To: *All UC Landlord Portal Landlords*

Date: 2nd January 2020

Social Rented Sector – UC Landlord Portal Service Improvement Notification

Please be aware that we will be making a small change to the UC Landlord Portal as follows:

1. When you need to change your mobile number, your portal administrator (normally your primary or deputy primary user, or anyone with the "Manage Users" user role) resets your mobile number, which allows an update / change to be made. From Wednesday 8th January 2020, any reset requests will be time limited to 20 hours, in which time the user must log into the landlord portal and change the number. Previously there was no time limit, but these changes are being made for security purposes.

2. This means – for example - that if a users mobile phone number is reset at 10am, they will have will have until 6am the next day to log into the portal and update their mobile phone number.

3. If a user does not reset the number within the 20-hour time limit, you will see the following message:

    There is a problem

    The time limit you had to change your mobile number has expired.

    Please contact the administrator of your account.

    If this message appears on the portal, then the user must request a subsequent reset from their administrator.

4. As a portal administrator, once the reset button has been set, you will not be able to reset it again until after the 20-hour period. It will re-enabled at the expiry of the 20-hour limit,

5. We would urge all landlords to ensure that more than one user in your organisation is assigned the "Manage users" role to ensure that portal administrators do not lock themselves out of the portal.

6. If you have any questions please contact: TP-LP.ACCOUNTMANAGERTEAM@DWP.GOV.UK

Account Management team - Landlord Portal & Trusted Partner | Universal Credit Programme | Department for Work and Pensions I www.dwp.gov.uk