

Change Implementation

Implementation Update

Project Name: Universal Jobmatch

Reference: IU 019

Date: 18 November 2012

Business:

Pensions	Benefits	Work Services	Contracted Customer Services	Contact Centre Services	Operational Excellence
	✓				

Audience:

For all users of the Universal Jobmatch service from 19 November 2012

	Update	For action/information
1	Handling Strategy 'Contact Us'	Information
2	User 'Set Up'	Information and Action

Personal details redacted as Section 40 (2) of the Freedom of Information Act applies – Personal Information

1. Handling Strategy following Contact Us action by DWP Staff

The DWP Universal Jobmatch handling strategy is now available and is attached.

2. User 'Set Up'

The information to enable some user accounts to go-live is corrupt. When you attempt to set your password for the first time and if you receive an error message saying 'you have entered an invalid user name' and you cannot access Universal Jobmatch please follow the guidance in this link.

[Universal Jobmatch User Access Form Completion Guidance](#)

Contact Us	OPD Change Team		
	Team Project Lead	████████████████████	████████████████████
	Telephone	████████████████████	████████████████████