

Summary of the Universal Credit webinar - 1st May 2019

This is just a quick summary of the session that took place on wednesday and an opportunity for you to access the shared resources that were sent over the chat panel.

A lot of attendees mentioned that they were already helping people with Universal Credit (UC) but were keen to learn more.

Getting started

Kevin shared the Learn My Way Guide:

<https://www.learnmyway.com/courses/universal-credit-a-how-to-guide/>

Individuals mentioned that learners had trouble signing into UC and updating their journal regularly.

Some people stated that they had not had any training yet to which Kevin shared a link to the [GOV.UK](https://www.gov.uk) website and the step by step guide

<https://www.gov.uk/how-to-claim-universal-credit>

Signing in Issues

Helen mentioned that: " People using their government gateway number doesn't allow them to login to Universal Credit"

Simon from DWP mentioned: "it is triggered when they log into a device that is new to their UC account, so once it learns their device behaviour - it wont ask that 16 digit pin again - unless someone logs in from abroad for example. But if they throw that PIN away, they need to go into their JCP and ask for a new one"

The 16 digit pin is given to the person at the job centre it isn't the same as their government gateway number and so they will need to go to the job centre to ask for a new PIN.

UC test account

Attendees asked if a dummy UC account was available. This isn't a feature from DWP but they have create a series of videos on Youtube which Kevin also shared via the chat panel: Universal Credit in Action

<https://www.youtube.com/channel/UC7Km4lXfVJB1n8SQUmkJD0Q>

However, there is another company who have created a test portal for people to use. This was shared by Amie: <https://www.we-are-digital.co.uk/universal-credit-online/>

Verification Process

A few attendees mentioned that they were having issues with the verification process to which Simon from DWP mentioned: "Just to say we have a few trials going on to look at alternatives to Verify - the main one being paying an amount of money into someones bank account between 1p and £1 with a reference number. It's having a much higher success rate but its early days."

Kevin also shared a link to [EntitledTo](#) which will show claimants what they could claim for and how much they will get.

Job Advice

Moving onto managing their UC account and job seeking further resources were shared: <http://dailyjobseeker.tumblr.com> and <https://nationalcareersservice.direct.gov.uk/> to help claimants when applying for jobs. There is also a course on Learn My Way called 'Finding a Job' which could be useful to learners.

New Training Package

We then shared a new training pack that we've developed when we delivered some training to Citizens Advice: <https://www.onlinecentresnetwork.org/resources/universal-credit> this can be used to help tutors when there delivering training.

Susan mention that: "We're planning on delivering some sessions at two of our local Job Centres, these resources will be great to use." - It's great to see that our resources will be useful in your deliveries.

Citizens Advice

Simon (DWP) stated: "Citizens Advice have only been commissioned to Help to Claim, which is only for helping people to get their first payment of UC. There is no support provided afterwards." For example with help maintaining their claim.

We had some really great feedback from attendees so thank you very much for that and good luck in your Universal Credit journeys. Remember we are here to help.