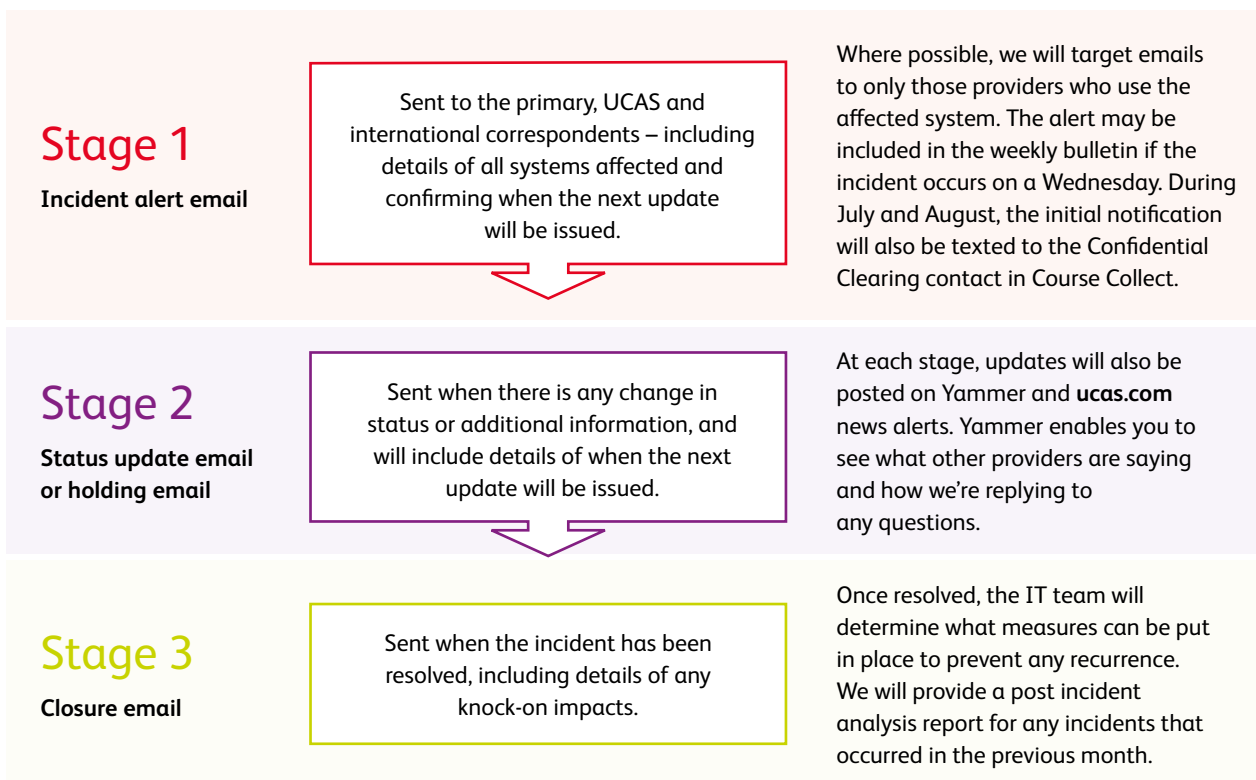


UCAS incident communications process

Our internal process

- Incidents are identified as a result of our internal monitoring process and customer feedback.
- Once identified, the customer impact is assessed and, for any major incidents, an internal text alert is issued to all UCAS customer-facing staff. This ensures that anyone who is in contact with a customer is aware of the incident.
- The Technical Relationship, Scheme Delivery and Customer Engagement teams meet to discuss the next steps and customer communications.

How we notify you



How to notify us of a problem

If you experience any issues while using our services, please contact the HEP Team in the first instance:

Type of query	Email address	Phone number
Technical questions	hepservicedesk@ucas.ac.uk	01242 545 734
Application questions	hep_team@ucas.ac.uk	01242 545 734

The HEP Team will provide advice and log details with our IT team, who can then investigate and resolve the issue.