

Apply for PIP agent UI - Check or send ‘Apply for PIP’ invitation email - MVP

New claimant flow

BETA

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Search for a claimant

Full name

Include capital letters in the name where needed.
For example, Janet SmithJohnson.

Email address

Continue

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No record found for:

Example name

example@email.com

Search again

or create claimant record and send invitation email

Create record

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Example name

Email address

example@email.com

Claimant's National Insurance number

Claimant's date of birth

Day

Month

Year

Claimant's postcode

Claimant's mobile number

Continue

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Check the details before saving the record

| | |
|---------------------------|-------------------|
| Name | Example name |
| Email address | example@email.com |
| National insurance number | XX XXXXXX X |
| Date of birth | DD MM YYYY |
| Postcode | XXXX XXX |
| Mobile number | XXXXX XXXXXX |

Change

Save record and send email

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Email address

example@email.com

Claimant's full name

Example name

Claimant's National Insurance number

XX XXXXXX X

Claimant's date of birth

Day

Month

Year

Claimant's postcode

XXXX XXX

Claimant's mobile number

XXXXX XXXXXX

Save record and send email

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Email sent to Example Name

example@email.com

Back to search

Search screen.
Users (agents) can search on ‘Name’ and ‘Email address’ for the MVP - 1st release.
Having 2 search criteria minimises the risk of the search returning multiple results with the same name.

Business need.
I need to check if a claimant already has a record

Search results screen.
When the claimant is new to the service there will be no records on the data base.
Agents can try the search again if they think they mis-typed the claimant details, or click the CTA and create a record for the claimant.

Business need.
I need to capture the claimant details

Create claimant record screen.
Agents need to create a record of the claimant on the service.
The claimant information will be copied/typed from PIPCS, the SERCO spreadhseet or Searchlight.
The data fields to input have been set by technical architects and approved by DPA.
Business needs.
I need to create a record for a claimant.
I need to capture sufficient details for save/resume upload.

Check claimant details screen.
To give the agents confidence when creating a claimant record, a ‘Check your input’ screen has been used for agents to check their inputs before saving.
The ‘Change’ link opens a single screen to make edits to that input.
The CTA saves the record and sends an invitation email to the claimant.
Business need.
I need to capture the claimant details
I need to create a record for a claimant
I need to capture sufficient details for save/resume upload

Check your answers edit screen.
Agents can eidt/change the details they have input on the previous screen. The only data that can’t be changed is the claimant’s email address.
Clicking the CTA saves the record and sends an invitation email
Business needs.
I need to capture sufficient details for save/resume upload
I need to create a record for a claimant
I need to capture the claimant details
I need to be able to change incorrect deatils for the claimant record

Confirmation screen.
Agent recieves a confirmation they have sent the invitation email to the claimant.
Business needs.
I need to issue an initial email with service link to a claimant
I need to issue accessible email and service links