Problems accessing the online Register of Interests system
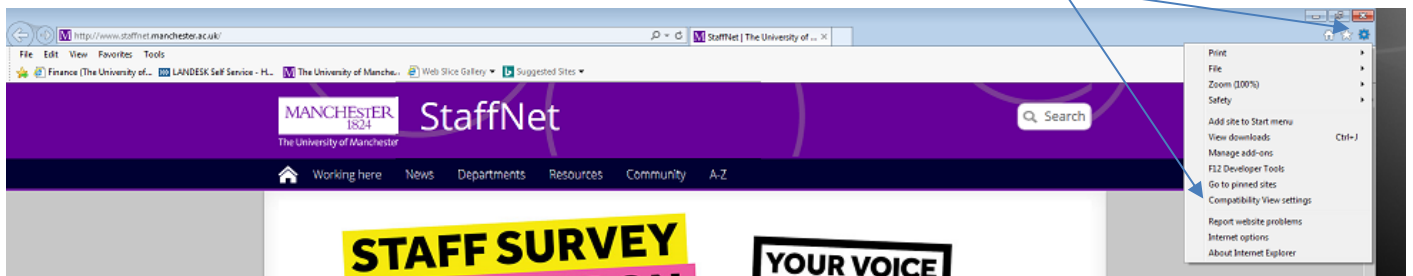
If users are experiencing issues accessing the online Register of Interest system, the following steps may assist you

If you are accessing the system from a University managed PC or MAC from within the University:
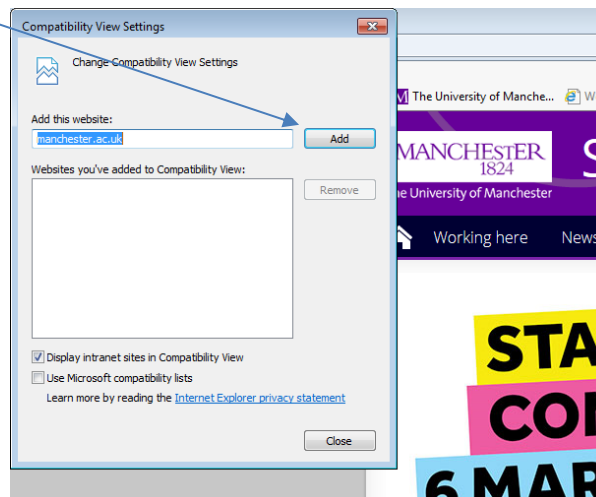
- Ensure that you are using the correct web browser. For a PC use Internet Explorer and for a Mac use Firefox or Google Chrome (not Safari)

- Ensure you are trying to access to correct site address. The site address is: ROI (Register of Interest)

If you are accessing the system from off-site, or on a PC which is not owned and managed by the University please follow the steps below:

- Connect via VPN (Virtual Private Network). More information is available on the IT website at: **VPN page**

- Android based mobile devices cannot connect to the VPN.

- Ensure that you are using the correct web browser. For a PC use Internet Explorer (not Edge) and for a Mac use Firefox or Google Chrome (not Safari)

- Check your internet settings. You can do this as follows:
  - Open Internet Explorer.
  - Click on **Tools** icon and select the **Compatibility View settings** option.

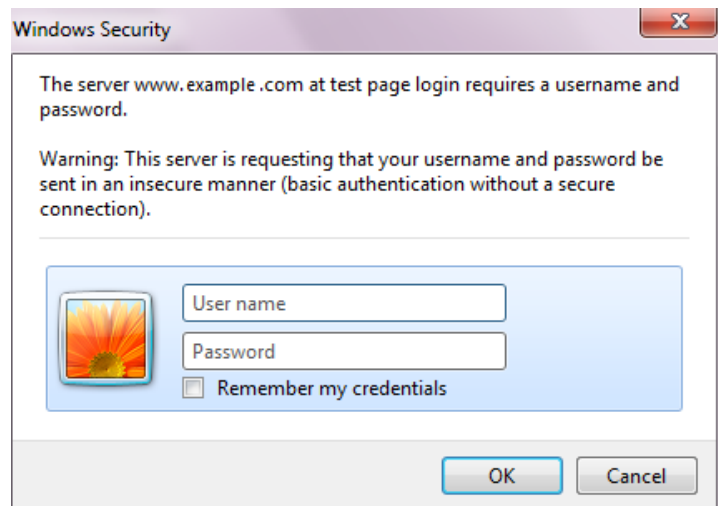 - Click 'Add' to add **Manchester.ac.uk** to the list.

- o Click **'Close'** to close the dialogue box.

- o Completely close down Internet Explorer on your PC

- o **Restart** the browser and reconnect to the Register of Interests site: ROI (Register of Interest).

- When users are attempting to access the Register of Interests form from offsite via VPN, a further prompt may appear within the web browser asking for further credentials. It's important to type 'ds\' prior to the username in the username field so the service can pick up the correct domain.
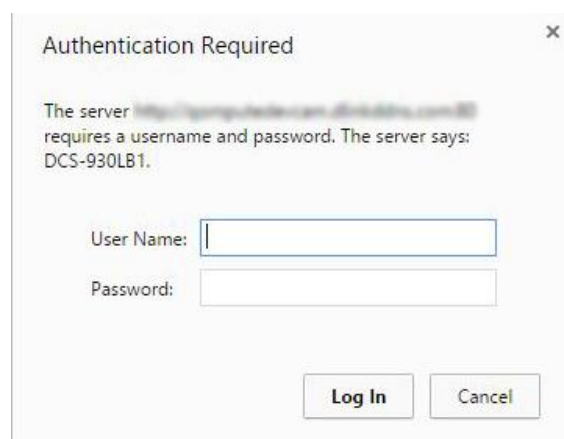
  Example: ds\zzalsamf

  Followed by your normal University of Manchester password

  Example of pop-up prompt within Internet Explorer (for PCs):

Example of pop-up within Google Chrome (for Macs):

If you have attempted all the steps above and still have problems connecting to the Register of Interests site, please email: roi@manchester.ac.uk