

Change Implementation

Implementation Update

Project Name: Universal Jobmatch

Reference: IU 023 WSD

Date: 22 November 2012

Business:

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

Audience: Work Service Directorate

To:	SEO Group Leads	From:	[REDACTED]
Cc:			Change Implementation

	Update	For action/information
1	Employer Duplicate Accounts	Information
2	How to for Jobseekers Product	Information
3	Day One Messages	Information
4	Employer Complaints Process - Bogus and Fraudulent Employer / Vacancies	Information
5	Local - Twitter Feeds	Information and Action
6	Your UJ account has been locked for security purposes	Information
7	Helpdesk Bounce back emails	Information
8	UJ fixes to enhance the service available from 22 November 2012	Information

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

Update

- 1. Employer Duplicate Accounts** – I have updated and revised the Employer Questions (see Q.1) issued on 20 November. Additional information added for those employers who receive an error message stating 'email address is not unique'. See attached:-

Questions Removed – Updated see Imp Memo UJ 024

- 2. How to for Jobseekers Product** - A guide for jobseekers on How to create a UJ account is available via the Universal Jobmatch Toolkit

Chapters 3 & 4. The product is available in English and Welsh versions.

Products removed as revised and updated – see UJ Toolkit Guidance

3. Day One Messages – Has been updated. The following message has been removed:

- You can send messages into the companies' and recruiters' accounts through UJ

The functionality for Employer Advisers to send messages to employers via UJ is not currently available and is planned to be fixed at a later date.

4. Employer Complaints Process – If you have identified a Bogus and Fraudulent Employer and/or Vacancy you will need to follow the section within the Employer Complaints Process guidance which can be found [here](#). **Note:** you must immediately contact the Employer Complaint Team.

For Employer complaints about UJ and DWP further information will be included within an Implementation Memo tomorrow.

5. Local Twitter Feeds – We have been instructed by Press Office that we should not be using Twitter to promote the UJ service. Please withdraw any local messages with immediate effect until further notice.

- superseded see UJ 029

6. Your UJ account has been locked for security purposes – if you receive a message stating 'your UJ account has been locked for security purposes' you need to read the [Service Desk Contact Us Guidance](#) and complete the [Service Desk Contact Us Form](#). Once action is completed to 'unlock' your account you will receive an email on next steps. I attach a flow chart for information.



7. Helpdesk Bounce back emails – Those staff who have recently received a bounce back email from helpdesk stating emails have been deleted or the helpdesk inbox is full is now resolved.

8. The agreed fixes in the UJ service are available from 23 November 2012

- The Vacancy Taking Rules have been amended to remove a 'word' which is causing failures. The fix will reduce the failures being passed to the helpdesk to clear
- Confidential vacancies will now be displayed correctly on jobpoints
- How to Apply details will be added to new vacancies and displayed on jobpoints
- The Disability Friendly flag will now be displayed on jobpoints and in Universal Jobmatch
- An error was occurring when jobseekers accessed the spell checker. This has now been resolved

- Email addresses for DWP staff can now have apostrophes included
- Synchronisation issues around Job IDs have been resolved and correct jobs are now being displayed

If you have any queries about this communication, please contact your local change team as follows

Contact Us	OPD Change Team : NEE Change Implementation Team		
	Team Project Lead		
	Telephone	