Change Implementation

DWP Department for Work and Pensions

Implementation Update
Project Name: Universal Jobmatch (part of the Transforming Labour Market Services Project)
Reference: IU 022
Date: 21 November 2012
Business:

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

Audience: Contact Centre Services

- Employer Direct

To: **Group SEO Leads**   From: ███████████████

Cc:

	Update	For action/information
1	Staff accessing their own UJ accounts	Information
2	Learning Product webpage	Information
3	Gov.UK Information	Information
4	Government Digital Services	Information

Update

1. **Staff accessing their own UJ accounts -** It has been identified some staff are accessing their own UJ accounts via the UJ ICON on their desktop. The desktop UJ ICON is for business related access only and staff should only access their own account or perform their own jobsearch in their own time, via the usual route e.g. select Mozilla Firefox > Gov.UK

2. **Learning Product** – The TLMS website is now closed and all relevant information has moved to the Universal Jobmatch, you can access the website here. If the link does not work access DWP A-Z and select 'U' for Universal Jobmatch

3. **Gov.Uk –** staff should not be giving out the .GOV.UK contact telephone number and/or email address to employers and jobseekers. If an employer or jobseeker is unable to use 'Government Gateway' please raise an incident on their behalf using the Service Helpdesk Contact Us Guidance and complete the form

4. **Government Digital Services -** have re-ordered the UJ landing page to reduce the number of duplicate employer accounts currently being

raised. A warning message has been included for existing employers who currently use Jobcentre Plus services as follows:-

- If you've previously advertised jobs with Jobcentre Plus using another service, read the information for existing users and contact Employer Direct before you start.

The 'start now' button is below the message which should reduce duplication of employer accounts

If you have any queries about this communication, please contact your

Contact Us	OPD Change Team		
	Team Project Lead	Enter 1st Lead Name	Enter 2nd Lead name
	Telephone		

local change team as follows