

DWP Central Freedom of Information Team

e-mail: [freedom-of-information-request@dwp.gsi.gov.uk](mailto:freedom-of-information-request@dwp.gsi.gov.uk)

Our Ref: Fol 4842

DATE:19 January 2017

Dear Ms Harriman,

Thank you for your Freedom of Information request of 21 December 2016. You asked:

*1. Please could you send the procedure required by a claimant when they log into their Full service Universal Credit account - in terms of whether they need to provide their full 16 digit number, password etc. (If you could supply a sample screenshot this would be useful)*

*2. Could you let me know what happens - if anything - if they have changed their email address since they first claimed - and any guidance /procedure for DWP staff in this situation.*

*3. What should a claimant do if they lose or forget any of their numbers /password? I assume they would need to reset this- would they need to book a fresh appointment to take ID into the Jobcentre?*

*4. If so, and they miss an interview at the Job centre because they have not been able to login while waiting for the fresh appointment so didn't know they had been invited, would this count as a good reason which would mean they avoid a sanction?*

### **DWP Response**

In respect of the claimant account and logging in I have provided a link to the login screen for information. This is part of the Gov.uk on line services. To sign into your account the user name and password is needed. This is set up when the Universal Credit application is made. <https://www.universal-credit.service.gov.uk/sign-in>

There are protocols around the user name which must be at least 6 characters (but no more than 30) and have letters and numbers. The password must be at least 8 characters and contain at least one capital letter, one lower case letter and one number. Both these items are then needed to access the claimant account on subsequent visits.

The 16 digit code or personal security number (commonly known as the PSN) is an additional security layer in full service. This is given out to the claimant at the jobcentre during the initial appointment stage. The number is printed out and laminated. The work coach does not see the number at any point.

If a claimant changes their e mail address they can do this via their account. The change generates a verification e mail to the new e mail address.

Gov.uk has a screen where claimants can access their account. There are links on this page if the claimant cannot remember their username or password so that the user name and password can be reset on line.

Different circumstances apply where the claimant loses/forgets their 16 digit PSN. For this they need to attend an interview to verify their ID again. A new PSN is then generated and issued.

In respect of your final query it is not possible to give a definitive answer. Decision making relies on applying the regulations to the individual circumstances taking into account what has happened and what is reasonable.

If you have any queries about this letter please contact me quoting the reference number above.

Yours sincerely,

DWP Strategy Fol Team

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**Your right to complain under the Freedom of Information Act**

If you are not happy with this response you may request an internal review by e-mailing [freedom-of-information-request@dwpgsi.gov.uk](mailto:freedom-of-information-request@dwpgsi.gov.uk) or by writing to DWP, Central Fol Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF [www.ico.gov.uk](http://www.ico.gov.uk)