Launch of the new version of the Users Office website

A new version of the Users Office website has just been launched and features:
- A strong focus on the pre-onboarding and onboarding periods for a smoother integration of newcomers;
- A detailed listing of the support and services available to CERN Users;
- A new resource corner for Team Leaders;
- Reviewed content to more accurately reflect the needs of Users;
- Increased reliability with systematic redirections to original sources of information;
- Optimized content with fewer pages for more intuitive and easier navigation;
- A new QR Code will be shared with Users at the Users Office upon arrival for direct access to the site.

+ The Users Office annual statistics have been published.
+ Focus on the Burotel in the Latest news section.

Special announcement
(Also in the «Latest news» section of the Users Office website)

Allianz Care will host a number of information sessions on Tuesday 19th and Wednesday 20th July, which will look at:
- The release of the credit card payment facility (expected to go live on Monday 25th July);
- Why a healthcare insurance cover is necessary;
- The improved Allianz Quote and Buy online portal;
- How to use the insurance cover;
- Q&A session.

Sessions (click to register):
1. Tuesday 19th July - 1.00 pm to 2.00 pm
2. Wednesday 20th July - 10.00 am to 11.00 am
3. Wednesday 20th July - 1.00 pm to 2.00 pm

Did you know?

What is the difference between a USER and an External Participant in an Experiment?

USERS are pre-registered via PRT and subsequently sign their contract of association in person at the Users Office. USERS are bound to CERN by a contract of association. In addition to a CERN computing account, they are granted access to the experiment data as well as physical access to the site. External Participants in an Experiment are registered remotely via the EDH Pre-registration Form. They are not bound to CERN by a contract of association. They are granted a CERN computing account and remote access to the experiment data, but do not have physical access to the site.

Visit our FAQ pages for more useful tips!