

CFO / Non-CFO / ITMs – INES User Training

Venue:

Training will be held in DWP Head Office, Sheffield, and is a 2½ hour training session. (The INES Training System is only accessible on ESFD computers in Sheffield)

A maximum of two people can be trained from each CFO/non-CFO/ITM project, and training will be provided on the following dates:

8th to 10th March 2010

or

15th to 19th March 2010,

or

22nd to 26th March 2010

or

29th March to 1st April 2010

Timing:

There are two training sessions daily; 9.30am to 12.00noon or 12.45pm to 3.15pm.

Training will start promptly at 9.30 am and 12.45pm.

Allow time for building security checks and signing into the building.

Aims and Objectives:

Aim

To ensure Users are able to access and use INES.

Objectives

By the end of the training session, users will;

- understand the relevant user roles,
- be able to register on the Government Gateway,
- be able to enroll onto INES,
- be able to log-on and access INES,
- be able to navigate and use INES to submit and edit profiles or claims,
- be aware of INES Access Request Forms and their workflows,
- be aware of Support & Helpdesk procedures and their workflows.

Training material and handouts will be issued at each session, and INES passwords will be issued to users via their email account after the training has been completed.

Nominations for training, two people per CFO/non-CFO/ITM, with a preferred date and morning or afternoon session should be sent by email to ESFD Managing Authority: Systems, at: INES.Support@dwp.qsi.gov.uk

You will be sent an Agenda, building location and arrival instructions, along with your training date confirmation.

Note: Access to INES is not available until the training course has been completed.