Accepting or rejecting cookies on first visit to the service

Cookie message shows on first page of the service

Can we use cookies in our service?

You can <u>read more about our cookies</u> before you decide.

No, I have already created a password

<u>Privacy</u> <u>Cookies</u> <u>Accessibility</u> <u>Feedback (opens in new tab)</u>

We'd like to use analytics cookies to collect information about how you use our services. We use this information to improve our services.

Are you using the Apply for PIP service online for the first time?

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Cookie message persists in the service until the user completes an action -**Accepts or Rejects**

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Yes, I'm OK with analytics cookies No, do not use analytics cookies

BETA This is a new service – your <u>feedback (opens in new tab)</u> will help us to improve it. Tell DWP how your disability affects you for your PIP claim Only use this service if you have already started your application for Personal Independence Payment (PIP) by phone and have received an email from the Department for Work and Pensions (DWP).

Apply for Personal Independence Payment (PIP)

 upload any supporting documentary evidence of your condition or disability and how it affects you You will be asked questions about your ability to carry out everyday activities. The answers will help DWP understand the effect of your health condition or disability on your everyday life and assess your entitlement to PIP. Take your time and describe all the help you need. You do not have to answer

tell DWP how your health condition or disability affects you

<u>Privacy</u> <u>Cookies</u> <u>Accessibility</u> <u>Feedback (opens in new tab)</u>

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You will need: the email address used by DWP to contact you your National Insurance number your mobile phone

Before you start

Can we use cookies in our service?

Register

Enter your email address

Day Month Year

<u>I am having problems entering my details</u>

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Yes, I'm OK with analytics cookies

No, do not use analytics cookies

User accpets cookies. **Confirmation persists** on page until it's hidden or user navigates away

User rejects cookies.

Confirmation persists

on page until it's

hidden or user

navigates away

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your mobile phone

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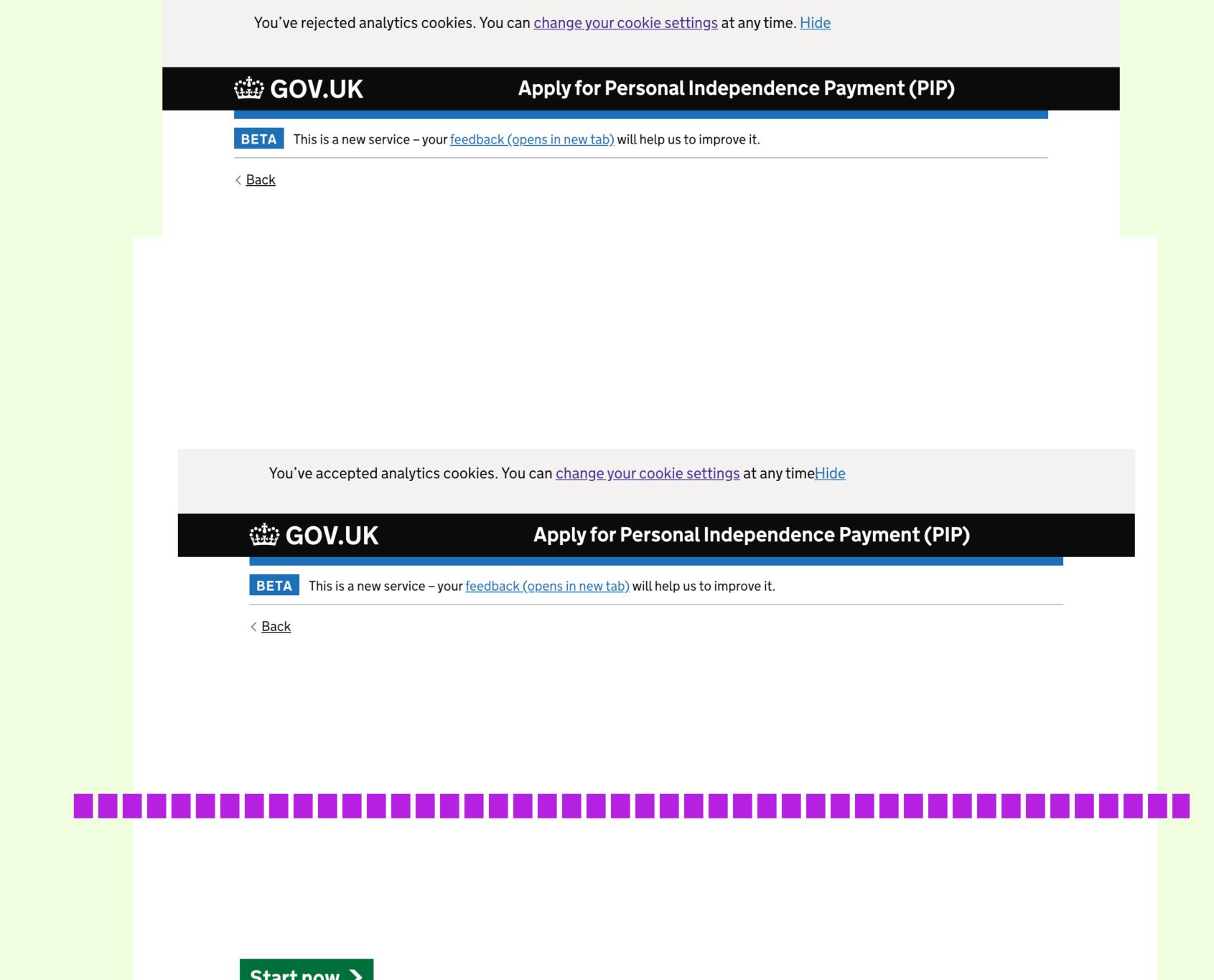
your mobile phone

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Can we use cookies in our service? We'd like to use analytics cookies to collect information about how you use

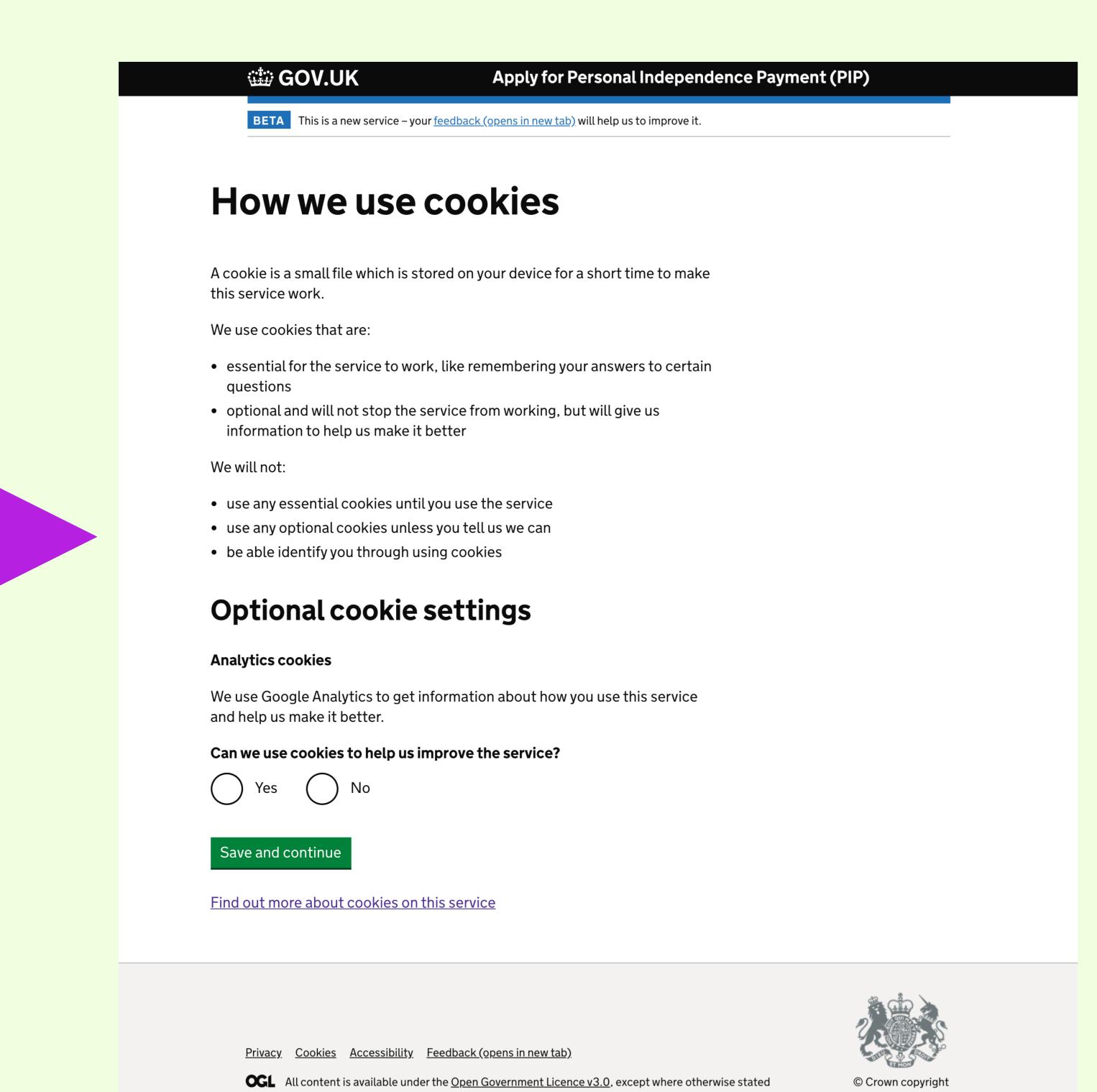
User changing their cookie preference while in the service

The user can change their cookie preference at any time in their journey. Either through the banner, if they don't hide the message, or the link in the page footer.



<u>Privacy</u> <u>Cookies</u> <u>Accessibility</u> <u>Feedback (opens in new tab)</u>

The links take the user to the cookie preference page. They can either accept or reject the cookies.



When the user changes their cookie preference the confirmation message is displayed on the page unitl the user hides it or navigates away.

You've accepted analytics cookies. You can <u>change your cookie settings</u> at any time<u>Hide</u> Apply for Personal Independence Payment (PIP) Help and contact Sign out Tell us how your health condition or disability affects you Download and read the instructions Help with answering questions and Application incomplete You have completed 0 of 16 sections. 1. Tell us about your health 2. Tell us about your daily living activities 3. Tell us about your mobility activities 4. Tell us about anything else Submit your application DO THIS LAST

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