Claiming Universal Credit Online

You need to claim Universal Credit online. If you have no access to the internet – see below:

Where can you go to claim online?

There are approx 400 computers available to use for FREE in Derbyshire Libraries. They are in the following locations:

Chesterfield – New Beetwell Street Clay Cross – Kenning Park, Holmgate Road Dronfield – Manor House, High Street Eckington – Market Street	Holmewood – Heath Road Killamarsh – Stanley Street Wingerworth – Parish Rooms

How to join the library service

To use library computers and other services that the libraries offer you need to be a member. You can become a member for FREE and to do this you must:

- Download an application from Derbyshire County Council website: www.derbyshire.gov.uk or go to your local library for an application form.
- You will need one form of ID - the documents accepted are: driving licence, bank statement, building society book, Post Office savings book, welfare benefits award letter, bus pass, receipted bills, council tax demand, medical card.

What can you do on the computers?

You can:

- Claim Benefits online
- Surf the Web
- Use email
- Create your own documents using Microsoft Word and Excel
- Develop presentations and publications With Microsoft Powerpoint and Publisher
- Store your own documents and files on your own internet based storage or USB sticks which are for sale within the libraries.

They cannot be used for:

- Saving work on the library computer
- Watching live telephone broadcasts

All Derbyshire libraries provide access to a FREE Wi-Fi network, there is no password needed to connect.

Help, Assistance & Booking a Computer

- Library staff can help you make your Universal Credit claim online. You will need to be a member of the library service and you will need to book an appointment.
- Contact the Derbyshire County Council Service on 01629 533444 or email: asklibrary@derbyshire.gov.uk