

What do I do with my journal?

Your online journal is used to maintain your Universal Credit claim.

In your journal, you'll:

- Complete To Do's
- Record your job search
- Keep in touch with your work coach
- Report any changes

[Home](#)
[To-do list](#)
Journal

Journal entry

What's this entry about?

- A payment
- A change
- An appointment
- Details of my work search
- A message for my work coach
- Service issues

Next

Where is it?

www.gov.uk/sign-in-universal-credit

You can find the page by going to Google and typing in UC login. Go to the first search result, which is where you can login.

You need to log in to see your journal. You may need the following to log in:

What you'll need	Where you'll get it
Username & Password	Your work coach will give you these details at your first appointment.
Personal security number	Your work coach will also give you a 16 digit number. Keep this with you at all times in case you have trouble getting to your account.
Security question	You'll also set up an answer to a secret question. This should be something easy for you to remember, but hard for others to guess, for example the name of your first pet.

To Do's

A To Do is a task left for you by your work coach. You'll need to complete these as soon as possible to continue to get Universal Credit.

Examples of a To Do

- o Accept your commitments in your claimant commitments
- o Attend your work search review
- o Prepare for you claimant commitment meeting

Top Tip: Log in to your Universal Credit account every day to check for To Do's



Recording your job search

If you're expected to look for a job you will need to record your work related activity. Record every job that you apply for in your Online Journal. It's a useful record of what you've applied for.

Examples of work related activity to record in your journal:

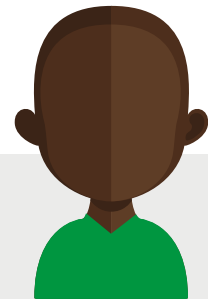
- o Writing a CV, or spending time adapting your CV for a particular job
- o Completing a job application form
- o Contacting employers to follow up from applications
- o Travelling to job interviews



Top Tip: Learn more about applying for jobs online at: www.learnmyway.com/courses/job-hunting-online

Keeping in touch

You'll use your Universal Credit journal to keep in touch with your work coach.



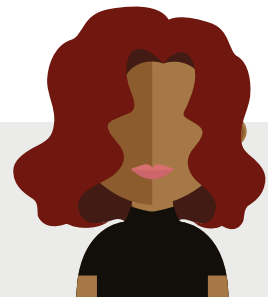
Top tip: Send a message directly to your work coach by selecting 'A message to my work coach'.

Reporting a change of circumstance

If there are changes in your life or work, you'll need to report this on your Universal Credit account. Update your Universal Credit account as soon as you know about a change.

Examples of a change of circumstance:

- o You get a new job, or more hours at work.
- o You are too ill to work or meet your Work Coach.
- o You move house or your living situation changes - for example - you move in with your partner.



Top Tip: If you're reporting a change of circumstance that does not have an option online, report it using your Universal Credit

Your statement

Your online statement is a tool to help you track your Universal Credit payments.

You'll be able to see the payments you have already received. It'll show you when you'll get your next payment, and how that has been calculated.

If you have any questions about your online statement, send a message to your Work Coach and they'll be able to help.

Statement

Your payment this month is

£556

This will be paid by 8pm on 22 February 2017

How we calculate your payment

Your payment is based on what you've told us and covers the period between



It is important to tell Universal Credit immediately about any changes in your circumstances that could affect your Universal Credit payments.
[Report a change in my circumstances](#)

Standard allowance	£317.82
You receive a standard Universal Credit allowance each month	

Housing	£420.00
You said that your rent is £400.00 per month, and you pay £20.00 in	