

## Getting statements from your on-line universal credit account

### Using a smartphone?

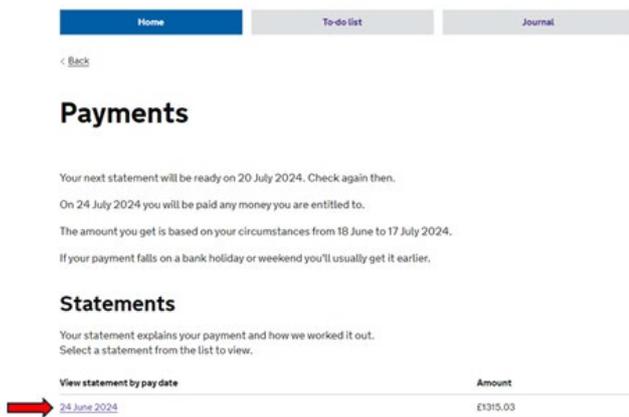
If you don't have access to a laptop or PC and you access your online universal credit account on a mobile phone, use the instructions below to see if you can save to PDF on your phone. If this is not possible, you could take screenshots of the information from your phone. Take multiple screenshots of any long pages to make sure you capture all the information in the shots

### Instructions

First, log into your universal credit online account and then follow the instructions below. Printing your payment statement(s)

On the **HOME** screen of your universal credit account select '**PAYMENTS**'

You will then see a list of universal credit payment statements. Select the one that you need



Your payment statement must include your name and address, payment period and all allowances and deductions for that period

1. In the right hand of the browser window select '**PRINT**' and then '**SAVE AS**'



2. Select '**SAVE TO PDF**'

3. Make a note of where you save it so you can find it again

4. If you screenshot the images on your phone **YOU MUST** copy all sections, not just the Payment amount for the month as this will not be accepted