

Change Implementation

Implementation Update

Project Name: Universal Jobmatch

Reference: IU021

Date: 20 November 2012

Business:

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

Audience:

For WSD and Jobseeker Direct staff who use the Universal Jobmatch service

	Update	For action/information
1	Locally Produced Universal Jobmatch Products	Information and Action
2	User Access Guidance and Form - reminder	Information
3	Service Desk Contact Us Guidance and Form - reminder	Information
4	DWP User who has issues accessing the UJ system via the UJ Icon	Information and Action
5	Universal Jobmatch – Time Out Functionality	Information

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

Update

1. Locally Produced Universal Jobmatch Products

We have been made aware of a number of locally produced Universal Jobmatch products that are factually incorrect. Unfortunately this has generated some negative publicity and feedback which we are currently handling. Can all Districts therefore, please refrain from using any locally produced products with immediate effect.

We appreciate that Districts want to offer their customers the best possible service and fully understand that these products may have been produced to help supplement the suite of national products that are already available. However, rather than developing locally produced products, you should be raising any publicity issues you have identified with the TLMS Project for national consideration.

Please send any suggestions and/or copies of locally produced products that you want to be considered for national implementation to [JCP LABOUR MARKET PRODUCTS TEAM](#) inbox.

2. User Access Form Completion Guidance & Form

We have been notified the Service Desk Contact Us Form has been incorrectly used by a number of staff for user access to the UJ service.

Please ensure users/managers select the [User Access Form Completion Guidance](#), it includes the form to add a user 'new/delete/amend'. If the link does not work you can find the guidance and form by accessing the DWP A-Z, select 'U' for Universal Jobmatch then select Guidance/Products/Forms under related links.

3. Service Desk Contact Us Guidance and Form

The Service Desk 'Contact Us' Guidance and Form has been removed from the Universal Jobmatch front page and can be found [here](#).

If the link does not work you can find the guidance and form by accessing the DWP A-Z, select 'U' for Universal Jobmatch, select Guidance/Products/Forms under related links.

4. DWP Users accessing the UJ system via the UJ ICON

Laptop and Desktop Users should try the following if they can't access the UJ ICON:

- Step 1 - launch Firefox from the Mozilla Firefox ICON (not the UJ ICON);
- Step 2 - Type in [REDACTED] to the address bar (delete www.google.co.uk); and
- Step 3 - the UJ 'Log In Page' should now be visible.

7. DWP Users – Time Out

It has been identified the Universal Jobmatch service has a time-out facility. DWP users who are logged in to UJ will be timed out after 1 hour if the system is inactive.

Contact Us	OPD Change Team : National Change Implementation Lead - Universal Jobmatch		
	Team Project Lead	[REDACTED]	[REDACTED]
	Telephone	[REDACTED]	[REDACTED]

When DWP staff get timed out they need to close the browser down and log in again.