**Tell Us Once – Messaging Service**

**(known as Canopy Digital Connect)**

**System Security Compliance**

The need: Organisation Administrators compliance against Pan Government Accreditation criteria and General Data Protection Regulations.

Approach: As a light touch / proportionate approach that provides the assurances needed for the messaging service to remain secure with managed access.

Actions: suggest this is a quarterly activity but as a minimum twice yearly action.

1. For Organisation Administrators – there must be a separation of roles between Administrator and User functions, is that the case for your organisation?

If not, take the necessary action to appoint new Administrator to allow segregation of duties.

2. Check that each Organisation Administrator listed for your organisation continues to need this access and function level.

If not, take the necessary action to remove colleagues no longer legitimately requiring Administrator function. *(Note; It is recommended that each organisation has at least two Administrators to allow for normal business).*

3. Check each User listed continues to require access to the Tell Us Once Messaging Service (i.e. have any colleagues moved on and therefore need their access removed?)

If colleagues need their access removed, do this as soon as possible.

4. Are notifications from the Tell Us Once Messaging service correctly coming through to your fund and there are no issues either technical or for example with receipt of another funds notifications, security breaches?

Any issues should be reported to the Tell Us Once Helpdesk immediately and they will support through to resolutions: telephone them on 0113 232 4702 or email [tell-us-once.servicedesk@dwp.gsi.gov.uk](mailto:tell-us-once.servicedesk@dwp.gsi.gov.uk)

5. Ensure all Organisation Administrators and Users continue to have a valid security certificate to use the Tell Us Once Messaging service, this certificate provides an extra security check when accessing the service.

Help & Guidance: available from the Tell Us Once Helpdesk contact details as above.

Organisation Administrators Guidance:



***Note: following initial setting up and go live actions, the above routine compliance activities become the responsibility of the organisation using the Tell Us Once Messaging Service – Canopy Digital Connect. The National Tell Us Once will work on the assumption that the appropriate ‘housekeeping’ activities have been undertaken.***