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WELCOME TO SWANSEA UNIVERSITY!

It is my great pleasure to welcome you (back) to Swansea University, as a member of the Postgraduate Research community.

Whether you are a brand new or returning student, I hope the journey you are on will be a rewarding and enjoyable one. Carrying out research at postgraduate level is all about asking difficult questions and attempting to answer them. While at undergraduate level the answers are known (hint: they are in the drawer of the professor's desk), this should not be the case now. Together with your supervisor(s) and other colleagues in your Department and/or School, you will contribute to advance your research subject area. The feeling of achievement when your first paper is accepted is a wonderful one, I can tell from experience.

In addition, there are plenty of opportunities to enhance your skill set, both within your subject and more generally. Your Faculty and the University offer many training courses, some of which are compulsory, and I urge you to use these to your advantage, to enhance your experience and be well prepared for life after graduation.

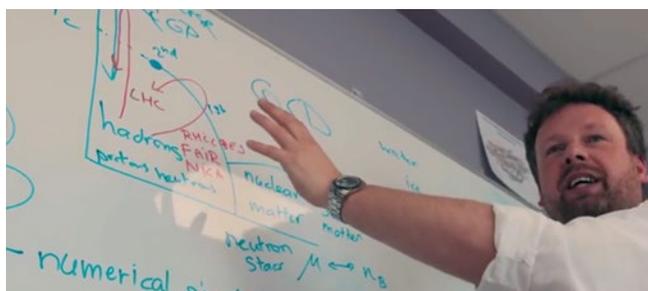
In the current COVID situation, we need to adapt and innovate to continue to be supportive and successful. At Swansea University, we are committed to making sure our students are fully involved in and informed about whatever needs to be done to face the challenges ahead.

Working in partnership with our students is important to us. We work hard to break down barriers and value the contribution of everyone. Our goal is a community that everyone feels part of, and where everyone's contributions are valued. Always feel free to talk to academic staff, administrators, and your fellow students - I'm sure you will find a friendly helping hand ready to assist you.

I wish you a fruitful academic year.

Gert

Prof Gert Aarts FLSW
Deputy Pro-Vice Chancellor for Postgraduate Research
Swansea University



WELCOME TO THE FACULTY OF SCIENCE AND ENGINEERING

We are looking forward to sharing with you the next stage of your journey in life.

At Swansea University, as a student you will be at the heart of the University activities, and we will work with you to maintain our reputation for student experience. We will continue strengthening our student services, including academic, administrative, and wellbeing services. You will be a key player in our ambitious research activities, learn new skills, meet new people, develop with us your ideas and your goals in life. And you will help us shape the University with your feedback and your active involvement with the broad range of activities we have on offer for you.

This is going to be a great year, full of new developments. We are in the middle of a transformative reshaping of all University structures, as the new Faculty has come to life, bringing together College of Science and College of Engineering. We are working hard to define the way the Faculty operates, and more innovations will come into being during the next months. This is a great opportunity for all of us to contribute with our ideas towards shaping our new home in the Faculty, and we expect great things to come.

We live in extraordinary times. The COVID-19 pandemic has affected all of us. Huge changes have taken place at Swansea University to ensure that our students find a new environment that allows them to thrive to meet their ambitions in life. More changes will take place, as we keep adapting to the evolving conditions, and we look forwards to working with you to build our future success together.

The key to our success is in communication: we will keep you informed about all the new developments, and we will listen to your questions and suggestions. You are central to our community; keep in frequent contact with your supervisors, and always feel free to talk to our academic staff and administrators, share your ideas and experience with us, and with the other students.

We are proud that you joined our community, and we are looking forward to working with you.

Professor Maurizio Piai
Postgraduate Research Lead
Faculty of Science and Engineering

THE SCHOOLS

While studying within the Faculty of Science and Engineering, you will sit within one of our Schools, depending on where your supervisor sits.

The Schools, and the Heads of the Schools, are:

- Aerospace, Civil, Electrical, General and Mechanical Engineering – Professor Antonio Gil
- Biosciences, Geography and Physics - Professor Siwan Davies
- Engineering and Applied Sciences – Professor Serena Margadonna
- Mathematics and Computer Science – Professor Elaine Crooks
- Energy Safety Research Institute (ESRI) - Professor Andrew Barron
- Future Manufacturing Research Institute (FMRI) - Professor Johann Sienz

Associate Dean for Research Innovation and Impact – Professor Perumal Nithiarasu

IMPORTANT INFORMATION

There are a number of guides available to you on the University website where you will find important forms that you will need throughout your studies. Please see the link below.

[Postgraduate Research - Swansea University](#)

ACADEMIC SUPERVISORS

You are assigned Academic Supervisors, who are expected to offer students:

- Academic Guidance
- Support for Personal Development Planning
- Guidance on finding help with Personal Issues (which affect the students' wellbeing, attendance, and progress through University)

An Academic Supervisor will assist you as far as possible, and will be able to direct you to other support services for certain issues.

You are expected to meet your supervisor on a monthly basis, at least, throughout your degree. They will monitor your progression throughout your Post Graduate studies.

Regulations on what you should expect from your supervisor can be found here: [Guide to Research Supervision - Swansea University](#)

The guide to Progress Monitoring, can be found here: [Guide to Progress Monitoring - Swansea University](#)

You as a Post Graduate Research Student are expected to be the driving force for your research and work. Your supervisor is there to give you support and guidance throughout your degree. It is your responsibility to inform your Supervisor of any issues that are affecting your progress so that support can be provided.

PROFESSIONALISM/CONDUCT

Students and staff should be respectful to others and act in a professional manner at all times.

- Students should engage with the feedback mechanisms in place to raise any concerns (via student reps and the Unitu system and via module surveys).
- Staff across the College will aim to deal with issues that students raise in a timely manner and to feed back what was done.
- Staff should make students aware of relevant health and safety regulations and students must adhere to these regulations.

Please see the link below for more information regarding expectations during your studies:

[Expectations - Swansea University](#)

PGR SUPPORT

POSTGRADUATE RESEARCH SUPPORT OFFICE

The main Postgraduate Administration and Student Support team can be found in Engineering Central.

You can contact the team via: PGR-scienceengineering@swansea.ac.uk

Alternatively, they can be contacted via Reception in Engineering Central.

These are the team members:

Zoë Perry – Post Graduate Research Support Lead

Lauren MacCallum - Post Graduate Research Support Coordinator

Michelle Rees – Post Graduate Research Support Administrator

Sara Fenn – Post Graduate Research Support Administrator

Clare Ellis-Goss – Post Graduate Research Support Assistant

Theresa Carlson - Post Graduate Research Support Assistant

Fazana Mannan - Post Graduate Research Support Assistant

FACULTY RECEPTION OFFICE

The Faculty has a Reception Team who are based in Engineering Central, Bay Campus on the ground floor and Wallace Building 223C, Singleton Campus. Opening hours are **8.30am-5pm Monday - Friday**. It offers a friendly, welcoming and professional service to all students and staff. The team are able to advise on a range of matters and can be contacted via;

Telephone: 01792 295514

Email: reception-scienceengineering@swansea.ac.uk

STUDENT INFORMATION SUPPORT OFFICE

The Student Information Support Office provides dedicated and professional support to all students in the Faculty of Science and Engineering.

If you require any well-being assistance or are experiencing difficulties with your studies or personal lives, the Student Information Support Office can offer direct help and advice and also signpost you to further sources of support within the University. The opening hours are 9.15am - 4.45pm Monday to Friday and the team can be accessed by going along to the Faculty Reception area, which is located in Engineering Central on the ground floor in building A.

The Student Information Support Office can also be contacted via e-mail at: studentsupport-scienceengineering@swansea.ac.uk

GETTING STARTED ESSENTIALS

Access 'MyUni'

Once you have enrolled you need to log in to your 'MyUni' account at: [The home of current students - Swansea University](#). This is the online portal where you can access your University email, programme information, module selection, personal details, exam results and progression decisions.

Your user ID is your student number and the default password is set to your student number and date of birth. For example, if your student number is 123456 and date of birth is 1st June 1995, type user ID "123456" and password "123456/01/06/1995".

Access your Emails

All important communication is sent to your University email address, so you should check your emails every day. Your email address is: studentnumber@swansea.ac.uk (e.g. 123456@swansea.ac.uk).

Desk Allocation

While studying at Swansea University, you will be allocated a desk. Tea points are available in the open plan office. If your office doesn't have a tea point you can request access to the adjacent hub which will have one.

Staff Room

As a PGR Student you are also entitled to use the Staff Room in Engineering Central A026, Bay Campus.

Card Access

If your card access stops working, please visit Engineering Reception to re-establish your access.

RMS eVISION MEETINGS

You are required to contact your supervisor at least once a month to note attendance and engagements with your research; and run formal supervision and progression meetings.

This needs to happen up until you receive your award letter. Therefore it includes your write-up year, after submission and when completing any corrections after your viva. You will need to record these meetings on the RMS eVision system.

Your username for RMS eVision is your student number and your password is your usual university password.

If you have any issues with logging into eVision, please email the PGR Team (PGR-scienceengineering@swansea.ac.uk)

PLEASE NOTE: Confirmation of candidature, progression meetings, supervision meetings, the post submission meeting and post viva meeting need to be completed by **both** you and your supervisor. Your supervisor must complete the meeting, you must then complete your section and sign off using the meeting sign off tab. Once you have signed off your section, your supervisor will sign off the meeting.

Below are the types of meetings that need to be completed:

CONFIRMATION OF CANDIDATURE

Confirmation of your student's Candidature is expected to take place within three months of your enrolment. During these initial three months, it is expected that you will produce a research plan, project summary, thesis title and consider, where appropriate, all possible ethical ramifications of your research. It is also at this stage that your training needs will be assessed, and as far as possible, the availability of the facilities and resources you will need to complete your research project. Once the Confirmation of Candidature has been completed, one of the following two outcomes will be recorded on the on-line system:

- Candidature Confirmed
- Required to Withdraw

PROGRESSION MEETINGS

Several questions need to be answered about your progress in a progression meeting.

A progress recommendation must also be given by your supervisor. They must choose one of the following:

- Satisfactory Progress
- Cause for Concern
- Transfer to PhD/Doctorate
- Transfer to MPhil/Master of Philosophy
- Transfer to Master of research (MRes)
- Transfer to Masters by Research (MA/MSc/LLM by Research)
- Required to Withdraw
- Student Voluntary Withdrawal

In the Progression Meeting three months before the minimum candidature expires, you will be expected to state if your thesis will be submitted by the expiry of your minimum candidature period. If not, your supervisor will need to give an estimated submission date so that the eVision meetings can be modified to reflect this.

SUPERVISION MEETINGS

A Supervision meeting is similar to a progression meeting except your supervisor does not have to choose a progress recommendation.

RESEARCH ENGAGEMENT AND ATTENDANCE CHECK.

An attendance check will link to each of the meetings you and your supervisor completes but several meetings are solely for engagement and attendance and are only completed by your supervisor.

PURCHASING

You will need to query with the PGR Team (PGR-scienceengineering@swansea.ac.uk) to find out where the funds for your purchase will come from. They will provide you with a **grant code** and details of **authorised signatory**.

You will need the **grant code** to make a purchase.

University Procurement rules are:

- If this item **under £2,500**, a direct purchase is allowed (it is a good idea to get the Authorised Signatory of the Grant Code to agree this is the best use of funds).
- If the item is **between £2,500 and £25,000** then 3 quotes are required before purchasing. These quotes can be provided as pdfs or screenshots.
- If the item you require is **over £25,000** then a Tender needs to be undertaken by Procurement.

Once you are ready to order, send all the information (see list below) WITH the following subject line: **Supplier name, Order value & Grant code** to engineeringorders@swansea.ac.uk and the Finance Team will complete the Engineering Order Form on your behalf. Once your order has been checked and authorised by the Finance Team, it will be processed and you will receive a confirmation email.

Information required:

- Supplier Details
- Your/Your Student's delivery details
- Quantity – Description of item – Unit Cost
- Delivery Costs (if applicable)
- VAT (if applicable)
- Grant Code
- Authorising Signatory
- Advise us of any Radiation Hazard, or Lifting and Pressure Vessel Hazard (if appropriate)
- VAT Exemption Forms (if applicable)
- New Supplier Form (if applicable)

ATTENDANCE MONITORING

Your monthly Evision meeting is a record of your attendance.

Attendance will be monitored in accordance with the Attendance Monitoring Policy for Research Students.

The University recognises that attendance is a key element in successful progression.

The University has a legal duty to monitor attendance and to act on non-attendance to meet its requirements in reporting attendance to external sponsors, as well as meeting the sponsorship requirements of UK Visas and Immigration (UKVI) for the monitoring of International students studying in the UK on a Tier 4 student visa. Please refer to the University's Attendance Monitoring Policy for Research Students for more information.

In addition to the University Attendance Monitoring Policy for Research Students, Tier 4 students who miss one scheduled Supervisory meeting / research engagement will be sent an email by the International Student Compliance Unit reminding the student of the requirement to comply with the attendance monitoring policy. They will be required to attend a meeting to discuss their non-attendance. In the case of unsatisfactory attendance, as determined by the University, a Tier 4 student will become subject to the enhanced monitoring for Tier 4 students as detailed in section 4 of the Attendance Monitoring Policy for Tier 4 Sponsored Students.

This will be administered centrally by the International Student Compliance Unit.

A list of reasons which the University will normally accept in respect of absence are included in the University's Attendance Monitoring Policy for Research Students and the Attendance Monitoring Policy for Tier 4 Sponsored Students.

SUBMISSION AND EXAMINATION OF THE THESIS

NOTICE OF INTENTION TO SUBMIT (NITS) FORM

All students are required to give at least 3 calendar months' notice to the College of their intention to submit a thesis. You must do this by completing a Notice of Intention to Submit (NITS) form, which also needs to be signed by you.

The NITS form can be obtained from, and **must** be returned, to the PGR Team (PGR-scienceengineering@swansea.ac.uk). Once this has been received, a submission pack will be sent to you.

SUBMISSION

A guide on submission and presentation of the thesis can be found here: [Guide to Submission and Presentation of the Thesis - Swansea University](#)

You must submit your thesis to the Faculty of Science and Engineering using the standard email address (PGR-scienceengineering@swansea.ac.uk). You will need one electronic copy of the thesis, a completed Notice of Candidature (NOC) Form, a completed Thesis Summary and a completed submission checklist. The forms that you need to complete would have been sent to you in the Submission Pack. If you have not received these, please contact the PGR Team.

The PGR Team will enter the submission onto RMS eVision and a receipt will be generated by the system and emailed to the student.

After submission, the post-submission meeting **must be completed** on eVision.

NOMINATION OF EXAMINATION BOARD (NOMS) FORM

Once the NITS form has been handed in, the PGR Team will send your supervisor a Nomination of Examination Board (NOMS) form that needs to be completed. They will need to appoint an **External Examiner**, **Internal Examiner** and a **Chairperson**.

If you are a member of staff, you may need **two External Examiners** and a Chairperson forming your board.

The form will be approved by the PGR Lead and then sent over to Academic Services for University approval.

Once the board has been approved, your thesis will be sent to the examiners and at this point, a viva date and time can be agreed.

EXAMINATION

After submission, you will be assessed by *viva voce* (internally know as a viva), an oral examination on the content of your thesis, which will have been read by the examiners present. Your supervisor may be in attendance for the *viva voce*, but only with your consent. The date for the examination will be agreed by all parties, and confirmed at least two weeks in advance. Currently, VIVA examinations are taking place via the ZOOM platform.

The examination can be postponed due to exceptional circumstances, but only if prior notification is given.

Please refer to the [Guide to the Examination of Research Students](#), for more information.

EngD students are required to also give an open presentation before the *viva voce* takes place.

After the *viva voce*, if you have corrections to complete, they will be collated and sent by the Internal Examiner. The PGR Team need to be advised of the date you are sent the list of corrections. A list of outcomes after the viva can be found in the regulations at point [22. Outcomes of Examination for Each Degree](#)

The PGR Team will send an e-mail informing you of the outcome and asking if you are aware of what corrections need to be completed and the deadline that the corrections must be submitted to the Examiner/s. The submission date of corrections starts on the day you received your corrections, this may not always be the date of the *viva voce*.

No contact is allowed between yourself and the examiners regarding the viva or the corrections.

The post-viva meeting must be completed on eVision after the *viva voce*.

FINAL SUBMISSION

As from 1 October 2021 it will no longer be a Swansea University requirement to submit a hardbound copy of your thesis. Instead, we will be required to upload your thesis to the Cronfa Repository. You will be sent an E-theses agreement when you are sent final submission information. You must return the E-theses agreement and a final clean copy of your thesis.

The PGR Team will inform Academic Services that you have submitted your final submission.

SUSPENSIONS, EXTENSIONS AND TRANSFERS

SUSPENSIONS

If you feel that you need to suspend your studies, it is advised that, in the first instance, you speak with your supervisor or a member of staff in the College Student Information Team. Suspension is usually approved for one or multiple 3-month periods, up to a maximum of 12 months. If you receive an approved suspension, the end date of your candidature period will be adjusted accordingly.

Grounds for suspension and/or extension that are usually recognised by the University include:

- Medical grounds, including illness over a period greater than 12 weeks
- Maternity leave (usually 9 months, but 12 months can be requested)
- Jury service
- Compulsory military service
- Compassionate leave, such as for serious domestic difficulties
- Technical difficulties (limited to those beyond the students' control)
- Financial difficulties (only applies to self-funded students; additionally, full-time students must demonstrate that transferring to part-time study is not a viable option)

A letter from yourself explaining the situation will be needed and a supporting letter from your supervisor. In some circumstances, supporting documentation may be required e.g. a medical note from a doctor.

Please refer to the [Guide to Suspensions and Extensions for Research Students](#) for more information.

EXTENSIONS

If you are reaching your maximum end of candidature and still need time, you must apply for an extension. This should be made apparent in their Progression Meeting **3 months before** your maximum candidature. You should complete an extension form as soon as possible. Extensions are granted in three month periods.

Grounds for an extension are:

- Health or Medical
- Compassionate (including serious domestic difficulties)
- Inordinate Professional Commitments (which occurred during the minimum candidature period)
- Technical difficulties (limited to technical difficulties beyond the student's control)

When applying for an extension request, an extension form must be completed, a letter from yourself explaining the situation, a supporting letter from your supervisor, a work plan agreed by yourself and your supervisor and in certain circumstances we need supporting evidence e.g. a medical reason requires a doctor's note.

Please refer to the [Guide to Suspensions and Extensions for Research Students](#) for more information.

If your extension is not granted, you must submit by your maximum candidature date or you will be withdrawn.

TRANSFERS

If you want to transfer part-time/full time please let the PGR Team know as soon as possible as we will require further information. You will need to write a letter explaining the situation and you will be required to have a supporting letter from your supervisor.

If you would like to be transferred up from an MSc to a PhD, you can discuss this with your supervisor. This can only be processed when you reach your minimum end of candidature. This change should be made known in

your Progression Meeting **3 months before** your minimum candidature expires.

It is College policy that in order for the transfer to be accepted, a 'mini viva' needs to take place to an independent panel to show that your work is suitable for a transfer from MSc to PhD. A write up will need to be completed by the panel stating that they are happy for the transfer to take place.

If a transfer is needed, please refer to the [Guide to Transfer and Withdrawal of Research Students](#) for more information.

BURSARIES

Student Bursaries come in three different forms, Fees only, Maintenance only (Sometimes called Stipend) and Combined (Both Fees and Maintenance).

Fee bursaries are uploaded to the system before you are able to enrol. If you are a scholarship recipient and you are unable to enrol because the system is asking for payment, e-mail PGR-scienceengineering@swansea.ac.uk and one of the team will assist you.

Maintenance bursaries are set up to be paid on a monthly basis. This can only be done once you have enrolled. In your first year, you will need to provide us with bank details. This can either be completed by yourself on campus via your MYUNI account or if you are not on campus, you can e-mail PGR-scienceengineering@swansea.ac.uk with your bank details (Name on account, sort code and account number).

Each year, you will not be paid your Maintenance/Stipend bursary UNLESS you have enrolled.

TEACHING ASSISTANT OPPORTUNITIES

PGR students have the opportunity to apply to be a Teaching Assistant.

The main purpose of the role is to assist academic staff/the module leader to introduce or expand understanding of a specific area for undergraduate students. Teaching Assistance also provide assistance to academic staff in their routine teaching duties.

Full guidance, mentorship and monitoring will be provided by an appropriate member of academic staff within the Faculty, typically, the module leader.

Before the start of each Teaching Block the application portal to be a Teaching Assistant will open. An email from PGR-scienceengineering@swansea.ac.uk will go out to all students, so keep an eye out for it. Posters are also put up around Engineering Reception – if you miss the email. You can ONLY apply to be a Teaching Assistant through the University Job's portal, no exceptions.

If you will no longer be available for Semester 2, make sure you advise PGR-scienceengineering@swansea.ac.uk as soon as you know your availability – otherwise you will be allocated to modules in Semester 2. All Teaching Assistant allocations are done by the PGR Team, not the Academics. Due to the number of Teaching Assistants and the number needed, you don't get to choose the module you demonstrate for.

Payment issues: If you have issues with your pay, contact PGR-scienceengineering@swansea.ac.uk. Make sure your timesheets are completed on the College Intranet before the system locks at the end of each month (full details of how to access time sheets will be provided to you when you are appointed as a teaching assistant). The academic in charge of your module needs to approve your hours before they can be sent to HR (which is sent at the start of the month). If you haven't been paid – make sure your bank details are in your profile, otherwise payroll will write you a cheque and this will be available to you at the Abbey on Singleton campus. You can check your payslip on ABW.

ANNUAL EVENTS AND COMPETITIONS

3MT Competition

Every year the 3 Minutes Thesis (3MT) competition is held. This competition is the highlight of the PGR calendar and an excellent competition to be involved in to raise the profile of your research as well as enhance your presentation, communication and public engagement skills. You will be fully supported in training for the College of Engineering Heat through online training as well as one to one support appointments. Two students (who each win £50) will be selected from this Heat to present in the Swansea University 3MT Final, as part of the annual PGR Showcase.

Other events and competitions are regularly advertised.

MYUNI HUB

The MyUniHub team are here to help you access a wide range of University support services and to help you resolve any queries you may have.

On the Bay Campus, MyUniHub is located in the Clock Tower building.

What you can expect from the Team at MyUniHub:

- To provide a friendly, supportive and welcoming environment
- To answer you promptly, be courteous and friendly and confirm who you are speaking to
- To aim to answer your query on the first visit or telephone call or within 24 hours of receiving your email
- To let you know when my MyUniHub is closed or if there may be a delay in responding to your enquiry

MyUniHub Services:

- Transcripts printing
- Proof of Enrolment
- Council Tax Exemption Certificate
- Verification of Awards
- Transferring/Suspending or Withdrawing from your course
- A range of services for International students:
 - Biometric Residence Permits (BRP)
 - Police Registration
 - Open a bank account
 - Confirmation of Acceptance to study
 - Confirmation of Arrival/Departure Certificates
 - Learning Agreements

MyUniHub offers a soft binding service; this is a clear plastic front and back cover with a heat-glued spine. You can view examples of these in MyUniHub.

MyUniHub can answer any questions you may have in person, via email or over the phone.

Telephone: 01792 60 6000

Email: myunihub@swansea.ac.uk

PGR TRAINING AND DEVELOPMENT

Research Passport

If your research is off campus, within a NHS institute, you will need to apply for a Research Passport to allow you to work in this environment. Please contact PGR-scienceengineering@swansea.ac.uk to start your application process.

If you require a DBS check as part of your research, e-mail compliance.admissions@swansea.ac.uk.

Training and Workshops

There are a wide range of trainings, workshops, online resources and professional development opportunities available to you as a postgraduate research student. Please see the link below for listings of upcoming sessions.

[Postgraduate Training - Swansea University](#)

IT SERVICES AND RESOURCES

WiFi

Swansea University provides blanket Wi-Fi coverage across its estate. It includes:

- eduroam – a worldwide W-Fi roaming network for phones/laptops/tablets
- A games console Wi-Fi network

Three Steps to Connect:

1. Students need to first connect to the SwanseaUni-setup network
2. Load a browser and go to the Wi-Fi Support Website and click Register
3. Once registered, run the setup tool provided to configure your device to provide seamless, secure connectivity at all university locations

In person assistance can be found at the Customer Service Desks in all the library buildings - please bring your device with you. Instructions, tools and help can be found at the Wi-Fi Support Website

<http://www.swansea.ac.uk/it-services/wi-fi/>

PC labs

The Faculty Reception Team will be able to confirm the location and availability of the PC labs.

They can be found in Engineering Central, Bay Campus on the ground floor and Wallace Building 223C, Singleton Campus. Opening hours are 8.30am-5pm Monday - Friday.

Telephone: 01792 295514

Email: reception-scienceengineering@swansea.ac.uk

We have a dedicated IT team at the Faculty who are based near the PC labs in Engineering Central, C105. IT Support is also available at the library helpdesk. Students can access all of the computers on campus and at both libraries.

Contact Faculty IT support through either cosit@swansea.ac.uk or engit@swansea.ac.uk

Software Available

[Software - Swansea University](#)

Printing

Student cards can be used as a photocopy/ print card. Before using your card for photocopying or printing, you need to create a PIN number and put some credit on your student account (either coins or notes).

To create a PIN number, place your card on the card area on top of one of the printer/copier machines. Login on the touchscreen using your student number and normal password, and then enter your preferred PIN number.

You can then take your card to one of the print credit top up machines available in both libraries. If the print credit machines are unavailable please see a member of the Customer Service Team at the Information Desk so they can credit your account for you.