DWP Confirm Your Identity

When you claim Universal Credit (UC) online DWP needs to check you are who you say you are before you can continue with your claim

All the processes shown here are secure and automated

1. You log in to or create your UC account

2. You input your data to start your UC claim

3. You log in to your account on Government Gateway, the system HMRC uses

4. HMRC confirm to DWP whether your identity is verified

5. DWP check how well HMRC data, data you input and existing DWP data match

The goal is:

If you are unable to confirm your identity this way, there are other ways of doing it

1. You continue with your claim

3a. You can create a new HMRC account, or re-validate an old one, by providing additional data

3b. HMRC check this additional data against their own systems and with external organisations

The external organisations used by HMRC to confirm your identity include:

- Government and Public Service Organisations
- External Commercial Organisations
- Financial Agencies eg TransUnion

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