

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

Universal Jobmatch DWP User Contact Us Form Completion Guidance

Purpose

This guidance is for use when requesting assistance on the Universal Jobmatch Service.

Universal Jobmatch has a 'Contact Us' facility for all users of the service to notify the helpdesk of any problems using the service.

The 'Contact Us' button used by Jobseekers and Employers WILL BE fully operational when the service goes live. If any problems about using the service are received by DWP staff either face to face or via the telephone from Jobseekers and Employers they should be referred to the service and advised to use the 'Contact Us' button.

The 'Contact Us' button used by DWP staff WILL NOT be operational for a short period after the service goes live. In the interim DWP users should report any problems using the service by sending a simple form to a specified DWP e-mail address.

User Access Form Completion Guidance by Section

Section 1 – User Details

All fields in section 1 are mandatory

Field Name	Input Type	Requirements
Site Name	Free Text	Insert site name including office type where the user is based e.g. Southend CC, Handsworth BDC, Brixton JCP
First Name	Free Text	Type first name
Surname	Free Text	Type surname
Staff Number	Free Text	Type the staff number which is used for IT / log in purposes and can be found / checked if the user removes their smartcard
Telephone	Free Text	Type the contact telephone number in case the helpdesk needs to call the staff member for clarification.
User's E-mail Address	Free Text	Type the full external e-mail address e.g. xxxxxxxx.xxxxxxx@xxx.xxx.xx This can be 'copy & pasted' from MS Outlook to ensure accuracy: <ol style="list-style-type: none">1. Open any e-mail that you have received or sent2. 'Right select' on your internal e-mail address in the 'From' / 'To' field

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		<ol style="list-style-type: none">3. Select 'Contact Card' from the menu4. Highlight your external e-mail address by using 'left select' and dragging5. 'Right select' on the highlighted e-mail address and select 'Copy' from the menu6. Use 'right select' in the 'E-mail Address' field on the 'User Access Form' and select 'Paste' from the menu
Question / Comment	Free Text	This is a drop down where you will be asked to select the reason for your request. This is mandatory.

Section 2 – Description

There is a free text description box where you should provide as much information as possible about the issue you are raising. Please be as succinct as possible.
This is mandatory.

Submit the Form

Upon completion of 'Section 2 you should select the 'Submit' soft key which is directly below. This will create an e-mail addressed to [REDACTED] which you should 'Send'.

Helpdesk Operating Hours

Helpdesk operating hours are 08:00 – 18:00