STUDYLINK AGENT PORTAL USER GUIDE

SUBMITTING APPLICATIONS TO BOND UNIVERSITY
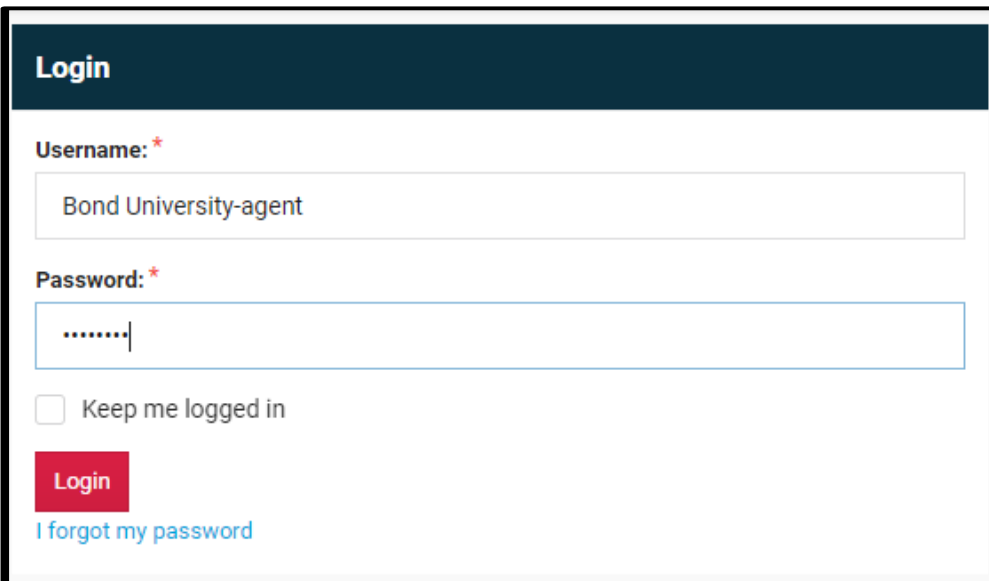
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Accessing the Portal

> ℹ️ 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
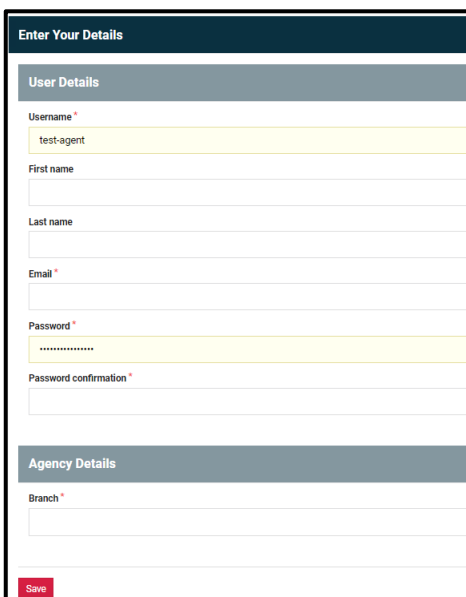
Logging in

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

Login

Username: *

Bond University-agent

Password: *

●●●●●●●●

☐ Keep me logged in

Login

I forgot my password

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.

Enter Your Details

User Details

Username *

test-agent

First name

Last name

Email *

Password *

●●●●●●●●●●●●

Password confirmation *

Agency Details

Branch *

Save

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.

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Intellectual Property Rights

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- 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 | 🏠 Dashboard | 👥 Applicants | 📄 Applications | 📁 Resources | 📧 Inbox | 🏛 Providers | ❓ Support

Applications by status

Latest news

Status	Number of applications	
Offer Made	1	View
Accepted	0	View
Submitted	0	View
Submitted, Information Required	0	View
Assessing	0	View
Incomplete	0	View
Closed	0	View

Recently updated resources

Institution	Resource	Date updated
BOND UNIVERSITY	📄 Change of Bank Details Form	01 Jul 2020

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
BOND UNIVERSITY	Change of Bank Details Form	01 Jul 2020

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.

Latest news

Test 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

Test News
07 Mar 2019

Test news

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'.

StudyLink Connect   🏠 Dashboard   👥 Applicants   📄 Applications

➕ Add new applicant   ✉ Send message   📤 Export

Enter Applicant Details

Personal Details

First name *
Suhrinder

Middle name

Last name *
Singh

Citizenship *
INDIA

Date of Birth *
23/02/1999

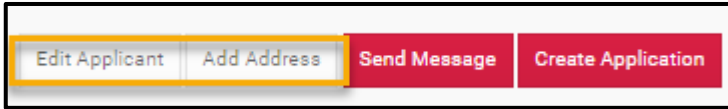**Contact Details**

Email *
surhsing@myemail.com

Mobile phone

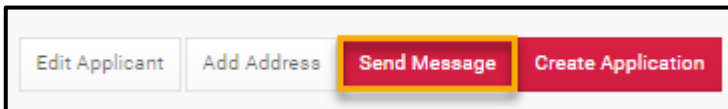Home phone

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.
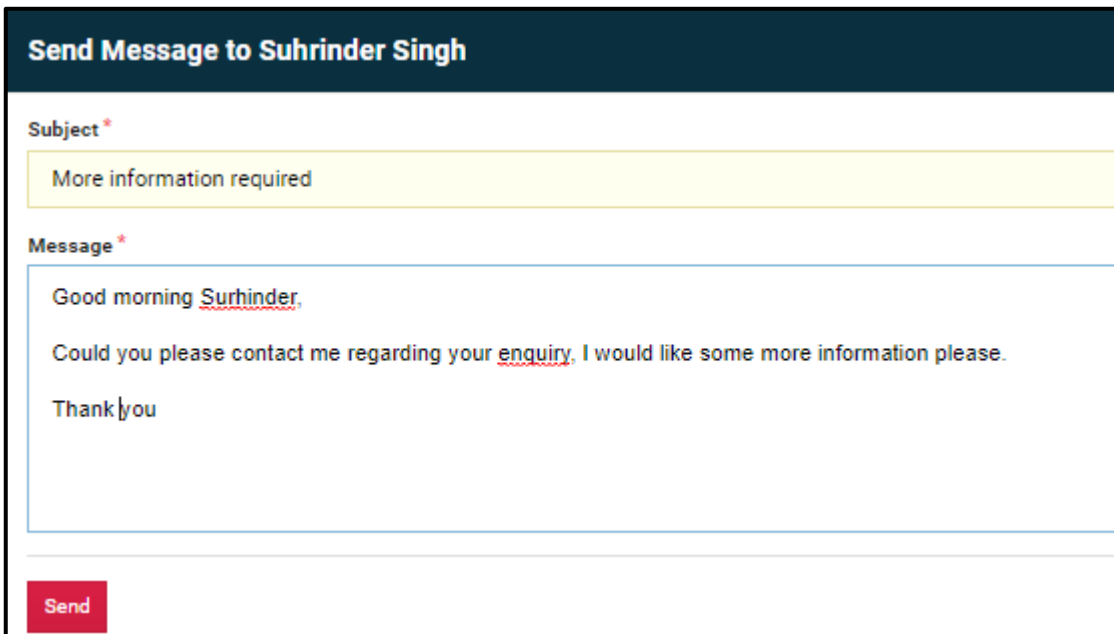

Send the applicant a message

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

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.
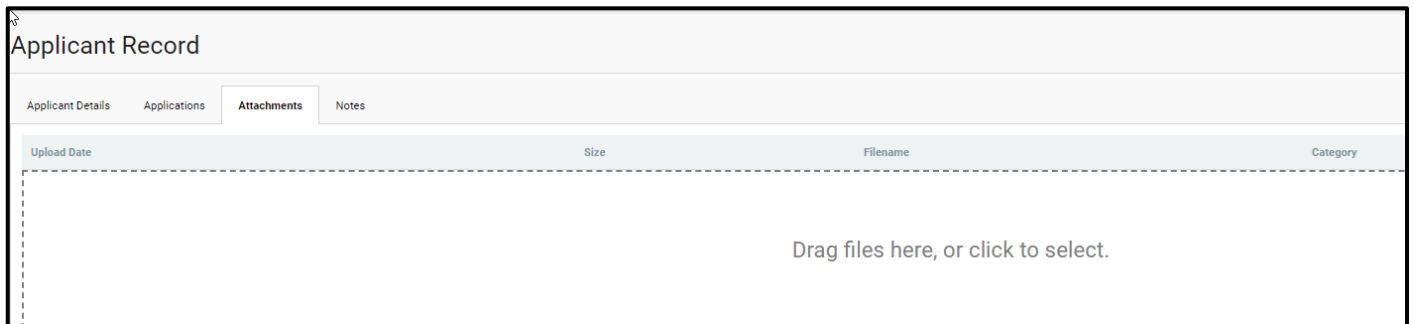
Add notes to the applicant record

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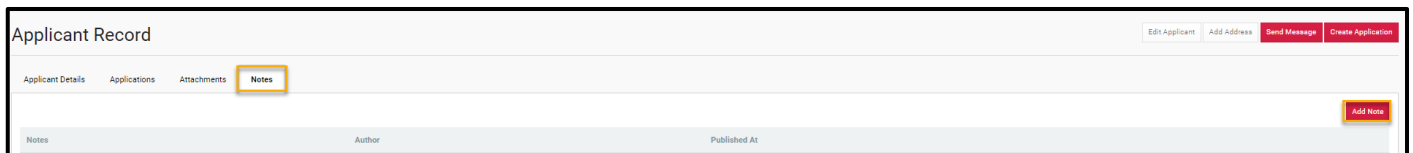
Search for an applicant

1. Select the 'Applicants' 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 applicant 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.
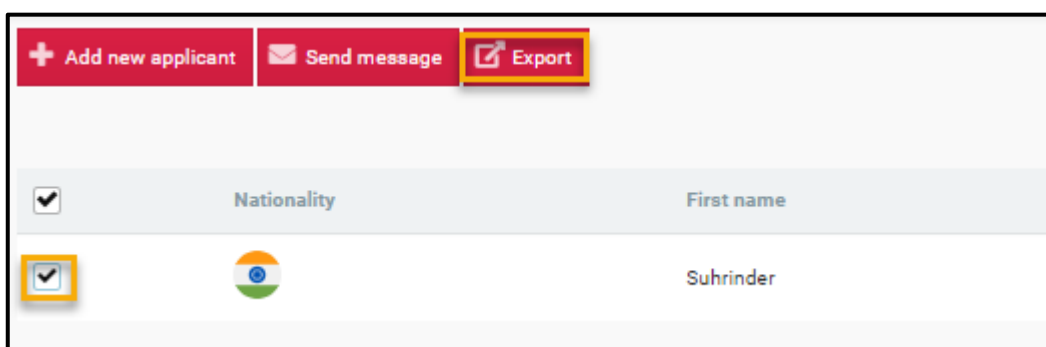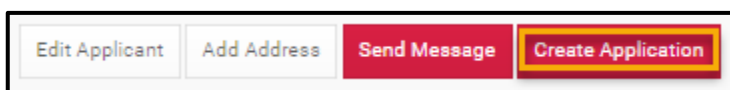
Applications

	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.

Edit Applicant	Add Address	Send Message	Create Application

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

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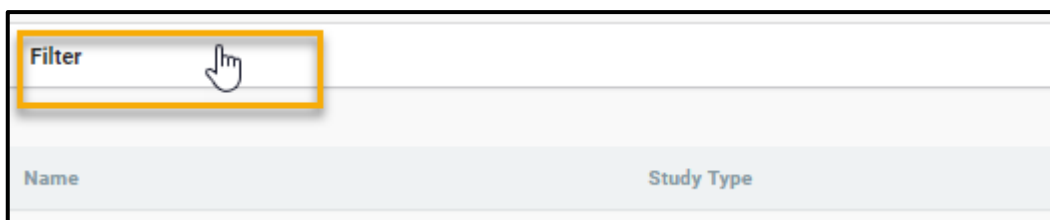
5. Enter/select the filters required to locate the course the applicant has expressed interest in studying, then select the 'Search' button.

Filter

Name contains	Study type	Award type	Institution
aged			

Search

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

Name	Study Type	Award Type	Institution	
Bachelor of Business	Full Time	Bachelor Degree	Bond University	+ Apply
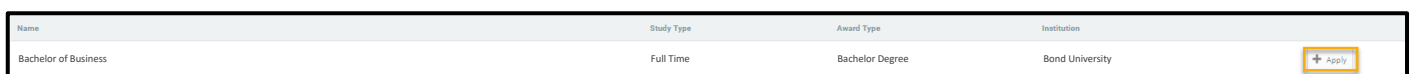
7. The applicant screen is displayed along with a message indicating that a new application has been created. Select the 'Application Form' tab to begin the application.

A new application has been created

Suhrinder Singh | Application ID: 237614   New Application
Master of Business

Applicant Details	Application Form	Attachments	Payments	Status History	Messages
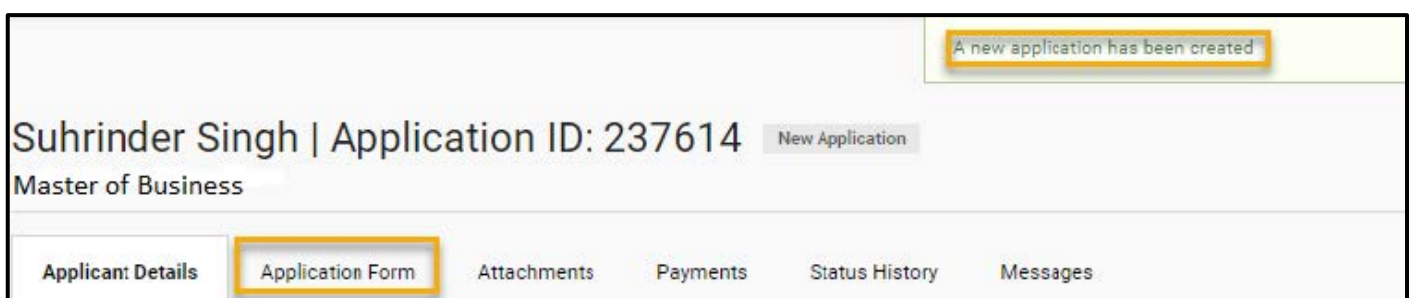
8. The application form is displayed and the relevant information from the applicant record is pre-populated. Complete the remaining fields as required, noting that mandatory fields are indicated with a ⊗ .
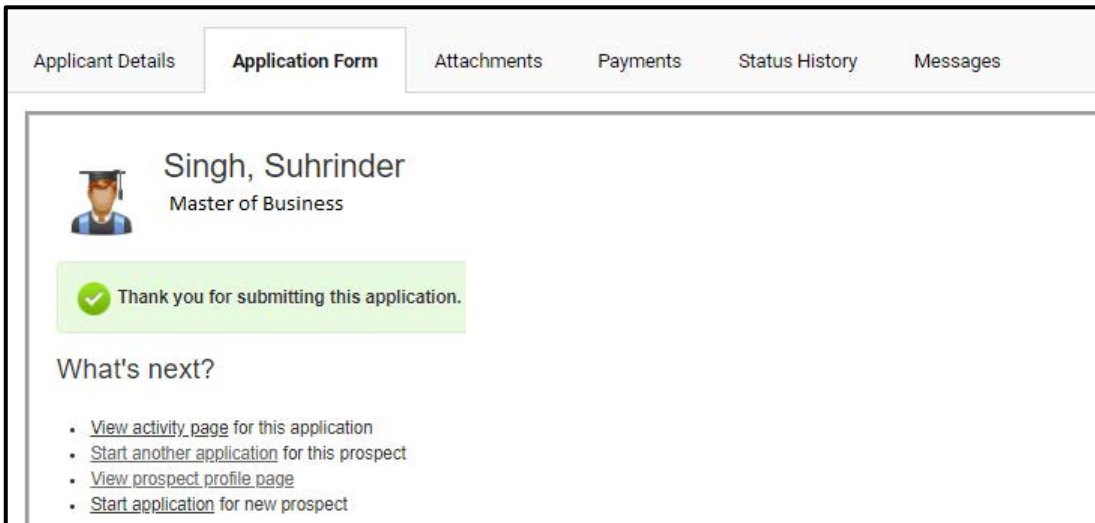
9. If you wish to save the application without completing, select the 'Save and Close' button from the bottom of the screen. Once all mandatory fields have been completed, select the 'Next' button.

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 for the applicant

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

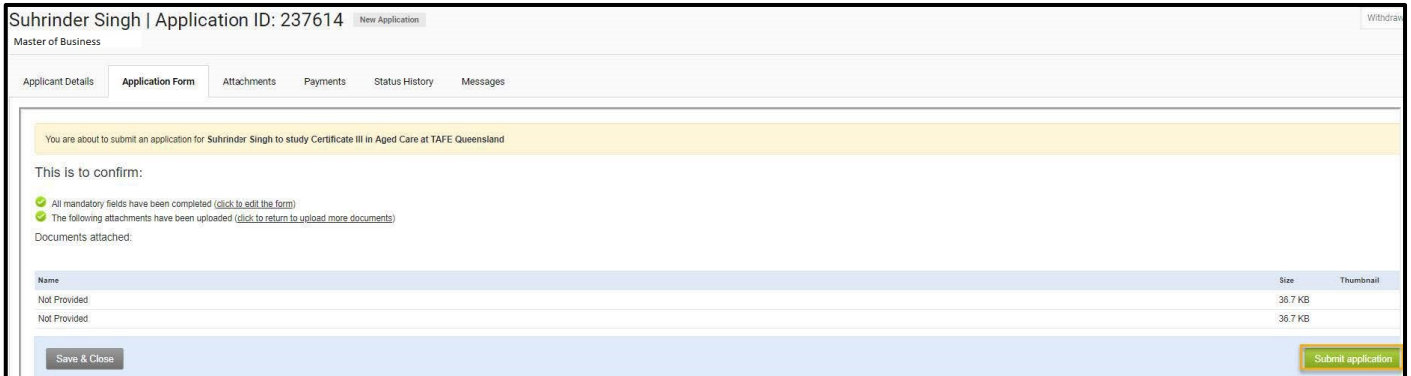
11. Select the 'Next' button to continue.

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

13. The application submission is confirmed.

> ✋ *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.*
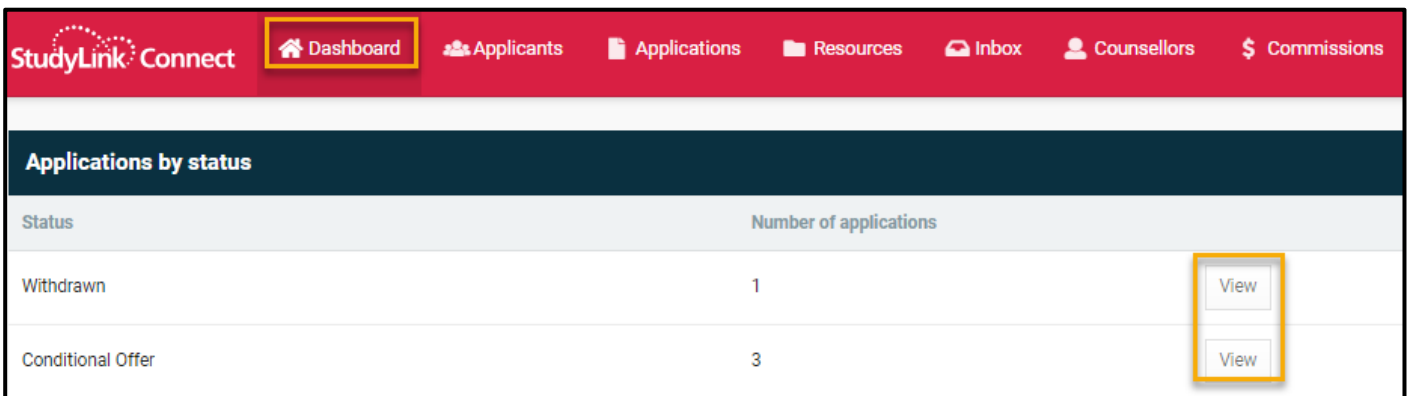
Managing applications

> ℹ️ 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 or view an application.
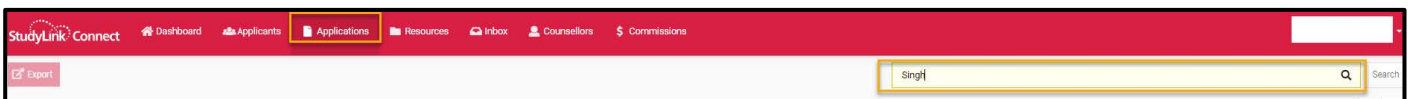
Search for an application

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 'Applications' tab and type the first name or last name of the applicant in the 'Search' area

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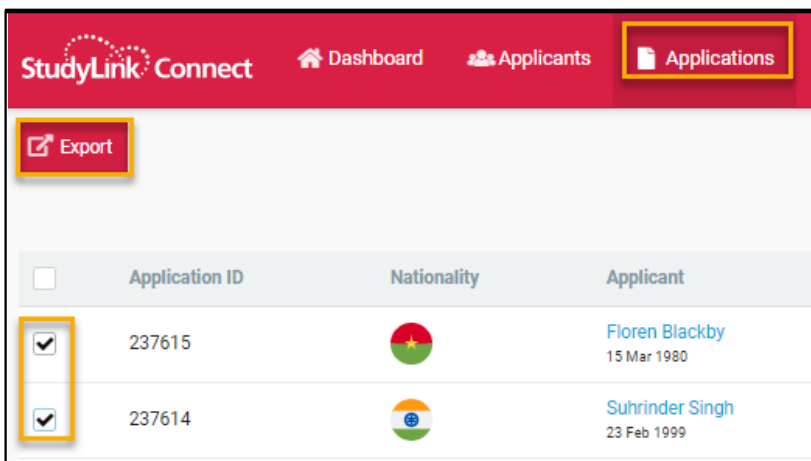
1. Select the 'Applications' menu item from the top of the screen
2. Select the checkbox next to each of the applications you wish to export details for
3. Select the 'Export' button

Attach supporting documents

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

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

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

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

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

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

1.   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 *

Subject

Message *

Enter message here

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

Withdraw an application

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

Betty Boop | Application ID: 237577   Submitted   Withdraw
Bachelor of Laws

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.

1. Locate the 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 (please note that you must select the reason for deferral or rejection of offer):
   a. Accept offer
   b. Reject offer
   c. 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

   Please select option b for Bond University.

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:

Reject Offer

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: September 2020 Intake (14-Sep-20) ▼

Payments

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

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

| Applicant Details	Application Form	Attachments	Payments	Status History	Messages				
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.

StudyLink Connect	🏠 Dashboard	👥 Applicants	📄 Applications	📁 Resources	📥 Inbox

	Select ▾	More ▾		
☐	Test sender		155786
☐	Test sender		RE: TESTING Application [155786]: MEYYAMMI9OP, Ttpvtcqubnh - Master of Information Systems
☐	Test sender		RE: TESTING Application [155786]: MEYYAMMI9OP, Ttpvtcqubnh - 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.
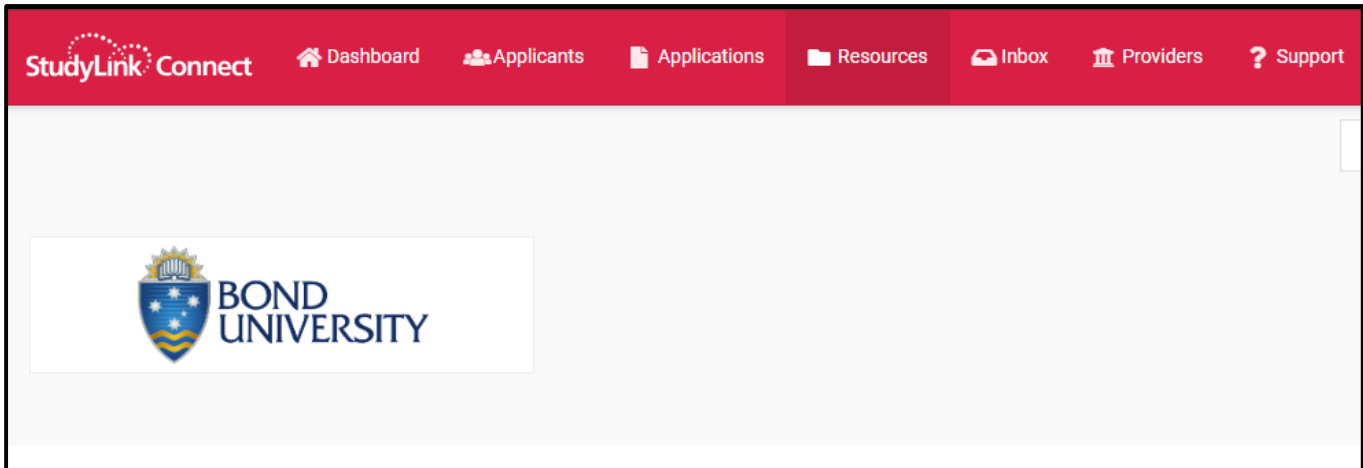
Key contacts

1. All login issues, support and training requests can be sent to Maggie Yang, Client Relationship Manager, StudyLink: maggie.yang@studylink.com
2. Other enquiries can be sent to Marie Michalas, International Agent Coordinator, Bond University: agents@bond.edu.au