

# Government Gateway & Universal Jobmatch Beginners Guide



Digital Skills  
Sessions, by:



**Universal Jobmatch** is an online system which can be used to search and apply for jobs in the UK. You can search for jobs without setting up an account; however doing so allows you to access services such as:

- saving job searches
- uploading CVs
- keeping track of your past applications

To create and use a Universal Jobmatch account you will need:

- Newcastle Libraries' membership (if using library computers)
- Government Gateway account
- Current email address
- Word processed CV (on memory stick or as an e-mail attachment - if using library computers)

### Government Gateway

Government Gateway requires an ID registration; once you register you can use the same ID for most government departments.

If you do not have a government gateway ID and Password

- 1) Access <https://www.gov.uk/jobsearch>
- 2) Scroll down the page to reach the 'Register with Universal Jobmatch' link which will launch the 'Register for a Government Gateway account' page.

<p><b>Registration</b></p> <p><a href="#">Register with Universal Jobmatch</a> for services like saved searches, uploading a CV, email alerts and keeping track of your past applications.</p> <p>When registering, make a note of your Government Gateway user ID number. You'll need it later to sign in.</p> <p>You must also verify your email address by clicking the link in the confirmation email. Check your spam folders if it's not in your inbox.</p>		<p><b>Directgov</b></p> <p><b>Register for a Government Gateway account</b></p> <p>To register for a Government Gateway account using a User ID enter your User ID and a password that you will remember in future. The details you enter will not be shared with any other government department.</p> <p>*required information (if you only have a first name or a surname (not both))</p> <p>*First name(s) <input type="text"/></p> <p>*Surname <input type="text"/></p>
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- 3) Follow the on screen instructions to create your account.

**Remember:** You will need your Government Gateway user ID and password every time you log into Universal Jobmatch. If you need to write them down, do not keep them in the same place and keep them somewhere safe (for security).

When you have created your Government Gateway account an email will be sent to you asking you to verify your application. **You must verify your application within 24 hours of your account being created**, so it's best to do this straight away.

If you already have a Government Gateway account but do not know/have lost your user ID or password:

- Access [www.gateway.gov.uk](http://www.gateway.gov.uk) and click on 'Help desks' (left hand side)



- You can request to have your ID or password sent to you again by calling the Government Department helpdesk for a service that you are enrolled for. You will be asked a number of questions for security purposes in order to confirm your identity. A replacement user ID or password will be posted to you within seven days.
- You can also visit that department's website (Driving Standards, National Health etc) as they may provide this request service online.

## Universal Jobmatch

### Remember!

- 1. Always log out:** If you have created a Universal Jobmatch account it holds many of your personal details. When you have finished your session, always 'log out' using the button in the top right hand corner of the screen.
- 2. Keep a record:** Your account will automatically save any jobs applied for directly through the site in your 'application history'. However, any jobs that do not have the 'apply tab' and which need to be applied for through direct e-mail contact, telephone or post will not show in your 'application history'. In order to keep a record of these (and work club attendance etc) you will need to enter these in your 'activity history'.
- 3. Always try to navigate around the site using the links ('Home', 'Profile' etc)** in the top left hand corner of the screen. Please do not use the browser's 'back' arrow as it may not function as expected and you may lose information you have entered.

### **Basic Search (without creating an account)**

If you want to carry out a jobsearch **without** creating a Universal Jobmatch account you can. However, you **may not be able to apply** for the job through the site unless you have an account.

- 1) Access [www.gov.uk/jobsearch](http://www.gov.uk/jobsearch)
- 2) Enter a job title and/or town, place, postcode and/or skills in the search fields (as shown below)
- 3) Select 'Search'

4) When your search results appear, click on a job title to find out more details.

Date	Job title	Company	Location
24/05/2013	<a href="#">Cleaner</a>	Slick Cleaning Ltd	TT-Hexham
24/05/2013	<a href="#">Cleaner</a>	blueflames sporting club	TT-Newcastle upon Tyne
23/05/2013	<a href="#">Cleaner</a>	Clean Living	TT-Newcastle upon Tyne
23/05/2013	<a href="#">Part Time Cleaner</a>	Iceland Foods Ltd	Yorkshire-Hartlepool

5) On the left hand side of the page you can also refine your search by location, how recently the vacancy was posted and whether you are looking for full or part-time work.

6) Read the job description and summary to check working hours, wage etc. To apply for a job click on 'Apply'.

**Job summary**

**Job ID**  
2034652

**Posting Date**  
22/05/2013

**Company**  
City Facilities Management UK - North

**Location**  
UK-TT-Newcastle upon Tyne

**Industries**  
Construction - industrial facilities and infrastructure

**Job type**  
Part time less than 30 hours

**Salary**  
6.27 per hour

**Hours of Work**  
Shift work

**Job reference code**  
D037131

job will include working with chemicals, machinery and on occasions dealing with clinical waste. Other essentials for this job are reliability and the flexibility to work outside usual hours on occasion. In return the company will be considerate of family commitments offering flexible working where possible. Full uniform provided. Family Friendly policies, discounted meal allowance and opportunity for progression.

application.form@city-holdings.co.uk

working hours:  
 Mon - 5.30-9.30am  
 Tue - 5.30-9.30am  
 Wed - 5.30-9.30am  
 Thur - 5.30-9.30am  
 Fri - 5.30-9.30am

**Apply →**

Or, tell us why you don't wish to apply for this job.

**Submit →**

[Back to top](#)

**Please Note: If the 'Apply' button is not visible at this point you may need to use the contact information on the left hand side to apply for the position.**

If the application is via e-mail link, the automatic link on the site may not work (it uses Outlook which is not set up on library computers). In this case you will need to note down or copy & paste the email address and apply via your own e-mail account. Remember to attach a CV (if requested) from a memory stick or attachment.

When you click on 'apply', you may be redirected to an external site. This could be:

- An employment agency site, (follow their instructions to apply).
- An external organisation site, (follow their instructions to apply).

Some sites will require you to set up an account with that company/organisation.

Alternatively you will be directed to the Universal Jobmatch login page where you will be asked to create an account. If this happens you will need to use the instructions at the start of this guide to create a Government Gateway ID, and use this to log in.

**You need to login or create an account**

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**i Please log in or create an account**

To apply for a job you need to either create an account or log in to your existing account. Select either the 'Register' or 'Login' button below or select the 'Back' button on your browser to return to the previous page.

**Already have a Government Gateway account?**

Log in to your Government Gateway account and register for Universal Jobmatch.

[Log in →](#)

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**Create an account**

Register now to begin searching for jobs. You can also complete your profile and CV, which helps employers find you when they have openings.

[Register →](#)

## Login and Search (if you already have an account)

If you already have a Government Gateway account and know your user ID and password:

- 1) Access [www.gov.uk/jobsearch](http://www.gov.uk/jobsearch)
- 2) Select the 'Login to Universal Jobmatch' link which will launch the 'Universal Jobmatch Login' page.

## Find a job with Universal Jobmatch

Search for full or part-time jobs in Great Britain and abroad. [Log in to Universal Jobmatch](#) if you already have an account.

Job title

- 3) Enter your User ID and password and select login.

Enter your User ID & password:

User ID  
 [Forgotten your User ID?](#)

Password  
 [Forgotten your password?](#)

[Log in →](#)

[Cancel](#)

- 4) Perform your job search as above by entering a job title and/or town, place, postcode and/or skills in the search fields:

- 5) When your search results appear, click on a job title to find out more details.  
6) Read the job description and summary to check working hours, wage etc.

To apply for a job click on ‘Apply’

**Please Note:** If the ‘Apply’ button is not visible at this point you may need to use the contact information on the left hand side to apply for the position.

If the application is via e-mail link, the automatic link on the site may not work (it uses Outlook which is not set up on library computers). In this case you will need to note down or copy & paste the email address and apply via your own e-mail account. Remember to attach a CV (if requested) from a memory stick or attachment.

Or, you can choose to let the DWP know why you don’t wish to apply for a job by selecting from a list of drop-down options:

- 7) To attach an (already uploaded) CV to your application, click on the ‘My CV’ button. If you don’t have a CV linked to your account you can create or upload one by clicking on the ‘Create a new CV’ link.

## Claimant Commitments

If you are in receipt of Jobseekers Allowance you have to agree to a Claimant Commitment. An example is shown below for reference.

### My Claimant Commitment

**Name**

**National Insurance Number**

In return for my Jobseeker's Allowance I will do everything I reasonably can to give myself the best prospects of securing employment. The activities I have agreed to do will offer me the best chance of doing so.

**My types of work:**  Restrictions?

**Where I will work:**  
I will look for work that I can travel to within  90 minutes each way from my home.

**My availability for work:**  
I'm available to attend a job interview

I'm available to start work

Restrictions?

I know if I am not available as agreed above my Jobseeker's Allowance Credits will be stopped.

If I make a new claim to Jobseeker's Allowance after such failure, I may not get paid benefit for:

- four weeks, or
- 13 weeks if it has previously been decided on one or more occasions that my Jobseeker's Allowance should be stopped because I was not available for or actively seeking employment within 52 weeks (but not within 2 weeks) of my last failure.

**My actions for getting work**  
I know I must do everything I reasonably can, each week, to give myself the best prospects of securing employment. I have agreed with my Coach that the activities listed below are those that I can reasonably be expected to do.

Add generic action	Include personalised actions	Add personalised action row	Hide personalised actions	How often
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>

I understand that detailed planning for how I will undertake these activities is essential to give myself the best chance of success. The 'My Work Plan booklet' will help me to plan and manage how I will do these things and anything else I think will help improve my chances of moving into work. My Coach will work with me on this.

I know I must show that I have done all that is reasonable to give myself the best prospects of securing employment. I will keep evidence of what I have done and take this with me every time I go to the Jobcentre. My Work Plan booklet will help me do this.

If I cannot show I have done everything that I reasonably can, each week, to give myself best prospects of securing employment, I know my Jobseeker's Allowance and / or National Insurance Credits will be stopped.

**My rights**  
I know if there is a disagreement about my Claimant Commitment, I can ask for this to be reviewed. I also know that if there is any dispute about my benefit, my case may be sent to a decision maker, which could result in the loss of my Jobseeker's Allowance and / or National Insurance Credits. If this happens I will be told. If I am not satisfied with the decision I can ask for it to be explained or reconsidered. If I am still unhappy with the outcome I know I have the right to appeal.

**Changes in my circumstances**  
I will tell Jobcentre Plus straight away if my circumstances change in any way which could affect my Jobseeker's Allowance. I understand that if I give false information or do not tell DWP of something I should, I could be liable to repay any overpayment of benefit and I could be taken to court.

**My Claimant Statement**

- I have read and understood my Claimant Commitment.
- I will do everything I reasonably can to give myself the best prospects of securing employment.
- I understand that my Coach is there to support me but ultimately getting work will be up to me; and putting more into this will help me get a job sooner.
- I understand Jobcentre Plus will give me help and advice to do the things set out in my Claimant Commitment.
- I understand I must attend the Jobcentre when required to do so.
- I understand my Coach may require me to take other specific actions to improve my chances of finding work.
- I understand my Coach may require me to take part in certain schemes to help improve my chances of finding work. I will search for 'Jobseeker's Allowance Back to Work Schemes' on gov.uk and consider this guide. If I have any questions about it I will ask my Coach.
- I understand Jobcentre Plus may seek feedback from employers about any jobs they have told me to apply for.
- I understand this Claimant Commitment is my Jobseeker's Agreement for the purpose of section 1(2) (b) of the Jobseekers Act 1995.

**Claimant signature**  
Signed .....

**Coach signature**  
Signed ..... Date

This Jobseeker's Agreement is treated as made on  Date

## **Troubleshooting**

### **If you don't have an e-mail account...**

The same e-mail address cannot be registered more than once on the Government Gateway site, therefore if you do not have an e-mail account or if you share one with someone else you will need to register with one of the free use e-mail providers, e.g.

- Hotmail
- Gmail
- Yahoo

**If you require help setting up an e-mail account please ask a member of library staff who can provide you with a separate guide, or book you a 1-2-1 taster session.**

### **If you don't have a word processed or electronic CV...**

Please ask a member of library staff who can provide you with a guide to creating a CV, or can direct you to a work club or external organisation that can help with this.

Alternatively, you can:

- 1) Access [www.gov.uk](http://www.gov.uk)
- 2) In the search box, top right hand side, type CV
- 3) Select the National Careers Service CV builder (top right hand column) which will direct you to an external site.

This CV can be saved at various stages, uploaded and saved to the Universal Jobmatch account and sent to prospective employers directly through the apply button on the Universal Jobmatch site.

### **If you need additional help accessing the internet, increasing your digital skills or searching and applying for jobs...**

Ask your local Library, Customer Service Centre or Jobcentre about places in Newcastle which offer free access to computers, training and support. Details of these can be found at: [www.getonlinenewcastle.co.uk](http://www.getonlinenewcastle.co.uk).

Gov.UK (<https://www.gov.uk/>) and the following organisations also offer support:\*

Connexions (City Library, Newcastle. 13-19 year olds).....	0191 2771944
Exchange Group (City Library & Outer West Library).....	0191 2211177
JET (Jobs, Education, Training – Grainger Park Road, Fenham).....	0191 2735761
Learning Links (Westgate Road, Newcastle).....	0191 2424897

National Careers Service (St James' Street, Newcastle).....	0191 2322640
Newcastle Futures.....	0191 230 2970
Remploy (Princess Square, Newcastle).....	0300 456 8034

\* Please note this is not a complete list and other support services are available.