



**LEEDS
BECKETT
UNIVERSITY**

United Kingdom

Leeds Beckett University

Agent Portal User-Guide

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Introduction

Our Agent Portal allows you to submit and track applications. Each agency contact should have their own Agent Portal account. However, all accounts within the same agency are linked. This means that everyone within the same agency who has Agent Portal access is able to view and assist with all applications.

Invitation to register

You cannot use the Agent Portal without first being invited.

You will receive an email from us inviting you to **Activate Your Agent Portal**.

Please **do not** create your own account, as this will be an Applicant Portal account, not linked to your Agent Portal.

If additional colleagues require access to your Agent Portal, please request this by emailing InternationalOperations@leedsbeckett.ac.uk with a First name, Last name and Email address so that we can set this up for them.



Hi Agent Training,

We are delighted to welcome you to our Leeds Beckett Agent Portal.

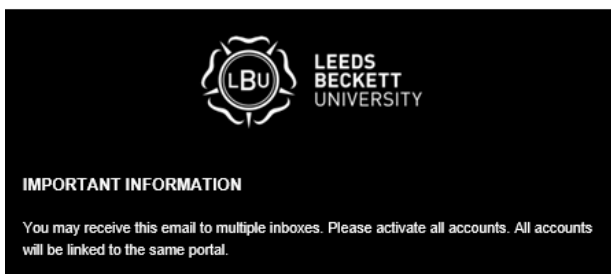
Your portal will enable you to centrally manage all applications made through Agent Training Account including application status tracking, communications and downloadable key documents.

**ACTIVATE YOUR AGENT
PORTAL**


If you have any problems activating your account then please contact InternationalOperations@leedsbeckett.ac.uk

Kind regards

International Recruitment & Partnerships



You will then be directed to your Profile page in your Agent Portal, where you can amend your Password if required. *If you need to change your email address, or any of the other details we have listed for you, please notify InternationalOperations@leedsbeckett.ac.uk*

Now click **Home** or the  icon to be directed to your homepage.

How to redeem your invitation

In the email click **Activate Your Agent Portal**. This will direct you to the Applicant Portal Redeem Invitation page.

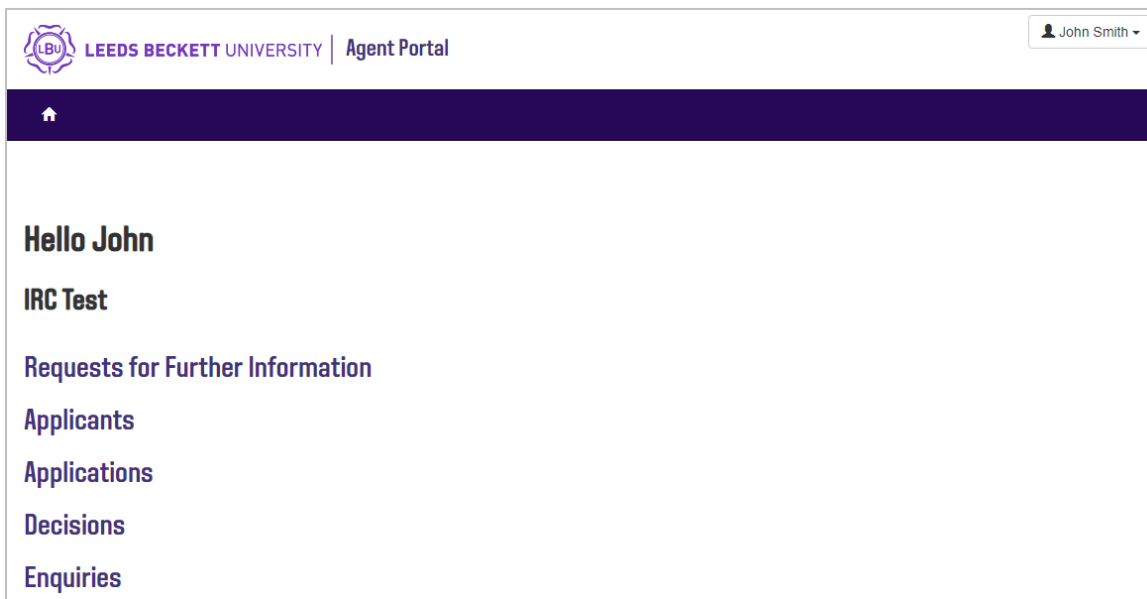
On this page the Invitation Code field will be prepopulated with a code. Click **Redeem Invitation**.

(do not click on the Create Account link at the top, as this will create a duplicate).

You will then be prompted to create a Password for your Portal account. Enter your Password, Confirm Password and click **Create Account**.

Your Agent Portal Homepage

Once you have redeemed your invitation, [click here to access the Agent Portal](#). This link directs you to the Applicant Portal home-screen, which becomes the Agent Portal once you sign in with your details.



Your homepage contains 5 sections:

- *Requests for Further Information*

Requests from the University for further information about applications are listed in this section. *Please note, we are not currently using this function.*

- *Applicants*

Use this section to **add new applicants** (in order to **add new applications**).

Use this section to also find and view **all applicants** associated with your Agency. This includes applicants that have been added via the Agent Portal, and applicants who selected your agency when applying directly via the Applicant Portal.

- *Applications*

Find and view **all applications** associated with your Agency. This includes applications you have added via the Agent Portal, and applications where applicants selected your agency when applying directly via the Applicant Portal.

Note, you cannot add new applications in this section. This must be done via the Applicants section above. However, you can change the filter to show **Draft** applications, which you can complete and submit.

- *Decisions*

Find, view and respond to **all decisions** on applications associated with your Agency.

- *Enquiries*

Find and view all enquiries submitted via the system, either from you or your applicants.

Note, we are not currently using this function. Please contact us in the usual way if you have any questions.

How to use the Agent Portal

Each section of the Agent Portal has explanatory instructions. However, for further guidance see below.

➤ How to submit a new Application

You can create a new application for a New Applicant or an Existing Applicant, as follows.

Submit an Application for New Applicant

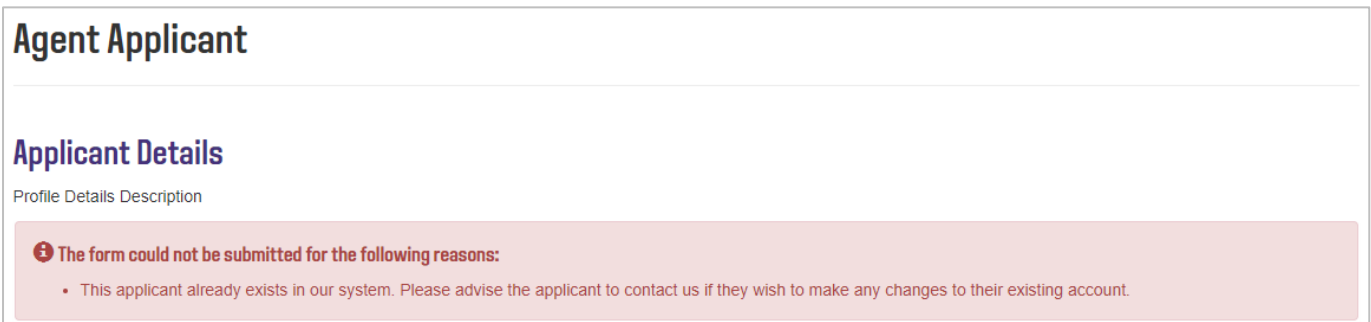
1. From your homepage click **Applicants**.

Use the search function or sort by name to check if an applicant is already registered. If you locate them in the list, follow the *Existing Applicants* instructions below (page 5).

2. If the applicant is not already registered, click **Create New Applicant**. Complete the **Applicant Details** section and click **Save**. Fields marked with * are mandatory.

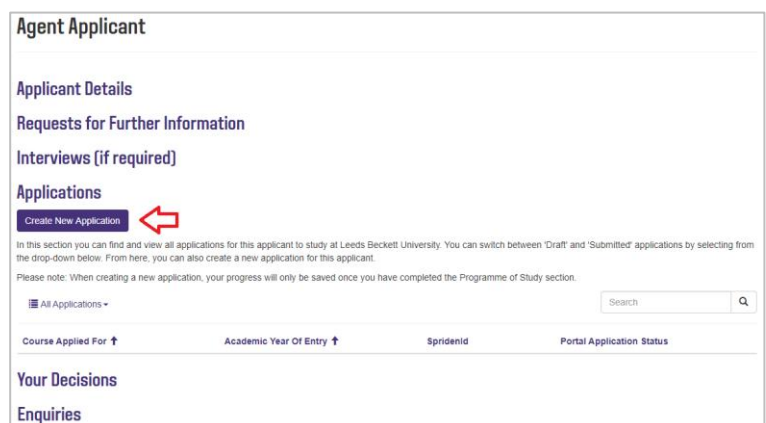
The applicant is now registered on the Portal.

Note: If you see the following error, it is likely that the applicant's email address has already been used in the system. If you experience this, please contact us on international@leedsbeckett.ac.uk so we can look into it for you. Please **do not** try and create a new applicant record using a different email address.



The screenshot shows the 'Agent Applicant' page with the 'Applicant Details' section. Below the section title, there are links for 'Profile Details' and 'Description'. A red error message box is displayed, stating: 'The form could not be submitted for the following reasons: This applicant already exists in our system. Please advise the applicant to contact us if they wish to make any changes to their existing account.'

3. Staying on the **Agent Applicant** page, click **Applications** and then **Create New Application**.
4. The Profile details submitted for the applicant will be auto-populated. Please complete the additional fields and click **Next** to progress.
5. Complete the remaining sections of the application.



The screenshot shows the 'Agent Applicant' page with the 'Applications' section highlighted. The 'Create New Application' button is visible, with a red arrow pointing to it. Below the button, there is a search bar and a table with columns: 'Course Applied For', 'Academic Year Of Entry', 'Spridentid', and 'Portal Application Status'. The 'Your Decisions' and 'Enquiries' sections are also visible.

Track application progress via the left-hand panel. Once you have chosen a course further sections will open up. 🟢 indicates a completed section whilst 🚫 indicates a section is incomplete. You will not be able to submit an application until all mandatory sections are completed. To find out which sections are mandatory, click **Application Checklist**.

6. Click **Exit to Home Page** at any time if you cannot complete the application at once. Provided that you have completed the Programme of Study page, your progress will be saved. You can make changes next time you click in the application, apart from on **Programme of Study** page – this page is locked down so you can not make changes.
7. **Application Declaration** – Once all mandatory sections are complete, the Application Declaration section will be accessible. To submit the application, click **Submit**.
8. The application is now submitted and Leeds Beckett University will consider the application and make an decision.

Profile	✔
Address Details	✔
Programme Of Study	✔
Academic Qualifications	✔
English Language Qualifications	✔
Work Experience	✔
Supporting Documentation	✔
References	✔
Funding	✔
Additional Support	✔
Criminal Conviction	✔
Nominee	✔
Application Checklist	✔
Application Declaration	✔

Submit an Application for Existing Applicant

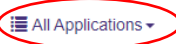

You may have applicants who are already registered on the Portal under your Agency, especially if an applicant has applied directly. Follow these steps to check.

1. From your homepage click **Applicants**. Use the search function or sort by name to check if an applicant is already registered.
2. If located, click to open their **Agent Applicant** page.
3. To submit a new application for this applicant, follow steps 3 to 8 as above (New Applicants section). If the applicant has previously submitted an application, some of their details will be auto-completed. Please review and amend as necessary.

Complete and Submit an Unfinished Draft Application

If you do not finish an application, you can return to it at any time. Until then it will be saved as **Draft**.

1. To locate a **Draft** application, click on an applicant's **Applications** page (step 3 New Applicants section) or go to your homepage and click **Applications**.
2. This general **Applications** list displays all applications associated with your agency. Use the Search function to look up an applicant's name, navigate to the relevant numbered page, or sort by any of the headings (Course Applied For, Application ID etc).
You can also use the All Applications filter to display only **Draft** or **Submitted** Applications.

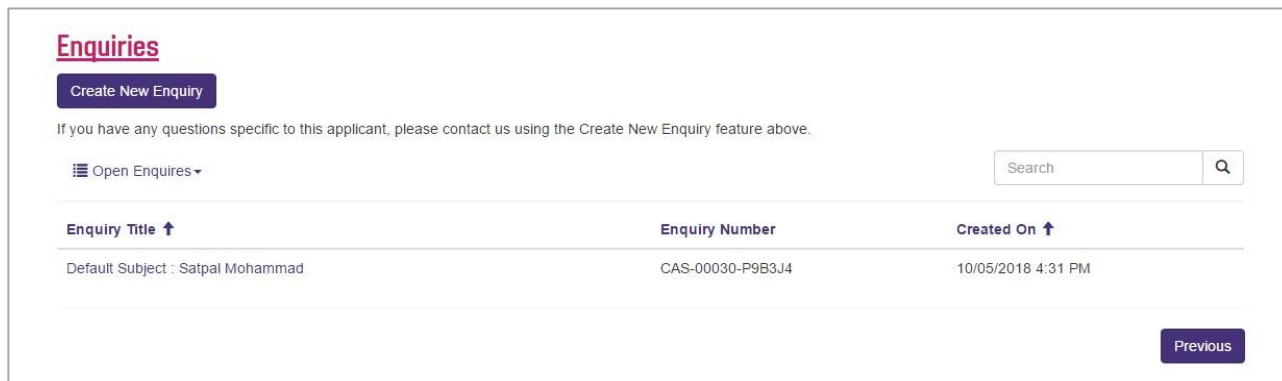
 All Applications ▾	<input type="text" value="Search"/>	
Applicant ↑	Course Applied For	Academic Year Of Entry
	Application ID	Portal Application Status

3. The **Portal Application Status** column displays application statuses and includes **Draft**. Click on a **Draft** application to complete the remaining sections.
4. **Application Declaration** – Once all sections are complete this section will be accessible. To submit the application, click **Submit**.

➤ How to view Enquiries about Applications

View specific enquiries about individual applicants through their individual **Applicant** records.

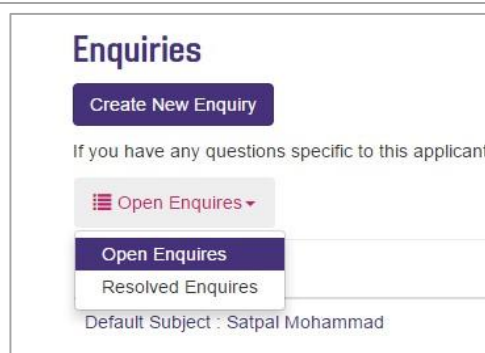
1. From your homepage click **Applicants**. Use the search function or sort by name. Click to open the **Agent Applicant** page required.
2. Click **Enquiries**



The screenshot shows the 'Enquiries' section of a user interface. At the top, there is a 'Create New Enquiry' button. Below it, a message states: 'If you have any questions specific to this applicant, please contact us using the Create New Enquiry feature above.' There is a search bar with a magnifying glass icon and a dropdown menu labeled 'Open Enquiries'. Below the search bar is a table with three columns: 'Enquiry Title', 'Enquiry Number', and 'Created On'. The table contains one row with the following data: 'Default Subject : Satpal Mohammad', 'CAS-00030-P9B3J4', and '10/05/2018 4:31 PM'. At the bottom right of the table area, there is a 'Previous' button.

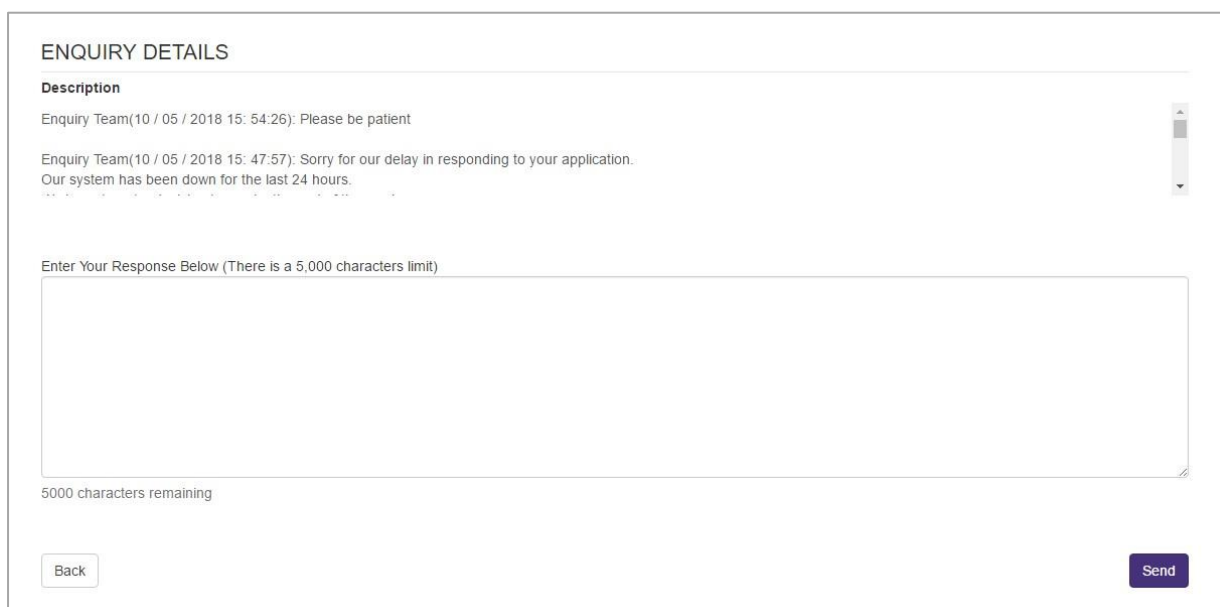
This section defaults to **Open Enquiries**. View **Resolved Enquiries** by selecting the dropdown menu.

3. To view an enquiry, click on the **Enquiry Title**.
4. This will display all enquiry details (enquiries sent and received between you/your applicant and the University).



This screenshot shows the 'Enquiries' section with the 'Open Enquiries' dropdown menu open. The menu options are 'Open Enquiries' (highlighted in dark blue), 'Resolved Enquiries', and 'Default Subject : Satpal Mohammad'. The 'Create New Enquiry' button and the search bar are also visible.

If the enquiry is still open, you can respond to the enquiry by using the text box and clicking **Send**.



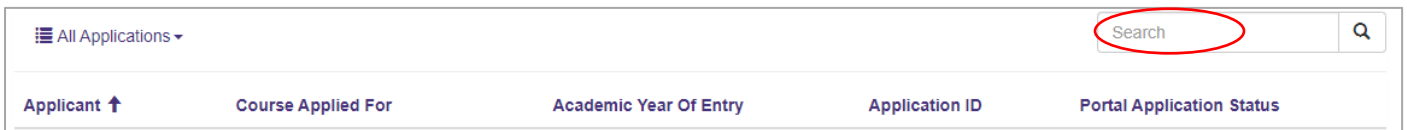
The screenshot shows the 'ENQUIRY DETAILS' page. It features a 'Description' section with two messages from 'Enquiry Team' dated 10/05/2018. The first message says 'Please be patient' and the second says 'Sorry for our delay in responding to your application. Our system has been down for the last 24 hours.' Below the messages is a large text area for the user to 'Enter Your Response Below (There is a 5,000 characters limit)'. At the bottom left of the text area, it says '5000 characters remaining'. There are 'Back' and 'Send' buttons at the bottom of the page.

➤ How to make Enquiries about Applications

If you wish to make an enquiry about an application, you can either do so through the **Enquiries** section in the **Applicant record** or contact us directly on international@leedsbeckett.ac.uk

➤ How to track Application progress

1. From your homepage click **Applications**.
2. Use the Search function to look up an applicant's name, navigate to the relevant numbered page, or sort by any of the headings (Course Applied For, Application ID etc).



The screenshot shows a table titled 'All Applications' with a search bar in the top right corner. The search bar contains the text 'Search' and is circled in red. Below the search bar, the table has several columns: 'Applicant', 'Course Applied For', 'Academic Year Of Entry', 'Application ID', and 'Portal Application Status'.

3. The **Portal Application Status** column displays the current application status. This includes **Draft** applications, which you can click to complete and submit (see previous section).

To view an application click on the applicant name.

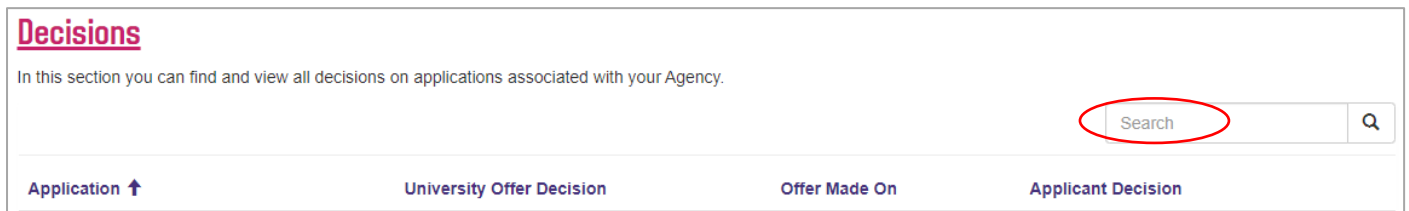
Please note you will not be able to view submitted documents. If you want to see or check documents submitted, contact us directly on international@leedsbeckett.ac.uk

Portal Application Status
Under Review
Completed
Under Review
Draft
Application Received

➤ How to view and respond to Decisions

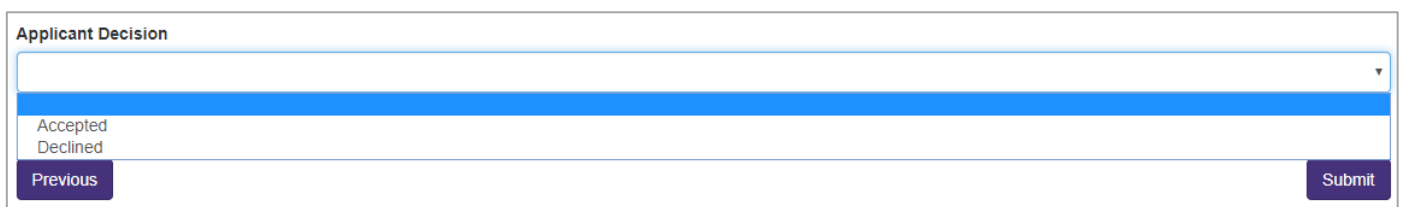
See decisions made for applications submitted by your agency, and respond to offers on behalf of applicants.

1. From your homepage click **Decisions**. Use the Search function to look up an applicant's name, navigate to the relevant numbered page, or sort by any of the headings (University Offer Decision, Offer Made On etc).



The screenshot shows the 'Decisions' page with a search bar in the top right corner. The search bar contains the text 'Search' and is circled in red. Below the search bar, the table has several columns: 'Application', 'University Offer Decision', 'Offer Made On', and 'Applicant Decision'.

2. To view an offer click on the Application name. This will open the **Decision** page. From here you can view the offer letter and any conditions.
3. To respond to an offer on behalf of an applicant (accept or decline), scroll down to **Applicant Decision** and select from the dropdown. Click **Submit**.



The screenshot shows the 'Applicant Decision' dropdown menu. The dropdown is open, showing the options 'Accepted' and 'Declined'. Below the dropdown, there are two buttons: 'Previous' and 'Submit'.

Note: It is not possible to accept unconditional offers for undergraduate courses via the Portal. Please email the applicant's acceptance to international@leedsbeckett.ac.uk We will then liaise with UCAS on the applicant's behalf.

➤ How to submit evidence for Conditional Offers

1. From your homepage click **Decisions**. Use the Search function to look up an applicant's name, navigate to the relevant numbered page, or sort by any of the headings (University Offer Decision, Offer Made On etc).
2. To view an offer click on the Application name. This will open the **Decision** page. From here you can view the offer letter and any conditions.
3. Scroll down to the **Conditions** section. Click on the **Applicant Condition Name**.

Summary

Contact *
Charlotte Wood

Course
Architecture

Application *
Charlotte Wood-Bachelor of Arts (Hons) Architecture FT 2018/19 Autumn Entry

Application ID
0788

University Offer Decision *
Conditional Offer

Conditions

Applicant Condition Name ↑	Condition Status
Successful completion of Standard XII and IELTS 6.0 with no score below 5.5	Conditional - Awaiting Evidence

4. From this page you can upload and submit the required documentation.

Offer Condition

You can use the form below to upload proof of your offer condition.

Application *
Charlotte Wood-Bachelor of Arts (Hons) Architecture FT 2018/19 Autumn Entry

Applicant Condition Name *
Successful completion of Standard XII and IELTS 6.0 with no score below 5.5

Condition Status *
Conditional - Awaiting Evidence

Expected Due Date

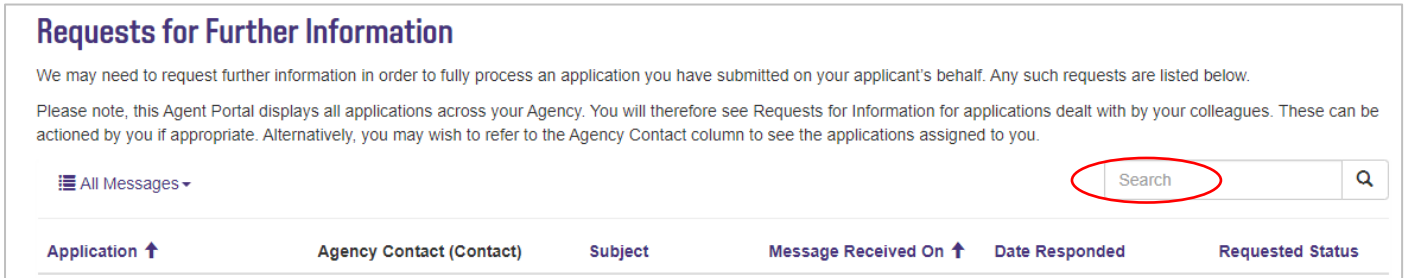
Choose file No file chosen

Click

- Choose file**, select your document, click **Open**. Your uploaded document will then be displayed.
5. If you have other documents to submit, repeat until all required documents have been uploaded.
6. Click **Submit** (if you are submitting multiple files, upload all before selecting Submit). The document(s) has now been sent to the University.

➤ How to respond to Requests for Further Information

1. From your homepage click **Requests for Further Information**.
2. Use the Search function to look up an applicant's name, navigate to the relevant numbered page, or sort by the available headings.



Requests for Further Information

We may need to request further information in order to fully process an application you have submitted on your applicant's behalf. Any such requests are listed below.

Please note, this Agent Portal displays all applications across your Agency. You will therefore see Requests for Information for applications dealt with by your colleagues. These can be actioned by you if appropriate. Alternatively, you may wish to refer to the Agency Contact column to see the applications assigned to you.

All Messages ▾ 🔍

Application ↑	Agency Contact (Contact)	Subject	Message Received On ↑	Date Responded	Requested Status
---------------	--------------------------	---------	-----------------------	----------------	------------------

3. Click on the relevant Application. You will see a description of what has been requested.

Respond in the **Applicant Response** section and click **Submit**. You can also upload documents here using the Choose File button.



Choose file No file chosen

Document Title	Remove
Passport.docx	

Previous Submit

➤ How to sign out of the Agent Portal

Sign out of the Agent Portal using the top righthand corner menu.



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Example First Name Example Last Name ▾

- Profile
- Sign Out