

Applying for Job Seekers Allowance online:

As a precursor to the change over to Universal Credit, the DWP are pushing people towards making Jobseeker's Allowance claims online.

According to the Citizen's Advice Bureau if you try to claim by phone, you are likely to be assessed to see if you could claim online, if necessary, by using a computer belonging to friends, family or another organisation. You may also be offered an appointment to use a computer in a Jobcentre Plus office.

If you feel unable to make an online claim, for example, because of language or other problems, you should make this clear and you should be allowed to claim by phone.

People who have been sanctioned **have to** reapply for Job Seekers Allowance online.

If you are reclaiming Jobseeker's Allowance within 26 weeks of getting it before and there has been no change in your circumstances, you can complete a simpler and shorter 'Rapid Reclaim' form instead.

You can claim online on the GOV.UK website at

<https://www.gov.uk/jobseekers-allowance/how-to-claim>

To complete the application form you will need information about you and your family (if relevant), which may include details of:

- Savings and income
- Any work you and your family have done
- Where you live
- Who lives with you
- Education
- Bank or Building Society Account details. Failure to provide this may delay payment of your Jobseekers Allowance.

You will also need:

- Your National Insurance number, and your partner's, if relevant.
- A phone number you can be contacted on.

Having an email address is not essential to make an online claim. However if you do have one you will be emailed a receipt of your application, which could be useful.

You **cannot** make an online application if:

- you live in Northern Ireland
- You have received Employment and Support Allowance (**ESA**) in the last calendar month
- You want to claim Jobseeker's Allowance (JSA) from a future date
- You want to reclaim JSA after finishing a training course arranged through the Jobcentre
- You have an appointee. An appointee is someone who handles the affairs of someone who is not capable of doing it themselves.

EEA Nationals or UK Nationals who have recently returned from abroad, and have not worked since arrival may be required to provide evidence of living in the UK for the 3 months immediately before making a claim to Jobseeker's Allowance.

People applying for JSA online first have to complete an **eligibility test** which determines whether they are allowed to make a claim. If you are eligible you then have to complete the online application. There are 5 sections in the application process:

- Your details
- Changes since last claim
- Work and Education
- Pensions and benefits
- Payment and summary

The application process will take someone with good computer skills about 45 minutes to complete.

Once you have completed the eligibility section you'll be given an online ID and asked to create a password. This is so you can log back in to your application if necessary. It is really important that a note is made on this information as they **do not issue reminders**.

Once you've started your application you have **7 days to complete it** before the information gets wiped.

If you don't use the 'continue', 'previous' or 'save' buttons in the application for 20 minutes it will time out and you will have to log back in using your online ID and password.

Each page is saved automatically as you complete it.


Let's give it a go:

In order to understand the process more we are going to have a go at completing the online application for Job Seekers Allowance.

A certain amount of the application can be completed without entering information that is specific to you, so we're going to fill it out up to the point where it asks for a National Insurance number.

You may find it more useful to answer the questions using circumstances of your service users rather than your own circumstances.

1. First you need to find the online application. This isn't easy to do from the gov.uk website. The easiest option is to type 'claim JSA' into Google. You can also get to it here: <https://www.gov.uk/jobseekers-allowance/how-to-claim>

Google  

- claim jsa
- claim jsa **and housing benefit**
- claim jsa **after esa**
- claim jsa **if quit job**

About 853,000 results (0.24 seconds)

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[OK](#) [Learn more](#)

[Jobseeker's Allowance \(JSA\) - GOV.UK](#)
<https://www.gov.uk/jobseekers-allowance/how-to-claim> ▾
 How to claim. **Claim JSA** online. You can claim Jobseeker's Allowance (JSA) online. Rapid reclaims. You can make a 'rapid reclaim' if you've had JSA in the ...
 You've visited this page 5 times. Last visit: 14/02/14

[Jobseeker's Allowance \(JSA\) - GOV.UK](#)
<https://www.gov.uk/jobseekers-allowance> ▾
 Jobseeker's Allowance (JSA) is at least £56.80 a week to help you while you ... When you **apply for JSA** , you must go to an interview to complete your claim.

[Jobseeker's Allowance and low income benefits - GOV.UK](#)
<https://www.gov.uk/browse/benefits/jobseekers-allowance> ▾
 25+ items - Skip to main content. GOV.UK. Search. Search. GOV.UK uses ...
 Jobseeker's Allowance (JSA) - rates, eligibility, how to claim online, JSA online ...
 Community Care Grants stopped on 1 April 2013, you can no longer apply ...

2. Once you're in there, click on '[claim Jobseeker's Allowance \(JSA\) online](#)'

Jobseeker's Allowance (JSA)


- 1. [Overview](#)
- 2. [What you'll get](#)
- 3. [Eligibility](#)
- 4. [How to claim](#)
- 5. [Further information](#)

4. How to claim

Claim JSA online

You can [claim Jobseeker's Allowance \(JSA\) online](#). 

Rapid reclaims

You can make a 'rapid reclaim' if you've had JSA in the last 182 days (approximately 6 months). Reclaims can be made [online](#)  and should take about 10 minutes.

You will still have to attend an interview at a Jobcentre to get JSA.

Jobseeker's Allowance and low income benefits

- [Benefits adviser](#)
- [Employment and Support Allowance \(ESA\)](#)
- [More](#)

Benefits

- [How and when your benefits are paid](#)
- [More](#)

Elsewhere on GOV.UK

- [Find a job with Universal Jobmatch](#)
- [Contact Jobcentre Plus](#)

3. You can then start making a new application, as long you meet the conditions. Click on the 'continue' button.

Jobseeker's Allowance Online

Apply for Jobseeker's Allowance

Start a new application

To use this service you must:

- not live in Northern Ireland ([Northern Ireland customers click here](#))
- not have received Employment and Support Allowance (ESA) in the last calendar month
- not want to claim Jobseeker's Allowance (JSA) from a future date
- not want to reclaim JSA after finishing a training course arranged through your Jobcentre
- not have an appointee [More Information on appointee](#)

NOTE: If you are an EEA National or a UK National who has recently returned from abroad, and have not worked since you arrived, you may be required to provide evidence of living in the UK for the 3 months immediately before making a claim to Jobseeker's Allowance.

You should also:

- have a National Insurance number and that of your partner if you have one
- have a phone number you can be contacted on
- complete your own application

If you require assistance while completing your online application there is a help link available at the top of each page.

If you are unable to use the online service please phone Jobcentre Plus, where a customer service agent will assist you.

[How to contact Jobcentre Plus](#)

[Continue](#)

Return to a saved application

If you have used JSA online in the last seven days you can return to your saved application by entering your online ID and password below.

If you've lost these details you'll need to start a new application.

Once your application has been submitted you won't be able to view it online.

Online ID

Password

[Return to application](#)

4. Start by entering your postcode and click on the 'continue' button. Note that certain questions provide help with definitions and explanations of questions. To see this help just click on the orange text underneath the question.

Directgov [Accessibility](#) [Help using this service](#) [Feedback](#)

Jobseeker's Allowance Online

Eligibility

Questions marked with a * are mandatory

Getting started

* **Please enter your postcode**
You will not be able to proceed with your claim unless you enter your postcode.

[Need help with the meaning of 'the postcode where you live'](#)

[Save and Continue](#)

[Give us your feedback to help us improve this service](#)

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5. If you don't answer one of the mandatory questions you will get an error message

highlighting where you made the mistake

Jobseeker's Allowance Online

Your Details



Error! There was an error found in the information you submitted

Error 1: Please enter: Country

Questions marked with a * are mandatory

Contact information

Error 1: Please enter: Country

*** Where you live**
Either search for your address by typing in your house name/number and postcode then click 'find address' in the top section.
Or use the section below to type in your full address

House number/name

Postcode

Find address

House number/name and street

Address 2

Address 3

Address 4

Address 5

- Continue answering the questions and clicking 'continue' until you get to the summary page. You can check that the information is correct. Click on 'edit' to change any incorrect information. Then click 'save and continue'.

Jobseeker's Allowance Online

Eligibility Summary of information entered

Please check the answers you have provided and make sure they are correct. You will not be able to make any changes to this information after moving forward from this page. Should you need to make a change after this, you will be able to do so at your 'new jobseeker interview'.

Getting started

Please enter your postcode	CF24 2AX	
Your date of birth	5 April 1969	Edit
Your sex	Female	Edit
Do you have a partner?	Yes	Edit
Do you have any dependent children aged under 20 living with you?	No	Edit
Have you had a claim to Employment and Support Allowance (ESA) due to illness or disability that has ended since 5 January 2014?	No	Edit
Your partner's date of birth	2 June 1963	Edit
Your partner's sex	Male	Edit
Does your partner work 24 hours or more per week on average?	No	Edit
Do not include any hours worked in a specialist occupation.		
Have you had Jobseeker's Allowance at any time since 6 August 2013?	Yes	Edit
Did you claim for your current partner before?	No	Edit

Are your savings under £16,000 in total?	Yes	▶ Edit
Are you re-claiming JSA because you have been on a training course arranged through your Jobcentre and this has now ended?	No	▶ Edit

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Changes since last claim

Since you last claimed Jobseeker's Allowance have there been any changes in circumstances to the benefits you receive?	No	▶ Edit
Since you last claimed Jobseeker's Allowance have there been any changes to other money you receive?	No	▶ Edit
Since you last claimed Jobseeker's Allowance has your address changed?	No	▶ Edit
Since you last claimed Jobseeker's Allowance have your family circumstances (excluding pregnancy) changed?	No	▶ Edit
Since you last claimed Jobseeker's Allowance have there been any changes in circumstances within your household?	No	▶ Edit
Since you last claimed Jobseeker's Allowance have your housing costs (but not mortgage charges) changed?	No	▶ Edit
Since you last claimed Jobseeker's Allowance has your ground rent changed?	No	▶ Edit
Since you last claimed Jobseeker's Allowance have your Service Charges changed?	No	▶ Edit

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[◀ Back](#)

[Save and continue ▶](#)

7. You will then be told if you are eligible to make a claim. If you are, click on 'save and continue'. What happens if you're not eligible?

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Jobseeker's Allowance Online

About your entitlement

From the information you have provided you may be eligible for income-based Jobseeker's Allowance.

As this takes into account all of the money and circumstances of your household, we will need to gather information about you and your partner.

[Save and Continue ▶](#)

[▶ Give us your feedback to help us improve this service](#)

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8. Now you'll be given an online ID for your application and you'll have to create a password. It is really important that a note is made of this information as they **do not issue reminders**.

You'll also have to accept the privacy policy terms before you're allowed to continue.

Starting your application

Before you start entering your personal information, you'll need to create a password. You'll use this along with your online ID, which is shown below, to log back in to your application.

Your online ID and password

Online ID: **GRXD6TU**

Make a note of your online ID and password as you may need it later and reminders can't be sent out.

Important If you leave your application for longer than 20 minutes without selecting the Continue, Previous or Save buttons, it will timeout and you'll need to log back in using your online ID and password. Your application will have been automatically saved up to the point of the timeout.

Create password:

Passwords are case sensitive and can include letters and numbers.

Minimum of 8 characters (Only use letters and numbers)

Confirm password:

Minimum of 8 characters (Only use letters and numbers)

You'll need around 30 to 60 minutes to complete your application.

Each page you complete is saved automatically. If you don't finish the whole form your application will be saved for seven days from today before being deleted.

Please accept these privacy policy terms

[Read the privacy policy](#)

I have read and accept the privacy policy terms

Save and Continue →

- Continue to answer the questions, clicking on 'save and continue' to move on to the next page.

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Jobseeker's Allowance Online

Your Details

Eligibility → **Your Details** → Changes since last claim → Work and Education → Pensions and Benefits → Payment and Summary

Questions marked with a * are mandatory

Work

* Since your last claim, have you done any work?
We mean work that has started and ended since your last claim

Yes No

* Since your last claim, has your partner done any work?
We mean work that has started and ended since your last claim

Yes No

Delete Save and Exit Save and Continue →

- Continue to answer the questions, clicking on 'save and continue' to move on.

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Jobseeker's Allowance Online

Your Details

Eligibility → **Your Details** → Changes since last claim → Work and Education → Pensions and Benefits → Payment and Summary

Questions marked with a * are mandatory

Work

* Have you worked for the whole of the time since your last claim to Jobseeker's Allowance ended?

Yes No

← Previous Delete Save and Exit Save and Continue →

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11. Continue to answer the questions, clicking on 'save and continue' to move on.

Your Details

Eligibility → **Your Details** → Changes since last claim → Work and Education → Pensions and Benefits → Payment and Summary

Questions marked with a * are mandatory

When your claim will start

* Online claims begin on the date they are submitted. In very exceptional circumstances only, it may be possible for a claim to start from an earlier date and then only with a valid reason provided. Do you want your claim to start from an earlier date?

Yes No

Housing Benefit or Council Tax reduction scheme

* Do you wish to claim Housing Benefit (HB) or apply for a reduction in your Council Tax
Select neither if you are already claiming these benefits

Please select

▶ Need help with the meaning of 'Claim HB or apply for CTR'

* Did you apply for Housing Benefit (HB) or apply for a reduction in your Council Tax (CTR) during your last claim?

Yes No

◀ Previous Delete Save and Exit Save and Continue ▶

12. Continue to answer the questions, clicking on 'save and continue' to move on.

Your Details

Eligibility → **Your Details** → Changes since last claim → Work and Education → Pensions and Benefits → Payment and Summary

Questions marked with a * are mandatory

More about your claim

* Do either you or your partner work on average 16-24 hours per week?

Yes No

* Do either of you have responsibility for a child or young person under 20?
You must be in receipt of Child Benefit for this child.

Yes No

* Are either you or your partner receiving payment of a European Economic Area imported benefit?
Nationals from the following countries are referred to as EEA: Austria, Belgium, Cyprus, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Liechtenstein, Luxembourg, Malta, Netherlands, Norway, Portugal, Spain, Sweden.

Yes No

* Are either you or your partner from abroad?
This excludes persons from EEA.

Yes No

* Is your partner temporarily absent from Great Britain?
This does not include annual holidays.

Yes No

* Are you or your partner pregnant and either:

* Are either you or your partner from abroad?
This excludes persons from EEA.

Yes No

* Is your partner temporarily absent from Great Britain?
This does not include annual holidays.

Yes No

* Are you or your partner pregnant and either:

- In receipt of Statutory Maternity Pay or Maternity Allowance, OR
- Within 11 weeks of the baby being due

And are still looking for work.
Statutory Maternity Pay is paid by your employer. Maternity Allowance can be paid to women who are not eligible for Statutory Maternity Pay.

Yes No

▶ Need help with the meaning of 'Statutory Maternity Pay or Maternity Allowance'

* Have you or your partner had a baby in the last 15 weeks and are still looking for work?

Yes No

* Are either you or your partner in receipt of Statutory Sick Pay from a job of over 16 hours?

Yes No

▶ Need help with the meaning of 'Receipt of Statutory Sick Pay'

◀ Previous Delete Save and Exit Save and Continue ▶

13. Continue to answer the questions, clicking on 'save and continue' to move on.

Directgov Accessibility Help using this service Feedback

Jobseeker's Allowance Online

Your Details

Eligibility → **Your Details** → Changes since last claim → Work and Education → Pensions and Benefits → Payment and Summary

Questions marked with a * are mandatory

More about your claim

* As you may be eligible to claim the income-based component of Jobseeker's Allowance, your partner must agree to your claiming benefit for him/her. Does your partner agree to your claiming benefit for him/her? You must have your partner's agreement to be able to continue otherwise please call Jobcentre Plus (freephone) to claim

Phone:
English: 0800 055 6688
Welsh: 0800 012 1888
Textphone: 0800 023 4888
(Monday to Friday 8.00 am to 6.00 pm)

Consent

← Previous Delete Save and Exit Save and Continue →

14. At this point the application asks for personal details, including a National Insurance number. Only real National Insurance numbers can be entered as the system can distinguish when correct NI numbers are entered.

Your Details

Eligibility → **Your Details** → Changes since last claim → Work and Education → Pensions and Benefits → Payment and Summary

Questions marked with a * are mandatory

Personal details

* Title
Please select ▼

* First name

* Surname

Middle name

* Relationship status
Please select ▼

* Nationality
Please select ▼

* National Insurance (NI) Number
NI numbers are made up of two letters, six numbers and one letter, e.g.QQ123456A. Please enter it without any spaces

[Need help with the meaning of 'National Insurance \(NI\) Number'](#)

*** Are you a UK national?**
 Yes No
[Need help with the meaning of 'UK National'](#)

Contact information

*** Your address status**
A permanent address is a place where you live everyday and includes living with parents or family on a long term basis
Please select

*** Daytime contact number**
We will be unable to process your claim if you do not provide a phone number.
If you provide a mobile number we will be able to text you details about your new jobseeker interview

*** Contact number type**
Please select

*** Do you have another contact number?**
 Yes No

Please indicate any times you are not available for us to contact you within the next few days, to arrange a 'new jobseeker interview'
Maximum 30 characters. You will not be able to continue if you enter more.

You will be required to attend a 'New Jobseeker's Interview at your local job centre - please indicate any times that you will not be able to attend

we will be unable to process your claim if you do not provide a phone number.
If you provide a mobile number we will be able to text you details about your new jobseeker interview

*** Contact number type**
Please select

*** Do you have another contact number?**
 Yes No

Please indicate any times you are not available for us to contact you within the next few days, to arrange a 'new jobseeker interview'
Maximum 30 characters. You will not be able to continue if you enter more.

You will be required to attend a 'New Jobseeker's Interview at your local job centre - please indicate any times that you will not be able to attend
Maximum 30 characters. You will not be able to continue if you enter more.

If you would like an email acknowledgement when you submit your claim, please enter your email address

Email address

Confirm email address

[Previous](#) [Delete](#) [Save and Exit](#) [Save and Continue](#)

This as far as we can go for the purposes of demonstration. However, you will get an idea of what the process it like. It is worth noting that at this stage we are still only on the 'Your Details' section of the application.