

Help with Completing Online Benefit Forms

The claim form uses advanced internet technology to make it quick and easy for you to fill in and complete. It is interactive, and will help and guide you to make sure it is filled in correctly.

Once the form has been opened on the internet, you can fill in and save the form offline. Reconnection to the internet is only required when submitting the completed form.

Moving through the pages

You can navigate through the pages in each stage using the **Previous**  and **Next**  buttons. Clicking on the  button displays a list of form pages and you can choose which one you want to view. Please be aware however that you cannot look beyond a page that you need to complete without completing it.

Form filling

Use the mouse to click into a field, and the keyboard to enter information. As you fill in the form, based on the answers you give, it will activate or deactivate different areas depending on whether or not they are relevant to you. You only need to fill in the blue areas.

For example, if you check the box 'No' on the following question, the screen would appear like this:



We need to see proof of your identity and NI number. See the checklist on Page 36.

Have you or your partner been awarded Housing Benefit or help with your Council Tax before?

No
Yes Please tell us about it below.

No
Yes Please tell us about it below.

When did you last claim?

Which council did you claim from?

What name did you use for the claim?

What address did you claim for?

Postcode

Postcode

If you have moved from this address, have you told the council you claimed from?

No
Yes

No
Yes

But if you check the box 'Yes', the screen would appear like this:

Have you or your partner been awarded Housing Benefit or help with your Council Tax before?

No
Yes Please tell us about it below.

No
Yes Please tell us about it below.

When did you last claim?

Which council did you claim from?

What name did you use for the claim?

What address did you claim for?

Postcode

Postcode

If you have moved from this address, have you told the council you claimed from?

No
Yes

No
Yes

You can move through the form by using the **Shift** and **TAB** keys on your keyboard. Pressing **TAB** will move you from one field to another. Pressing **Shift** and **TAB** will move you backwards through the fields.

Check boxes

To make a cross in a check box, click with the mouse button, or tab to the relevant box and press the space bar on your keyboard.

Entering dates

Enter dates directly into the text box by typing numbers separated by the “/” symbol
e.g. **01/03/2010**

Saving your form

You can save the form by using the  icon on the task pane. You will then be able to save the form to your computer and complete at a later date.

Error checking

Before you submit the form you **must** check to see if there are any errors on the form. You can do this by using the  button on the task pane. This will highlight if there are any areas of the form which need correcting/amending. **You will not be able to send the form to us until these are amended.**

Declaration page 34

PLEASE NOTE: You must read the Declaration. This is a two stage process.

After reading and agreeing with the declaration, simply click in the appropriate ‘confirmation’ boxes and complete the ‘Date’ field.

Your claim is almost complete. Please check your claim details thoroughly now, as this is your last chance to make any changes before you submit your claim. When you are happy all details declared are correct, please tick the box to confirm this. You can then move on to your Declaration below and **submit** your claim using the button on the left of the screen.

Applicant's
confirmation

Partner's
confirmation

Even if someone else has filled in this form for you, you as the claimant, must check and complete the declaration below if you can. If you have a partner, getting them to check this declaration should allow us to process this claim more quickly, but they do not have to check it. If your partner does check this form, they are agreeing to the declaration shown below.

- **I understand** that you may use any information I have provided in connection with this and any other claim for social security benefits that I have made or may make. The council may give some information to other organisations, such as government departments, local authorities and private-sector companies such as banks and organisations that may lend me money, if the law allows this.
- **I know** that I must let you know in writing about any change in my circumstances which might affect my claim.
- **I declare** that the information I have given on this form is correct and complete. I have checked the information myself or have had it read back to me.
- **I understand** that if I give information that is incorrect or incomplete, you may take action against me. This may include court action.
- **I agree** that you will use the information I have provided to process my claim for Housing Benefit or Council Tax Support, or both. The Council may check some of the information with other sources as allowed by the law.

Applicant's
confirmation

Date

Partner's
confirmation

Date

You may then submit to the form to us.

Once you have checked your form for errors, you must send the form to us by clicking the  button.

If there are any problems when you submit your form, you can save it to your computer and try sending it later.

If you have any queries relating to your benefit application, please call the Benefits Section on 023 9254 5325