

Tell Us Once – text of email sent to named contacts 05/05/2017

You are receiving this e-mail as you are the last named contact that Tell Us Once hold for your pension scheme. If you are no longer responsible for Tell Us Once please can you pass on details of who in your organisation is now responsible.

We have recently had a high number of requests for password resets from users of the Canopy Digital Connect (CDC) service, which is the platform that we use to send you Tell Us Once notifications. In most cases it is possible for someone within your organisation to reset passwords however, as every scheme has at least one Admin user who can perform this function within CDC. I have attached some useful documents to this e-mail explaining how to reset passwords so can I ask that you pass this e-mail on to all admin users and users in your scheme as a reminder.

Utilising your admin users to reset passwords will save time, as when a user notifies Tell Us Once that they need a password reset, we then have to contact ATOS who maintain the CDC platform. This process can often take a few days, so I'm sure you will appreciate that using your own admin users is a more efficient process.

The only time that Tell Us Once should be contacted about password resets, is when no admin users are available or the password reset is for an admin user in a scheme that has a sole admin user. For this reason some funds have two or more admin users as a contingency for unexpected absence etc, so if your scheme hasn't already implemented this it may be worthwhile.

If you have any questions about this or anything else Tell Us Once related, please feel free to contact me using the details below. I have also enclosed the full CDC wiki guide here [CDC wiki](#), which you should have received when signing up to CDC.

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