Your Personal Information Portal (PIP) is something that you will rely on heavily during your time here at Brookes, so it is important that you familiarise yourself with it as soon as possible.

Basically, your PIP is a suite of web pages that enables you to:

- Enrol online.
- View your personal details and course fees.
- Maintain your address, emergency contact and mobile phone details.
- Request council tax / attendance certificates.
- View your student record (which includes course/subject details, modules, marks and grades, etc.).
- Make various online change requests and view online messages regarding the status of these requests.
- Make requests to be allocated to different subsets for your modules.
- View your examination timetable.
- Use the Course or Undergraduate Modular Programme Handbooks which contain all current course and subject lists, module descriptions, programme regulations, syllabuses, semester/term dates, etc and because they are online they are always up-to-date.
- Use the ‘Online Programme Registration’ (OLPR) facility which will enable you to manage your own programme, i.e. add and delete modules.
- Register for your graduation ceremony.
Things to do after enrolling

✔ Login and get to know your PIP.

✔ Check your personal details.

✔ Check your address and input your emergency contact details.

✔ Make sure your course details and student record are correct.

✔ If you’re an Undergraduate Modular Programme student, find out who your Academic Adviser is.

✔ Use OLPR if you need to make changes to your programme.
What do you need before you can use your PIP?

- A current enrolment and your portal password (usually issued at enrolment).
- Access to the internet.

How to access the login page

- Log on to your personal computer, or to the student PC network.
- Double-click with your mouse on the browser icon (i.e. Chrome, Internet Explorer, Firefox).
- From the Oxford Brookes University homepage (www.brookes.ac.uk), click on the PIP pages link under the Students drop down menu.

How to log in

- Enter your 8 digit student number (found on your student ID card) in the ‘staff or student number or applicant or person ID number’ box (e.g. 99999997).
- Enter your portal password in the ‘password’ box.
- Click on the ‘OK’ button.

What happens now?

- Your PIP will appear on the screen, displaying your basic course details, and your personal and address details, and links to other useful pages.
Check your PIP

Navigational Tabs
Use these tabs to get to other useful pages within your PIP

Personal and Course Details
Displays your personal details, your nationality, your prior qualifications, your basic course details, etc

If something looks wrong...
If any of your personal details are incorrect you must inform Student Central as soon as possible. This can be done:
- At enrolment
- By visiting the Student Central office in person (located off of the Forum in JHBB, Gipsy Lane)
- By emailing studentcentral@brookes.ac.uk

Address Details
Input and update your Addresses, Emergency Contact & Mobile Phone details
Changing your portal password

- In the ‘My Settings’ tab, click on the ‘Change Portal Password’ link

- Follow the guidance to create your new password and click Submit.

- If your password change has been successful you will see this message:

  ![Message Image]

  Click on the Back button to return to your PIP page.
Check your address details

- In the ‘My PIP’ click on the click here link (located beneath your address details in the third column of your PIP) to view and make changes to your mobile phone number or any of your address details.
- Click on the Change this address link of the type of address (e.g. home, local, etc) that you wish to add or change.

<table>
<thead>
<tr>
<th>Personal Addresses</th>
</tr>
</thead>
<tbody>
<tr>
<td>99999999 STUDENT PRETEND8</td>
</tr>
<tr>
<td>NB. If you are registered with the Brookes Medical Centre, please remember to also update your address details with them.</td>
</tr>
<tr>
<td>** Semester/ Term-time Accommodation Type**</td>
</tr>
<tr>
<td>Missing - please 'Choose a Type from the list below' Update</td>
</tr>
<tr>
<td><strong>Mobile Phone Number</strong>: 1234567890</td>
</tr>
<tr>
<td><strong>Home address</strong>: 2nd floor, 1 MAKE BELIEVE STREET, PRETEND VALE, PRETENDSHIRE, UNITED KINGDOM, OX4 4AD</td>
</tr>
<tr>
<td>Last Updated: 01-JUL-15</td>
</tr>
<tr>
<td><strong>Work address</strong>: Change this address</td>
</tr>
<tr>
<td><strong>Correspondence address</strong>: Change this address</td>
</tr>
<tr>
<td>None on the system</td>
</tr>
</tbody>
</table>

NB If you register with the Brookes medical centre, please remember to inform them of your change of address

- Input your address details.
- Click on the ‘Update’ button to save your changes. The system will then return you to your ‘Personal Addresses’ page where your new or amended address will be displayed.

Check your emergency contact details

- Click on the second click here link (located in the third column of your PIP) to view and make changes to your emergency contact details.
- Add/amend the name and address of the person you wish to be contacted in case of an emergency.
- Select their ‘Relationship to you’ by using the drop-down menu (e.g. parent, partner, friend, etc).

**Emergency Contact**

- For 99999999 STUDENT, PRETEND8

<table>
<thead>
<tr>
<th>Title: Mr</th>
<th>Forenames: JOHN</th>
<th>Surname: SMITH</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Relationship to you:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parent</td>
</tr>
</tbody>
</table>

- Change these details, enter the new details and click on the Change button at the bottom of the page.
- To change this Emergency Contact, click on the Delete button at the bottom of the page.
- To abandon your unsaved changes click on the Reset button at the bottom of the page.

**NB**: All changes via this web page are audited. Students are encouraged to use these pages to maintain their emergency contact details but deliberate abuse of these facilities will be traced and dealt with. Also, please note that by changing these details online, you will not need to complete the Student Central office’s ‘Next of Kin/Emergency Contact’ form.

- Click on the ‘Add’ or ‘Change’ button to save your changes.
Check your student record

It is important that you check your ‘Record & Results’ page regularly as it contains a lot of important information about your course and modules.

- Click on the ‘My Record & Results’ tab (located near the top of your PIP page) to view your programme.

Your Course Details

Details of when you started, when you’re due to finish, which stage of the course you’re on, whether you’re full- or part-time etc., your award aim, and, if applicable, your Academic Adviser’s name, and your subject/specialism details.

Your Summary Link

Provides a link to additional programme information (i.e. your current average, the number of modules you’ve taken/passed, etc.)

Within the course details section of your ‘Record’ page there are further links which enable you to request online mode of study, academic adviser, subject / specialism changes and timetabling changes (where applicable).

Your Programme Errors/Warnings Link

Displays the number of programme errors/warnings that you have, and provides a link to view them. N.B. If you don’t have any errors, the link will be absent.

Your Examination Letters

Provides a link to any examination letters that you have been sent that contain advice or decisions about your status at the University.

Disability Equality Memos

Click here to see details of any medical certificates that you have submitted to the University.

PIP Key

Click here to see a key to the terms used on your programme of study.

Your Module Programme

Displays your modules, when they run, their status in relation to your course / subject(s), and your marks and grades (which appear at the end of each session).

If you need a printed copy of your Record, simply use the condensed version, which is available via a link above your ‘Module Programme’.
Check your Academic Adviser’s details

If you’re an Undergraduate Modular Programme student, it is important to know who your Academic Adviser is and how to contact them, as you will rely on them throughout your course for academic advice particularly when planning your programme.

- Click on your Academic Adviser’s name (located within your ‘Record & Results’ page) to display:
  - an e-mail link to them,
  - any messages posted on their ‘Virtual Office Door’, their room and telephone numbers,
  - any modules/subjects they may be responsible for.

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Mr Neil McConaghy
HEAD OF COURSE AND STUDENT ADMINISTRATIO

- e-mail
- Room: GIP - JHB.G.20
- Extension:
- Dept: Academic and Student Affairs
- Virtual Office Door:

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Remember: If you make an appointment to see your adviser, it is wise to take a printed copy of your student record with you.
Online Programme Registration (OLPR)

Online Programme Registration enables you to manage your own programme, i.e. to add and delete modules. In order to use OLPR you must click on the ‘My Record & Results’ tab to display your student record.

Adding Modules to Your Programme

- Click on your course or subject/specialism link (located within your ‘Record & Results’ page) to access a full list of your course requirements.

- Click on the module number link (e.g. U50032) to view the brief description of the module you wish to add to your programme.

Module check box key

- WHITE (EMPTY): Module may be added.
- WHITE WITH A TICK: Module already in programme
- GREYED OUT: Either the module addition deadline has passed, or the module may not be added online and can only be added using alternative means.
- GREYED OUT WITH A CROSS: Either you have already taken the module, or the module deletion deadline has passed.
Viewing Module Details

When you click on the module number link (e.g. U50032) you will see the module details screen:

This page shows you a brief module description, which includes the level and status of the module, its assessment details, any prerequisites / restrictions, and details of when the module runs.

Click inside the check box situated next to the module run that you would like to add (e.g. 30-Jan-2017 to 19-May-2017).

Click on the ‘OK’ button and you will be automatically returned to your 'My Record & Results' page.

The new module will now be added to the list of modules on your ‘Record and Results’ page.
Newly added modules are tagged with "NEW". This tag will disappear once you save your programme.

Error messages
Errors are produced when your programme does not meet the requirements of your course. For more information on error messages, see the "Guide to Programme Error/Warning Messages" which you can view clicking on the link (see below).

- If you have increased the number of errors in your programme you won’t be able to save your programme. Use the ‘errors/warnings’ link to find out what the errors are and how to resolve them.
- If you have created a timetabling clash you won’t be able to save your changes.

Abandoning your changes
If you’re not happy with the changes you’ve made, click on the ‘Abandon Changes’ button, and your programme will revert to its previous format. A message confirming that your changes have been abandoned will appear.

Deleting modules from your programme
- Click inside the filled in check box belonging to the module you wish to delete from your programme, so that the check box becomes empty.
- Click on the ‘OK’ button.

If a module is tagged ✗, you will not be able to delete it for one of these reasons:
- you have already taken the module
- its deletion deadline has passed
- it is a module that may not be deleted online and can only be deleted using alternative means; please contact your Student Support Co-Ordinatar or Academic Adviser.
Saving your new programme

- Once you are happy with your new programme, click the ‘Save Programme’ button.

If you don’t save your changes they will be automatically removed from your programme within 24 hours and your programme will revert to its previous format. An e-mail listing your unsaved changes will also be sent to your Brookes e-mail account.

When changes have been saved a message confirming this will appear. An e-mail confirming your changes will also be sent to your Brookes e-mail account.
Online Requests

Online requests requiring authorisation by Academic Staff

It is possible to make various other online change requests. Where this is possible you will see a ‘Request Change’ link.

- From your ‘Record & Results’ page click on the relevant ‘Request Change’ link. You will then be taken to a page which allows you to submit details of your request.

- Using the drop-down list select the value of the change you want to make (e.g. new subject(s)).

- Insert a brief statement in support of your application.

- Click on the ‘OK’ button. You will then be taken to a page summarising the details of your request.

- If you are happy for your request to be submitted click on the ‘Confirm’ button. You will then be taken to a page confirming that your request has been submitted.

Depending on the course you’re on, you may be able to request the following changes online using the relevant link:
- mode of study
- Academic Adviser
- subject / specialism changes
- balance of your subjects
- late module additions

It is very important to add details in support of your request so that the relevant member(s) of staff can understand your reasons for the request and be able to reach a decision more quickly.
Tracking your online requests

The ‘Track Change Request’ link shown below (also found within the ‘My File’ tab) will allow you to view a summary of your online requests and their statuses.

Making timetabling requests

In addition to the online change requests described in the previous section, you can also make a request to be allocated to a particular practical/seminar subset for your modules (where applicable).

- On your ‘My Record and Results’ page click on the ‘Make Timetabling Request’ link next to the relevant academic session.

- Using the radio buttons, select your preferred practical / seminar subset for the module you are interested in and click ‘Submit’.

- You will be asked for details in support of your request (see next page)
Click on the OK button. You will then be taken to a page summarising the details of your request.

Depending on when you are making the timetabling request, there are three possibilities regarding what will happen next:

- if the timetabling program that places all students into practical / seminar subsets has not yet run for that academic session, your request will be saved and considered when the timetabling program runs. You should check your timetable after Tuesday of Week 0 to see if your request was successful.

- if the timetabling program has run and as such you have already been placed into a practical / seminar subset, your request will be considered immediately. You should check your timetable straight away to see if your request was successful.

- if the academic session (Week 1) has commenced your request will go to the module leader for consideration. You will be notified when the module leader has made their decision. Use your ‘Track My Requests’ facility to view details regarding the module leader’s decision.

**Viewing online messages**

Messages will be posted to you regarding online change requests that you have made.

The ‘online messages’ link will take you to messages relating to online change requests you have made. NB. If you don’t have any messages the link will be absent.
Check your fee statement

Click on the ‘My Enrolment & Accounts’ tab (located near the top of your PIP) and then click on the Course Fee Statement link to view your tuition fee account (e.g. fees paid, fees due, etc.) and sponsor details (if any).

If you have any queries about your fee statement you should contact the Student Finance Office. Either telephone (01865) 483088 / 483358 or email: finance-fees@brookes.ac.uk

Check your examination timetable

Click on the ‘My Exam & Assessment Schedule’ tab (located near the top of your PIP) to display the modules for which you will be assessed at the end of the current academic session.

When the official Examination Timetable has been published you will also be able to view the date, time and location of your exams (if you have any).

If you have an exam clash (i.e. two exams in the same session) or any other exam queries you should contact the Examination Office.

Either telephone:
(01865) 483033 or e-mail: exams@brookes.ac.uk
Check the Undergraduate Modular Programme regulations and glossary (if applicable)

- Click on the ‘UMP Handbook’ tab to view that Undergraduate Modular Programme Handbook page. From here you can look at the Undergraduate Modular Programme Regulations, Glossary, and the University Calendar.

Welcome to the Undergraduate Modular Programme Handbook

The Undergraduate Modular Programme Handbook and Regulations for the Academic Year 2015-2016 is a facility which allows you to look up Subjects, Modules and Syllabuses. To perform Subject, Module or Syllabus searches scroll down this page.

N.B. If you are interested in viewing courses, modules and syllabuses belonging to courses that run outside of the Undergraduate Modular Programme please use the Course Handbook tab.

You can also view the Undergraduate Modular Programme Regulations, a useful Glossary, the General University Calendar, and a list of Programme Leads / Subject Co-ordinators Programme advice and support for the Undergraduate Modular Programme can be found on the Your Studies pages of the University's website.

Searches are not case sensitive (i.e. you can use UPPER or lower case).

You may use a wildcard (i.e. a % sign) to aid your searches (e.g. using UOHE% for a module search will retrieve a list of all modules that begin with the prefix U0HE).

External users have access to only limited information about individual modules.

SLOTS will rarely change from year to year, but if your timetable is important to you, please contact the module leader to check that there are no changes planned.

Please use the link below to e-mail any comments or suggestions.

- Use the Undergraduate Modular Programme Handbook to view the following information:
  - BA, BSc, BEng and LLB Degree and Honours Degree, DipHE, Graduate Diploma, CertHE and Foundation Diploma regulations
  - Modular Programme grading scheme
  - Honours degree classifications
  - Progress
  - Award titles

- Click on the ‘Glossary’ link to find out the differences between:
  - basic and advanced modules
  - single and double subjects
  - Stage I and Stage II, etc.
Check general university calendar dates

- Click on the General University Calendar link (located within the introductory page of the UMP Handbook pages) to view calendar dates for the current academic year and the next.

The General University Calendar can be useful in determining when you’re expected to be in attendance and if you need to make travel arrangements, etc.
Whilst the above has covered some of the popular facilities within PIP there are many other facilities available that will prove useful throughout your course.

They include:

- Viewing the Course Handbook and / or the UMP Handbook, where you can look up courses, subjects / specialisms, and modules (which include syllabuses with reading lists, etc).
- Viewing the Programme of Study Key (found on your Record and Results page)
- Requesting an attendance / council tax exemption certificate via the ‘Admin. Services’ tab.
- Viewing your ‘Computer Services Charge Account’ via your ‘My Enrolment & Accounts’ tab.
- Maintaining your ‘Data Protection Settings’ via your ‘My Settings’ tab. This facility allows you to nominate a person, if you wish, that you are happy for staff of the University to speak to about your academic progress.
- Registering for your graduation ceremony via your ‘My Graduation Planner’ tab.
- Finding other useful links within the Oxford Brookes Website via your ‘Useful Guides / Sites’ tab.
- Accessing the Library Electronic Resources via your ‘Library Electronic Resources’ tab.
- Accessing the Oxford Brookes Intranet via the ‘Intranet’ tab.
- Viewing additional resources and information relating to your course, such as course details, online discussions, lecture notes, coursework information and more via your ‘Brookes Virtual’ tab.
- Accessing your Brookes e-mail from outside of the University using the ‘My email’ tab.
It is important to always remember to log out; otherwise your PIP may be viewed and potentially altered by others.

**Being automatically logged out**

For security purposes you will be automatically logged out of your PIP if you do not use it for ten minutes or more.

**Logging out from your PIP**

Select the ‘File’ pull down menu on your browser and choose the ‘Exit’ option, or close your browser session by clicking on the close button in the top right-hand corner of the window or tab.
Who to contact if you have a query:

If any of your course details are incorrect please contact Student Central using the following:

- For Undergraduate Modular Programme (UMP) students: studentcentral@brookes.ac.uk
- For non-UMP (i.e. courses outside the Undergraduate Modular Programme) students: csa@brookes.ac.uk

If you have any queries regarding your examination timetable please contact the Examination Office: exams@brookes.ac.uk

For your graduation ceremony please contact the Graduation Office: graduation@brookes.ac.uk

If you have any fee queries please contact Student Finance: finance-fees@brookes.ac.uk

If you have any accommodation fee queries please contact the Student Finance Accommodation team: finance-halls@brookes.ac.uk

If you have any queries regarding dyslexia / specific learning support please contact the Dyslexia/SpLD Support Team in Student Services: dyslexiaspld@brookes.ac.uk

If you have any queries regarding financial aid please contact the Financial Aid Office: finaid@brookes.ac.uk

If you have any queries regarding the computer services charge account please contact OBIS: 01865 483311 or visit a Service Desk Point

If you have any other queries regarding your PIP pages please contact the Course and Student Administration Team: csa@brookes.ac.uk