The University of Manchester

Consistent terminology for user-facing IT communication

Use this term	**Instead of…**
A *(eg "11 students a year" rather than "11 students per year")*	Per
Address	URL
And	&
And above	Or higher + *(For example, instead of saying "Windows 7+", say "Windows 7 and above")*
Anti-virus	Anti virus Antivirus
Apple Mac *(Use "Apple Mac" in the first instance of an article or page. From then on, refer to just "Mac")*	Mac MAC *(when in an Apple context – obviously referencing a Media Access Control address should still be referred to as such)*
Apple macOS *(Use "Apple macOS" in the first instance of an article or page. From then on, refer to just "macOS". If referring to a specific version of macOS, write macOS, the version number and version name in brackets afterwards, eg "macOS 10.13 (High Sierra)")*	Mac OS Mac OS X *(Unless specifically referring to version 10.11 or lower)* OSX
Black and white (mono) *(Use "Black and white (mono)" in the first instance of an article or page. From then on, refer to just "mono")*	Mono Monochrome
Computer	Machine Desktop PC
Click *(when using it in the context of a web page which can be viewed on both a desktop and a mobile device)*	
eduroam *(lower case 'e')*	Eduroam
eg, ie and etc	e.g. i.e. etc…
Electronic Software Delivery System	Electronic Software Distribution System
email	Email e-mail

Enquiry *(or request, depending on context)*	Ticket Job
Ensure	Make sure
Enter *(eg, "Enter text into a box")*	Type Input Write
ePayments	e-payments
Equipment	Kit
Folder *(When not used in a server or Linux context)*	Directory *(While 'directory' may be accurate, Windows and macOS refer to 'folders' instead)*
GlobalProtect	Global Protect
Google Chrome *(In the first instance. From then on, refer to just "Chrome")*	Chrome
HR Services *(When referring to the directorate)*	HR
iPhone or iPad	iOS *(while iOS is technically correct, users may not know that iOS is the operating systems for iPhones and iPads. iPod touches aren't used enough to warrant a mention!)*
Junk email	Spam
Link	Hyperlink
Log in *(when used as a verb. For example "Log in to IT Account Manager to change your password")*	Login Logon
Log out	Log off
Login *(when used as a noun or adjective. For example "Your login information is your University username and password")*	Log in Log on
Microsoft Office	Office
Microsoft Windows *(Use "Microsoft Windows" in the first instance of an article or page. From then on, refer to just "Windows")*	Windows Win
Mozilla Firefox	Firefox FireFox

My Manchester	MyManchester Mymanchester
Open	Launch Execute
Personal network storage (P: Drive) *(In the first instance. From then on, refer to just "P: Drive")*	P:Drive
Select *(When in the context of a tab)*	Click Tap
Set up *(when used as a verb. For example "You must set up your computer")*	Setup Configure
Setup *(when used as a noun or adjective. For example "Go to the setup screen" (adjective) or "This computer's setup is old"*	Set up
Shared area / Shared drive	Share *(as a noun)*
Software	Client Application
Tap *(When used <u>solely</u> in the context of a touchscreen device)*	Click
The University of Manchester *(Always a capital T, U and M)*	Manchester University
Tick	Check *(in the context of a checkbox/tickbox)*
To	In order to
Transfer	Migrate
University ID card	Staff card Student card *(unless referring specifically to staff or students)* Library card
University managed computer	Managed Desktop *(Unless referring specifically to a desktop computer)* Image
Use	Utilise
University username	Username User name *(when in the context of a user's University IT account)*

University username and password	Credentials Central username and password
Walk-up support desk	Walk up desk
Want	Wish
Web browser	Browser
Website	Web site web-site
While	Whilst
www.manchester.ac.uk/iam	iam.manchester.ac.uk *(While IAM currently does work, this is not the official URL)*
Xerox printers	Pull printers MFDs Multi-function devices *(Unless specifically referring to multiple functions)*