

Help to set up your Universal Credit account and create an email address

Sessions are run across the borough by FACE (Family and Community Education).

You can drop into the sessions listed below, ask your work coach to refer you or ring FACE directly on 0151 443 5389.

| Day | Time | Area | Venue |
|-----------|------------------|-------------|---|
| Monday | 1pm – 3.30pm | Stockbridge | Stockbridge Village Hub, L28 3NR |
| Monday | 10am – 12.30pm | Halewood | Halewood Library, L26 0TS |
| Tuesday | 1pm – 3.30pm | Huyton | *Roby Community Hub, Merton Crescent, L36 4LD |
| Tuesday | 10am – 12.30pm | Huyton | Huyton Library, L36 9GD |
| Wednesday | 12.30pm – 3pm | Huyton | The Gate Community Centre, L14 9NQ |
| Wednesday | 9.30am – 12.00pm | Halewood | New Hutte Neighbourhood Centre, L26 1TT |
| Wednesday | 9.30am – 12.00pm | Huyton | **St John's Information Zone, L36 0UB |
| Thursday | 1pm – 3pm | Huyton | **St John's Information Zone, L36 0UB |
| Thursday | 10am – 12.30pm | Huyton | The Gate Community Centre, L14 9NQ |
| Thursday | 10am – 12.30pm | Prescot | Prescot Library, L34 5GA |
| Friday | 10am – 12.30pm | Kirkby | Kirkby Library, L32 8XY |
| Friday | 1pm – 3.30pm | Huyton | *Bluebell Park Apartments, L36 7YB |

*tablets only at Roby Community Hub and Bluebell Park

**no Wi-Fi at St John's Information Zone

FACE can help with everything you need to know about getting online and using a computer. You can develop your digital skills by calling into one of the sessions above.

We have digital champions based in each Knowsley Council One Stop Shop and they can help you sign up to and use the council's digital services.

Helping you get online for Universal Credit

The Government's Universal Credit has been introduced in Knowsley and you'll need to get online to make and manage your claim.

This leaflet sets out where you can go in Knowsley to get help and support with:

- Using a computer
- Getting online
- Setting up your Universal Credit account
- Creating an email address

Where you can get online and use a computer in Knowsley



| Venue | Address | Contact Number | Number of computers | Supported access* | Mon | Tue | Wed | Thurs | Fri | Sat |
|------------------------|--|----------------|---------------------|-------------------|------------|------------|--------------|------------|------------|--------------|
| Halewood | | | | | | | | | | |
| Halewood Library | Halewood Centre, Roseheath Drive, L26 9UH | 443 2086 | 16 | No | 10am - 5pm | 10am - 5pm | Closed | 10am - 1pm | 10am - 5pm | 10 - 12.30pm |
| Halewood One Stop Shop | Halewood Centre, Roseheath Drive, L26 9UH | 489 6000 | 3 | Yes | 9am - 5pm | 9am - 5pm | 9am - 5pm | 9am - 5pm | 9am - 5pm | Closed |
| Belle Vale Jobcentre | Crown Building, 302 Childwall Valley Road L25 2UF | 0800 169 0190 | 8 | Yes | 9am - 5pm | 9am - 5pm | 10am - 5pm | 9am - 5pm | 9am - 5pm | Closed |
| Huyton | | | | | | | | | | |
| Huyton Jobcentre | Edendale House, Lathom Road, Huyton L36 9XS | 0800 169 0190 | 12 | Yes | 9am - 5pm | 9am - 5pm | 10am - 5pm | 9am - 5pm | 9am - 5pm | Closed |
| Huyton One Stop Shop | Archway Road, Huyton L36 9YU | 489 6000 | 4 | Yes | 9am - 5pm | 9am - 5pm | 9am - 5pm | 9am - 5pm | 9am - 5pm | Closed |
| KHT offices | 603 Princess Drive, L14 9ND | 290 7000 | 2 | No | 9am - 5pm | 9am - 5pm | 9am - 3.30pm | 9am - 5pm | 9am - 5pm | Closed |
| Huyton Library | Civic Way, Huyton, L36 9GD | 443 3734 | 21 | No | 10am - 5pm | 10am - 5pm | Closed | 10am - 1pm | 10am - 5pm | 10am - 1pm |
| Kirkby | | | | | | | | | | |
| Kirkby Jobcentre | St Chad's House, St Chad's Drive, Kirkby L32 8RW | 0800 169 0190 | 12 | Yes | 9am - 5pm | 9am - 5pm | 10am - 5pm | 9am - 5pm | 9am - 5pm | Closed |
| Kirkby One Stop Shop | Kirkby Centre, Norwich Way, Kirkby, L32 8XY | 489 6000 | 3 | Yes | 9am - 5pm | 9am - 5pm | 9am - 5pm | 9am - 5pm | 9am - 5pm | Closed |
| Kirkby Library | 1st floor, Kirkby Centre, Norwich Way, Kirkby, L32 8XY | 443 4289 | 15 | No | 10am - 5pm | 10am - 5pm | Closed | 10am - 1pm | 10am - 5pm | 10am - 1pm |
| Prescot | | | | | | | | | | |
| Prescot One Stop Shop | The Prescot Centre, Aspinall Street, Prescot, L34 5GA | 489 6000 | 2 | Yes | 9am - 5pm | 9am - 5pm | 9am - 5pm | 9am - 5pm | 9am - 5pm | Closed |
| Prescot Library | The Prescot Centre, Aspinall Street, Prescot, L34 5GA | 443 5101 | 12 | No | 10am - 5pm | 10am - 5pm | Closed | 10am - 1pm | 10am - 5pm | 10am - 1pm |
| Stockbridge | | | | | | | | | | |
| Stockbridge Library | The Withens, Stockbridge Village, L28 1AB | 443 2501 | 9 | No | 10am - 5pm | 10am - 5pm | Closed | 10am - 1pm | 10am - 5pm | 10am - 1pm |
| Villages Housing | 16 The Croft, Stockbridge Village, L28 1NR | 0300 123 5522 | 1 | No | 9am - 5pm | 9am - 5pm | Closed | 9am - 5pm | 9am - 5pm | Closed |

*supported access is subject to staff availability