

DMAS Known Problems Guide

Introduction

1. If the procedural query/problem or system error cannot be resolved by checking existing guidance within the DMAS User Guide, or DMAS Known Problems within this guide, then an incident should be raised via TechNow
2. Technical problems and IT equipment related issues such as, not being able to access DMAS or Word, printer faults or network/slow running problems must be referred to your ITSM (DMAS) initially. If this problem cannot be resolved an incident must be raised via TechNow.
3. To view examples of procedural and technical problems, read Chapter 22 of the DMAS User Guide. This will also provide you with other information you will require when raising incidents.
4. If you are a regular user of the DMAS Known Problems Guide you may wish to create a shortcut on your desktop. You can do this by clicking the right hand button on your mouse on this page, and selecting the 'Create Shortcut' option. Click OK to confirm that want to create a shortcut. A shortcut will now appear on your desktop. In future, when you double click it you will be taken directly to the DMAS Known Problems Guide.

DMAS Known Problems

| References | Overview |
|-------------|--|
| LS4224 | The Case Notes at the bottom of the DMAS screen are not populated automatically. |
| 602-04-8321 | DMAS Client Notification letter is not printing in Welsh |

| | |
|---|--|
| Dialogue/Screen/Field | |
| Error Number/Short Description | The Case Notes at the bottom of the DMAS screen are not populated automatically. |
| Problem Number | LS4224 |
| Topic (if applicable) | Missing Question |
| Resolution Status | |
| Schedule Date | To be confirmed |
| Detailed Description /Error Message | |
| User has the option to automatically show populated case notes from | |

DMAS. Even if this is checked, the Case Notes do not auto-populate when a DMAS case with notes is opened

Action Required/Workaround

Check whether the case has notes and click on the 'Notes & BF' function within DMAS

| | |
|--------------------------------|--|
| Dialogue/Screen/Field | |
| Error Number/Short Description | DMAS Client Notification letter is not printing in Welsh |
| Problem Number | 602-04-8321 |
| Topic (if applicable) | Client Notification Letter |
| Resolution Status | |
| Schedule Date | 27 August 2012 |

Detailed Description /Error Message

The client notification letter is only printing the English version on the finalised reserved decisions for clients who have the Welsh language communication box ticked. (The notification should print in English for the Jobcentre/BDC and Welsh for the client)

Action Required/Workaround

User should view the finalised decision in Word via the View Decision button, this will display all three notifications including the Welsh version, the user should then click on DMAScopy, this will then produce another Word document with all three notifications, and the user can then delete all pages not needed. I.e. Keep only the Welsh language version.