

Frequently Asked Questions

Oracle Customer Relationship Management (CRM)

Staff and Student ID cards and printing

Will we be able to print ID cards during this timeframe?

No, staff and student ID cards will not be accessible to print during this time – until the system is brought back up online. Please accommodate this outage where possible.

New organisations

Can we still create new organisations?

During the downtime window it will not be possible to create new organisations. Please ensure you organise your work accordingly to accommodate this outage period.

Integrations to other systems

Will integrations to and from Oracle CRM be running during the downtime window?

No, all integrations will be stopped from running during the downtime window. They will be turned back on once the system comes back online on Monday 2 March and be checked by our integrations and development team to ensure working as expected and then from Tuesday 3 March integrations will run as expected.

Other information

Will I still receive my reports from CRM?

No, during the downtime of the system no reports will be generated. All other automated CRM reports will be distributed as normal until the morning of Thursday 26 February. Automated reports will resume from Tuesday 3 March once the system is switched back on.

If you have any questions that are not answered in the FAQs above, please contact OCRM@manchester.ac.uk