

AGENT PORTAL

USER GUIDE

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Accessing the Portal



The StudyLink Connect Agent Portal can be accessed from any web-enabled device by opening a web browser (e.g. Chrome, Mozilla Firefox, Safari, Internet Explorer) and typing the following link into the address bar: <https://partner.studylink.com>

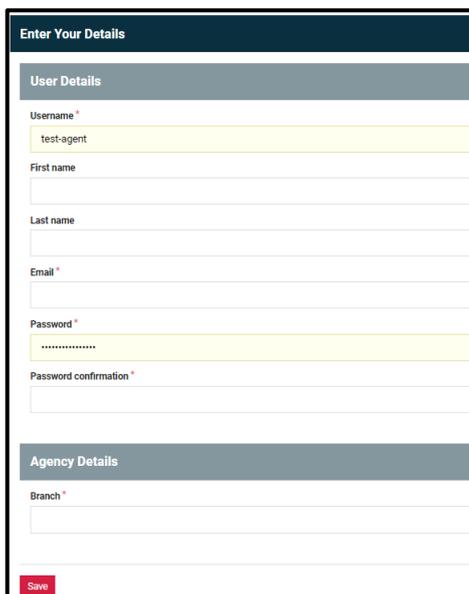
Logging in

1. When the login screen displays, enter the username and password which have been provided to you and select the 'Login' button.



The screenshot shows a login form with a dark blue header containing the word "Login". Below the header, there are two input fields: "Username *" with the text "tafeQLD-agent" and "Password *" with masked characters. A red "Login" button is positioned below the password field, and a blue link "I forgot my password" is located at the bottom left of the form area.

2. If you are logging in for the first time, you will be prompted to create a new account at the Counsellor level. Enter your new username and password and any other mandatory fields which are required then select the 'Save' button. If you have forgotten your password, use the '**I forgot my password**' link.
3. Upon saving your new user record, the 'User Agreement' screen is displayed. Select the checkbox 'I have read and agree to the Terms and Conditions', then select the 'Save' button.



The screenshot shows a form titled "Enter Your Details" with two main sections: "User Details" and "Agency Details". The "User Details" section includes fields for "Username *" (containing "test-agent"), "First name", "Last name", "Email *", "Password *" (masked), and "Password confirmation *". The "Agency Details" section includes a "Branch *" field. A red "Save" button is located at the bottom left of the form.

User Agreement

Terms and Conditions

Introduction

These Website Standard Terms and Conditions written on this webpage shall manage your use of our website, examplesite accessible at example.com.

These Terms will be applied fully and affect to your use of this Website. By using this Website, you agreed to accept all terms and conditions written in here. You must not use this Website if you disagree with any of these Website Standard Terms and Conditions. These Terms and Conditions have been generated with the help of the [Terms And Conditions Template](#) and the [Privacy Policy Template](#).

Minors or people below 18 years old are not allowed to use this Website.

Intellectual Property Rights

Other than the content you own, under these Terms, example and/or its licensors own all the intellectual property rights and materials contained in this Website.

You are granted limited license only for purposes of viewing the material contained on this Website.

Restrictions

You are specifically restricted from all of the following:

- publishing any Website material in any other media;
- selling, sublicensing and/or otherwise commercializing any Website material;
- publicly performing and/or showing any Website material;
- using this Website in any way that is or may be damaging to this Website;

I have read and agree to the Terms and Conditions. *

Save

4. The 'Dashboard' loads upon successful login.

StudyLink Connect
TAFEQLD-AGENT

Dashboard Applicants Applications Resources Inbox Counsellors Commissions

Applications by status

Status	Number of applications	
Conditional Offer	3	View
Deferral Requested	1	View
New Application	22	View
Assessing	1	View
Rejected by Institution	1	View
Offer made by institution	1	View
Incomplete Application	11	View
Accepted	1	View
Accepted - Pending Payment	3	View
Accepted - Pending Third Party Approval	1	View
Submitted	2	View
Accepted - Payment Received	1	View

Latest news

Tafe News
08 Mar 2019

testRead upto here...Welcome new students!Please be advised that while your enrolments are being processed, you may experience a delay in accessing C... [Read More](#)

Open day
07 Mar 2019

Test news

There are three levels of login available in the Agent portal; Branch Administrator, Agency Administrator and Agent Counsellor.

Agent Portal User Guide V1.0

4 | Page

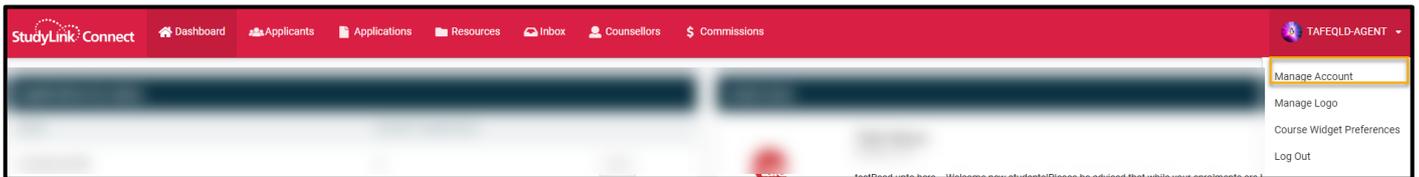
System Menu



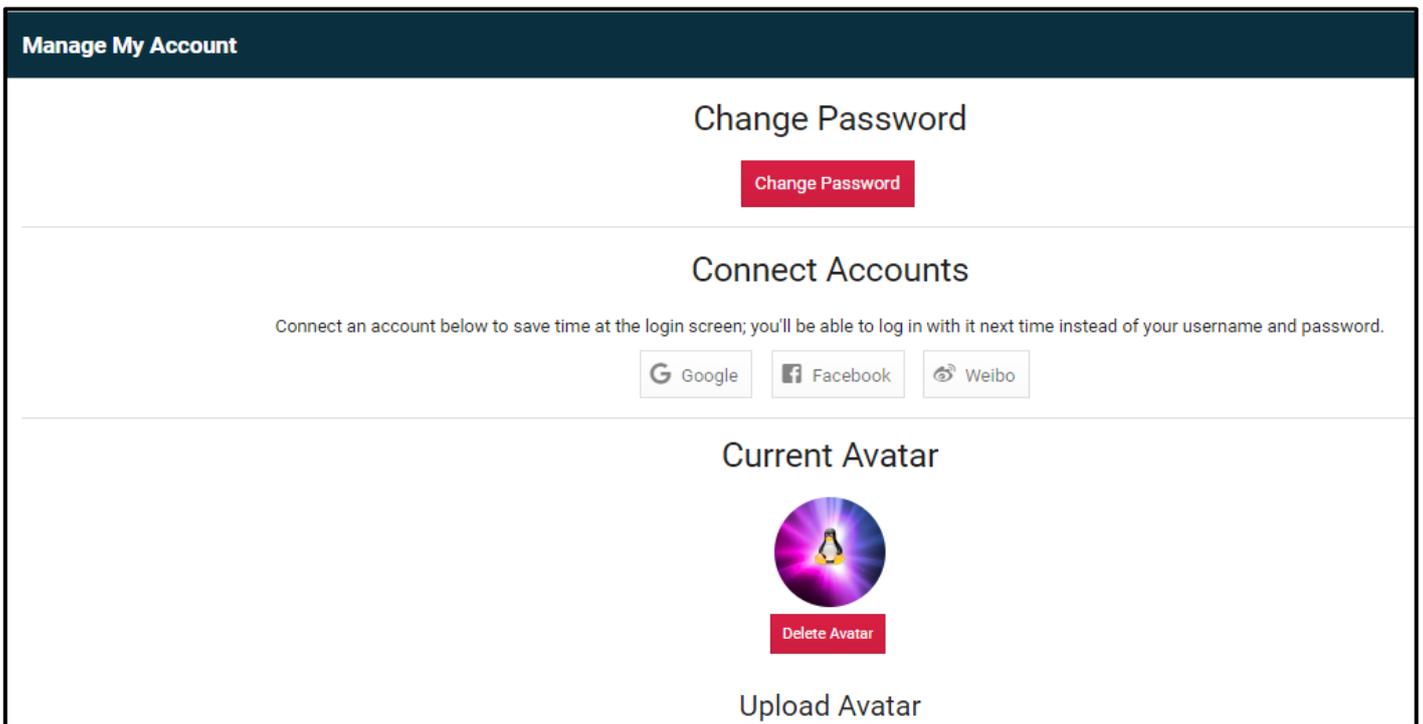
The system menu appears when you select your username which is located at the top right of the screen. This menu is available on every screen within the Agent portal, and allows you to manage your account, update your Agency logo and create and manage course preferences

Manage Account

1. Select your username from the right-hand corner of the screen and select the 'Manage Account' option.



2. From here you can choose to change your password, Connect your social accounts for quicker login and upload or change your avatar.



Manage Logo

1. Select your username from the right-hand corner of the screen and select the 'Manage Logo' option to upload or change your Agency logo.

Manage Agency Logo

Update Logo

Choose File No file chosen

+ Upload Logo

Course Widget Preferences

1. Select your username from the right-hand corner of the screen and select the 'Course Widget Preferences' option to manage or create new preferences.

Course Widget Preferences

Widget	Manage
Test Edudemo Widget	Manage
Test widget1 - Default	Manage



Course preferences are a way for Agents to select which providers courses they will include on their site to be shown to their applicants. These can be made public ie available on your website or private for internal use on an intranet

Terminology

Following are the key terms which are used throughout the StudyLink Connect Agent Portal:

AGENT/AGENCY/COUNSELLOR?

That's you! When we talk about an Agent we are referring to an Education Agent who manages the application on behalf of an applicant.

APPLICANT

A record which contains the minimum amount of information about a potential student. Applicant records can be created for the purpose of managing your relationship with the applicant prior to them choosing to commence an application to study with an institution.

APPLICATION

This is the application form which has been commenced on behalf of an applicant for a particular institution and course (or courses). The applicant might have multiple applications if they have asked to apply to different institutions.

Dashboard



The Dashboard provides you with a list of all applications grouped by status, and a simple way to view those applications. It also displays a list of recently updated links and documents as resources for the various institutions you work with and a section for the latest news from those institutions

Application by status

This is your view of all applications for the institutions you work with grouped by status. Select the 'View' button to the right of an application status grouping to see all applications currently in this status.

Applications by status		
Status	Number of applications	
Withdrawn	1	View
Conditional Offer	3	View
Deferral Requested	1	View
New Application	22	View

Recently updated Resources

This is a list of documents and links of the most recently updated information published by the various institutions you work with. Click on the resource to access it.

Recently updated resources		
Institution	Resource	Date updated
 University of South Australia	 Agent portal Manual	08 Mar 2019
 University of South Australia	 Postgraduate Courses for International Students	26 Oct 2015
 University of South Australia	 Undergraduate Courses for International Students	23 Sep 2015
 tafe	 Course Information	03 Aug 2016

Latest news

When institutions post news or updates directly to the agent portal, you will see them in the Latest news section of the dashboard.

Applicants



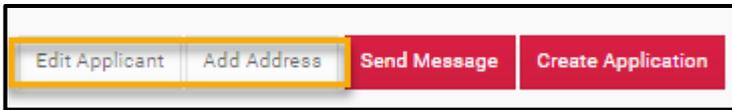
Before you can create a new application for a potential student, you first need to create an applicant record. The applicant record contains basic information about the person including name, date of birth and contact details

Create a new applicant

1. Select the 'Applicants' menu item.
2. Select the '+Add new applicant' button.
3. Enter as much information as possible, ensuring that all mandatory fields are completed then select 'Save'.

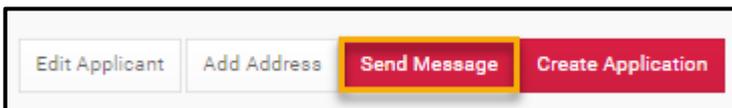
Edit applicant record

Two options are available for editing an applicant record. Choose 'Edit applicant' to add or update any of the basic information entered in the applicant record, or choose 'Add Address' to add a home or mailing address to the record.



Send the applicant a message

1. Select the 'Send Message' button.
2. Enter the Subject and the message body then select the 'Send' button.



Send Message to Suhrinder Singh

Subject *

More information required

Message *

Good morning Suhrinder.

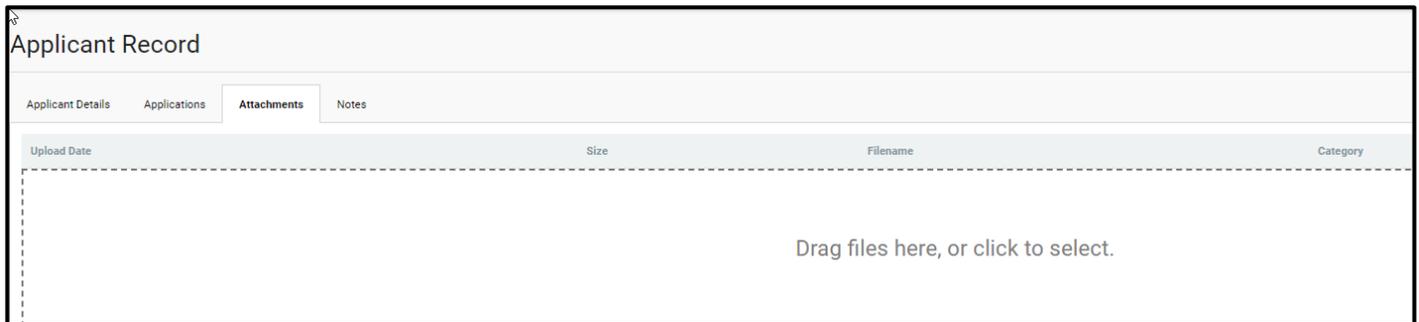
Could you please contact me regarding your enquiry. I would like some more information please.

Thank you

Send

Add documents to the applicant record

1. With the applicant record open, select the 'Attachments' tab.
2. Drag and drop the required files into the drop area, or click the drop area to select files from your computer.



Add notes to the applicant record

1. With the applicant record open, select the 'Notes' tab.
2. Select the 'Add Note' button, type the note content then select 'Save'.



Search for an applicant

1. Select the 'Applicant' menu item from the top of the screen.
2. Click inside the Search bar and type in the first or last name, application id or course name of the application whose record you wish to view, then press Enter.



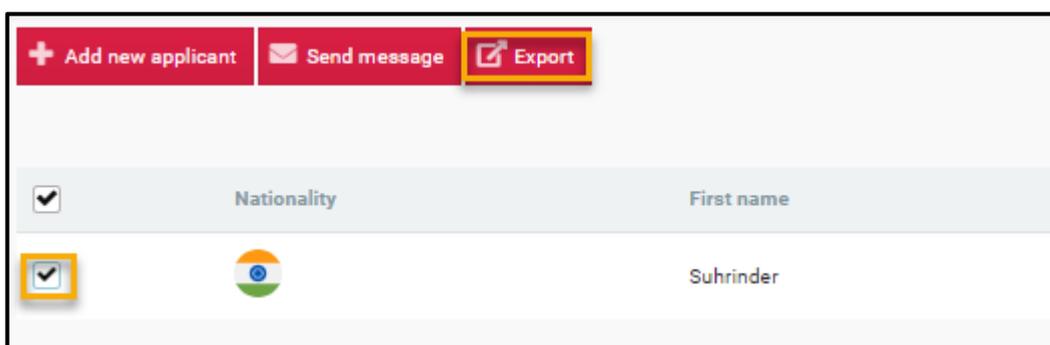
View an applicant record

1. Once you have located the applicant record using the 'Search' function, select the 'View' button to the right of the record to open it.



Export applicant details

1. Once you have located the applicant record using the 'Search' function, select the checkbox to the left of the record/s.
2. Select the 'Export' button. This exports the applicant/s details to a .CSV file which includes first name, last name, citizenship, DOB, email, mobile and home phone.



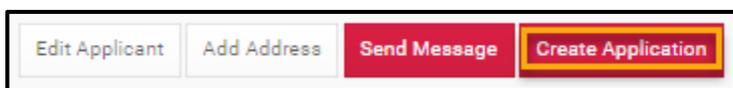
Applications



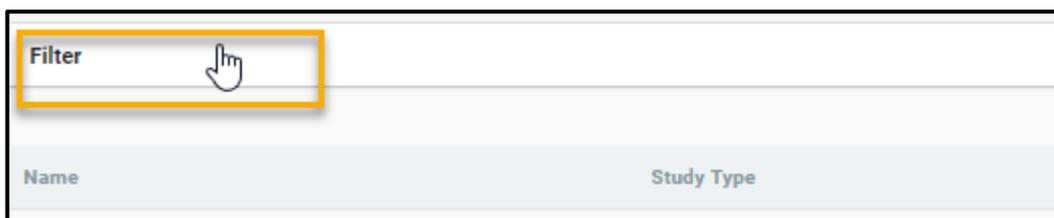
An application cannot be created unless the applicant record has been created first. Some of the information entered on the applicant record is mapped to fields on the application form which helps speed up the application creation process

Create an application

1. Locate the applicant using the 'Search' function on the 'Applicants' screen.
2. Use the 'View' button to the right of the applicant record to open.
3. Select the 'Create Application' button from the top right of the screen.



4. Click in the 'Filter' area to expand the filter options.



5. Enter/select the filters required to locate the course the applicant has expressed interest in studying, then select the 'Search' button.

6. Select the '+Apply' button to the right of the course the applicant wishes to apply for.

Name	Study Type	Award Type	Institution	
Certificate III in Aged Care	Full Time	Certificate III	TAFE Queensland	+ Apply

7. The applicant screen is displayed along with a message indicating that a new application has been created. Select the 'Application Form' tab to begin the application.

8. The application form is displayed and the relevant information from the applicant record is pre-populated. Complete the remaining fields as required, noting that mandatory fields are indicated with a  .





Singh, Suhrinder
Certificate III in Aged Care

AGENT DETAILS

Agent Details

Company name: Edu Demo International

Contact name:

Email address:

APPLICANT DETAILS

Title: 

Family Name: 
as shown on your passport

Former Family Name:
if applicable

Given Names: 
as shown on your passport

Gender:  Male Female Unspecified

Date of Birth: 

Are you currently under 18 years of age?  Yes No

Country of birth: 

Do you consider yourself to have a disability, impairment or long-term condition? (Answering these questions will not affect your application) :  No Yes

Are you:  Single Married Defacto

Do you have dependants?  Yes No

9. If you wish to save the application without completing, select the 'Save and Close' button from the bottom of the screen. Once all mandatory fields have been completed, select the 'Next' button.



All mandatory information is provided. Click next to proceed.

Save & Close

Next >

10. Documents required to be uploaded are displayed in the 'Required documentation' table and are based on questions in the application form which specify the need for supporting documents. Choose from the following 3 options:

- a. upload a single file which includes all documents
- b. upload the documents individually or
- c. select documents previously uploaded while completing the application form

Once complete, select the 'Save' button before continuing.

Upload or confirm required attachments are provided then click **save** button before continuing

Required documentation

Form question	Name	Size	Status	Action
+ EDUCATION HISTORY > Secondary School > Certified copy of your qualification			Required	Request_filter.png
	Request_filter.png	36.7 KB		Remove

Option 1: Upload a single file that includes all of your documents

Help?

FLASH UNAVAILABLE - See Help for alternative

JPG, JPEG, PNG, PDF (unprotected) file up to 5 MB

Uploading of documents requires Adobe Flash player version 9 or later. [Download the free Flash player](#)

Option 2: Upload your documents individually

Help?

FLASH UNAVAILABLE - See Help for alternative

JPG, JPEG, PNG, PDF (unprotected) (see help) files (max: 10) up to 5 MB each

Uploading of documents requires Adobe Flash player version 9 or later. [Download the free Flash player](#)

Option 3: Include Existing Documents

Help?

Add

Comments about this Application

If you have any additional notes or comments about this application, please enter them here.

Save & Close
Save

Next >

11. Select the 'Next' button to continue.

Save & Close
Save

Next >

12. Select the 'Submit application' button from the confirmation screen.

Suhrinder Singh | Application ID: 237614 New Application Withdraw

Certificate III in Aged Care

Applicant Details **Application Form** Attachments Payments Status History Messages

You are about to submit an application for Suhrinder Singh to study Certificate III in Aged Care at TAFE Queensland

This is to confirm:

- All mandatory fields have been completed ([click to edit the form](#))
- The following attachments have been uploaded ([click to return to upload more documents](#))

Documents attached:

Name	Size	Thumbnail
Not Provided	36.7 KB	
Not Provided	36.7 KB	

[Save & Close](#) [Submit application](#)



13. The application submission is confirmed.

Applicant Details **Application Form** Attachments Payments Status History Messages

 Singh, Suhrinder
Certificate III in Aged Care

 Thank you for submitting this application. It has been sent to TAFE Queensland and you will be notified when they receive it.

What's next?

- [View activity page](#) for this application
- [Start another application](#) for this prospect
- [View prospect profile page](#)
- [Start application](#) for new prospect



The system contains some validation which prevents you from applying for the same course twice for the same applicant at the same institution. An applicant can however submit multiple applications to different institutions

Managing applications



The application menu provides a list of all applications in each status displayed 20 records at a time. From this screen you can export application details, search for particular applications and view an application

Search for an application

1. There are 2 methods to search for applications:
 - a. Select the 'Dashboard' menu item and view the applications in a particular status
 - b. Select the 'Application' tab and type the first name or last name of the applicant in the 'Search' area

Status	Number of applications	
Withdrawn	1	View
Conditional Offer	3	View

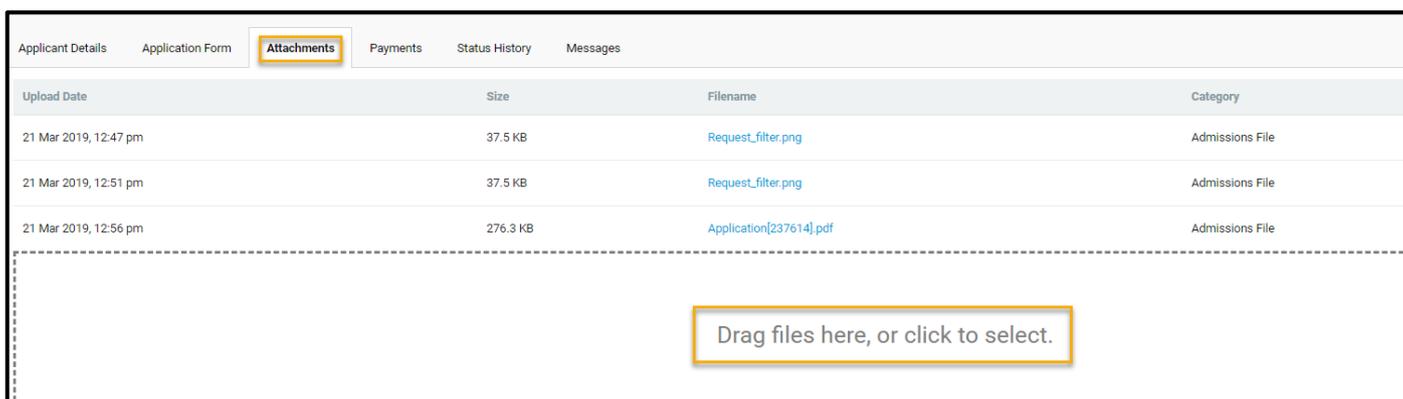
Export application details

1. Select the 'Applications' menu item from the top of the screen.
2. Select the checkbox next to each of the applications you wish to export details for.
3. Select the 'Export' button.

<input type="checkbox"/>	Application ID	Nationality	Applicant
<input checked="" type="checkbox"/>	237615		Floren Blackby 15 Mar 1980
<input checked="" type="checkbox"/>	237614		Suhrinder Singh 23 Feb 1999

Attach supporting documents

- To attach further supporting documents to the application, open the application and select the 'Attachments' tab. Drag or select the documents to be attached.



Upload Date	Size	Filename	Category
21 Mar 2019, 12:47 pm	37.5 KB	Request_filter.png	Admissions File
21 Mar 2019, 12:51 pm	37.5 KB	Request_filter.png	Admissions File
21 Mar 2019, 12:56 pm	276.3 KB	Application[237614].pdf	Admissions File

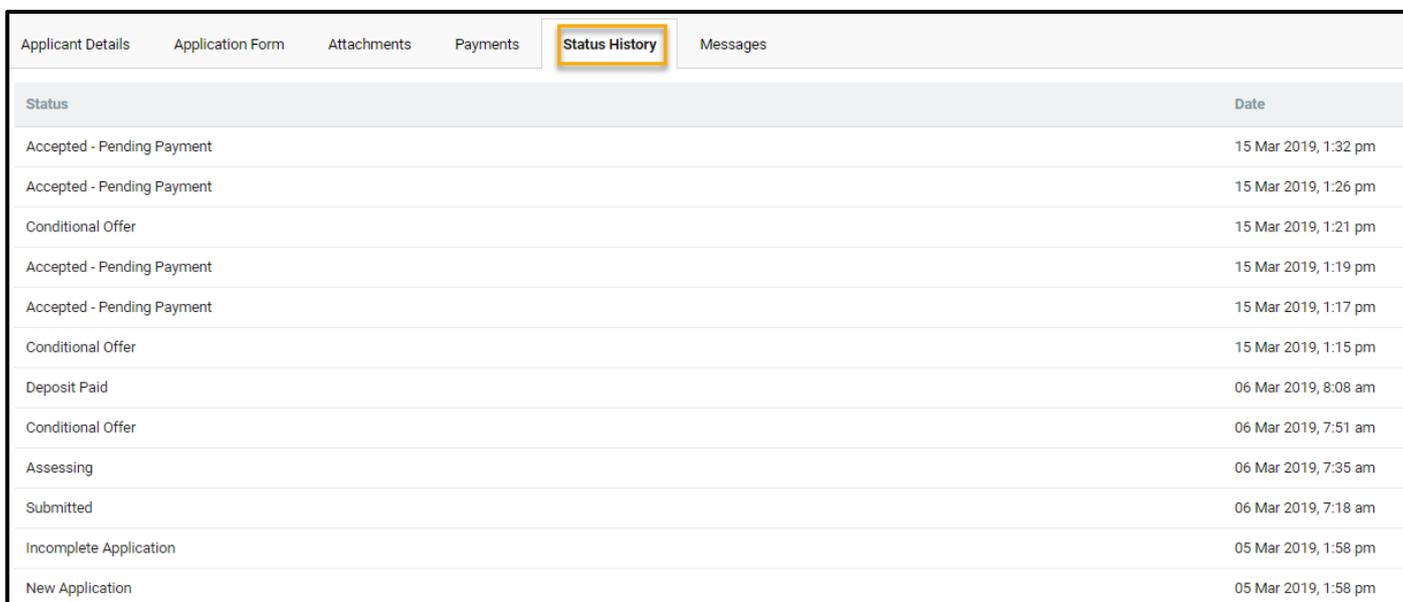
Drag files here, or click to select.



Documents which have previously been uploaded can be attached from the Attachments tab. If documents have been uploaded in error, they can also be deleted from this tab using the 'Delete' button

View status history

- Select the 'Status History' tab in an application to view a list of statuses that the institution has moved the application through while processing.



Status	Date
Accepted - Pending Payment	15 Mar 2019, 1:32 pm
Accepted - Pending Payment	15 Mar 2019, 1:26 pm
Conditional Offer	15 Mar 2019, 1:21 pm
Accepted - Pending Payment	15 Mar 2019, 1:19 pm
Accepted - Pending Payment	15 Mar 2019, 1:17 pm
Conditional Offer	15 Mar 2019, 1:15 pm
Deposit Paid	06 Mar 2019, 8:08 am
Conditional Offer	06 Mar 2019, 7:51 am
Assessing	06 Mar 2019, 7:35 am
Submitted	06 Mar 2019, 7:18 am
Incomplete Application	05 Mar 2019, 1:58 pm
New Application	05 Mar 2019, 1:58 pm

Send a message to an institution

- To send a message to an institution about an application select the 'Message' tab from within the application., enter the subject and message body then select 'Send'. Previous messages are listed at the bottom of the screen.

Applicant Details
Application Form
Attachments
Payments
Status History
Messages

Send Message to Institution

Subject *

Message *

Cancel
Send message

From	Subject
support@studylink.com	Application [236990]: CLARK, Dex - Diploma of Screen and Media
support@studylink.com	Application [236990]: CLARK, Dex - Diploma of Screen and Media
support@studylink.com	FWD: Application [236990]: CLARK, Dex - Diploma of Screen and Media
TAFE Queensland Admissions <Admissions.TQI@tafe.qld.edu.au>	Application Submitted

Withdraw an application

- From within the application select the 'Withdraw' button in the top right corner.

Betty Boop | Application ID: 237577
Submitted
Withdraw

Applicant Details
Application Form
Attachments
Payments
Status History
Messages

First Name	Betty
Middle Name	
Last Name	Boop
Date Of Birth	13 Apr 1996
Email	bettyboop@there.com
Mobile Phone	
Home Phone	



The Withdraw button is only available to applications in certain statuses. The statuses for which the withdraw feature is available can be individually configured by the institution

Respond to an offer from an institution



Once the institution has completed assessing an application, they will prepare a letter of offer for the applicant. As an Agent, you are now able to progress that offer by Accepting, Rejecting or Deferring the offer for institutions that support online Acceptance.

1. Locate the conditional offer from the 'Dashboard' menu option
2. Select the 'View' button to the right of the application
3. Select the 'Respond to Offer' button – you will be presented with 3 options:
 - a. Accept offer
 - b. Reject offer
 - c. Defer offer

Offer Details

Date of Offer: 15-Mar-19

Duration: 52 Credits (1 Years)

Acceptance Fee: \$7020

Offer PDF:  [View Offer Letter](#)

Accept Offer

Reject Offer

Defer Offer

4. When you **Accept an offer** you will be presented with two options:
 - a. Be directed to the Western Union payment gateway to make the Deposit payment
 - b. Provided a link which you can send to the student to make payment themselves

After accepting this offer, you will be taken to the Western Union Payment gateway to make payment.

Transfer me to the Western Union GlobalPay for Students gateway to pay the deposit

Give me a link that I can provide to the Applicant to make payment

5. Select the 'Accept Offer' button.

6. When you **Reject an offer** you can enter any relevant comments in the 'Comments' text area.
7. Select the 'Reject' button.

Offer Details

Date of Offer: 15-Mar-19

Duration: 52 Credits (1 Years)

Acceptance Fee: \$7020

Offer PDF:  [View Offer Letter](#)

Accept Offer
 Reject Offer
 Defer Offer

Comments:

8. When you **Defer an offer**, you are required to select the intended intake from the drop down list provided.
9. Select the 'Defer' button.

Offer Details

Date of Offer: 15-Mar-19

Duration: 52 Credits (1 Years)

Acceptance Fee: \$7020

Offer PDF:  [View Offer Letter](#)

Accept Offer
 Reject Offer
 Defer Offer

Intake:



For institutions which have this option configured, you are also able to pay deposit amounts for applications post offer using the 'Pay Deposit' button



Payments



The Payments tab allows Agents to see all financial transactions for an application. Using this tab, you are able to track all payments if required

1. View an application which is in a post offer status.
2. Select the 'Payments' tab to view a list of transactions

Date	Status	Type	Amount	Receipt	Transaction ID
	INCOMPLETE	WesternUnion	AUD \$4771.00		2269
	INCOMPLETE	WesternUnion	AUD \$4771.00		2270
	INCOMPLETE	WesternUnion	AUD \$4771.00		2271

Inbox

1. To view an email sent from an institution to your Agency about an application, select the 'Inbox' menu item from the top of screen.

Select	More	
<input type="checkbox"/>		Jade Madge <j.madge@cqu.edu.au> 155786
<input type="checkbox"/>		May Yang <m.yang@cqu.edu.au> RE: TESTING Application [155786]: MEYYAMMI90P, Ttpvtcqbunh - Master of Information Systems
<input type="checkbox"/>		Meenu Issar <m.issar@cqu.edu.au> RE: TESTING Application [155786]: MEYYAMMI90P, Ttpvtcqbunh - Master of Information Systems

Resources

1. To view documents or access links that the institution has made available to you as their Agent, select the 'Resources' menu item at the top of the screen.
2. A list of the institutions your Agency works with will be displayed.
3. Select an institution to view the resources that they've made available.

