



Universal Credit is a new benefit for working age people making new claims

If you have questions about UC, check below to see where you can get help and advice - [ask here](#) to find out how to contact these services

Frequently asked questions	Jobcentre Cosham & Portsmouth	Advice Portsmouth	Citizens Advice Help to Claim	Citizens Advice Info Point	Age UK (over 50s)	Budget Buddies	Adult learning and skills	Library	Community Centres and Family Hubs	Area Housing Offices (council tenants)	Housing Association (HA tenants)
Should I make a claim for UC?		✓	✓	✓						✓	✓
Where can I get a benefit calculation, to tell me what benefits I'm entitled to now or if my situation changes?		✓		✓	✓					✓	✓
Who can help me to apply for UC online?		✓	✓							✓	✓
Where can I get help if I have no money for essential living costs? (e.g. access to a foodbank)		✓		✓						✓	✓
How can I prepare for UC?		✓		✓		✓				✓	✓
What information will I need, to be able to claim UC?		✓	✓							✓	✓
Where can I learn computer skills for beginners?					✓		✓				✓
Who can help me set up an email address?	✓			✓	✓		✓				✓
I don't know how to access my UC online account	✓	✓		✓	✓					✓	✓
Where can I use a computer?	✓	✓						✓	✓		
Where can I use free Wi-Fi, without needing to log in?	✓	✓			✓			✓	✓	✓	
Who can help me to plan my budget?		✓		✓		✓				✓	✓
Who can help me to open a bank account?	✓	✓		✓						✓	✓
Who can help me to get proof of my identity?	✓	✓		✓	✓					✓	✓
Who can help me manage my rent payments?		✓		✓						✓	✓
Who can help me appeal a decision about my UC?		✓	✓							✓	✓
There is a problem with my UC claim or payment	✓	✓		✓						✓	✓