

## Getting to your Take Home Pay with Universal Credit on a Mobile

1. Log in to your universal credit account with your username and password

The image displays two versions of the Universal Credit website. On the left is the desktop version, featuring a search bar at the top, a breadcrumb trail (Home > Benefits > Universal Credit), and a main heading 'Sign in to your Universal Credit account'. Below this, there is a list of actions to take after signing in, such as 'apply for an advance on your first payment' and 'see your statement'. A 'Sign in >' button is highlighted with a red box. On the right is the mobile version, showing a 'BETA' notice and the same main heading. The login form is prominent, with 'Username' and 'Password' input fields and a 'Sign in' button, all enclosed in a red box. A red arrow points from the desktop 'Sign in >' button to the mobile login form.

2. When you have logged in, it will take you to your home page. You will need to click on your Payments option.

The screenshot shows a mobile phone interface. At the top, the status bar displays signal strength, Wi-Fi, the time 11:41, and a battery level of 85%. Below this, the address bar shows the URL 'universal-credit.service.gov.uk'. Three navigation buttons are visible: 'Home' (highlighted in blue), 'To-do list', and 'Journal'.

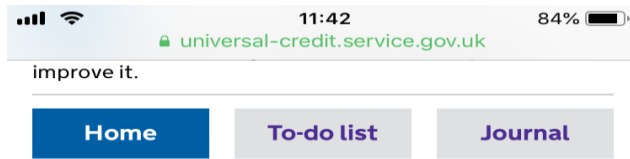
### Your payment

Your next payment day is 7 August 2019.

Go to **payments** for more details.

A vertical list of five menu items is shown. From top to bottom: 'Report a change of circumstances', 'Add a note to your journal', 'View to-do list', 'My commitments', and 'Payments'. The 'Payments' item at the bottom is highlighted with a red box.

3. Your most recent Universal Credit Payment will come up at the top of the list on your statements. Click on to your most recent payment.



## Payments

Your next statement will be ready on 1 August. Check again then.

On 7 August you will be paid any money you are entitled to.

The amount you get is based on your circumstances from 1 July to 31 July.

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.

View statement by pay date	Assessment period	Amount
<a href="#">7 July 2019</a>	01/06/2019 - 30/06/2019	£169.77

4. This will take you through to your payment screen. You will need to screenshot each page from this step onwards.



**BETA**  
This is a new service - your feedback will help us to improve it.

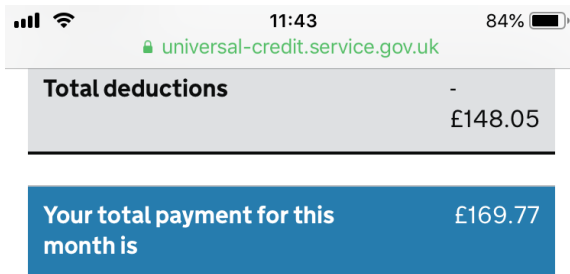


## Payments

[Print this statement](#)



5. You need to scroll through to the bottom of the screen until you get to the Help and Support section. You will need to click on the + next to Other support you may be able to get.



The screenshot shows the top of the mobile app interface. At the top, there is a status bar with signal strength, Wi-Fi, time (11:43), and battery (84%). Below that is the URL 'universal-credit.service.gov.uk'. A grey box contains 'Total deductions' with a value of '£148.05'. Below that, a blue box contains 'Your total payment for this month is' with a value of '£169.77'.

Total deductions	-
	£148.05
Your total payment for this month is	£169.77

## If your circumstances change

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

## Help and support

If you think we've made a mistake or want to appeal **+**

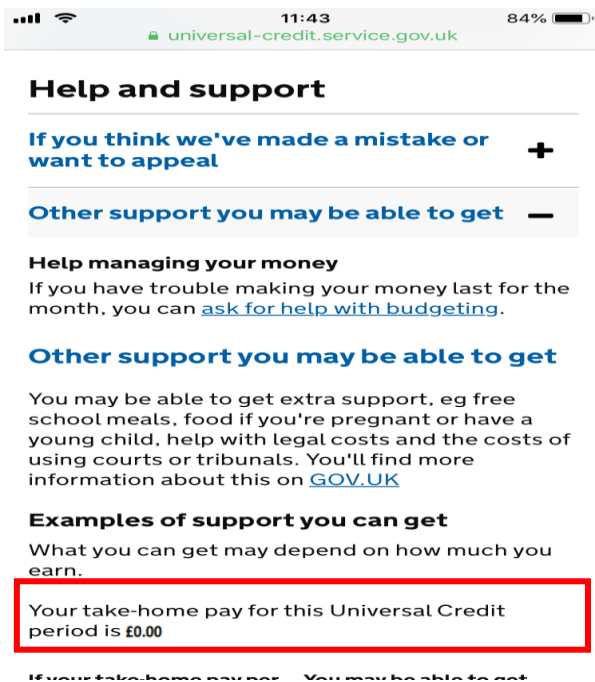
Other support you may be able to get **+**

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**OGI**

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6. It will come up with you Take Home Pay for this Universal Credit Period. This must say £0.00



The screenshot shows the 'Help and support' section of the mobile app. It has the same status bar and URL as the previous screenshot. Under 'Help and support', there are two expandable sections: 'If you think we've made a mistake or want to appeal' (expanded with a plus sign) and 'Other support you may be able to get' (collapsed with a minus sign). Below the collapsed section, there is a heading 'Help managing your money' with a sub-heading 'Help managing your money' and a paragraph: 'If you have trouble making your money last for the month, you can [ask for help with budgeting](#).' Below that is another heading 'Other support you may be able to get' with a paragraph: 'You may be able to get extra support, eg free school meals, food if you're pregnant or have a young child, help with legal costs and the costs of using courts or tribunals. You'll find more information about this on [GOV.UK](#)'. Below that is a heading 'Examples of support you can get' with a paragraph: 'What you can get may depend on how much you earn.' At the bottom, a red box highlights a line of text: 'Your take-home pay for this Universal Credit period is £0.00'.