

PROFESSIONAL SUPPORT SERVICES MESSAGE OF THE DAY USER GUIDELINES

Permitted users

Any of the following may submit a message to the Professional Support Services MOTD service:

- The Registrar and Secretary;
- The Policy Vice-Presidents;
- The Vice-Principal;
- The Directors of the Professional Support Services;
- Heads of Offices within the Directorates;
- A member of University staff to whom authority has been delegated by any of the above, e.g. their Executive Assistants or Personal Assistants.

Allowable uses

Permitted users may submit the following messages to the Professional Support Services MOTD service:

- Announcements about changes to services provided via the network and other important computing or urgent technical information, e.g. power outages, computer viruses;
- Announcements about events organised specifically for staff in the central Professional Support Services, e.g. meetings, training courses;
- Any other information deemed relevant to staff in the central Professional Support Services.

Disallowed uses

The moderators will not approve submissions for display as Professional Support Services MOTDs if they:

- Breach the JANET Acceptable Use Policy or University Regulations;
- Include attachments (e.g. Word documents, graphics, etc) or formatted text (e.g. HTML);
- Originate from an email address outside the "manchester.ac.uk" domain;
- Lack an appropriate message header;
- Contain commercial advertising material;
- Are of a personal nature;
- Are deemed unacceptable for any other reason.

Submitting messages

When submitting a message to the Professional Support Services MOTD, please ensure that the content is:

- Brief, precise and unambiguous;
 - Related to matters arising within two working days of publication;

- Relevant to a significant proportion of recipients (i.e. at least 40%).
- Your message must contain a heading up to 55 characters long and a main body (i.e. message text) which cannot exceed 10 lines.
- If you wish to provide more detailed information than can be included in the main body, please publish this on a web page and include a link to it in your message.
- You must specify the start and end date for display of the message (we shall display messages for no more than two working days).
- You should send your message, its subject and required display dates to the moderators at message@manchester.ac.uk at least two days before the required display date to guarantee publication.
- Urgent messages should be sent as early as possible to aid timely publication.

Moderation

The Internal Communications team in the Communications, Media and Public Relations Division will own and provide moderators for the Professional Support Services Message of the Day (MOTD) service.

- The moderator will only be able to deal with MOTDs received during normal working hours.
- The moderator will normally update the MOTD daily.
- The moderator will review each message submitted to the MOTD service and either approve it (possibly with some minor editing) or reject it.
- If the message is rejected, the moderator will contact the sender within one working day of receipt and, where possible, suggest a more suitable communication channel.
- The moderator will classify each approved message as either:
 - URGENT (signified by an "!" icon) - affecting network infrastructure or core systems and services (e.g. temporary withdrawal of University's internet connection); or
 - IMPORTANT (signified by an "i" icon) - not threatening to core systems and services of the University but still affecting many users.
- The moderator will publish approved messages within two working days of receipt. If an approved message is urgent, then it will be displayed within half a working day of receipt, provided the content is approved.
- The moderator will remove all messages within 24 hours of the end of display date.

Technical support

If you have any difficulties in using the Professional Support Services MOTD, please contact CSIST (the Central Services Information Systems Team) in the IT Services Division:

- Tel: 56041