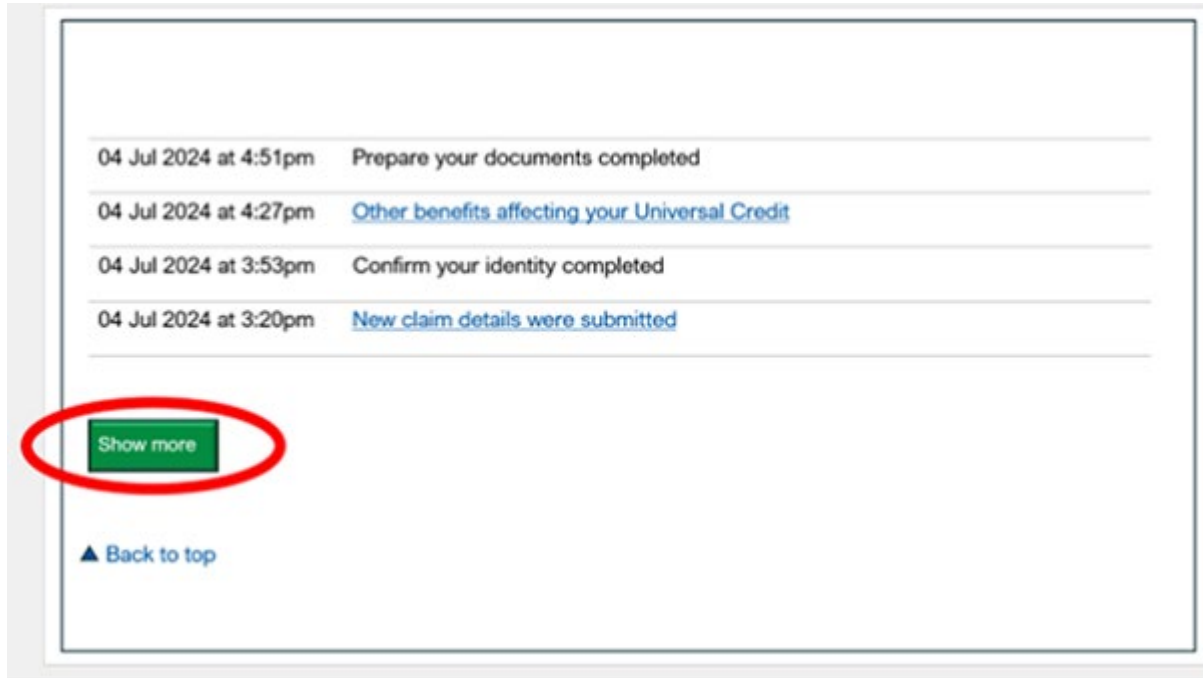
Using a smartphone?

If you don't have access to a laptop or PC and you access your online universal credit account on a mobile phone, use the instructions below to see if you can save to PDF or print to PDF on your phone. If not, a local library may have a computer you can use to download the information from your universal credit account to a PDF. If this is not possible, you could take screenshots of the information from your phone. Take multiple screenshots of any long pages to make sure you capture all the information in the shots.

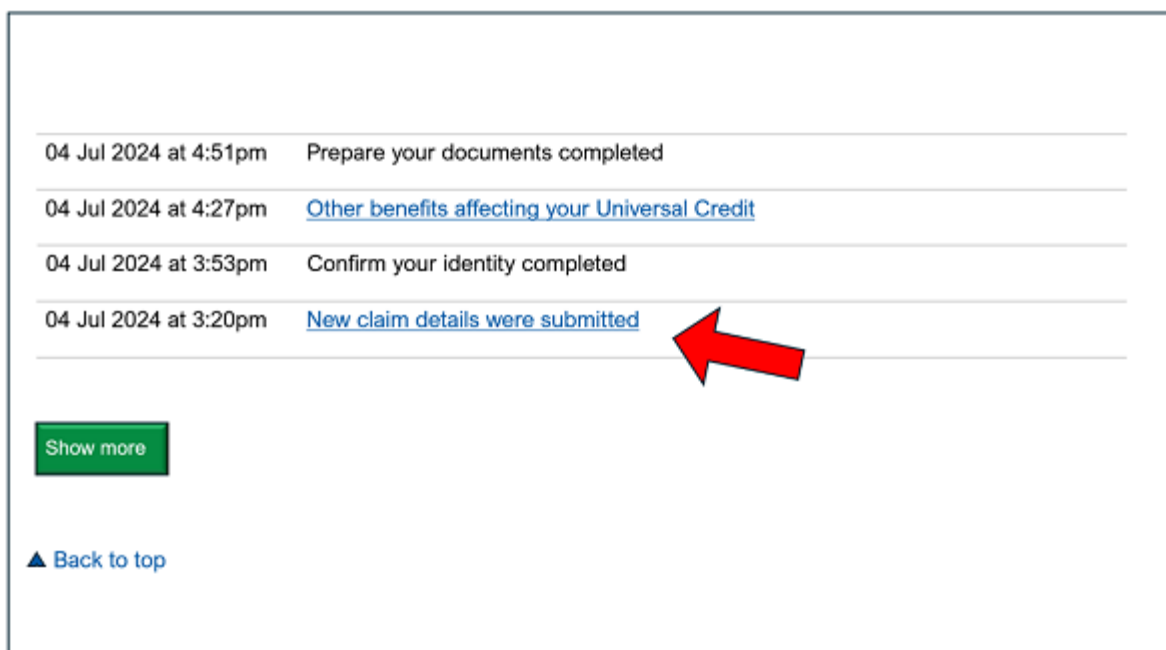
Instructions

First, log into your universal credit online account and then follow the instructions below.

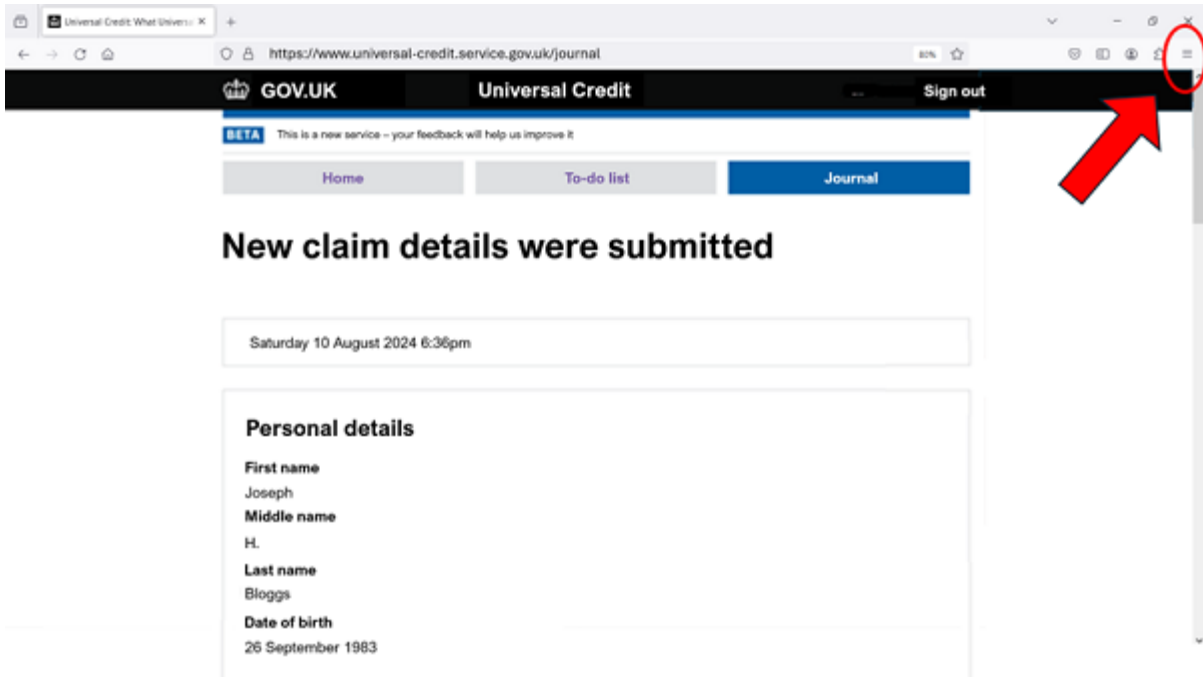
Printing the details of your claim



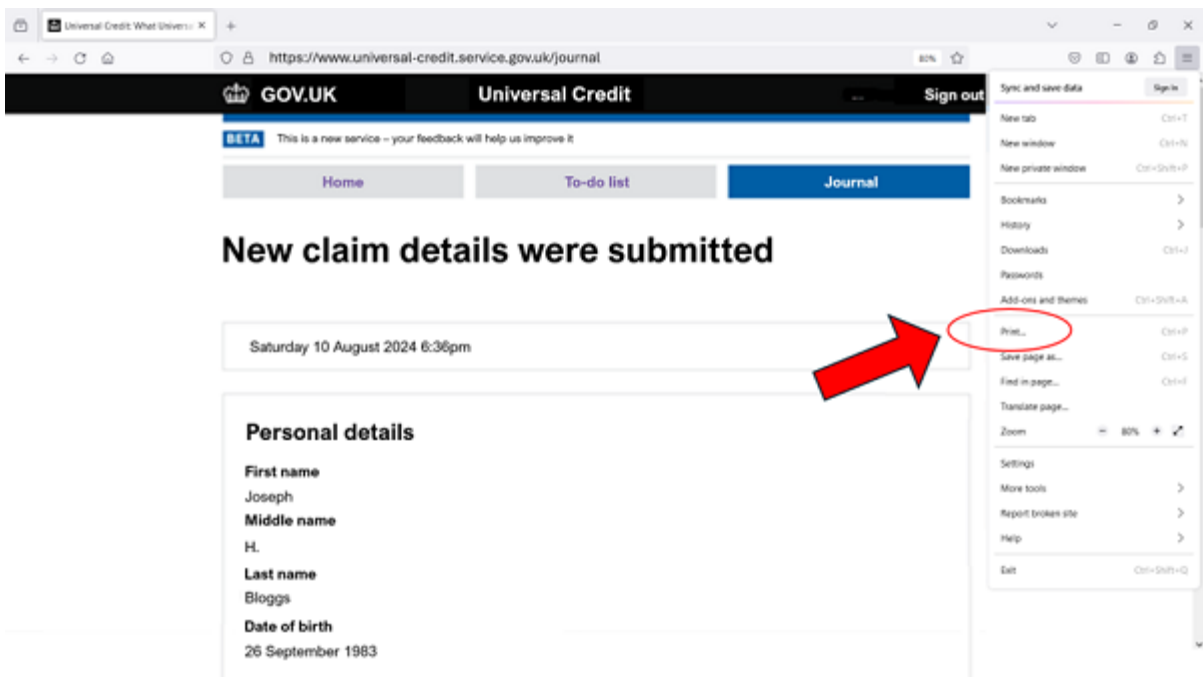
1. Go to the universal credit journal. Scroll down to the bottom of your journal. Select 'show more'. Keep doing this until the 'show more' button stops appearing.



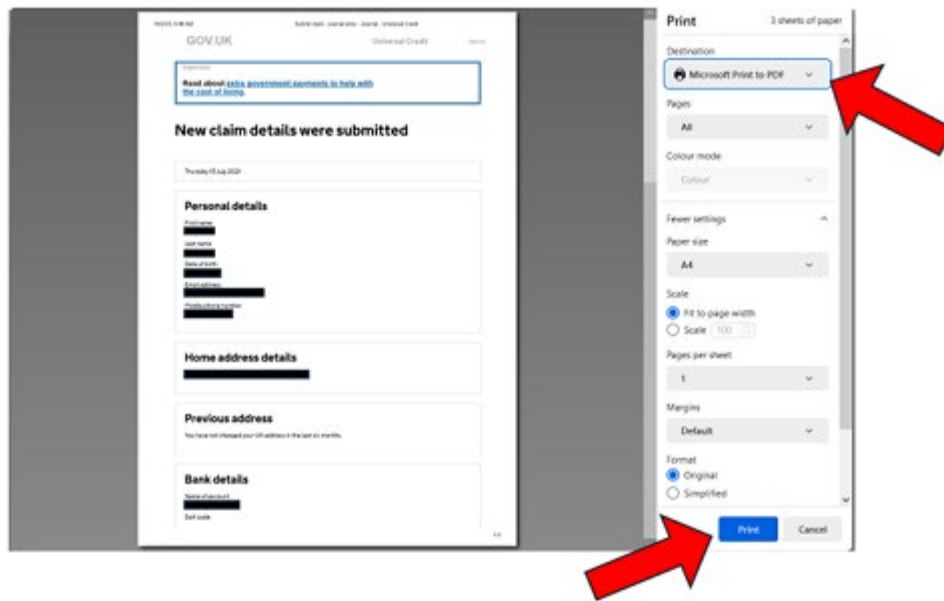
2. Find the journal entries for the date on which you submitted your universal credit claim. Find and select the journal entry which reads 'new claim details were submitted'.



3. At the top right of the browser window, select the menu button (three lines or or three dots) or alternatively, using your computer keyboard, select Ctrl + P (on Windows devices).



4. Select 'Print'.



5. Select 'Save as PDF', 'Print to PDF' or 'Microsoft print to PDF', then select 'save' or 'print'.
6. You will then be asked to save the PDF file. Make a note of where you save it so you can find it again when emailing your adviser.

Printing your payment statement(s)

Home To-do list Journal

Your payment
Your next payment day is 15 March 2023.
Go to **payments** for more details.

Report a change of circumstances	Add a note to your journal
Advances	View to-do list
Payments	Report childcare costs
My commitments	Job applications interest, applied, interviewing
Accessibility needs when meeting or communicating with us	How to manage your Universal Credit claim

1. On the home screen of your universal credit online account select 'payments'.

Home To-do list Journal

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Payments

Your next statement will be ready on 20 July 2024. Check again then.

On 24 July 2024 you will be paid any money you are entitled to.

The amount you get is based on your circumstances from 18 June to 17 July 2024.

If your payment falls on a bank holiday or weekend you'll usually get it earlier.

Statements

Your statement explains your payment and how we worked it out.
Select a statement from the list to view.

View statement by pay date	Amount
24 June 2024	£1315.03

2. You will then see a list of universal credit payment statements. Select the one that you would like to print. If you want to print more than one statement, then follow the process set out in these instructions for each statement.

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Payment changes

Assessment period: 18 May to 17 June 2024

The amount we should have paid you for this assessment period has changed.

We have issued a new statement. It shows how we have adjusted your payment. We have not paid the full amount again.

Check your journal for more information about why your payment amount changed.

Timeline of changes

Calculation updated **LATEST**
Corrected on 18 June 2024
[View updated statement](#)

Original payment of £1,165.32
Paid on 24 June 2024
[View original statement](#)

3. If the DWP have changed their decision about the amount of universal credit you should be awarded for a particular month, you will see a timeline of changes. Select the links and follow these steps for each statement in the timeline in turn, so your adviser can see how the different amounts have been calculated.

Total entitlement before deductions	£648.59
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What we take off (deductions)

Total deductions	£0.00
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Your total payment for this month is	£648.59
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If your circumstances change

You must immediately [report changes in your circumstances](#) that could affect your Universal Credit payments.

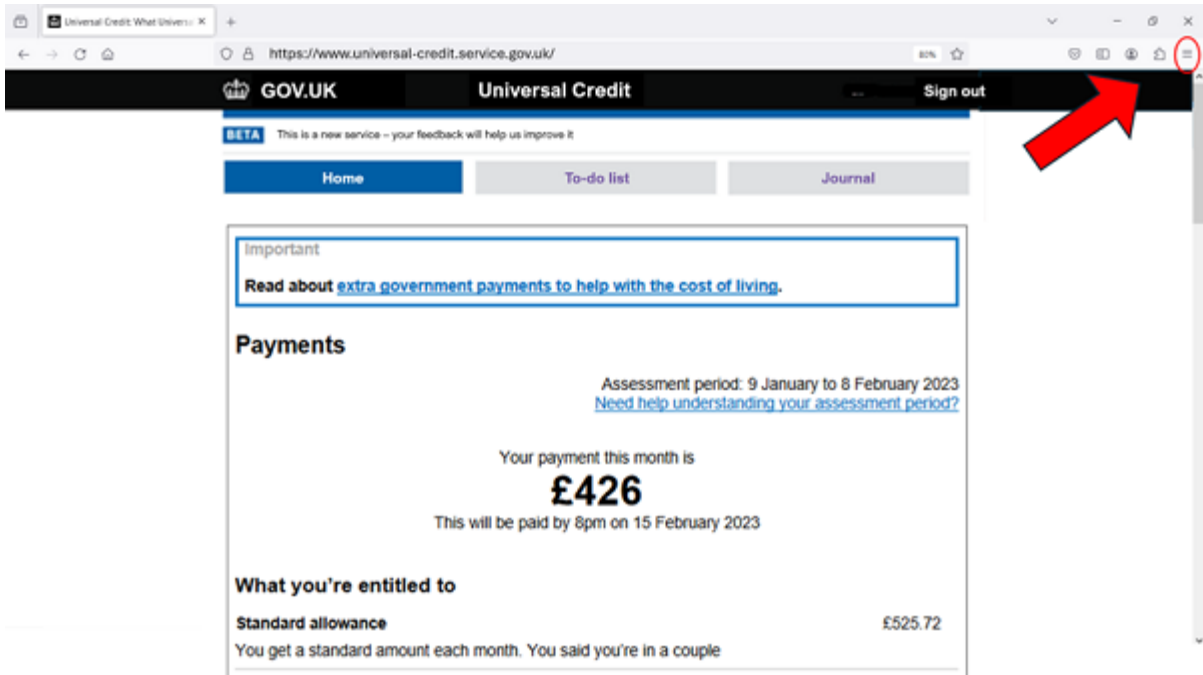
Help and support

The ['Managing your claim guide'](#) gives more information about Universal Credit payments.

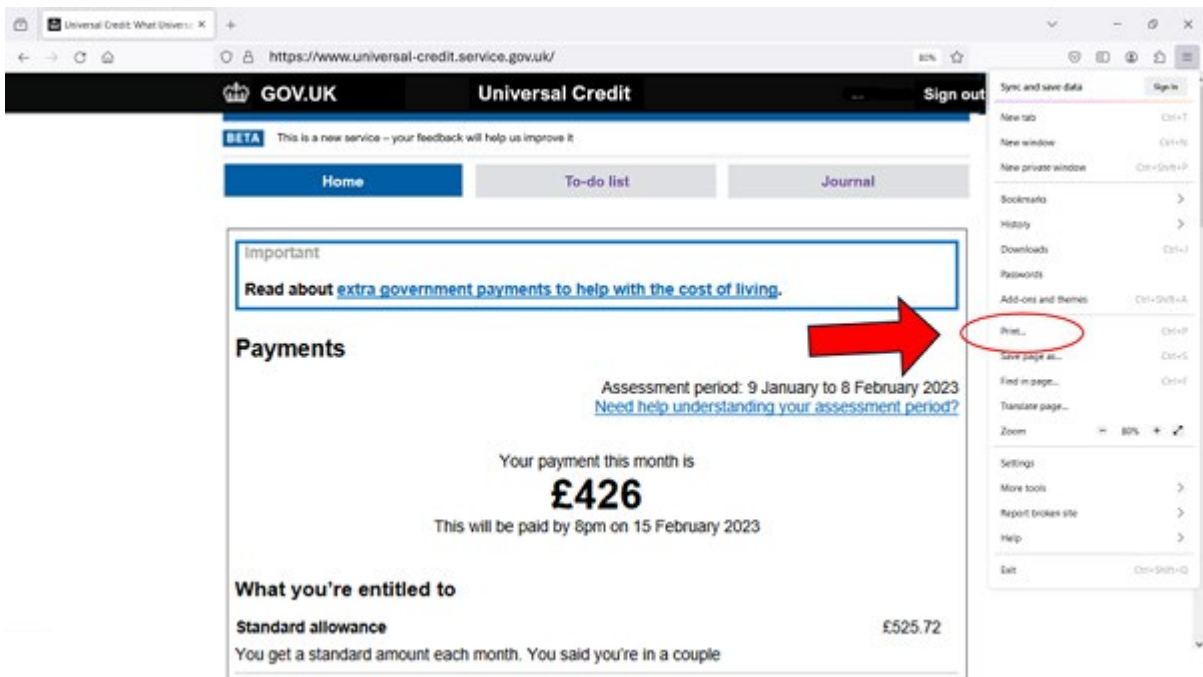
[If you think we've made a mistake or want to appeal](#)

[Other support you may be able to get](#)

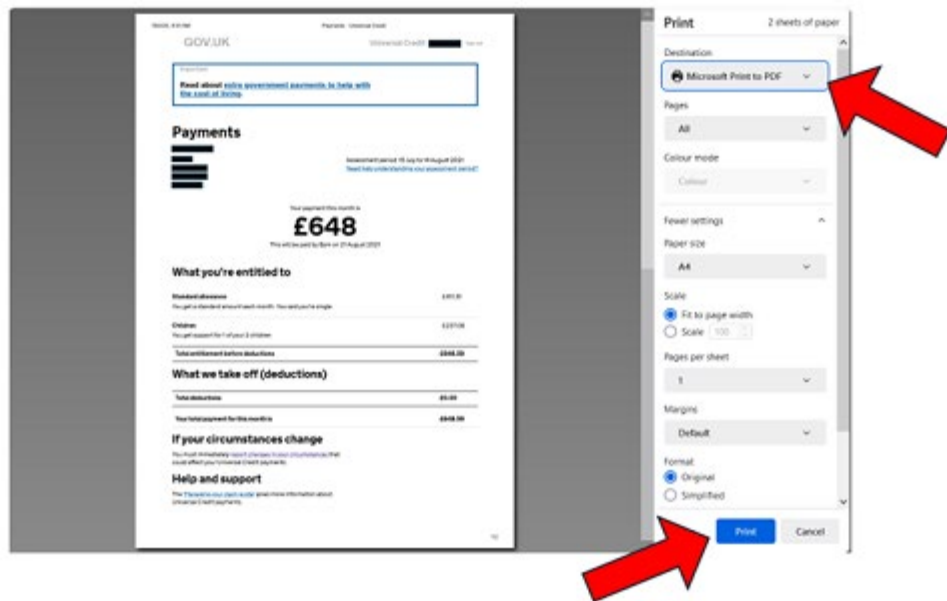
4. Scroll down to the bottom of the payment statement. Select the blue text which reads 'if you think we've made a mistake or want to appeal'. This should display some extra text. Do not skip this step, it will help provide your adviser with information about the decisions that have been made on your award.



5. At the top right of the browser window, select the menu button (three lines or three dots) or alternatively, using your computer keyboard, select Ctrl + P (on Windows devices).



6. Select 'print'.



7. Select 'Save to PDF', 'Print to PDF' or 'Microsoft print to PDF', then select 'save' or 'print'.
8. You will then be asked to save the PDF file. Make a note of where you save it so you can find it again when emailing your adviser.