

# StaffUpdate

Exclusively for staff at The University of Manchester

## ROADWORKS UPDATE

**Anyone commuting to work along Oxford Road can't have failed to notice that major roadworks are currently taking place.**

The work is being carried out by United Utilities and aims to replace 100 year-old water pipes. Traffic is likely to be disrupted for around three and a half months. Here are some further details to help you plan your journey into work:

**Phase 1: 18 May – 21 June**

Between junction with Hulme Street and Whitworth Street for five weeks

- Road will be closed to all traffic (except buses), including the junction with Whitworth Street.
- Access will be maintained to Oxford Road Station along Whitworth Street and to the station approach.

**Phase 2: 22 June – 2 August**

Between junctions of Whitworth Street and Portland Street

- Road will be closed to traffic (except buses).

**Phase 3: 3 – 30 August**

Between junctions of Portland Street and Lower Mosley Street

- Lanes will be closed, but the existing one-way traffic route will be maintained.
- Parking bays may be suspended.

You can find out more information about the roadworks at:

[www.unitedutilitiesroadworks.com](http://www.unitedutilitiesroadworks.com)

or by ringing **0845 7462299** and quoting project number 90013948.



## TAKE TO TWO WHEELS

**Seeing as the traffic is proving difficult to negotiate, what better time to try cycling to work?**

**And what better time to start than National Bike Week?**

On Wednesday 17 June the University will be taking part in a huge cycle to work ride. As many members of staff as possible are being encouraged to ditch their car for the day and take to two wheels.

Last year more than 100 staff took part in the ride and with this year's theme being 'Bring a Friend', organisers are hoping for an even higher turn out.

For more details about the bike to work event visit: [www.hepmcr.org.uk](http://www.hepmcr.org.uk)

If you can't take part in this event then why not try one of the regular 'Cycle to Work' rides.

These take place on the first Wednesday of each month, starting at seven points around Greater Manchester and all converging on the Higher Education Precinct on Oxford Road.

The routes are designed for new cyclists using suitable routes and going at a leisurely pace. Best of all, a free breakfast awaits you on your arrival at work!

For up-to-date information on routes and pick up times visit:

<http://umbug.manchester.ac.uk/cycle-to-work>



## MEN MAKE THE MOST OF WELLBEING WEEK

**Almost 400 members of staff took part in the Wellbeing Week which recently took place on campus.**

This year's event had a particular focus on men's health issues – so it was encouraging to see that more than 70 men attended – a huge increase on last year's event when only nine men took part!

Wellbeing Week aimed to show staff how a healthy mind and body can be achieved in the workplace. Visitors enjoyed free massages, a managing anxiety class, meditation, Pilates and yoga – plus many other classes and workshops.

The three-day event was organised by SPORT, Counselling and Human Resources.

Anyone who came to the events can fill in a feedback form by visiting:

<http://windev.humanities.manchester.ac.uk/surveys/TakeSurvey.asp?SurveyID=63H6935I792KG2>

## RUNNERS...

Many staff around the campus took part in the BUPA Greater Manchester 10K Run last month, congratulations to all of you! Here's a round up of some of the runners who contacted Staff Update:

- Caroline Pickering and Francesca Moss from the Teaching and Learning Office, School of Mathematics raised money for the British Red Cross.
- Chris Eccles from the Web Team in the Division of Communications, Media and Public Relations took part to raise funds for the Samantha Dickson Brain Tumour Trust.
- Patrick Johnson, the Head of Equality and Diversity was supporting the charity 'Building Hope' and aimed to raise £1,800 to build a house for some of the poorest and the most disadvantaged families in Ethiopia. 'Building Hope' is a small charity founded by the University's very own 2007 volunteer of the year award winner, Veronique Rizzuto.
- Martin Humphries, Dean of the Faculty of Life Sciences ran for Cancer Research UK.

## WALKERS...

**Undergraduate co-ordinator Philippa Lee, is taking part in a midnight walk to raise money for St Ann's Hospice in Manchester.**

She will be accompanied by her fiancé and her mum. They are aiming to raise a minimum of £150 for the hospice, which provides care for people with progressive and life-threatening illness.

The walk will take place on Friday 12 June, you can make a donation by visiting: [www.justgiving.com/chrisandpipandbabs](http://www.justgiving.com/chrisandpipandbabs)

## AND RIDERS...

**Mark Jabbal, a Research Associate in the School of Mechanical, Aerospace and Civil Engineering (pictured), will be cycling in the 23rd Annual Manchester to Blackpool Bike Ride for charity. At around 60 miles, it's the North West's biggest bike ride.**

Mark, who regularly commutes to University by bicycle, is raising money for the Wood Street Mission. Anyone wishing to sponsor him can visit: [www.justgiving.com/markjabbal](http://www.justgiving.com/markjabbal)



## MANCHESTER CANCER RESEARCH CENTRE SPECIAL SEMINAR

**Staff are invited to attend an open seminar at the University given by Professor Sir Paul Nurse, one of the most eminent and influential UK biologists.**

Sir Paul was awarded the Nobel Prize for Medicine in 2001 and as Director of the Imperial Cancer Research Fund he was instrumental in the merger with the Cancer Research Campaign to create "Cancer Research UK". He then moved to New York to take one of the most prestigious jobs in Biology as President of Rockefeller University.

In this Cancer Research UK sponsored seminar for the Manchester Cancer Research Centre, Sir Paul will present a talk describing the work that led up to, and beyond, the award of the Nobel Prize in Medicine.

The venue is University Place, Theatre B at 4pm on Wednesday 24 June. No tickets or registration required.

## NEW ASSOCIATE DEAN FOR BUSINESS DEVELOPMENT

**The Faculty of Life Sciences' new Associate Dean for Business Development has been named as Professor Ian Kimber.**

Professor Kimber, Professor of Toxicology, has been at The University of Manchester since 2007.

The role will focus on generating income and research activity through interactions with business and industry.



## TEXTILE AWARD

**Postgraduate researcher Abu Sadat Muhammad Sayem has been awarded an IMB Innovation Award for his research project which combines fashion design and pattern drawing into a single step.**

His entry was exhibited at the "IMB World of Textiles" exhibition in Cologne, Germany in the category of "Students and Young Professionals".

## LEARN GERMAN THIS SUMMER

**The Goethe-Institut Examination Centre is running a Summer Intensive Beginners Course, offering 12 sessions which will bring students with no previous knowledge of German up to the A1.1 level of the Common European Framework for Languages (CEF).**

**Dates:** Monday 10 August - Monday 7 September  
Every Monday, Wednesday and Thursday evening from 5.30pm to 8.45pm  
(Please note, there will be no teaching on the Bank Holiday, Monday 31 August)

**Location:** Samuel Alexander Building

**Course fee:** Standard fee: £245 University staff: £220

For more information on this and other courses visit: [www.langcent.manchester.ac.uk/goethe](http://www.langcent.manchester.ac.uk/goethe) or email Angela Aspden at: [angela.aspden@manchester.ac.uk](mailto:angela.aspden@manchester.ac.uk)

## TRADITIONAL AFTERNOON TEA EVERY SUNDAY AT CHANCELLORS HOTEL

**Chancellors Hotel is the perfect setting in which to relax with family and friends. Enjoy speciality teas, homemade scones and a selection of scrumptious desserts served in the hotel's beautiful mansion house, surrounded by five acres of landscaped gardens.**

Afternoon Tea for £14.95. Extensive menu available also.  
Chancellors Hotel, Chancellors Way, Off Moseley Road, Fallowfield, M14 6NN (free car parking on site).

Booking preferred, but not essential.  
For enquiries, tel 0161 907 7414  
email [chancellors@manchester.ac.uk](mailto:chancellors@manchester.ac.uk)



## STAFF STRESS SURVEY – ACTION PLAN

### One year on from the Staff Stress Survey and what has been done to address the issues raised by staff?

Initially 20 staff focus groups were organised in 2008. The views of those taking part formed the basis of an action plan which has been used to direct the work undertaken since then.

Karen Scoresby, from the Human Resources Employee Engagement Team, said: "The main areas of concern centred around the potential for stress due to increased workloads and the pressure of emails; how change is handled; communication problems and lack of clarity about who to contact; conflict due to strained relationships; and disability. A lot of work has been done to address these issues."

- The University is currently consulting on its 'Dignity at Work Policy' and will be recruiting volunteers amongst its existing staff to provide two new services. Harassment Advisers will be trained to support staff who feel they are subject to harassment or bullying. Mediators will be trained to help resolve staff conflict situations. More details about both of these roles will be available shortly.
- There will also be a chance for staff to participate in focus groups over the coming months to debate guidelines to reduce the pressure created by emails.
- The University has appointed a Staff Disability Adviser, Louise Thompson. Louise can help individuals to obtain the support or equipment they need to carry out their roles. The Disability Support Office is also piloting a course in June to raise managers awareness of mental health and to help them to support staff with difficulties.
- Human Resources has increased the range of management development programmes it offers. Ninety middle managers have embarked on the pilot programme 'Managing in the Round' and a first line management programme 'Making the Right Start' has just been launched. A review of training for senior management is planned for later in the year.
- Team brief which was re-launched for PSS staff in March 2008 has been supported by training for managers and monitored to ensure it is delivered to all staff. Whilst this is effective at cascading information, further work is planned to increase the level of interaction generated. The University is working with a number of academics to similarly improve face-to-face communications within Schools.
- The issue of demands on academics is also being addressed in part through the implementation in Schools of a workload management policy.
- Other work to improve communication channels carried out by the Communications, Media and PR team resulted in the redesign of both eUpdate which provides staff with the latest news and events through weekly bulletins and the Guide to Professional Support Services which sets out information on services including contact details for staff. Work is progressing on the development of a web based staff portal and improvements to the StaffNet intranet.



Karen added: "Although overall the survey identified that the risk of stress for staff at the University is only moderate, we are working hard to ensure that staff concerns are addressed and that measures are put in place to minimise the risks. A number of these measures are not just aimed at reducing stress, but provide a means of addressing a range of issues and contribute to a healthy, effective and productive workforce."

## NEW RECYCLING BINS IN PUBLIC AREAS

The Directorate of Estates has recently installed 14 new style recycling bins in the public realm areas running from Booth Street West car park to University Place, the Alan Turing Building and towards the Chemistry Building. Additional bins will be installed around the central grassed area of University Place later in the summer.

The recycling bins have four compartments allowing users to separate their plastic bottles, cans and paper waste in order to increase the amount that is recycled and reduce what has to be disposed of to landfill. The bins are emptied by Campus Cleansing Staff who bulk up the different materials ready for collection by the University's recycling contractors.



## PUBLIC SERVICE LEAVE AND FLEXIBLE WORKING

With effect from 6 April 2009, the Public Service Leave Policy and the Flexible Working Policy and Procedures have been amended in the light of new legislation.



The effects of the changes are as follows:

### Public Service Leave Policy

Under Section 50 of the Employment Rights Act 1996 the right to time off for staff serving in civic roles has been extended to cover roles such as members of probation boards, members of court boards and youth offender panel members: [www.campus.manchester.ac.uk/medialibrary/policies/public-service-leave-policy.pdf](http://www.campus.manchester.ac.uk/medialibrary/policies/public-service-leave-policy.pdf)

### Flexible Working Policy and Procedures

The right to request flexible working will now extend to parents of children under the age of 17 (previously under the age of 16): [www.campus.manchester.ac.uk/medialibrary/policies/flexible-working-policy.pdf](http://www.campus.manchester.ac.uk/medialibrary/policies/flexible-working-policy.pdf)

## BECOME A FRIEND OF THE MANCHESTER INTERNATIONAL FESTIVAL

University staff can really make the most of this year's Manchester International Festival thanks to a new 'friends' scheme.

The Festival, which runs from 2-19 July, will see a range of new works being showcased from the worlds of the performing arts, music, visual arts and popular culture.

All events and works have been specifically created for the Festival.

As a member of staff at The University of Manchester, you can become a Festival Friend at the discounted rate of £10. Friends get a host of great benefits both during the Festival and beyond it.

### Friends benefits include:

- a Friends Card (valid until the end of August 2010)
- a copy of the Festival brochure, mailed on its release
- priority access to tickets
- a regular e-newsletter
- an invitation to a welcome drink with the Festival Director
- 10% off food and drink at City Inn bars and restaurants across the UK\* (conditions apply)
- discount on programmes at selected shows

For more information on the Friends scheme, visit: [www.mif.co.uk/become-a-friend](http://www.mif.co.uk/become-a-friend)

For full details of the Festival programme and booking links, visit: [www.mif.co.uk](http://www.mif.co.uk)

## NAMING OF THE PHILIP WOOD SEMINAR ROOM

The arc Epidemiology Unit commemorated the academic contributions of one of its former Directors, the late Philip Wood, by renaming one of its seminar rooms after him.

The renaming ceremony was attended by two of Philip Wood's four daughters – Eleanor and Julia (pictured below). Philip was the Director of the arc Epidemiology Unit from 1968-1988. His major contribution was in raising the awareness of the high burden to the individual and to society of musculoskeletal conditions.

The ceremony included a display of Philip Wood's major publications and a talk on his life history and his philosophy.



## CONGRATULATIONS



Andrew Hough, HEP Travel Plan Co-ordinator and his wife Ruth welcomed James Redvers Hough into the world on 28 March weighing 7lb 6oz.

## OBITUARY

**Frank Platt**  
UMIST Security 1984 – 2006

Frank passed away peacefully in his sleep on 29 March and his funeral took place on the 14 April.

Frank joined the security department at UMIST on the 16 January 1984 and completed over 22 years service before ill health forced his retirement in 2006.

Throughout his time at the University, Frank was a popular member of the security team; he was at all times professional and would go out of his way to help anyone. He became well known around campus for his 'wheeler dealing' and there can be very few people that did not pick up at least one bargain from his basement or invest a few bob on his weekly football pontoon.

Frank leaves behind his wife Marion and their children Damian and Raisa.

## STOCK TAKE REPORT 2009

Along with this month's issues of Staff Update and Unilife you will find a copy of the Stock Take Report which details progress against the nine Strategic Goals and 24 Key Performance Indicators (KPIs) in the University's Strategic Plan, Towards Manchester 2015.

## STAFF UPDATE TAKES A SUMMER BREAK

This is the last issue of Staff Update and Unilife before the summer break, the next issue will be out in October. In the meantime, if you have news you wish to circulate around the campus over the summer please contact: [uninews@manchester.ac.uk](mailto:uninews@manchester.ac.uk)

## OPT OUT OPTION

Staff who wish to opt out of receiving a printed copy of both Staff Update and Unilife each month can do so by completing the online form at: [www.staffnet.manchester.ac.uk/optout](http://www.staffnet.manchester.ac.uk/optout)

If you wish to keep up with the news, you can view the magazines online at: [www.staffnet.manchester.ac.uk/news/unilife](http://www.staffnet.manchester.ac.uk/news/unilife)  
[www.staffnet.manchester.ac.uk/news/staffupdate](http://www.staffnet.manchester.ac.uk/news/staffupdate)

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# TrainingUpdate

Exclusively for staff at The University of Manchester

## STAFF TRAINING AND DEVELOPMENT UNIT – OPEN PROGRAMME

The following courses are available at STDU. Places can be booked online at [www.manchester.ac.uk/training](http://www.manchester.ac.uk/training) or by email to [courses-stdu@manchester.ac.uk](mailto:courses-stdu@manchester.ac.uk). All enquiries should include your staff number/date of birth to help us process your enquiry promptly.

### JUNE 2009

#### AP6: PDR - A Briefing for Reviewees (all)

2 June 2009  
9.30am-11.30am

#### HS7: Compressed Gases Workshop

3 June 2009  
9am-12pm

#### HS7A: Cryogenic Gases Workshop

3 June 2009  
1pm-3pm

#### HS7B: Practical Sessions Workshop

3 June 2009  
3.15pm-4.30pm

#### HS78: IOSH Working Safely

4 June 2009  
9am-4pm

#### BF41: Speedwriting

4 June 2009  
9.30am-4pm

#### P30: Presentations for Beginners

5 June 2009  
9.30am-4.30pm

#### P29: Building Confidence

8 June 2009  
10am-4pm  
Follow up sessions 22 June and 6 July, 1.30pm-4.30pm

#### HS68: Risk Assessment Workshop – Non Lab Based

8 June 2009  
9.30am-12.30pm

#### HS42: Laser Safety Training

8 June 2009  
1.30pm-4.30pm

#### P32: Presentation Practice

9 June 2009  
1pm-4.30pm

#### MS9: TEDI – Training in Equality and Diversity Issues

9 June 2009  
9.30am-1pm

#### HS17: DSE Assessment/Workplace Assessment

10 June 2009  
10am-12pm

#### M1: Design and Print

11 June 2009  
9.30am-5pm

#### AP8: PDR Reviewer Training (Academic-related and support staff)

12 June 2009  
9.30am-1pm

#### IC1: University Induction course

15 June 2009  
9.30am-1pm

#### MS5: Effective Recruitment and Selection

17 and 18 June 2009 - 2-day course, you must be available for both dates  
9.30am-4.30pm

#### HS68: Risk Assessment Workshop – Non Lab Based

17 June 2009  
9.30am-12.30pm

#### HS54: Introduction to Risk Assessment

18 June 2009  
1pm-4pm

#### P4: Time Management

18 June 2009  
10am-4.30pm

#### HS67: Risk Assessment Workshop – Lab Based

19 June 2009  
9.30am-12.30pm

#### HS57: Group Leader RA Training

24 June 2009  
9.30am-12.30pm

#### HS78: IOSH Working Safely

25 June 2009  
9.30am-5pm

#### OE2: Positive Retirement course

25 June 2009  
9.15am-5pm

#### BF11: Minutes Meetings and Agendas

29 June 2009  
10am-4pm

### JULY 2009

#### BF43: Chairing and Leading Meetings

1 July 2009  
1pm-4pm

#### BF11: Minutes, Meetings and Agendas

2 July 2009  
10am-4pm

#### P4: Time Management

3 July 2009  
10am-4.30pm

#### HS54: Introduction to Risk Assessment

6 July 2009  
1pm-4pm

#### MS9: Training in Equality and Diversity Issues (TEDI)

8 July 2009  
9.30am-1pm

#### HS2: Manual Handling

9 July 2009  
2pm-4pm

#### AP6: PDR - A Briefing for Reviewees (all)

14 July 2009  
9.30am-11.30am

#### AP8: PDR Reviewer training (Academic-related and support staff)

14 July 2009  
9.30am-1pm

#### HS15: Principles of Risk Assessment

17 July 2009  
9.30am-12.30pm

#### HS41: Fire Awareness Training

21 July 2009  
10am-12.30pm

#### HS47: Fire Marshal Training

21 July 2009  
1pm-4pm

#### IC1: University Induction course

21 July 2009  
9.30am-1pm



# IT SERVICES TRAINING

## CORPORATE AND DESKTOP APPLICATIONS

JUNE-AUGUST 2009

### CAMPUS SOLUTIONS (STUDENT ADMINISTRATION)

Variety of newly updated sessions running throughout to include:

- Introduction to Campus Solutions
- Assessment and Progression related courses
- Student Records related courses
- Both UG and PG Admissions courses

For full courses timetable (updated monthly) and booking information, please see:  
[www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/campus](http://www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/campus)

### DESKTOP (OFFICE APPLICATIONS)

Variety of sessions running throughout to include:

- Getting Started with Computers
- Courses in the various Microsoft Office Applications:
  - Word
  - Excel
  - PowerPoint
  - Access

For full courses timetable (updated monthly) and booking information, please see:  
[www.itservices.manchester.ac.uk/trainingcourses/coursesforstaff](http://www.itservices.manchester.ac.uk/trainingcourses/coursesforstaff)

### DISCOVERER (REPORTING)

Variety of sessions running throughout to include:

- Discoverer Student Records
- Discoverer Admissions
- Discoverer Remedy Helpdesk

For full courses timetable (updated monthly) and booking information, please see:  
[www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/discoverer](http://www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/discoverer)

### LIVELINK (DOCUMENT MANAGEMENT)

Single session running throughout:

- Livelink Basics

For full courses timetable (updated monthly) and booking information, please see:  
[www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/livellink](http://www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/livellink)

### ORACLE (FINANCIALS)

Variety of sessions running throughout to include:

- Raising Requisitions
- Approving Requisitions
- Projects
- Sales Invoices and Credit Memos

For full courses timetable (updated monthly) and booking information, please see:  
[www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/finance](http://www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/finance)

### REMEDY (SUPPORT DESK / INCIDENT LOGGING)

Single session running throughout:

- Submitting Incidents

For full courses timetable (updated monthly) and booking information, please see:  
[www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/remedy](http://www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/remedy)

### RESOURCELINK (HR / TRAINING ADMINISTRATION)

These session schedules vary, depending on demand:

- New Starter (5 days)
- HR Refresher
- Training Administration

For full courses timetable (updated monthly) and booking information, please see:  
[www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/resourceink](http://www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/resourceink)

### CHECKPOINT – INTERACTIVE ONLINE LEARNING

All Staff and students have access via their university usernames and logins to our online learning resource, courses include:

- Office 2003
- Office 2007 (New)
- ECDL

CheckPoint can be accessed at:  
[www.itservices.manchester.ac.uk/trainingcourses/cpol](http://www.itservices.manchester.ac.uk/trainingcourses/cpol)



## LATEST COURSE NEWS

### Campus Solutions Upgrade – Training Courses Available

It is with great pleasure that we are able to open up our Campus Solutions training courses again, newly updated to reflect the upgraded Campus Solutions system (v9.0). We have a completely new training environment which holds a wealth of data (much more than our previous training environment); as well as updated training materials to reflect the differences in the look and feel of the system.

For a full training schedule, along with links to downloadable training materials please visit our website:

[www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/campus](http://www.itservices.manchester.ac.uk/trainingcourses/corporateapplications/campus)

### Assessment and Progression Workshops

On Thursday 18th June, the Campus Solutions trainers will be running Assessment and Progression Workshops, designed for users who have already attended the Assessment and Progression 1 and Assessment and Progression 2 standard training courses but wish to have a refresher or re-cap over certain elements, one-on-one with the trainer. A half hour slot is allocated to each person, to enable them to ask their own questions and help to resolve any individual issues which are not always able to be addressed within a large group session.

Obviously as these sessions are one-on-one; there is very limited availability (only 7 places) and these will be allocated on a first-come first-served basis. Each person will be allocated a half-hour slot, with the first starting at 9.00am and the last starting at 12.00pm. (Note that it will not be possible for candidates to select their own time slot).

If you wish to be assigned a time to come along to a one-on-one Assessment and Progression workshop on 18th June (to be held in the Sackville Street Building), then please email: [its.training@manchester.ac.uk](mailto:its.training@manchester.ac.uk)

### Data Handling / Security

As you may be aware, there are new University guidelines in place surrounding data handling and security. It goes without saying that much of the information held within the various business systems here at the University classes as 'sensitive' data, however many of us have probably given this little thought when extracting reports from Discoverer, compiling spreadsheets in Excel, or indeed simply storing files on a pen drive.

There are now new policies and procedures within the University to help everyone to become more mindful of the data that they are working with and to teach staff how to extract and store it appropriately, by way of using data encryption software.

More information on how to access this software, along with further guidance on the new policies and procedures and accompanying leaflets/flyers can be accessed via the Secure-IT webpage: [www.itservices.manchester.ac.uk/secure-it](http://www.itservices.manchester.ac.uk/secure-it)

We will also be offering some training workshops on using the University encryption tools; AxCrypt and TrueCrypt. For workshop dates, along with links to downloadable materials please visit our website: [www.itservices.manchester.ac.uk/trainingcourses/coursesforstaff](http://www.itservices.manchester.ac.uk/trainingcourses/coursesforstaff)

*Please note: these workshops will concentrate on use of the encryption software and not specific policies regarding data protection and encryption.*

## CONTACTS / USEFUL LINKS

### BAS ACCESS REQUEST

This is an online facility whereby you are able to request access to any of the Corporate Applications. When you submit an Access Request a BAS Access Request ID will be generated for you – this is usually a string of zeros with 4 digits at the end. You will need to have been granted access to systems such as Discoverer, LiveLink and Oracle Financials prior to taking training.

<http://helpdesk.man.ac.uk/cgi-bin/BASUserAccess/controlpanel.cgi>

### Course Enquiries / Bookings

Email [its.training@manchester.ac.uk](mailto:its.training@manchester.ac.uk)

Web [www.itservices.manchester.ac.uk/trainingcourses/coursesforstaff](http://www.itservices.manchester.ac.uk/trainingcourses/coursesforstaff)