

MANCHESTER  
1824

# Welcome to Halls 2020-2021



# Contents

## Settling In

Online Welcome Course

Meet Your Community

Checking In

Your Inventory\*

Settle In

Making Friends

Decorating Tips

Welcome Week

## ResLife

The ResLife Team

ResLife Support

Contact Us

ResLife Events

## Your Wellbeing

Medical Advice

Meningitis/Septicemia Awareness

Mental Health

Physical Health

Accessing Support

Alcohol & Drugs

Staying Safe

## Life In Halls

Student Associations

4 Respecting Others

5 Coronavirus

5 Private Halls

6 Fire Safety

6 Maintenance\*

7 Get Connected\*

7 **A-Z Guide**

7 Amazon Lockers

8 Printing

9 Recycling\*

10 Room Swaps

10 Security\*

11 Smoking

12 Sport

13 Transport

14 TV Licencing

15 Volunteering

15 **Contacts**

16

17

17

18

19

20

20

21

21

22

23

24

25

26

27

28

28

28

28

28

29

30

30

31



# Welcome



A very warm welcome to the University of Manchester Halls of Residences. I hope that you will find our halls an excellent place in which to live.

Our vision is to provide the best residential experience where everyone is continually striving to improve the standards and services we provide. As the Head of Residences and Sport it is my responsibility to lead the provision of services and facilities within the Division and support the management teams who are responsible for delivering those services.

Just over 400 people work within the Residences. During your time in halls you will meet a number of people whose role it is to make sure life runs smoothly so that you can concentrate on making a positive commitment to your studies as well as enjoying your experience as a student here at The University of Manchester. Please feel free to ask their advice because they are here for your benefit. All that we ask is that you are polite to them and respectful to each other.

Everyone working in Residences places great importance on customer service and this includes a commitment to ensuring our services are the best. We accept that sometimes things go wrong and we welcome feedback on our services, facilities and staff and I would like to encourage you to contact us if there is anything you would like us to know about.

This Welcome Book aims to provide you with a few guidelines to communal living and some information on how things work and where to get advice.

I hope that you enjoy your time in halls and I wish you every success in your studies.

Vicky Ackerley  
Head of Residences and Sport

**Please note that throughout this guide an asterisk (\*) will denote that the information may not apply to those living in private halls (Brook Hall, Denmark Road, and Weston Hall). For more information on this, please read the Private Halls section.**

# Settling In

Get a head start on your arrival in halls,  
and some tips on how to settle into your  
new home



# Settling In



## Online Welcome Course

To help prepare you for your time in halls and at the University, we have created a short online course that you must complete.

You will receive details on how to complete the course closer to your move in date.

It will cover some of the rules in halls, as well as providing some tips to help you settle into your new home. The course only takes around 20 minutes, and is a mandatory part of your induction to halls.

### About This Course

This course is designed to give you the key information you need for your transition into life in halls and (for new students) the University of Manchester.

There are four sections to the course, each covers an important topic:

ResLife

Life In Halls

Your Wellbeing

Fire Safety

It will take you approximately **20 minutes** to complete this course, make sure that you have some headphones if you are in a public space as the course contains a few videos.

### The Welcome Book

At the end of the course you will be given a link to download the Welcome Book for 2020 students. This pdf contains even more information about life in halls, the University and Welcome.

Many of the resources mentioned in the course are found in this book, so please ensure to download a copy at the end of the course.



## Meet Your Community

Want to connect with others in your hall? Join your hall Facebook page to find your flatmates and keep up to date with events going on in your community.

You can find a full list of the Facebook groups on our [website](#).

# Settling In



## Checking In

To collect your keys you must bring the key release form (this is printable at the completion of your online induction) and some photographic ID. You will be directed to a key collection point where a member of staff will provide your keys and direct you to your room.

If you will be arriving later than your contract start date, please do contact us to let us know when to expect you.

Need more information? Check out the [key collection information](#) on our website and our arrival page to see what you should bring.

## Your Inventory\*

Checks will have been carried out in your accommodation before your arrival. However, some items may have been overlooked. If you identify any maintenance repairs you should report them using the [Building Maintenance System](#).

It is very important that you complete your paper inventory and return this to campus reception within 24 hours of your arrival. Your room will be checked against this inventory. Anything not noted in the inventory or reported on the BMS throughout the year that is damaged or missing will be charged to you when you leave.





# Settling In



## Settle In

Moving to university can be daunting, but there's a number of things that you can do to make the transition as smooth as possible.

Check out our **blogs** for some information on how other students settled into hall life.

## Making Friends

Moving to a new place and being surrounded by new people can feel daunting, but just remember that everyone else is in the same boat! Don't be afraid to knock on your neighbours' doors to introduce yourself. You'll be surprised at how many friends you can make with a pack of cards and a box of chocolates. There's plenty of opportunities to meet new people.

## Decorating Tips

Decorating your room can make your place feel more like home and reduce homesickness. Why not try out some of these to make your room feel more comfortable:

- Hang up some LED fairy lights
- Use command hooks to hang up heavy decorations or washi tape for posters as they don't leave marks and can be easily removed at the end of the year
- Buy a plant; they look nice and can improve the air quality of your room
- Bring bedding and decorations from home
- Put photos of your friends and family up on your notice board
- Keep your room tidy and organised



# Settling In



## Welcome Week

Residents who lived in your hall last year and the ResLife team will be working to deliver Welcome events in halls. These will be an excellent way to break the ice and get to know your neighbours. Additionally, the Students' Union (SU) will organise some events that are open to all students across the University.

Due to COVID-19 we will offer a mix of online and face-to-face social events - we always follow the most recent UK government guidance.

Our website has more information on [ResLife Events](#) and the [Students Union Events](#).





# ResLife

Find out more about ResLife - the team of University students and staff who live in halls and look after student wellbeing





## The ResLife Team

The ResLife Team are here to help you during your time at University and act as a first point of contact if you need support or guidance. If you're unsure who to turn to, they're a great place to start.

Each flat/corridor has a dedicated ResLife Advisor – a student or staff member who will be your first point of contact if you need support.

Each hall has a ResLife Coordinator – a staff member who has responsibility for the ResLife teams. You can find more information about the team on our [website](#).

Members of the ResLife team can be recognised by their bright green hoodies. They're here to help, so feel free to approach them!



## ResLife Support

ResLife can help with a range of issues:

- **Mental Health & Wellbeing** - If you are having a hard time, or have concerns about your mental wellbeing (or another resident)
- **Settling In** - If you are struggling with homesickness, settling in, adjusting to communal living
- **Academic Concerns** - If you are finding adjusting to University difficult and don't know where to turn

These are just a few examples. You can contact ResLife with any queries or concerns about you, or fellow residents, and they will do their best to help!

Primarily they help through:

- **Meetings & Mediation** - To help resolve any issues within a flat/corridor (online if needed)
- **Email & Phone Support** - You can contact your ResLife Advisor by email, and a Duty Advisor by phone
- **Advice** - On a wide range of issues, including University support services
- **Signposting** - To other support services in the University and in Manchester

## Contact Us

Duty Advisors are on call out of office hours (6pm-8am), on weekends, bank holidays and university closure days, you can call them in an emergency. For non-urgent concerns you can email your ResLife Advisor - their contact details will be on a poster in your flat or corridor. If you can't find these details, you can email [reslife@manchester.ac.uk](mailto:reslife@manchester.ac.uk).

Fallowfield Halls	Duty Advisor Numbers
Ashburne Hall & Sheavyn House	07768 507 405
Oak House: Sycamore & Beech	07974 254 051
Oak House: Maple, Holly & Chesnut	07974 254 094
Owens Park: Tower	07768 464 380
Owens Park: Tree Court	07768 122 235
Owens Park: Green Court, Little Court & Mall	07825 072 907
Richmond Park	07974 254 191
Unsworth Park: Honey, Mason, Marsham & Tawny	07790 802 704
Unsworth Park: Bilberry, Bumble, Carder & Heath	07789 926 829
Woolton Hall	07867 681 972

Victoria Park Halls	Duty Advisor Numbers
Brook Hall	07795 257 439
Dalton Ellis Hall	07799 470 110
Hulme Hall & Burkhardt House	07990 561 983
St Anselm Hall & Canterbury Court	07770 280 271

City Halls	Duty Advisor Numbers
Denmark Road	07990 784 586
George Kenyon Hall	07789 947 482
Horniman House	07789 480 917
Weston Hall	07917 213 264
Whitworth Park: Burleigh, Garstang, Leamington, Thorncliffe	07774 995 351
Whitworth Park: Aberdeen, Acomb, Derby, Dilworth	07789 480 917
Wright Robinson	07917 213 265



## ResLife Events

Head to the [ResLife Events Calendar](#) to find out what events they are putting on in your halls! The calendar is updated regularly as events are planned. Their events are aimed at promoting the 6 Ways to Wellbeing. Past events have included pamper evenings, yoga, pool tournaments, a bake off and film nights.



# Your Wellbeing

Find out how you can take care of your physical and mental wellbeing while living in halls



# Your Wellbeing



## Medical Advice

### *Registering with a doctor*

You should register with a general practitioner (GP) as soon as you have arrived in Manchester; do not wait until you need medical help. It is wise to choose a GP close to your hall, however you may be able to register with a GP elsewhere.

Your local reception will have information on nearby GPs, you can also find them on the [NHS website](#).

Don't forget to make a note of which GP you register with, as you can only attend this GP – never any other surgery. Make sure you register with one that you will be able to travel to if you are unwell.

Manchester Health Protection Unit strongly advise that students also have the MMR vaccination if they have not already.

### *Dental services*

Dentistry is one of the few NHS services where you have to pay a contribution towards the cost of your care. Charges are banded depending on the level of treatment you require. The [NHS website](#) has further information.

If you prefer not to use an NHS dentist you can register with a private dental practice, however this will be more expensive.

## Sexual health

Most services related to sexual health, including Sexually Transmitted Infection (STI) checks and pregnancy tests, are free.

[The NHS website](#) has further information on services.

## Costs

NHS services are usually free at the point of service for registered students. However, international and EEA/Swiss students should consult the relevant [UKCISA](#) webpages as regulations are changing, these pages also have information on the costs.

If you're struggling financially, the [NHS Low Income Scheme](#) may be able to support you with associated healthcare costs such as prescription charges, dental costs and sight tests.

### *If you are feeling unwell\**

Call your GP if you have concerns, or 111 if you need urgent advice but it isn't an emergency.

In an emergency call 999 and inform University Security (0161 306 9966) as they will guide medical crews to you. They can also help before emergency services arrive as they are all accredited first aiders. In private halls - please call ResLife in an emergency.



# Your Wellbeing



## Meningitis/Septicemia Awareness

Seek help immediately if someone you know displays the symptoms below.

### *What to know*

Meningitis and Septicaemia are major health risks for young adults entering university, with cases caused by a highly aggressive strain of Men W bacteria on the rise since 2009.

Although rare, the bacteria can spread rapidly and cause serious illness in otherwise healthy people. It can be spread by coughing, sneezing, kissing and sharing things like cutlery. University students are at higher risk by living in close proximity to many students in halls, so take extra care and know the symptoms!

Some symptoms may include; fever (with or without cold hands and feet), vomiting, muscle pains, headaches, breathlessness or a fast heartbeat, a stiff neck, dislike of bright lights, confusion, chills and a low body temperature. A blotchy rash which does not fade when pressed under a glass can also be a symptom – this may be harder to see on darker skin.

For further symptoms and information, visit [Meningitis.org](https://www.meningitis.org).

## Mental Health

If you're finding things difficult and you don't know where to go for help, please contact your ResLife Advisor as soon as possible. The same goes for if you have concerns about a fellow resident. The ResLife team will be able to help you take steps to resolve your issues - that's what they're there for!

The Counselling Service is available to help with any personal issues affecting any aspect of your wellbeing. You'll find different materials, workshops and recommended readings on mindfulness and how to have a healthy student experience. The Counselling Service also runs regular workshops on topics such as managing stress and anxiety. If you are experiencing low mood, anxiety or suicidal thoughts you can book an appointment.

If you would like to book an appointment or see a list of upcoming workshops, please visit [the Counselling Service website](#).

**Big White Wall** is an anonymous and totally confidential free online mental health and wellbeing resource. You can go to the Big White Wall for help with a range of issues – from anxiety, depression, stress, relationship problems and lifestyle challenges.

# Your Wellbeing



## Physical Health

### **Sport**

If you are interested in sport and physical activity, there are lots of opportunities to get involved to form friendships, develop new skills, and importantly to take a break from the stress of studies.

There are a range of activities to get involved in including:

- Sporticipate which provides activities on your doorstep within halls of residence or across our campuses so that there is something available to do, for free, every day of the week
- Campus Leagues where you and a group of friends, course mates, halls or flats can enter a weekly league together
- Gyms on campus at the Armitage Centre, Manchester Aquatics Centre and Sugden Sports Centre with discounted rates for our students
- Sport Clubs for those that want to train and compete for the University of Manchester

Running a number of one-off events and weekly activities, both online and in person, there is something to get involved in all year round.

There are fantastic opportunities for you to improve your fitness and health while building friendships and even trying something new.

You can find out more see the [Sports website](#) and find sport and activities that you want to get involved in.

### **Balanced Diet**

Eating well and being sociable are often key to a healthy mind and body. You can find a copy of [ResLife Recipes online](#), that contains many healthy, vegetarian and vegan options - the recipes are quite simple so why not learn to cook or cook some meals together as a flat?

Keep an eye out on the ResLife Facebook page for cooking videos, tutorials and competitions too.



# Your Wellbeing



## Accessing Support

There are a wide range of support services available at the University that can help you during your time here.

These included, but aren't limited to:

- **Student Support** - The main University student support site provides a directory where you can find support for many issues including academic, financial and mental health
- **MLE** - My Learning Essentials provide a wide range of resources to help you improve your academic skills; from essay writing to study tips! Their resources also include online courses and workshops
- **DASS** - If you have a disability you can register with the Disability Advisory and Support Service (DASS). They will try to alleviate any impact your condition may have on your university life and studies
- **Counselling Service** - They can help if you are feeling low or struggling with your mental health. Workshops, online resources, and counselling appointments are offered

Find more support organisations in the **Contacts** section of this Welcome Guide.

## Alcohol & Drugs

Every year, students put themselves in dangerous situations because of alcohol and drug misuse. Alcohol and drugs can lead to reckless behaviour.

When drinking, make sure you pace yourself and be wary of drink spiking. When going out make sure someone you can trust is with you, who can help you get home safe if something goes wrong

Drugs are illegal substances and we have a zero tolerance approach to these. This includes legal highs like laughing gas.

There have been cases in halls of drug induced psychosis, which the students have still not recovered from years later. There have also seen serious injuries due to drug related accidents.

Any students caught using drugs on campus will have disciplinary action taken against them and may be suspended from their degree programme and expelled from halls. It happens every year, and is something which is not taken lightly.

If you feel like you or a fellow resident is having issues related to alcohol or drug misuse - please get in touch so that we can provide support as early as possible.



# Your Wellbeing



## Staying Safe

### *In Halls\**

Our halls of residence have regular Security patrols - however, as in any accommodation, crime is a possibility.

Keep your room door locked and window shut when you are not in the room, even if you are still in the flat.

Everyone has their own keys or swipe card to access their flat, don't let anyone into the building who is not a resident or hold the door open behind you. If you believe a non-resident has accessed the building, call Security to report this.

If you notice any suspicious behaviour, in or around the hall, please report this immediately to University of Manchester Security and the Duty ResLife Advisor.

If you have a bike, make sure that it is properly secured with a D-lock; you can **buy one at a discounted price** from the University.

Don't give anyone your ID or bank details - not in person, online or over the phone. You will most likely receive phishing emails throughout the year and phone calls from people claiming to work for the university - ignore and report them.

### *In The City*

Manchester is a big city - a common sense approach is needed to be safe.

Be aware of your surroundings and keep valuables out of sight – walking around with headphones in can reduce your awareness

Stick to well-lit streets and avoid shortcuts such as alleyways and car parks. Walk and travel in groups, especially at night. Arrange a place to meet if anyone gets lost.

If you're in danger or being followed, walk to the nearest **Student Safety Zone**.

Use a licensed taxi that you can trust – If you cannot afford the taxi, StreetCars drivers will take your student card as temporary payment. Make sure to quote the **Manchester SU Safe Taxi Scheme** when calling the taxi.

Pace yourself - you're more vulnerable if drinking alcohol. Please watch out for drink spiking. Drugs are illegal and harmful for your health. They will make you more vulnerable to crime- so don't take any!

Report any instance of theft, sexual assault, aggression, bullying or any other abusive behaviour.

# Life In Halls

Find out more about life in halls - including social opportunities, fire safety and hall facilities



# Life In Halls



## Student Associations

Within every Hall there is a **student committee** that is elected by you as students. This committee, which is comprised of residents in your hall, is known as the Hall Residents Association (RA)/ Junior Common Room (JCR).

All students who live in the Hall are members of the RA/JCR and the membership fee is included in your rent. These fees go towards events, socials, sports and trips throughout the year for students in the Hall.

You can put yourself forward for a position on this committee in your Hall to help decide what happens within your Hall and to represent the Hall's students in University/ Students' Union decision-making. All elected committee members are supported by full time Students' Union staff to ensure that Halls of Residence are as great as they possibly can be. Why not stand for election yourself?

This is a great opportunity for students to get experience in representation and event organisation, as well as being a great addition to your CV and University record. Successfully completing a year as a member on the RA/JCR also counts towards the Step Up and Lead section of the **Stellify Award**.

## Respecting Others

### Noise

You must not make antisocial noise after 11pm. Antisocial noise means anything that will disturb other residents, e.g. loud talking in the corridor, moving the furniture around, listening to music or watching videos without earphones, etc.

### Guests

Residents are allowed one guest to stay over for a maximum of 2 days in any 7-day period. If your guest breaches any rules or regulations during their stay in halls, you will be held accountable for their actions, so consider how responsible the person you invite over is. Residents should also inform their flatmates that they will be having a guest, so they are not alarmed by an unfamiliar face. At no time are you permitted to give your keys or swipe card to visitors.

### Subletting

You must not allow another person to use your keys at any time during your halls licence agreement. If you are leaving the University or Manchester early you must contact the Accommodation Office to discuss this. You must not allow for someone to stay in your flat instead of you.



# Life In Halls



## Coronavirus

The University is committed to ensuring that all students are safe while undertaking their studies.

Here in halls we will always follow the most recent **UK Government guidance** on Coronavirus, and keep our residents up-to-date on any adjustments we need to make to day-to-day arrangements to ensure the safety and wellbeing of all residents.

To find out more about any guidance you need to follow in relation to Coronavirus - please check the **University website**.

Coronavirus poses a risk to the physical and mental health of many - but if we all do our part we can help prevent transmission. You can read more information about looking after your physical and mental health, or what to do in a health emergency in the **Your Wellbeing** section.

## Private Halls

Private Halls - including Brook Hall, Denmark Road and Weston Hall are different in some aspects from the other University managed halls. The key difference here is that the only UoM presence in these halls is the ResLife team - the housekeeping and administration teams are staffed by the private halls.

This means there are some key differences in the private halls:

- The University Security team do not cover these halls
- The Building Maintenance system is not used for residents to log issues
- The recycling arrangements may be different
- The internet provided will not be the University IT network
- The private halls staff will not be able to advise on questions about your Licence Agreement, these should be sent to the Accommodation Office

Your local hall reception can provide information on any of the above subjects. If you have any day-to-day issues in your flat (e.g. questions about housekeeping, reception opening hours) you should visit the local hall reception. Don't forget - the ResLife team are available evenings, weekends and bank holidays to help with emergencies or wellbeing concerns.

# Life In Halls



## Fire Safety

At the University of Manchester the safety and wellbeing of our students is of great importance. When living in our Halls of Residence there are a number of rules and regulations that you must adhere to, both to help prevent fires and to ensure your safety in the event of a fire in the building.

Most fires start with people cooking - this danger is increased drastically after drinking a lot of alcohol. Do not use any form of cooking equipment in your bedroom. Don't cook if you've been drinking - order a takeaway or eat some cold food.

Broken electronics start about 7,000 fires a year. If you don't know how to use any electronic equipment, you can find instructions on our website.

Banned items in halls include: candles, incense burners, halogen lamps, portable heaters, self-heating noodle pots, deep fat fryers, fireworks, shisha pipes, cigarettes & e-cigarettes.



## Fire Equipment

- Fire equipment, including fire extinguishers, detectors, and doors, are there for your safety. They should never be activated unnecessarily and must never be covered as this could endanger everyone living in your hall
- Tampering with fire safety equipment will result in disciplinary action which can include a fine, community service or suspension from your degree programme

## Fire Evacuation

- When you hear the fire alarm evacuate immediately; go out of the nearest fire exit (this may not be the exit you use most regularly) and head to the nearest fire assembly point
- Do not stop to collect belongings - grab a coat and appropriate footwear as you could be outside for a while, but do not stop and collect anything else
- Re-entering the building could be fatal and should only be done when instructed to do so by university security staff or the Fire Service



# Life In Halls



## **Maintenance\***

The University of Manchester Services Unit is here to support you during your time in halls and is responsible for repairs and maintenance and ensuring our continued compliance with all health and safety requirements.

### ***Response Time***

Our maintenance teams handle over 40,000 jobs per year; as a result, repairs are issued on a priority status from emergency through to non-urgent. Emergency repairs will be undertaken as soon as possible, even on weekends.

You can track your own job on the building maintenance system. If you are having any difficulties or experiencing a persistent maintenance issue make a note of your job number and visit your local domestic team office or hall reception.

Please note that some repairs can take longer to fix, for example roof repairs may require detailed examination and have health and safety implications around safe access. It may in this instance be appropriate to temporarily relocate you so that you can keep enjoying your time in halls.

## ***How to Report Building or Equipment Faults***

To report faults in your accommodation, you should log onto the **Building Maintenance System**.

Select the relevant boxes. Then on the following page use the drop down boxes and the text box to report your issue, giving us as much detail as you can to assist our maintenance team.

You will receive an email receipt and your job will be filtered to the appropriate service. You can view your issues which will enable you to see when your job has been filtered. If you aren't satisfied with the repair you can re-open the fault or report it again. Please be specific about why the job hasn't been completed satisfactorily so that we can try and put things right.

You can also track your job to see if it has been completed.

## ***Routine Maintenance Checks***

Under the UUK code we are required to carry out a number of routine maintenance checks. If issues are identified during routine inspections a buildings maintenance request will be submitted on your behalf. You do not need to be in during these checks.



# Life In Halls



## Get Connected\*

WiFi is available in many areas and Hornet can be accessed either via WiFi or a cabled connection in some halls (for which reception can provide an Ethernet cable).

### **Hornet**

Hornet is the internet system that allows you to connect your devices to the University Network via an Ethernet cable.

1. Connect your computer to the socket in the wall to get started.
2. Either browse to any page (you will be directed) or visit <http://uom.doormou.se>
3. Click on the 'Register your device with the Hornet or log into your account' link.
4. You will then be prompted to enter your university computer user account detail and follow the instructions on screen.

You can report a problem by using the **Hornet Portal** from any web browser.

Once you have reported a problem, you will be contacted by the Hornet Rep for your Hall. Ensure you let them know your availability, and check your email on a regular basis. Please remember to provide a detailed description of your problem so that it can be solved as soon as possible.

## **Eduroam**

Eduroam (education roaming) is a secure, international wireless service available to all staff and students at The University of Manchester. All eduroam usernames start with your IT username and finish with @manchester.ac.uk.

To set up eduroam on a laptop, iPhone or iPad, download the **Eduroam Installer**. Ensure that The University of Manchester is selected as your institution. Download and run the eduroam installer, following the on-screen instructions.

Android users should download the eduroam CAT app from Google Play instead.

Need more help? Find more instructions and other information on the **IT Support site**.

## **Online Safety**

If you have concerns about the safety of your IT account, visit the **IT Support site** or call them on 0161 306 5544 straight away 24/7; it's better to be safe than sorry! There is also an IT support desk in the main library.

# A-Z Guide

Here you can find a collection of miscellaneous advice to help you while in halls and at the University



# A-Z Guide



## Amazon Lockers

Some of our residences have Amazon lockers where you can arrange to have a parcel delivered or leave one to be collected. They are very simple to use!

Firstly, you need to add the locker to your Amazon profile, the names of the lockers are listed below:

Locker	Location
Elbow	Whitworth Park
Ely	Unsworth Park
Grass	Owens Park
Guffaw	Richmond Park
Gulp	Hulme Hall
Gum	Oak House
Hay	Owens Park
Halfpipe	Dalton Ellis Hall
Orange	Wright Robinson

Please note that you must be a resident at the Locker location to use this service. Some of the lockers are located inside areas where you require a key to access. The lockers should not be used for anyone who is a non- resident Amazon will delete the account of anyone using a locker who is not in that accommodation.

1. Type [www.amazon.co.uk/add\\*\\*\\*\\*\\*](http://www.amazon.co.uk/add*****) into your browser. Replace \*\*\*\*\* with the name of the locker you wish to add to your account. Don't add a space.

2. You'll be redirected to Amazon, sign into your account.
3. Once signed in, Amazon will automatically add the address to your account.

From now on, simply select "Dispatch / Return to this address" during checkout/returns process and complete your transaction as usual. All items must be eligible for a delivery to a locker.

## Collecting Your Parcels

If your parcel is delivered to your reception you will receive an email from us to come and collect it. To collect your parcel you will need to show this email to the reception staff and have your student ID on hand so we can identify you. You then need to sign out your parcel.

If your parcel is delivered to the Amazon Locker you'll receive an email notification with a unique pick up code. When you arrive to collect your parcel, enter your pickup code or scan your barcode and follow the instructions on the screen to collect your parcel.

All parcels delivered to locker locations must be picked up within 3 business days. If you're not able to collect your parcel within this timeframe, the parcel will be returned for a full refund - so please only order if you're in Manchester.



# A-Z Guide



## Printing

Printing from your laptop, smartphone or tablet - you can use your laptop, smartphone or tablet to print to the University printers through a web browser or email. You don't even need to be on campus. You can print documents in one of two ways.

To upload a file through your web browser go to [mobileprint.colour.manchester.ac.uk](http://mobileprint.colour.manchester.ac.uk) for colour printing or [mobileprint.manchester.ac.uk](http://mobileprint.manchester.ac.uk) for black and white printing. Log in using your University username and password. Select a document to upload and click 'Next'.

To send a file via email, depending on whether you're printing in colour or mono (black and white), email [centralprintingcolour@manchester.ac.uk](mailto:centralprintingcolour@manchester.ac.uk) or [centralprintingmono@manchester.ac.uk](mailto:centralprintingmono@manchester.ac.uk) with your document attached. When you send to print, you will receive an email to register your address. Click the link in the email to open a browser window and enter your University username and password. You can now print the document from any printer.

If you're still not sure what to do, check the [IT Support Site](#) for help with printing and other IT problems.

Accessing the printers around the University is simple and easy. Print your document, head to any printer, press your ID card on the reader then press the pull print button. Select your document from the list then press print. You can print all of your documents by pressing print all.

You can buy print credits (and pay Library fees) on the [ePayments website](#).

Find out more about printing, photocopying and scanning [here](#).



# A-Z Guide



## Recycling\*

You are responsible for taking out your general waste and recycling in halls. Flats and kitchens that do not take out waste or recycling may risk being charged. You may want to create a rota to organise who will take out the general waste and recycling.

To help you recycle, each kitchen has 2 coloured recycling bags. In addition to this you will have a recycling bag in your room. When the bags are full please empty their contents into the relevant bins outside your hall and return the empty bags to your kitchen.

Recycling arrangements differ at Unsworth Park - please check your notice board for information.

In brown bins you can put glass, plastic bottles/jars, aerosols, cans, tins and foil while you can put drink cartons, magazines, cardboard, gift wrap, tissues and paper in blue bins. All other waste goes into the black general waste bins.

## Room Swaps

If you are unhappy with your accommodation you can apply to swap. Rooms are allocated based on what's available. Your local hall reception can provide more information on the transfer process.

## Security\*

If you live in halls there is 24/7 monitored CCTV and security guards that regularly patrol the sites. However, you should use common sense and follow safety guidance. If you have any safety concerns call Security using the number on the back of your student ID card (0161 306 9966).

## Smoking

Smoking is not permitted in halls, this includes the use of e-cigarettes. You must stand 5 metres away from any buildings if you want to smoke.

Do not tamper with fire prevention equipment or you will face disciplinary action.

## Sport

Being active at university is very important and the UoM Sport team is here to support you.

From recreational walking and running groups to clubs for those who take their sport a bit more seriously, there is the opportunity to take part in something and keep fit and healthy while studying.

UoM Sport has special offers and activities for halls residents through the ResFit programme which you can sign up for [online](#).

# A-Z Guide



## Transport

Manchester has fantastic **transport links** that make travelling around the city simple and easy.

### ***Bicycle***

There are brand new cycleways all around Manchester, as well as stands and shelters, making it easier than ever to use a bike. The University is committed to bike safety and offers a 'D' lock for just £15 (RRP £45) as part of their cycle safety scheme.

### ***Bus***

Student bus pass deals are available from Stagecoach and First Buses. The "Student Shuttle Bus" runs every night and can take you home safely from the Learning Commons for a max of £4.50. There is also a free bus, the 147, running from the North campus to the Main campus.

### ***Taxi***

The university recommends using Street Cars. You can upload your card on their app if you don't have cash, view your driver's info and track their location. The University also offers a '**Safe Taxi Scheme**' if you have no cash. You can hand over your Student ID to the driver, who will then drop it off at the SU where you can pick it up after you've paid.

### ***Walking***

Our halls are within walking distance to the University. It's approximately a 30-minute walk from Fallowfield to the main campus. If you live in either City halls or Victoria Park you are no more than a 5 to 20 minute walk. Just make sure you don't walk alone at night and always be aware of your surroundings.





# A-Z Guide



## TV Licencing

If you want to watch or livestream live TV then you must pay for a TV licence. If you live in Unsworth Park, the TV in the kitchen is covered, however if you wish to watch live programmes on your own devices and in your room you will have to get a licence. Find out more about costs and how to get one [here](#).

Getting involved in a community organisation is a great way to discover Manchester and beyond, as well as making new friends.

You can search and apply for opportunities on [Volunteer Hub](#). Search by skills gained, role, location or cause to find your perfect opportunity.

## Volunteering

Volunteering can be lots of things. Whether it's mentoring young people, fundraising for charities, running events or planting trees, if it benefits other people or the environment and you're not getting paid for it, then it's probably volunteering and a valuable edition to your CV.

The Volunteering and Social Justice Fair usually takes place in October, where you can meet organisations offering their volunteering opportunities - this may be affected by the current pandemic.

Volunteering is part of the prestigious [Stellify Award](#).



# Contacts

Not sure who to contact about an issue?  
You can find a list of useful contacts in this  
section



# Contacts



## Security

The number for security can be found on the back of your student ID card (0161 306 9966). You can call anytime. Don't forget - private halls are not covered by the University Security team.

## ResLife

You can contact your ResLife Advisor to discuss any issues you are having. You can also phone the Duty Advisor on evenings, weekends and bank holidays in an emergency or if you have wellbeing concerns or issues. More information is on the [website](#).

## Counselling

Phone 0161 275 2864 from 9am on weekdays to book an appointment after taking [this questionnaire](#). The [Counselling website](#) offers online support resources too.

## DASS - Disability Advisory and Support Service

If you have a disability and have any questions regarding support please phone 0161 275 7512 between 10am-4pm on weekdays.

## Student Immigration Team

If you are an international student that requires support or advice you can call 0161 275 5000 between 9:30am-5pm on weekdays.

## Student Union Advice Centre

Contact this service between 1-4pm on all weekdays except Wednesday on 0161 275 2952 or email [advice.su@manchester.ac.uk](mailto:advice.su@manchester.ac.uk) with a summary of your enquiry, contact details and course information. You can find out more on [their website](#).

## Nightline

Nightline is a confidential listening and information service run by students for students. You can call 0161 275 3983 from 8pm-8am every night during term time.

## Samaritans

Contact 116 123 at anytime to talk about any problem, big or small. Samaritans are trained in helping if you feel low, or are experiencing suicidal thoughts, more information is on [their website](#).

## Papyrus

Call 0800 068 41 41 9am-10pm on weekdays or 2-10pm on weekends if you, or a friend, is feeling depressed or having suicidal thoughts, and you want advice. Find out more on [their website](#).

## Shout

If you are in a mental health crisis text SHOUT 85258 at any time and someone will aim to respond within 5 minutes to help calm you down. Find out more on [their website](#).



# Contacts



## Additional Support Services

The University **Student Support site** lists a wide range of support services available, here are a few of the most important ones:

Service (Website)	How they can help?
<b>Academic/School Support Services</b>	Each school has a support office that can help students with academic issues
<b>Accommodation Office</b>	Accommodation payments and transfers whilst in university Halls of Residence
<b>Big White Wall</b>	Access anonymous, confidential, free online mental health and wellbeing resources.
<b>Careers Service</b>	Specialist resources, advice and events to help with career planning
<b>Chaplaincy</b>	St Peter's Chaplaincy is open every day in term time if to talk about any problems, faith and spirituality - regardless of faith
<b>International Society</b>	Hosts many events and day trips, great social hub on campus – very popular with international students
<b>Manchester Student Homes</b>	Provides a free, university-run housing service providing, Landlord Accreditation, property search and housing advice
<b>My Learning Essentials</b>	A programme of skills support, including both online resources and face-to-face workshops
<b>Report and Support</b>	You can report harassment/discrimination anonymously, or report and get support from an advisor
<b>Sport</b>	Provides opportunities to be more physically active through a range of sports and activities hosted on campus and around the city including gyms, sports clubs and more
<b>Student Services Centre</b>	Services including those related to student cards, immigration, examinations, certificates, transcripts, sources of funding, fee payment and registration
<b>Students' Union Advice Centre</b>	A free, confidential service where students can get advice on personal and academic issues, run by professional Advisors who are independent of the University
<b>Students' Union</b>	Helps students to make the most of their time at university by providing a hub for student life and activities
<b>Volunteering</b>	Get involved in activities that support other students and improve the University community

Don't forget that if you're ever unsure of where to turn for help, you can contact your ResLife Advisor who will be able to help you find the right support service.

A photograph of the University of Manchester's main entrance, featuring a large Gothic archway and three tall stained-glass windows. The building is constructed from light-colored stone. The text "UNIVERSITY OF MANCHESTER" is inscribed in white capital letters across the facade above the arch. The archway leads to a courtyard with green trees and flower beds.

UNIVERSITY OF MANCHESTER