

CORE – December 2016 eBulletin

Dear CORE Colleagues,

Welcome to our December 2016 eBulletin which includes information on the Christmas period, the quarter 3 data submission cut-off date and website issues.

Christmas period

The **Helpdesk will close at 5pm on Thursday 22 December 2016 and will re-open at 9am on Tuesday 3 January 2017**. During this period telephone calls and emails to the CORE Helpdesk will not be answered. When the Helpdesk re-opens we will respond to all emails and voicemails as quickly as we can.

You will still be able to submit log records via the CORE website during this period.

Quarter 3 cut-off

The cut-off date for quarter 3 2016/17 data submissions is **13 January 2017**.

Please ensure you revisit your 'Saved' and 'Invalid' log records to ensure they submit as valid where appropriate. Guidance on how to do this is available in our *Online User Guidance (v3)* document available from our [Guidance and Manuals](#) page.

Website issue

We have now resolved the issue where schemes could not be updated on the CORE website. However, there are many schemes and management groups on the website that have missing details which can cause problems during our validation process. We would be grateful if you could review the schemes you have listed and ensure that they have complete and up to date entries for all fields.

Problems receiving CORE emails?

If you are experiencing problems receiving emails from the DCLG CORE team, please contact your internal IT team and ask them if they can allow your organisation to receive emails from core.helpdesk@dclgdatamart.co.uk and No.reply@dclgdatamart.co.uk (commonly referred to as 'white listing'). This will help ensure that emails do not find their way to your spam or junk email folders, and allow emails from the team to pass your organisations internet security measures.

If you need any further help or support with this, or similar issues, please get in touch with the team or ask your internal IT colleagues to contact us directly.

Please continue to check the [Alerts](#) page of the **DCLG CORE website** for further updates.

The DCLG CORE Team

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