

Orientation

Frequently Asked Questions

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Crucial Guide Link

<https://my.manchester.ac.uk/d/crucial-guide/dashboardw/index.htm>

Where is?

Useful Link: <http://www.manchester.ac.uk/aboutus/travel/maps/>

Below is a list of key venues which you are likely to be visiting during Orientation, alongside a guide to what will be happening inside each. On the following page is a campus map of these key buildings.

- **University Place:** *Orientation Helpdesk; Visitor Centre; Core Presentations; Workshops; Campus Tour Meeting Point (Friday 13th – Friday 20th); Museum/Art Gallery Tours; Games and Sports activities.*
- **Rutherford Building:** *International Office; Study Abroad Office.*
- **Whitworth Hall:** *Payment of Tuition Fees.*
- **Whitworth Corridor:** *International Student Check-In; IT Helpdesk; Police Registration Appointments.*
- **University Library:** *Student Card Collection*
- **Student's Union:** *Social Events; Students Union Helpdesk; World Quiz; Speed Meeting; Faiths and National Societies Fair; Students' Union Food Market etc.*
- **Brunswick Street** (Bus Stops 100 and 101): *ASDA shuttle leaves from 100
Get on Get Off Bus from 101*
- **International Society:** *BBQ; Teatime at the Society; Women's Group; Students with Families.*

University of Manchester Campus Map



Building Key:

37). University Place

45). Rutherford Building

50). Whitworth Hall

51). Whitworth Corridor

55). University Library

68). Student's Union

74). International Society

100). ASDA Shuttle Bus Stop

101). Get on Get Off Bus Stop

? Where is the International/Study Abroad Office?

The International Office is located in the Rutherford Building on Coupland Street. To reach it you need to walk through the arch that has the Manchester Museum sign above it. If you walk straight ahead past the Manchester Museum, the Rutherford Building is the red bricked one on the right hand side and is accessed through the door at the far side.

? Where is the Student Services Centre?

On Burlington Street which is in between the new Alan Gilbert Learning Commons and the Whitworth Building. The Student Services Centre is half way down towards the main library building, on the right, down the steps.

? Where is the International Advice Team?

They are based in the Student Services Centre (above). They offer help and advice to all international students on topics ranging from immigration issues, work and work permits, to academic and personal/family issues etc.

It is useful to contact the team via telephone 0161 275 5000 or email iat@manchester.ac.uk in the first instance so your enquiry can be dealt with most efficiently, saving you queuing up in person.

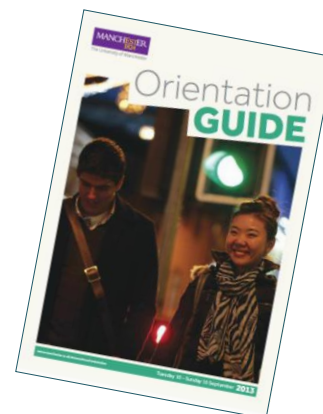
? Where can I find information about where buildings are when I am on campus?

There are large campus maps on signs around the campus. Otherwise you can collect a free campus map from one of the helpdesks at the Student's Union or University Place. You can also pick up campus maps throughout the year from the Visitor's Centre in the foyer of University Place. If you have a smartphone you can download the [Manchester app](#)!

The Orientation Programme

A comprehensive guide to the orientation programme can be found in our Orientation Guide which can be found at the following link:

<http://www.manchester.ac.uk/international/arrival/orientation/>



If you have any questions about the content of the Orientation Guide, please email orientation@manchester.ac.uk. Should you have any questions on arrival, our Student Ambassadors will be happy to help. Our helpdesks in University Place and the University of Manchester Student's Union (UMSU) will be the best places to find general information about Orientation during the programme.

❓Some events appear to be repeated in the programme?

Often events are timetabled more than once on different days to enable as many students as possible to access the sessions. For instance, the workshops are repeated on different days/times to enable you to go to as many of the events as possible. It is a good idea to go through the guide and plan the events that you want to attend.

❓What do I need to book tickets for and how do I book them?

You need to have/book tickets for:

- **Core presentations** (free of charge) – You can obtain these before coming to Manchester by booking onto Orientation using the following link: <http://www.manchester.ac.uk/international/arrival/orientation/>.
- **Evening Performances** (free of charge) – For certain evening performances we request that you book, one to ensure you have a place at the event and second so that we can anticipate how popular the

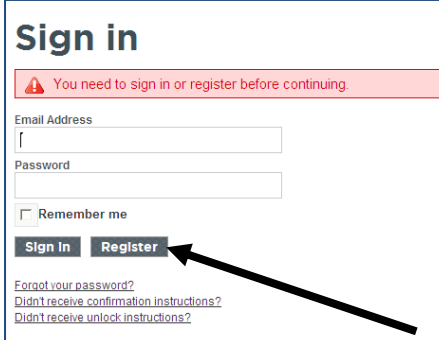
events are likely to be. Use this [link](#) to book onto the evening performances.

How to book?

1). Use the link above and then select your chosen event

2). Click on 

3). Click on Register



Sign in

You need to sign in or register before continuing.

Email Address
[]

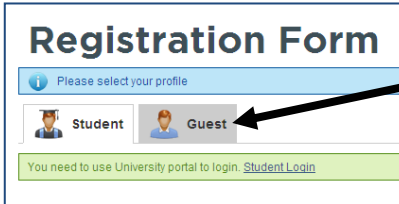
Password
[]

☐ Remember me

Sign In **Register**

[Forgot your password?](#)
[Didn't receive confirmation instructions?](#)
[Didn't receive unlock instructions?](#)

4). Click on Guest



Registration Form

Please select your profile

Student **Guest**

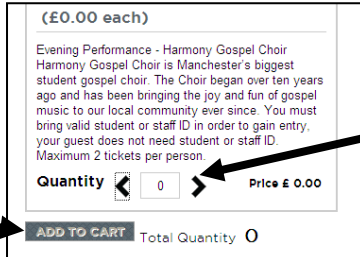
You need to use University portal to login. [Student Login](#)

5). Fill in the details

6). Click Register

7). You will then be sent a confirmation email which you will need to open and select the hyperlink within.

8). Use the arrow to increase the Quantity and then click 'Add To Cart'



(£0.00 each)

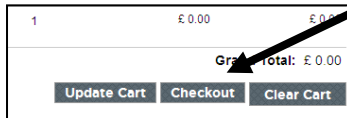
Evening Performance - Harmony Gospel Choir
Harmony Gospel Choir is Manchester's biggest student gospel choir. The Choir began over ten years ago and has been bringing the joy and fun of gospel music to our local community ever since. You must bring valid student or staff ID in order to gain entry, your guest does not need student or staff ID. Maximum 2 tickets per person.

Quantity 0 Price £ 0.00

ADD TO CART Total Quantity 0

9). Click 'Checkout'

10). You will then be taken to a screen where you can print off your ticket to the event. (Keep it safe!)



1 £0.00 £0.00

Grand total: £0.00

Update Cart **Checkout** **Clear Cart**

Please note you can attend as many events as you may like. In addition, you do not need to book tickets until you have arrived in Manchester but may find it easier to print off tickets before you come.

- **Distinguished Lectures** (free of charge) – The booking process is the same as above but you the following link is a useful starting point for selecting the distinguished lecture you would like to attend:
<http://events.manchester.ac.uk/calendar/tag:lectures/tag:seminars/>
- **International Society Barbecue - Sunday 15th September** (£6) – Tickets are available in person from the International Society. Tickets for this event are limited and it is often a very popular event so we would recommend you collect a ticket as soon as possible once you have arrived.

❓ I am not arriving till later in the Orientation programme and will miss the first couple of days, what should I do?

Many of the orientation sessions, including the: formal presentations, workshops and tours are repeated on the Friday, Saturday and Sunday. The following week is 'Welcome Week' starting on the 16th September during which a number of activities, tours and events will continue to take place extending our warm welcome to the University.

International Student Check In

❓ Do I need to attend International Student Check In?

If you are not from the European Economic Area (EEA) you **must** attend International Check In. EEA countries are listed below:

EEA Countries		
Austria	Hungary	Norway
Belgium	Iceland	Poland
Bulgaria	Republic of Ireland	Portugal
Cyprus	Italy	Romania
Czech Republic Denmark	Latvia	Slovakia
Estonia	Liechtenstein	Slovenia
Finland	Lithuania	Spain
France	Luxembourg	Sweden
Germany	Malta	Switzerland
Greece	The Netherlands	

❓ When do I need to do this?

You should do this as soon as possible once you have settled into your accommodation.

❓ Where is International Check In located?

In the Whitworth Corridor, (no. 51 on campus map). Open from 09:00 – 17:00 between the 2nd – 20th September (*not open 7/8th September).

❓ What do I need to bring with me?

- ✓ Your passport with visa

Police Registration



❓ Do I need to register with the police upon arrival?

Certain nationalities are required to register with the police within 7 days of arrival in the UK. Students should check the stamp on their passport/visa to see if they need to register. In order to provide an efficient service, you **do not** need to go to the police station directly on arrival. Instead, you need to visit International Student Check-In where our student ambassadors will make you a police appointment.

Greater Manchester Police confirm that as long as students have made an appointment at International Check-In within 7 days of their arrival - even if this appointment is for some weeks in the future – they have fulfilled their legal obligations and their immigration status is secure. Once you have received an appointment, you will need to carry your appointment letter with you in case you are asked to show it but you do not need to carry your passport or visa.

❓ How do I make a police appointment?

You should visit the International Check-In, **Whitworth Corridor*** (no. 51 on campus map) within 7 days of your arrival in the UK to make an appointment with our student ambassadors. You will be given a police appointment for a future date along with a list of documents you will need to take with you to the police station.

**The only exception to this is if you arrive before the 2nd September or after 20th September.*

❓ What should I bring with me to make an appointment?

- ✓ Passport with Visa
- ✓ Term-time Address Details
- ✓ Student ID Number

❓ Arriving outside 2nd-20th September?

Between 20th September – 30th September

You should go to the International Office, **Rutherford Building** where staff will assist you to make an appointment.

Arriving before 2nd September or after 30th September

You will need to visit the International Visitors Registration Office in person to register with the police directly. Their address details are below:

International Visitors Registration Office
Greater Manchester Police
Bootle Street
Manchester
M2 5GU
Tel: 0161 856 3320/3317
Email: gmp.ivro@gmp.police.uk

Opening Hours:

Monday–Friday 8:30am – 3:45pm



You must take with you the following:

- ✓ Passport and visa
- ✓ One passport-sized photograph
- ✓ Your original offer letter from the University or confirmation of attendance letter (collect from the Student Services Centre, Brunswick Street).
- ✓ The registration fee – £34 per person in cash
- ✓ Your sponsor letter (if appropriate)

IT sign-up and Computer Facilities



Useful Link: <http://www.itservices.manchester.ac.uk/>

❓ How do I complete IT Sign Up?

To access any of the University's IT facilities, you require a computer user account. Your account details (including a username and password) can be obtained by using the IT Account Manager system which you can be done either on campus at one of the computer clusters or off campus. You will need your 7 digit Student ID number to set up your account.

Comprehensive information on the IT sign up process can be found at:

<http://www.itservices.manchester.ac.uk/computeraccount/>

❓ Can I complete IT sign-up prior to arriving in Manchester?

Yes, you can complete IT sign-up once you have your student ID number. To sign-up, please use the following link:

<https://iam.manchester.ac.uk/welcome/menu>

**You do not need to have completed registration to complete IT sign-up*

❓ Where can I get IT help and advice from?

- From the 2nd – 20th September, our student ambassadors will be present at our IT Helpdesk within the **Whitworth Corridor** to assist you if you are having difficulties with IT sign-up.

**The IT helpdesk will be closed on the 7/8th September.*

- More specific IT helpdesks are available in the Joule and University Library. Information on how to access IT help can be found at:
<http://www.itservices.manchester.ac.uk/contacts/>

❓ When will I get my email address?

Once you complete the online IT registration process you will be issued with your University of Manchester email address. During your studies this is the

email address the University will use to contact you on and so should be checked regularly.

? How do I gain access to the University computer clusters?

Computer clusters are available across campus and can be accessed using your University IT log in which you get by completing IT sign-up (detailed above). Some clusters require you to swipe your student ID card to enter. If you need to enter the computer cluster before you have collected your student ID card, show staff on reception your offer letter as proof that you are a Manchester University student and they will be able to provide you with a temporary pass.

? Where can I access the internet?

The University operates a wireless network across campus which you can access with your IT username and password. Libraries and internet cafes have facilities for accessing the internet. Also, some cafes/restaurants have a wireless network which you can use once you have bought something and they'll give you a password. Internet access within University accommodation varies between halls, so you check directly with the hall itself.

Registration



Useful Link: [Registration](#)

Specific Enquiries: registration@manchester.ac.uk

❓ What is registration?

Registration is a 10 step administrative process which is essential for all incoming students to complete and must be done by the 31st October.

***Registration involves 10 steps but you can save and come back to it at any time so you do not need to complete all 10 steps at once.**

❓ What do I need to do before starting registration?

- ✓ [Confirmed Your Attendance](#)
- ✓ Signed up for a University IT account (process detailed above).

❓ How do I complete (University) registration?

You can complete registration online from the 2nd September. A useful step-by-step guide to completing registration is provided at the following link:

<https://my.manchester.ac.uk/d/crucial-guide/academic-life/registration/registration-process/>

❓ Do I need to complete registration before I arrive?

You do not need to register before you arrive, but you may find it useful to register beforehand, just so it is one less thing to have to do on arrival. We've got lots of great events planned to welcome you to Manchester, so the less time you have to spend on administration the more time you will have to enjoy your new home.

Payment of Tuition Fees

Useful Link: [Payment of Tuition Fees](#)

Specific Enquiries: tuitionfees@manchester.ac.uk

The final step of registration (step 10) is payment of tuition fees. Any tuition fee that is due to be paid will be displayed in the Student Contribution Box. Any sponsor information will also be displayed.

? My tuition fee amount is incorrect?

You need to contact the Student Services Team, email: tuitionfees@manchester.ac.uk or telephone: +44 (0)161 275 5000 (option 4).

? Can I pay my tuition fees in full?

Yes it is possible to pay tuition fees in full by credit or debit card. You can do this prior to arriving in Manchester or once you have arrived: [Paying in Full](#)

? I want to pay my tuition fees by bankers draft/cheque prior to arriving in Manchester?

You can do this by making it payable to the University of Manchester. You will need to send correspondence quoting your name and your University ID (as indicated in your offer letter or student card) to:

The Registration and Fees Team
Student Services Centre
The University of Manchester
Burlington Street
Oxford Road
Manchester
M13 9PL

❓ Can I pay my tuition fees in instalments?

To pay your tuition fees in instalments **you must have opened a UK bank account** which allows payment by direct debit. All you need is the sort code and account number of this account, which banks should be able to provide within a couple of days of you opening an account. One third of your tuition fees must be paid at registration but the following two thirds will be collected directly from your bank account by Direct Debit.

If you wish to pay the first instalment by credit/debit card you can complete registration and set up the direct debit for the two further payments online. If you wish to pay the first instalment by cheque or banker's draft you should go to Whitworth Hall (opening times above) and have your bank details with you to set up the direct debit. [Paying in Instalments](#)

❓ How do I set up a direct debit?

Detailed information is provided at the following link: [Setting Up a Direct Debit](#)

❓ What do I need to open a UK bank account?

You will need to do this in person on arrival in the UK. The bank will usually ask for a bank letter confirming your address details which you can collect from the **Whitworth Corridor**. Please see information on page 18 for further details about setting up a UK bank account.

Student Card Collection



Useful Link: [Student Card Collection](#)

❓ What must I have done before I collect my student card?

- ✓ You must have completed registration, including tuition fee payment.
- ✓ Non-EEA students also need to have attended International Check-In and had their passport scanned before they pick up their student card.

❓ Where can I collect my student card from?

Venue	Opening dates - weekdays	Opening hours – weekdays	Opening hours – weekend (14 th -15 th)
University Library	2 nd – 30 th September	9am – 5pm	Sat: 9am – 5pm Sun: 12pm – 5pm
Joule Library	2 nd – 30 th September	10am – 4pm	Sat: 9am – 5pm Sun: 1pm – 5pm
Owens Park (Fallowfield Campus)	12 th – 16 th September	9am – 5pm	Sat: 9am – 5pm Sun: 9am – 5pm
Whitworth Hall	12 th – 24 th September	9am -5pm	Sat: 9am – 5pm Sun: 9am – 5pm

❓ Do I need to upload a photo online to be printed onto my student card?

It is not necessary to upload a photo, as there will be cameras at the student card collection venues. However, students in the past have enjoyed being able to upload a photo of their choice, you can do this by following: [Upload Photo](#)

Money & Banking



Useful Link: [Financial Life](#)

There will be a 'Your Money and Banking' workshop during Orientation in University Place on Saturday 14th at 15:00 and Sunday 15th at 11:00.

? How do I open a UK bank account?

There are a number of banks located near the University buildings. In order to open an account; you must take with you:

- ✓ A bank letter –You will need to know the name of the bank you want to join before the letter can be generated. Non-EEA students are advised to use the International Student Check-In to collect a bank letter. EEA students can request a bank letter at any of the card collection venues.
- ✓ Your acceptance letter which displays your family address back at home. If your home address is not displayed in full (for instance it's an agent's address or a P.O. Box number) then you must obtain a bank letter first.
- ✓ Your passport
- ✓ Your tenancy agreement/proof of your address in Manchester.

? How long does it take to open a bank account?

It often takes at least 5 days for your account to become active once you have submitted all your documents. It is important to be aware of this, as it means you may have to wait for a few days before setting up your direct debit and completing registration.

? Which bank should I join?

You are free to join any bank you wish. The biggest banks on campus are Barclays, HSBC, Lloyds TSB, NatWest and the Royal Bank of Scotland (RBS). Santander and Halifax are based in the city centre. There are also international banks in the city including the Bank of China and The State Bank of India. We have provided some information of banks chosen by international students in the past as well as brief details of the accounts they offer.

Bank Account Details

	Nat West	Lloyds	HSBC	Barclays	Bank of China (UK) Limited	Islamic Bank of Britain
Closest branch	On campus	On campus	On campus	On campus	Off campus	Off campus
Name of Account	Basic Account or <i>Select Silver</i>	Classic or Islamic Account	Basic Bank Account	Student Additions Account	Student Prime	Islamic Current Account
Account opening	Check in branch	Check in branch	Check in branch	45 minutes	Check in branch	Call 0845 145 1200 make appointment
Account facilities	Debit card Direct Debits Mobile/Online Banking Basic acc: can use only NW and RBS ATMs	Debit Card Direct Debits Mobile/Online Banking Text Alerts	Debit Card Direct Debits Mobile/Online Banking Cash limit £300	Debit card Direct Debits Mobile/Online Banking Ping It	Debit card Direct Debits Online Banking	Debit card Direct Debits Mobile/online Banking
Cost of account	Basic Account: free <i>Select Silver</i> : £10 per month	Classic: Free Islamic Account: Free	Free	Free	Free	Free
Website for more details	http://tinyurl.com/3mqhmng (please note that Nat West will not open accounts for students staying in the UK for less than 6 months)	http://tinyurl.com/yavw9ao	http://tinyurl.com/gx4h8	http://tinyurl.com/3wd9pcd	http://tinyurl.com/oq27yok	http://tinyurl.com/kttwkkz

Please note the University cannot recommend any bank over another and this is just provided for your information.

? How do I set up a direct debit?

For detailed information, please see: [Setting up a Direct Debit](#)

? Are there any cash machines on campus?

There are a number of banks and cash machines around campus:

- University Precinct Centre – 1st floor and inside Spar
- NatWest opposite the Student's Union
- Outside the Academy
- In front of the Whitworth Park all of residence.

Please be aware that some cash machines charge a small fee for withdrawing cash. If cash machine charges a fee it will tell you on the screen or on a sign near the cash point.

Health

Useful Link: <http://www.choosewellmanchester.org.uk/>

There will be a 'Healthcare in the UK' workshop during Orientation in University Place on Saturday 14th at 14:00 and Sunday 15th at 10:00.

❓ How do I register with a doctor (GP)?

You can register with a GP at the University Start of Year Fair on Tue 17th and Wed 18th (10am-4pm). If you miss the Fair or would like to register during orientation week you can find your nearest GP surgery on the NHS website <http://www.nhs.uk/service-search> and then sign up by visiting the surgery in person. Alternatively you can text 64746 from your Manchester address to receive 3 free text messages containing the contact details of your 3 nearest GP surgeries. You may need proof of identity and address to sign up with a GP.

❓ Am I entitled to free healthcare on the NHS?

Emergency treatment and sexual health care is free to all in the UK.

- If your course is longer than 6 months or if you are from an EU country, you (and your spouse and children) will be entitled to free NHS healthcare, on the same basis as home students. This includes GP appointments and hospital treatments, but a standard charge of £7.85 per item applies for prescriptions (this is the same for UK nationals). The following countries outside the EU have a reciprocal healthcare agreement with the UK, entitling you to some treatment for free, but this may be limited:

Those who are nationals of: Armenia, Azerbaijan, Georgia, Kazakhstan, Kyrgyzstan, Moldova, New Zealand, Russia, Tajikistan, Turkmenistan, Ukraine and Uzbekistan.

Those who are residents of: Anguilla, Australia, Barbados, Bosnia and Herzegovina, British Virgin Islands, Channel Islands, Croatia, Falkland Islands,

Gibraltar, Isle of Man, Macedonia, Montenegro, Montserrat, Serbia, St Helena and Turks and Caicos Islands.

- If you are here to study for less than 6 months and none of the above applies to you, then treatment will not be covered by the NHS and it is advisable to take out health insurance, as private treatment can be very expensive.

❓How do I register with a dentist?

Use the NHS website <http://www.nhs.uk/service-search> to find your nearest NHS dentist (which will be significantly cheaper than private dentists) and visit the surgery in person to sign up. You may need proof of identity and address to sign up with a Dentist.

❓Where do I buy medicines/collect prescription medication?

You can purchase over-the-counter medicines (such as cold/flu/cough treatments etc) and collect prescription medicines from any pharmacy; these can often be found in larger supermarkets, near GP surgeries or in large cosmetics/beauty stores such as Boots. You cannot get antibiotics without a prescription in the UK.

You can collect prescriptions from any pharmacy regardless of which GP you get the prescription from. You can find your closest pharmacy using the NHS website <http://www.nhs.uk/service-search>.

❓Do I need to take out health insurance?

If you are here to study for less than 6 months and none of the details provided on the previous page apply to you then we would advise you do take out health insurance. The University does not provide any health insurance for its students.

Transport



As part of our Orientation programme, the University has organised for a Get-on-Get-Off Bus which will drop students at various locations around the city centre. The bus will depart from Brunswick Street (101 on campus map) every 15 minutes between Friday 13th – Sunday 15th 10:00 – 15:00

Useful Links:

- > [Transport for Greater Manchester](#)
- > [147 Shuttle Service North to South Campus](#)
- > [MetroShuttle](#)

❓How do I get around the city?

The most convenient ways to get around the city are either by walking, cycling or by bus. The Fallowfield campus is a short bus journey (allow 20-40 minutes) from the main campus and within walking distance (about 40-50 minutes). The Sackville Street end of the campus is next to the city centre. There are a number of different bus companies but the ones commonly used by students include Stagecoach, Magic Bus or Finglands. You can either buy single tickets as you go from the bus driver or buy a bus pass in advance. You cannot buy return tickets and you need to tell your driver the destination if purchasing a single ticket.

❓Which is the cheapest bus to take?

For the cheapest fares you need to look into weekly, term or annual tickets. Once bought you can use them as many times as you like within the dates stated. Finglands buses are generally cheapest, but Magic Bus and Stagecoach buses are more frequent, and have a larger range of routes. 'Unirider' passes can be used on both Stagecoach and Magic busses, and can be bought at the Students' Union, or from their website.

The following page provides an overview of different bus pass options. The University cannot recommend one pass over another as it depends on your situation, where you live, how often you will use it etc.

Bus Pass Overview

Company	Permitted Routes	Price & Duration	Where to buy?
Finglands	Oxford Road corridor between the City Centre and Didsbury or Sale. Bus numbers: 41, 42 and 48	Day: £3.40 7 day: £7.50 Term: £90 (Autumn) Academic Year: £190	On the bus On the bus Website Website
Magic	Unlimited travel on Magic Buses 142, 143 & 145, tickets are valid anytime, including night services.	Day: £3.90 7 day: £8.50	On the bus On the bus
Stagecoach	Unlimited travel on Magic and Stagecoach buses, tickets are valid anytime, including night services.	7 day: £12.50 28 day: £46	On the bus/online
System One	Any bus company within Greater Manchester. Have to be a student and aged 16-26.	7 day: £14.90 28 day: £51.50	Online or at the GMPT ticket office
Unirider	All Stagecoach and Magic Buses in Greater Manchester. Must be accompanied by student card to be valid.	Term: £100 (Autumn) Academic Year: £205	Online, UMSU, UMSU Fair, Owens Park Hall, GMPTE Office.

? What is the Metrolink?

The Metrolink tram provides an excellent way to get to areas outside of the city centre. **You need to buy a ticket from the machine before you get on the tram.** It is a lot cheaper to get a return ticket than two singles.

? Do many students cycle to University?

There are a number of cycle routes around Manchester. Cyclists ride on the left hand-side of the road on lanes often marked in green. Helmets are not compulsory but strongly advisable, along with clearly visible clothing and front/rear lights. The Oxford Road corridor is one of the busiest bus routes in

Europe so do be cautious! There are plenty of places to secure your bike once at University. Like all cities crime may be an issue, so ensure that you have a heavy duty lock to prevent your bike from being stolen. The University also offers a free bicycle marking service so that if your bike is stolen and found it can be traced back to yourself. This is usually available during the first few weeks of term, so look out for signs around campus.

❓Where can I buy a bike?

You may be able to buy a bike from current students who advertise on notice boards around campus and in the Student's Union. Second hand bikes can also be bought from the Bicycle Doctor on Dickenson Road, Rusholme (they also sell new bikes). Websites such as Gumtree, Ebay or local newspapers and Loot are another good source of buying second hand bikes. Edinburgh Cycle is on the corner of Oxford Road and Oxford Place beneath the Wilmslow Park hall of residence and has a wide variety of new bikes on offer, but may be more expensive.

Communication



? What is the best way to call home?

The easiest way to call home when you first arrive is probably to buy an international dialling card (phone card). They cost from £5 upwards and allow you to make cheap calls overseas. Different cards are cheaper for different countries so check the prices before you choose which one you want to buy. You can use these cards from a landline or a mobile phone or sometimes within the shop itself if they have phone booths (particularly Rusholme). Through the internet there are several ways of calling home. Skype, voipbuster and freewire (which is included in the hornet halls internet package) are free to call other computers.

? I need a mobile phone – which is the best and cheapest?

Mobile phone companies offer a huge range of phones, call packages and contracts. It is good to research the different offers in store and online to select which is best for you. You need to decide whether you want: a contract which includes a handset; a SIM only contract or pay-as-you-go. Contracts generally offer cheaper calls/texts but you will need a UK bank account and proof of address to sign up for a contract and you may end up with a large bill at the end of the month if you do not keep a careful eye on your usage. With pay-as-you go, you load credit on in advance, meaning it is easier to keep track of your spending but calls and texts are often more expensive. Top-ups for pay-as-you-go phones can be bought at many ATM machines, most newsagents, supermarkets and specific phone company shops in the city centre. For those who already have a handset, you may prefer to opt for a SIM-only deal.

Some phone shops only sell phones on a particular network, for example Orange, O2, Vodafone and 3. Some phone shops sell phones on a variety of networks, for example Carphone Warehouse and Phones 4 U making it easy to compare across networks. Other networks specifically offer cheap calls abroad such as Lebara and Lyca. Check the cost of calls to the countries you will want to phone before signing up to a contract as some destinations may be a lot more expensive than others.

Shopping



As part of our Orientation programme, the University has organised for a coach to take students to and from a local supermarket, ASDA. ASDA has a wide range of groceries, home wares and electronics and so might be a useful starting point to do your first big shop. The ASDA bus will be running from Wednesday 11th – Saturday 14th September. Please check your Orientation guide for detailed timings. The bus will depart from Brunswick Street (no. 100 on campus map).

In addition, the Get-On-Get-Off bus will be running as mentioned earlier to drop students off at key points in the city centre.

? What times are the shops open?

Usual opening hours are 9.00am-5.00pm but in the city centre they are often open until 8.00pm. Sunday opening hours are typically 11.00am-4.00pm. Larger supermarkets are open 24 hours a day, except for Sundays.

? Where can I buy international food?

Chinatown and Rusholme are particularly good areas. Large supermarkets also sell food from all over the world. WH Lung supermarket behind the Alan Turing Building on Upper Brook Street sells a variety of Chinese and Japanese food.

? Where can I get a passport photograph taken?

Photo booth machines are available in the Precinct Centre on Oxford Road, in the Post Office on Hathersage Road (in Londis, opposite Whitworth Park), and in ASDA Hulme. Otherwise, you will be able to get them in town at a photography shop such as Max Spielman, Jessops or Boots (Photo).

? Do I need to purchase contents insurance if I am living within University Accommodation?

Your personal possessions are covered within your University Accommodation rent. In summary your room is covered, but your laptop and other gadgets are not covered outside of your room, i.e. if you take them to University. [Contents Insurance Cover](#)