

My income support

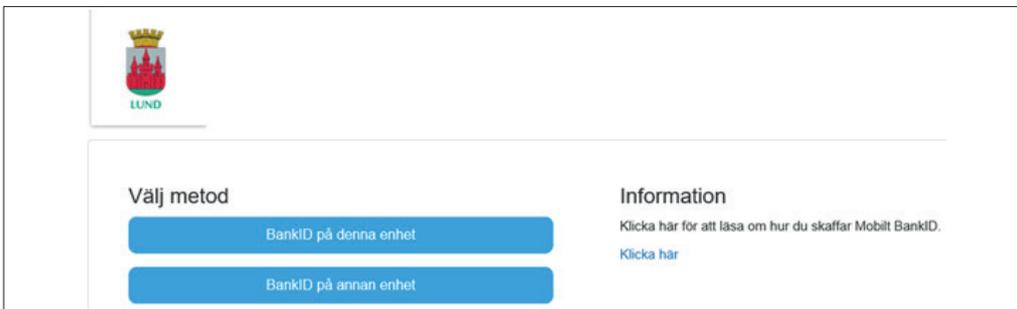
This is a service for individuals who are in contact with a social welfare officer in relation to income support and want to follow their case online. You

must have BankID to be able to use the service. You must also ask your social welfare officer or financial administrator to activate the service.

Log in

To log in to Mitt försörjningsstöd, go to www.lund.se and then select Självservice – Våra mest använda tjänster – Kolla status för ditt försörjningsstöd [Self-service/Our most popular services/Check the status of your income support].

When you click on the link to the e-service, you are taken to the window shown below. Choose whether you want to log in using your local BankID [lokalt] or mobile BankID [mobilt Bank-ID].



Enter your personal identity number (12 digits) and then click on Gå vidare [Continue] or Tab and Enter.



Verify your identity to Lund Municipality by entering your security code.

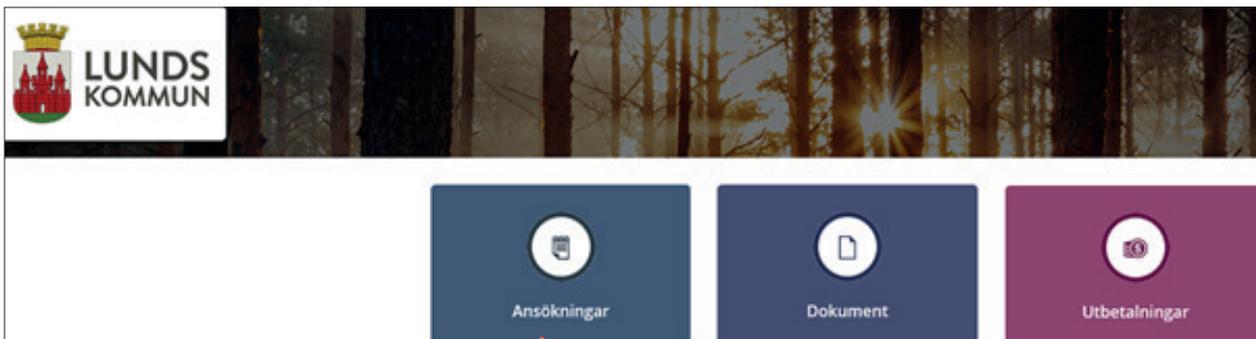


Follow the application process

Here, you can follow the processing of your applications and see any payouts. If there is a payout, this will be shown on the first page with the payment date, amount and recipient.

For more detailed information about a payout, click on it.

Note that the payment date refers to the date that the money is sent from Social Services. The money will appear in your account 1–2 business days after this.



Click on Ansökningar [Applications] to follow the processing of an application, i.e. registration, calculation, decision and payout.

An application can have the status Registrerad [Registered], Beslutad [Decided] or Utbetalad [Paid].

Ansökningar	
2016-11-14	Beslutad
2016-11-07	Utbetalad
2016-11-04	Registrerad
2016-11-04	Registrerad
2016-11-03	Beslutad
2016-11-02	Beslutad

Click on an application to see the calculation, decision and payout linked to that particular application.

For more detailed information, you must click on the blue link for Beräkning [Calculation], Beslut [Decision] or Utbetalning [Payout].

It is particularly important to read the information under Beslut [Decision], since there may be important information there related to your application.

Kontakter

Ansökan

Typ av ansökan: Månadsansökan försörjningsstöd
Ansökningsdatum: 2016-11-03
Orsak till ansökan: Enligt norm
Från vem: I egen sak
Status: Utbetalad

Beräkning
Beräkningsdatum: 2016-11-03
Beräknat försörjningsstöd: 384,00

Beslut
Beslutsdatum: 2016-11-04
Beslutsfattare: Ingrid Andersson
Beslutsstyp: Ek bistånd 4:1 SoL, bifall
Belopp: 1,00

Utbetalning
Utbetalningsdatum: 2016-11-28
Belopp: 1,00
Mottagare: E-Tjänst, Evert

Tillbaka Skriv ut

LUNDS KOMMUN

Ansökningar Dokument Utbetalningar

To read notes or messages, click on the Dokument [Documents] box.

The date and title of the documents are then shown. To read the content, click on the document. Note that this section does not show all of your records.

Journalanteckningar

- 2017-02-14 KALLELSE TILL BESÖK
- 2017-02-14 ANSÖKAN MARS
- 2017-02-14 KOMPLETTERANDE UPPGIFTER

Journalanteckning

2017-02-14 ANSÖKAN MARS

ANSÖKAN FÖR XXX MÅNAD INKOM XXXX

Handläggs enligt granskningsplan (datum) för perioden XXXXXX

Ekonomi:
Verifikationer över inkomster och utgifter enligt beräkning för ansökningsperioden.
Kontroll enligt SSBTEK.

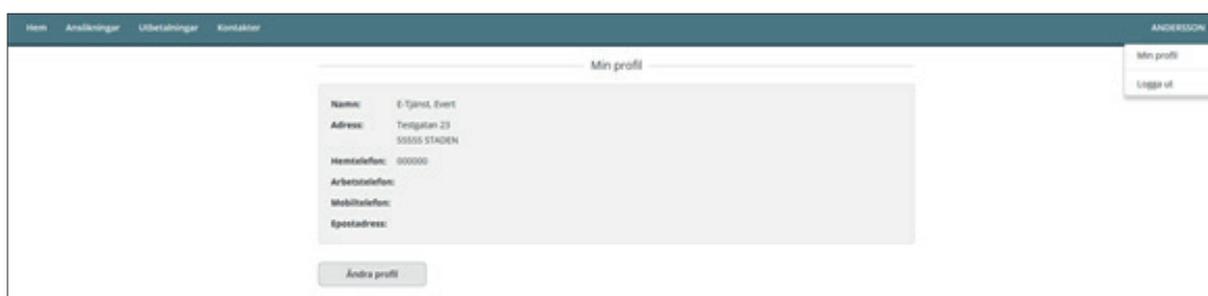
Övrigt:
Förändringar sedan föregående ansökan:
170214 CSS Ingrid Andersson
#protect0

Tillbaka Skriv ut

Under Kontakter [Contacts], you will see information on your assigned social welfare officer and financial administrator. The phone number and phone hours are also shown here.



Your own contact details are located at the top right under your name and Min profil [My profile]. You can change your phone number and email address there.



You log out [Logga ut] via the same menu at the top right of the screen. Then close your browser.

If the service does not work

If your BankID is not working

Contact the bank that issued your e-identification.

Please also refer to the information at www.e-legitimation.se.

Service maintenance

On the first Thursday of each month, the service is closed for maintenance between 12:00 and 14:00. It is not possible to log in during this time period.

If your internet connection is not working

Try to see if you can access a different web page. If you cannot, contact your internet provider.

Other login problems

If you receive the message “Ett fel har uppstått, kontakta systemadministratör” [An error has occurred. Please contact a system administrator.], close your browser, wait a few minutes, and then try again. Notify your social welfare officer or financial administrator if you cannot log in.

