UNIVERSITY OF WESTMINSTER#

Agent Portal

User Guide Part I

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1. Overview

This document will provide an overview of the Agent Portal functionality. Through the Agent Portal, you can create and submit applications on behalf of applicants. When an offer has been made on an application, you can confirm or decline the offer via the agent portal. You are also able to upload documents supporting the applications.

You cannot add in any VISA checks or CAS requests via the Agent Portal. They must be completed via the Applicant Portal.

The portal works best in screen resolution of a computer monitor. The application is not optimised for mobile use because of quantity of data displayed on screen.

2. Accessing the Agent Portal

2.1 Logging into the Agent Portal

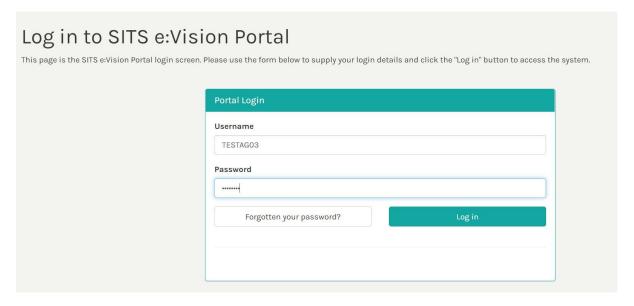
To log into the agent portal, you must click on the following link:

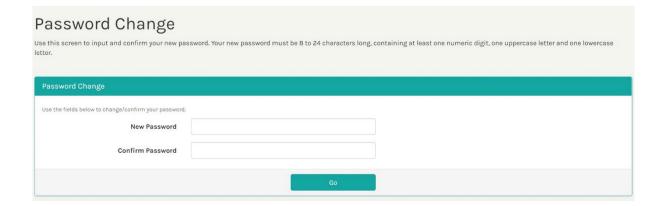
https://srs21agents.westminster.ac.uk/urd/sits.urd/run/siw_lgn

You will need to use your **agent contact code (AGC Code)** and password to access the portal. Each agent will be emailed their agent contact code along with a password when their agent contact record **(AGC)** is created.

2.2 Changing your password

When your contact record is created, an automatic email is sent to the contact email address with the agent contact code and a password. When you log into the agent portal for the first time using your credentials, you are given an opportunity to set up a new password.

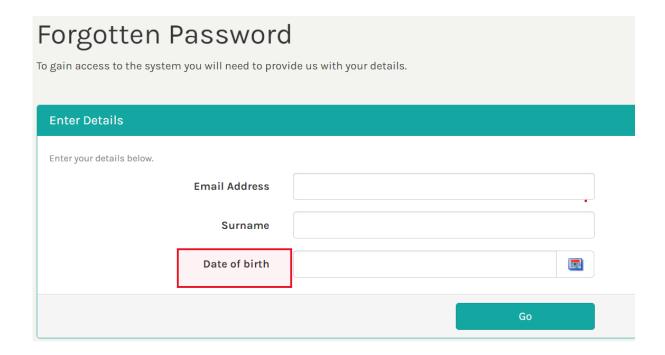




2.3 Forgotten Password

If you forget your password and would like to reset it, you must click on the **Forgotten your password** button on the portal login page.

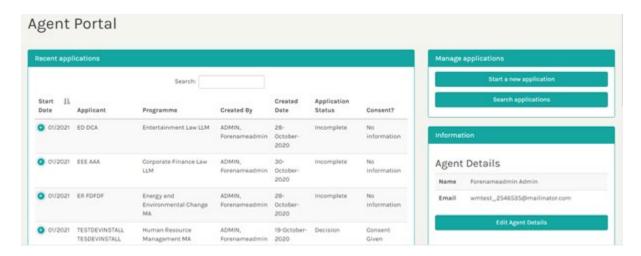
On the following page, you must enter your email address, surname, and the date of birth. The date of birth is the date provided when a New Agent Contact is created. You can read more about it in the **8.2 Adding a New Agent Contact** section of this guide. Once you enter the details, select **Go**.



3. Agent Portal Page Contents

Once logged in, you will be taken to the Agent Portal Homepage which consists of the following sections:

- Recent Applications
- Manage Applications
- > [Agent/Agency] Information



3.1 Recent Applications

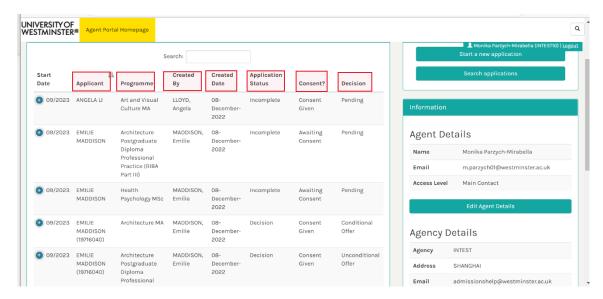
The Recent applications section of the agent portal displays a list of applications that have already been created or submitted by the agent user. For each application displayed, details relating to the course being applied for, application created date, application status and applicant consent are displayed. From this section of the agent portal, you can retrieve existing applications.

3.2 Manage Applications

The Manage applications section of the agent portal allows you to search for an existing application or start a brand-new application.

3.3 Search Function

In Agent Portal Homepage section you can **filter** the information by clicking on a chosen top field: **Applicant, Programme, Created By, Created Date, Application Status, Consent or Decision.**

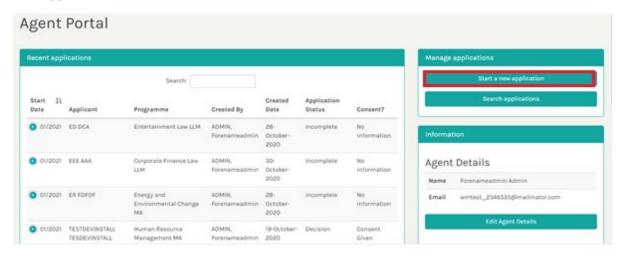


3.4 [Agent/Agency] Information

The Information section of the agent portal displays details relating to the agent user and the agency (or branch office) to which the agent is linked.

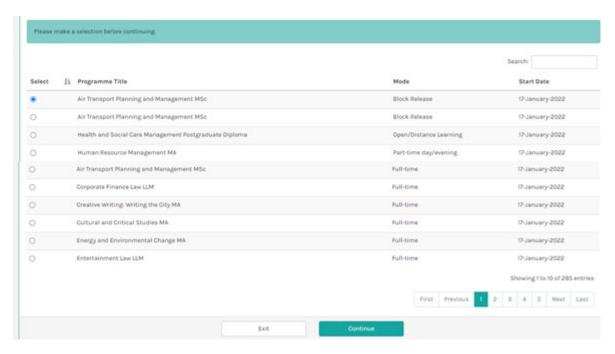
4. Creating a New Application

To create a new application for an applicant, you must log into the Agent portal and click the **Start a new application** button.



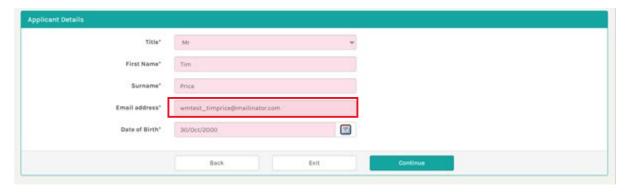
On the following page, you must select the course being applied to before clicking the **Continue** button:

Make sure you select the F/T (full-time) course mode.

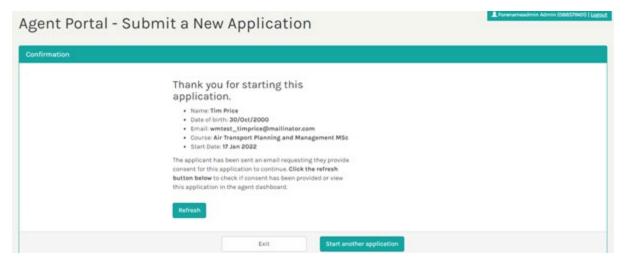


On the following page, you must enter the applicant's details before clicking the **Continue** button:

Make sure you enter an applicant's email address in the Email address tab in this section:

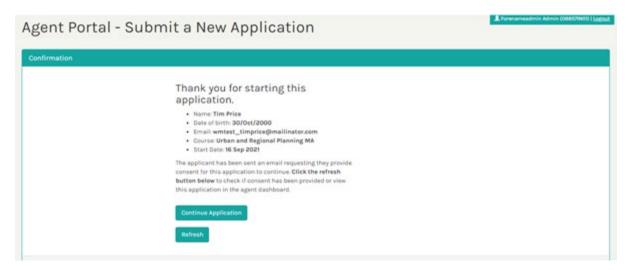


At this point, an email will be sent to the applicant confirming that you have begun an application on their behalf. The applicant must give their consent for you to complete the application on their behalf before you can continue with the application form. More details on the applicant consent process can be found in section 4.1 Applicant Consent Process of this user guide.



Once the applicant has consented to you completing the application on their behalf, you will be able to continue with the application.

If the applicant grants consent whilst completing the application alongside you, you can click the **Refresh** button (displayed in above screenshot) to refresh the screen in order to display the **Continue Application** button. Clicking on this button will take you through to the online application form.



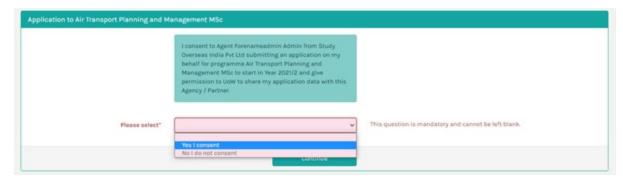
If consent is not given immediately, you can return to the existing application at a later point when consent is given. To view the steps to return to an existing non-submitted application, see section **5.1 Continuing an Existing Application** of this user guide.

4.1 Applicant Consent Process

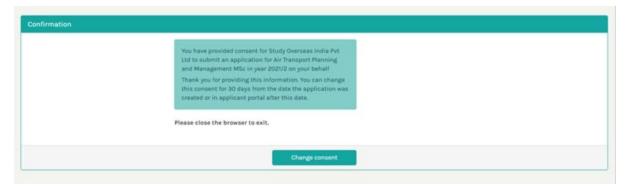
After you begin an application on behalf of an applicant, an email is sent to the applicant to request consent for you to continue with the application. The applicant must click on the link in the email to complete a task to give consent to the agent.



Clicking on the link will take the applicant to the following screen:



The applicant must select **Yes I consent** and click the **Continue** button to allow you to continue with the application.

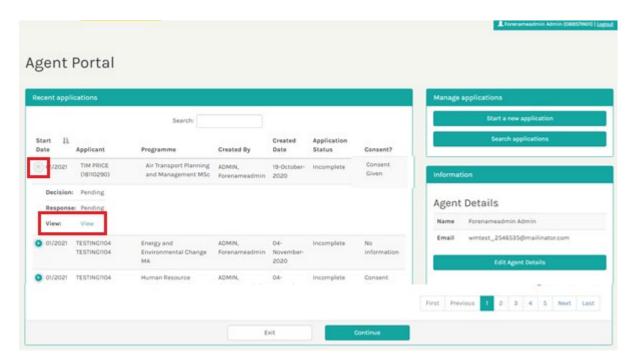


The applicant has the opportunity to change their consent at this point, however once they leave the task, the applicant must email the admissions team to request a change of consent going forward.

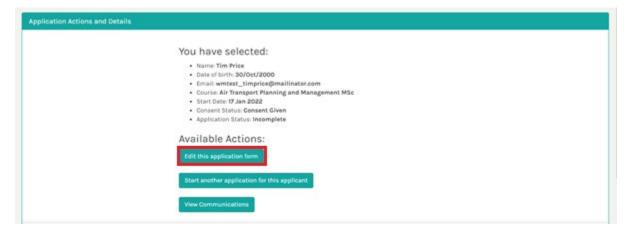
5. Viewing an Existing Non-Submitted Application

5.1 Continuing an Existing Application

Once an application has been started, you can return to the application at a later point. To do this, you must log into the Agent portal and find the application under the **Recent Applications** section of

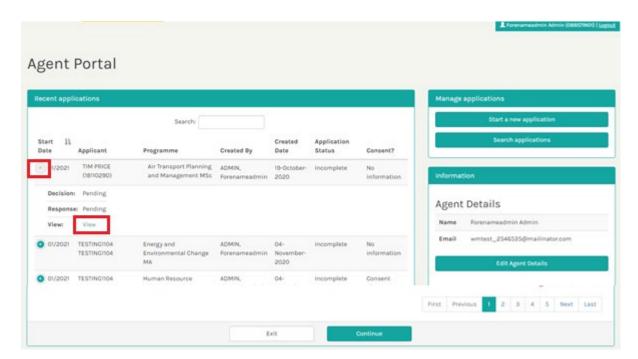


On the following page that appears, you can access the application form by clicking the **Edit this application form** button.

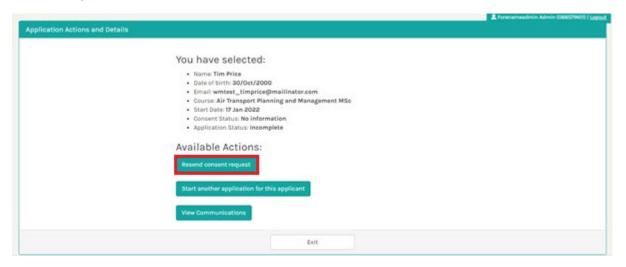


5.2 Resending a Consent Request

Once an application has been started, you can return to the application to resend a request for consent at a later point. To do this, you must log into the Agent portal and find the application under the **Recent Applications** section of the portal.

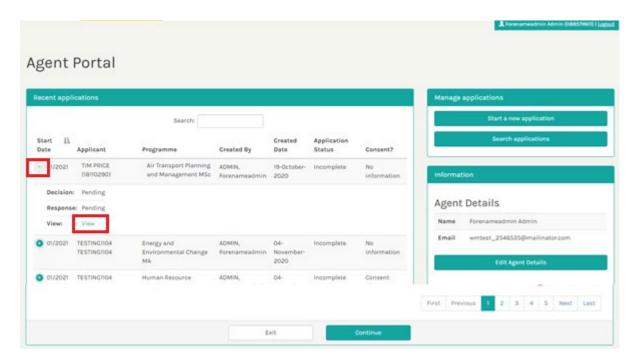


On the following page that appears, you can resend the consent request by clicking the **Resend consent request** button.

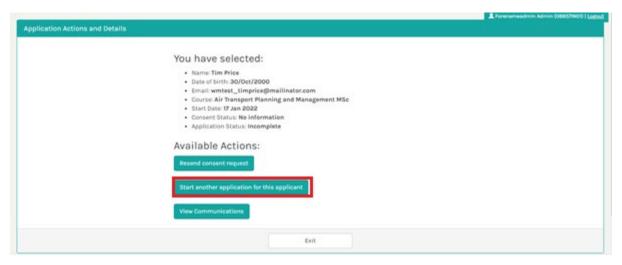


5.3 Starting a new application for the same applicant

Once an application has been started, you can start a new application for a different course for the same applicant. To do this, you must log into the Agent portal and find the initial application under the **Recent Applications** section of the portal.



On the following page that appears, you can start a new application by clicking the **Start another application for this applicant** button.

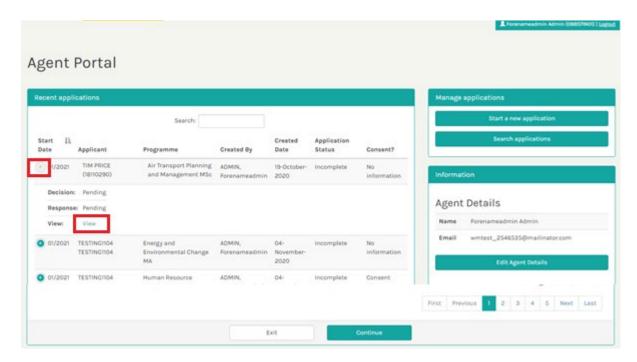


The applicant will need to complete the consent task so that you can continue with the application. See section 4.1 Applicant Consent Process of this user guide for more details on the consent process.

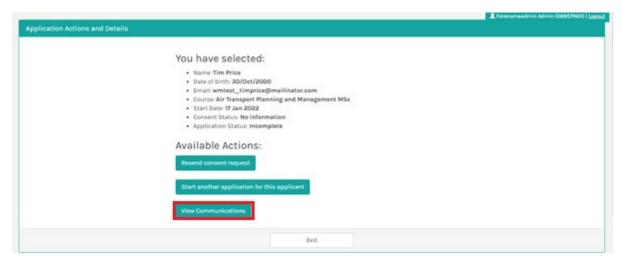
NB: we recommend that a maximum of five applications can be submitted per applicant.

5.4 Viewing Communications

Once an application has been started, you can view any communications that have been sent to the agent or applicant in relation to the application. To do this, you must log into the Agent portal and find the application under the **Recent Applications** section of the portal.



On the following page that appears, you can view any communications relating to the application by clicking the **View Communications** button.

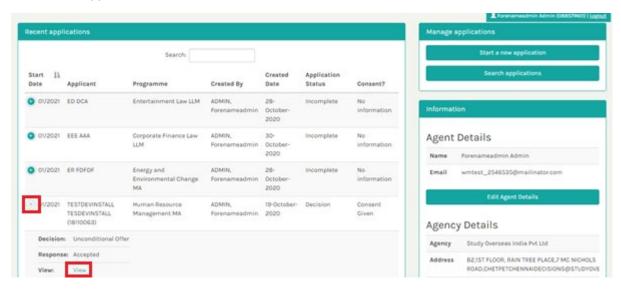


6. Viewing a Submitted Application

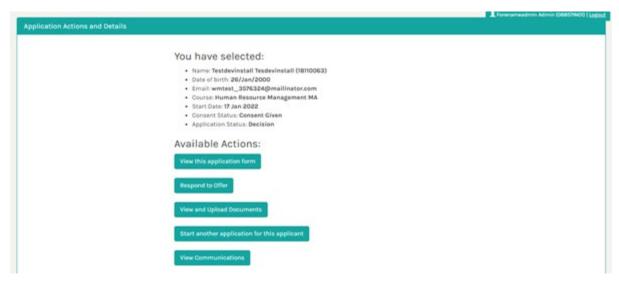
6.1 Viewing a Submitted Application Form

Once an application has been submitted, you can view the submitted application at a later point. To do this, you must log into the Agent portal and find the application under the **Recent Applications** section of the portal.

To the left of the application, you must click the displayed plus (+) sign, before clicking the **View** button that appears:



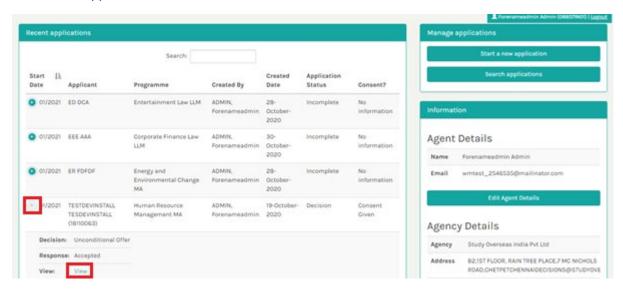
On the following page that appears, you can view (but not edit) the application form by clicking the **View this application form** button.



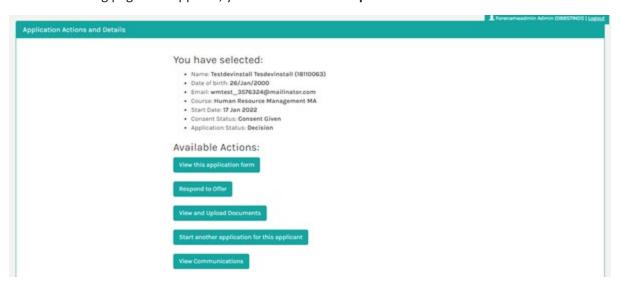
6.2 Responding to an Offer

If an offer is made on an application, you can respond to the offer through the agent portal. To do this, you must log into the Agent portal and find the application under the **Recent Applications** section of the portal.

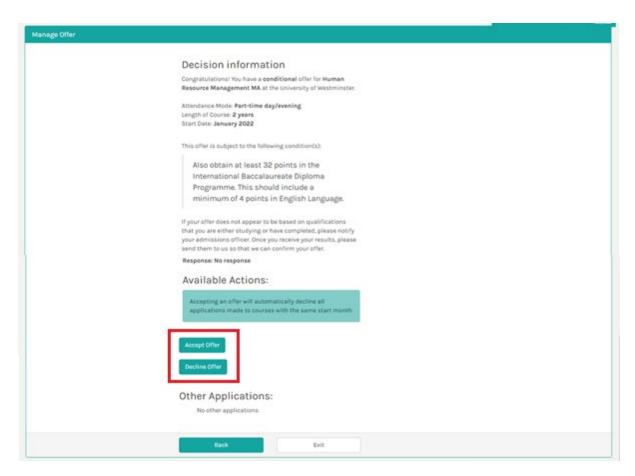
To the left of the application, you must click the displayed plus (+) sign, before clicking the **View** button that appears:



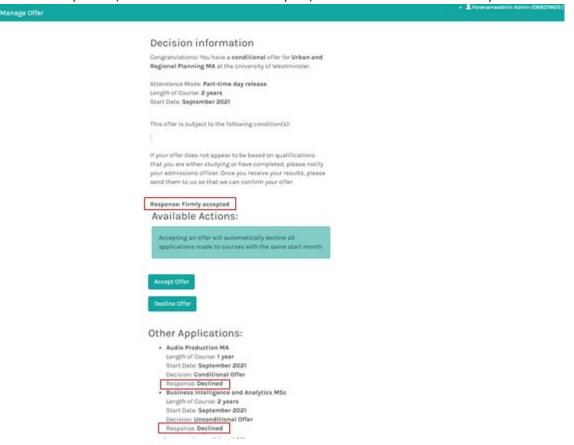
On the following page that appears, you must click the **Respond to Offer** button:



On the following page, details of the offer are displayed. You can accept or decline the offer by selecting the appropriate decision button:



Note: If a decision is accepted, any other applications submitted on behalf of an applicant for the same intake period (same month and academic year) will be declined automatically:

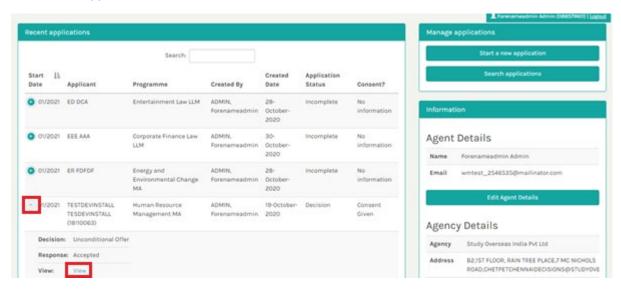


6.3 Uploading documents to a submitted application

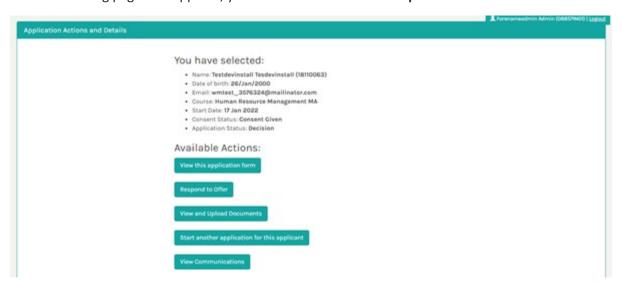
Once an application has been submitted and a conditional offer issued, you can add additional documents to the application as required. To do this, you must log into the Agent portal and find the application under the **Recent Applications** section of the portal.

NB: any documents requested by the admissions office need to be uploaded either through the Applicant Portal or Admissions contact.

To the left of the application, you must click the displayed plus (+) sign, before clicking the **View** button that appears:



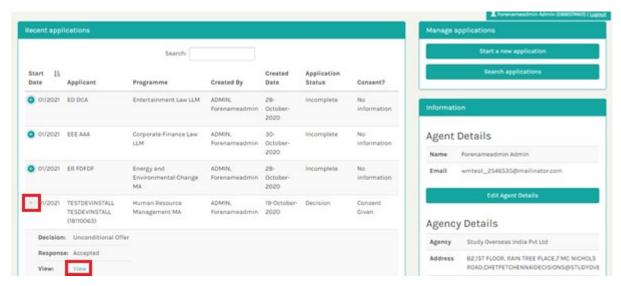
On the following page that appears, you must click the **View and Upload Documents** button:



6.4 Starting a new application for the same applicant

After an application has been submitted, you can start a new application for a different course for the same applicant. To do this, you must log into the Agent portal and find the initial application under the **Recent Applications** section of the portal.

To the left of the application, you must click the displayed plus (+) sign, before clicking the **View** button that appears:



On the following page that appears, you can start a new application by clicking the **Start another application for this applicant** button.

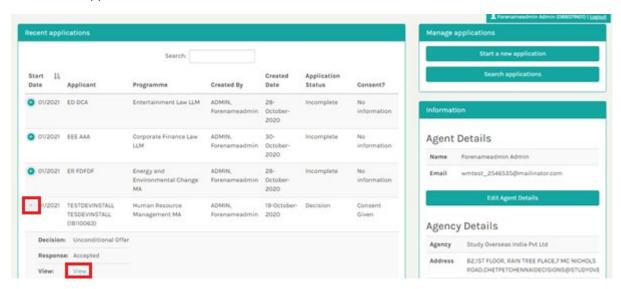


6.5 Viewing Communications

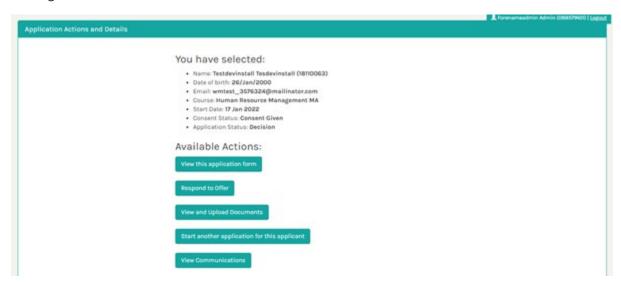
After an application has been submitted, you can view any communications that have been sent to

you or applicant in relation to the application. To do this, you must log into the Agent portal and find the initial application under the **Recent Applications** section of the portal.

To the left of the application, you must click the displayed plus (+) sign, before clicking the **View** button that appears:



On the following page that appears, you can view any communications relating to the application by clicking the **View Communications** button.



7. Applicant Portal

Once an application is submitted, each applicant receives access to the **Applicant Portal**.

In the Applicant Portal, they will be able to:

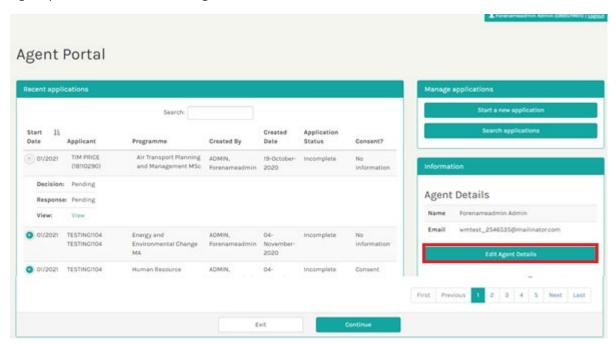
- view emails sent to them from the Admissions Office
- complete and upload information as part of their Admissions process (including the Visa Check Task and the <u>CAS request</u>).

8. Adding New Agent Contact Records

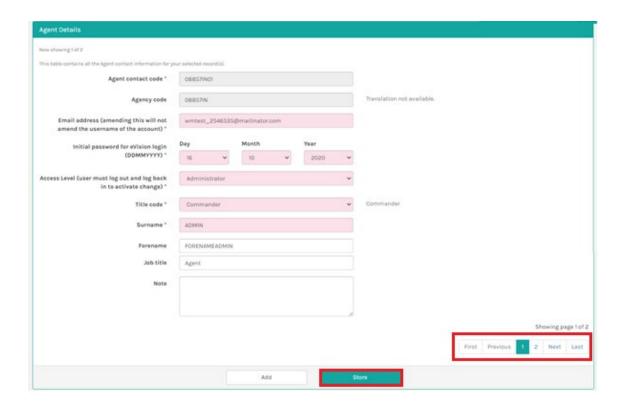
Each University of Westminster's agent record is created with one **Agent Main Contact (AGC)**, who has Administrator access level. The Agent Contact with the Administrator access level is able to add further **Agent Contacts (Counsellors)** to the account. This way, the Agent Main Contact can set up multiple Counsellor accounts. It is advised that the Agent Main Contact sets up accounts for all Counsellors that require access to applicant information. Apart from being able to set up new Agent Contacts, the Administrator user can access the same information as a Counsellor user. All users can view all applications created by any users of the agency/ office branch.

8.1 Editing Agent Details

To edit the details of an agent record, an agent with administrator access level must log into the Agent portal and click the **Edit Agent Details** button.

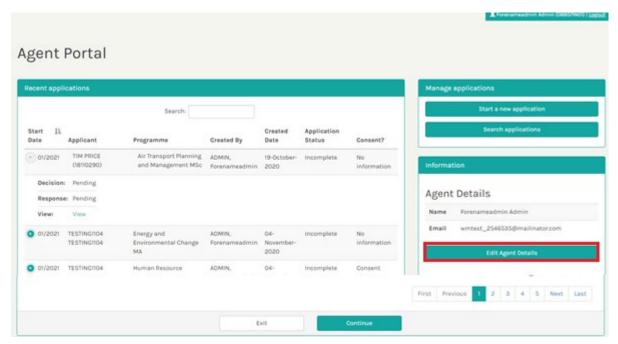


You will be taken to the Agent Details page. You can navigate between available agent records by clicking through the numbered pages displayed at the bottom right of the page. When the correct agent record is displayed, you can amend the record details before clicking the **Store** button:

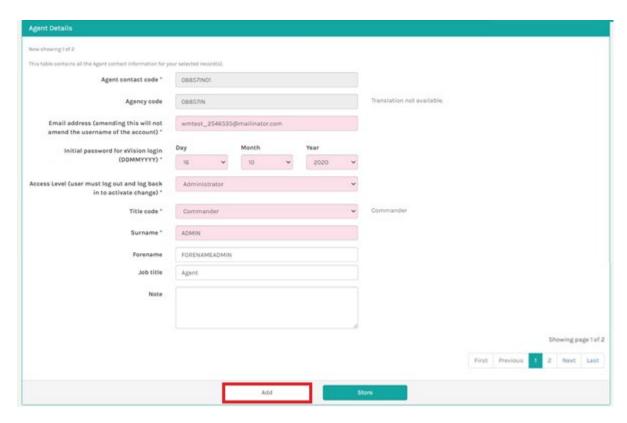


8.2 Adding a New Agent Contact

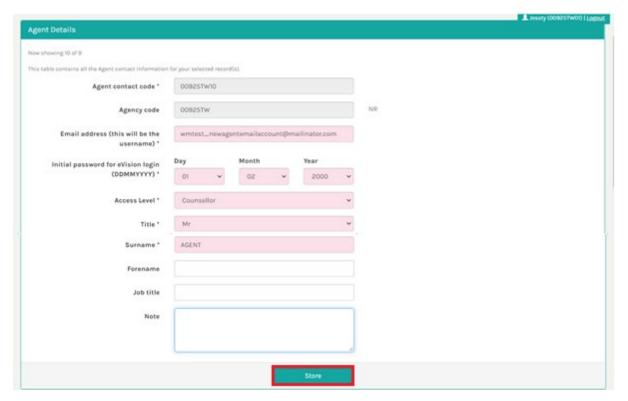
To add a new Agent Contact (Counsellor) to an agency, an agent with Administrator access level must log into the Agent portal and click the **Edit Agent Details** button.



You will be taken to the Agent Details page and must click the **Add** button.



On the Agent Details page that appears, you can add the details of the new Agent Contact (Counsellor) and click **Store**.



An email will be sent to the agency email address as well as the email address of the newly created agent record (AGC Counsellor) with a username and a temporary password prompt:

Dear Parzych,

An account with the University of Westminster has been created for you.

Postgraduate applications should be submitted directly to Westminster using our Agent Portal and Online Application Forms.

Here are your credentials for accessing our Agent Portal:

Username = GUIDEMP01

Password = Your password will be your agency code (the one that you use as standard to make applications). If you are not sure what your agency code is then please get in touch with your relevant contact in the International Recruitment Team. Key contact details as well as copies of the Agent Portal User Guide can be found on our page 'Information for Agents'

You will be prompted to change your password when you log in for the first time

If you have any queries please contact GRAadmin@westminster.ac.uk

Yours sincerely

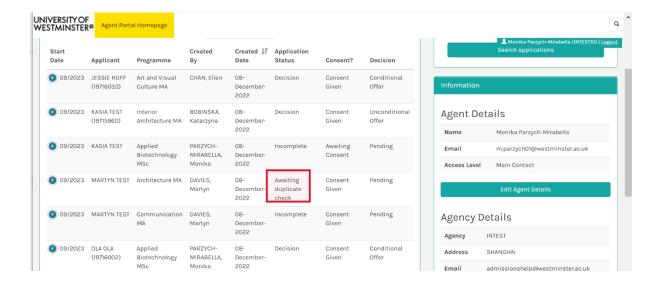
Admissions Team University of Westminster

9. FAQ

9.1. Application status: Awaiting Duplicate check

What does "Awaiting Duplicate check" in the Application status field?

"Awaiting duplicate check" application status will be automatically updated by the admissions and can be temporarily ignored.



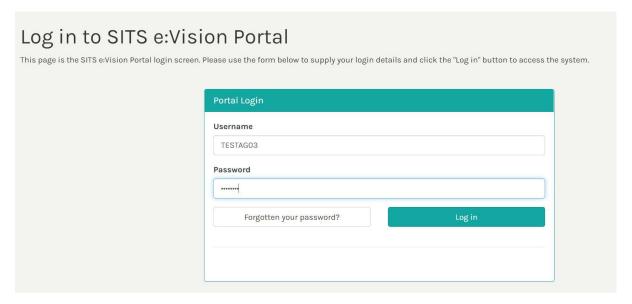
9.2 Date of Birth (DOB) request

Why do I need to provide a Date of Birth (DOB) while creating a portal agent code?

The Date of Birth (DOB) or any other memorable date is requested to make the access to your account more secure. The username, surname and DOB are used to reset the password.

9.3 AGC username and password

AGC username (for example: TESTAG03) and a set password can be only used to log-in into the Agent Portal Application: https://srs21agents.westminster.ac.uk/urd/sits.urd/run/siw_lgn



The Agent Portal credentials should never be used to access a standard application form on the public website:

