

MASSEY UNIVERSITY AGENT PORTAL

The Massey University Agent Portal User Guide will assist you with submitting, viewing and re-allocating applications. Viewing outstanding tasks, notifications and managing agents.

Table of Contents

1	Accessing Agent Portal.....	3
1.1	Login to Agent Portal.....	3
1.2	Logout of Agent Portal	3
1.3	Changing your Passwords	4
1.4	Forgotten your Password	4
2	Start a New Application	5
3	View Existing Applications	11
4	View Applicant with Student ID & IPU Number	13
5	Applicant Overview	14
5.1	Add a New Qualification.....	14
5.2	Add English	14
5.3	Contact International Office.....	14
5.4	Contact Applicant.....	14
5.5	Re-allocate.....	14
5.6	Outstanding tasks.....	15
5.7	Notifications	15
5.8	Applications.....	15
6	Manage your Agents.....	16
6.1	Manage your agents.....	16
6.2	Edit Agent.....	16
6.3	Deactivate Agents	16
6.4	Reactivate Agents.....	17
6.5	Add an Agent.....	17
7	Weekly Outstanding Documents Reminder Email to Agents.....	17

1 Accessing Agent Portal

System

To login to your Agent Portal you will need to type the following into your internet browser
smsportal.massey.ac.nz

1.1 Login to Agent Portal

Before you begin

Please note staff will only be able to open one agent staff portal; however, several staff members can login at the same agent using the same agent code and the same generic password at the same time.

System Steps	Action
1	In the Student ID/Username field, enter your Agent Code
2	In the Password field, enter your password and click Log in
3	You will now be directed to the Agent Portal Home page

Portal login

New students need to [apply for admission](#). You can [return to an application that you have already started but not submitted](#).

New students with admission and all returning students should log in using their student ID and password.

Staff and agents, please log in using your network username and password.

Student ID/Username

Password

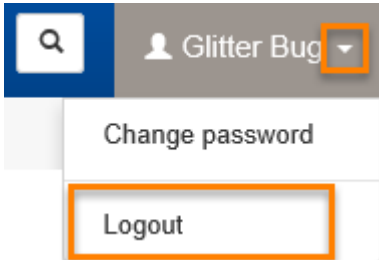
Forgotten Password

Log in

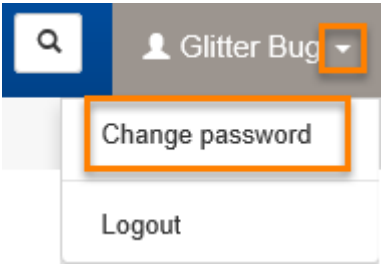
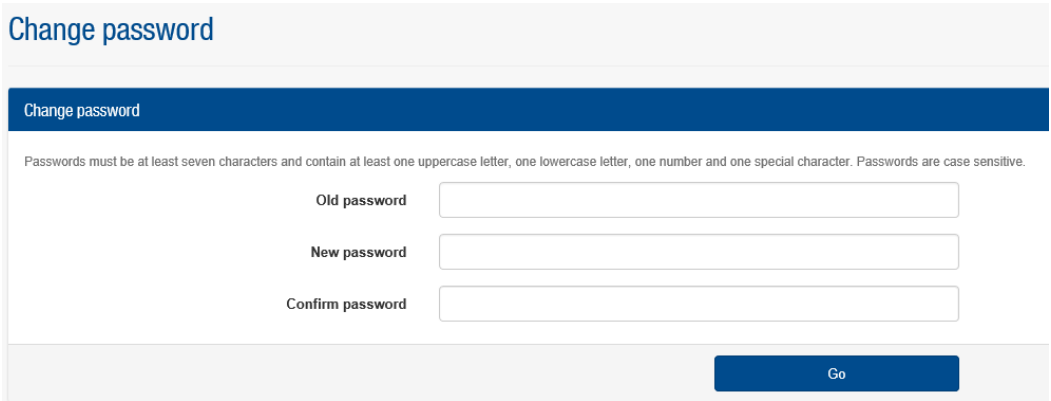
You will be able to access or view the following information from your **Agent Portal Home page**:

- Start a new application
- View existing applications
- Manage your agents (Manager only)
- View messages & tasks
- Change Password
- Logout

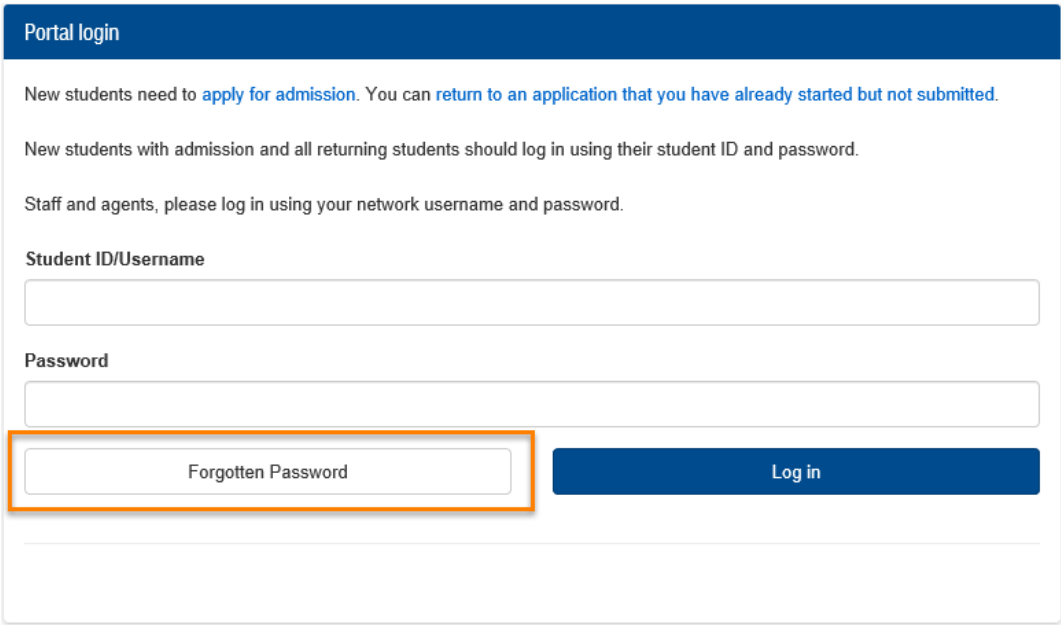
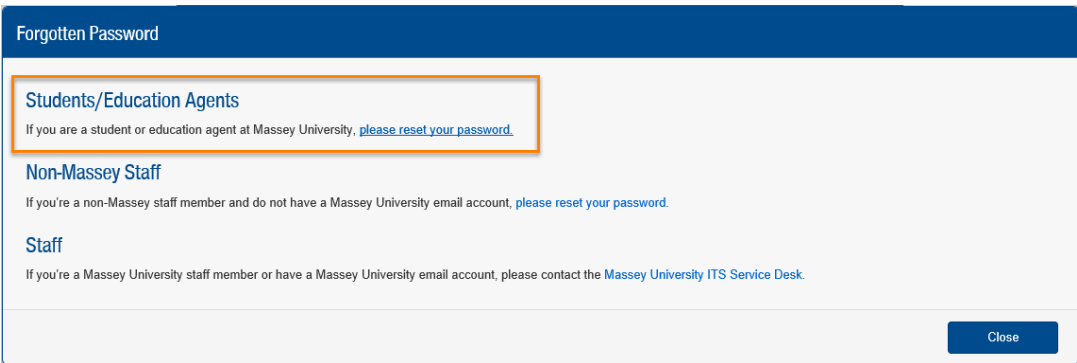
1.2 Logout of Agent Portal

System Steps	Action
1	<p>Click on the arrow next to your name then Logout</p> 

1.3 Changing your Passwords

System Steps	Action
1	Log in to Agent Portal
2	Click on the arrow next to your name then Change password 
3	Enter your old password and then your new password 
4	You will then be taken back to your Home page.


1.4 Forgotten your Password

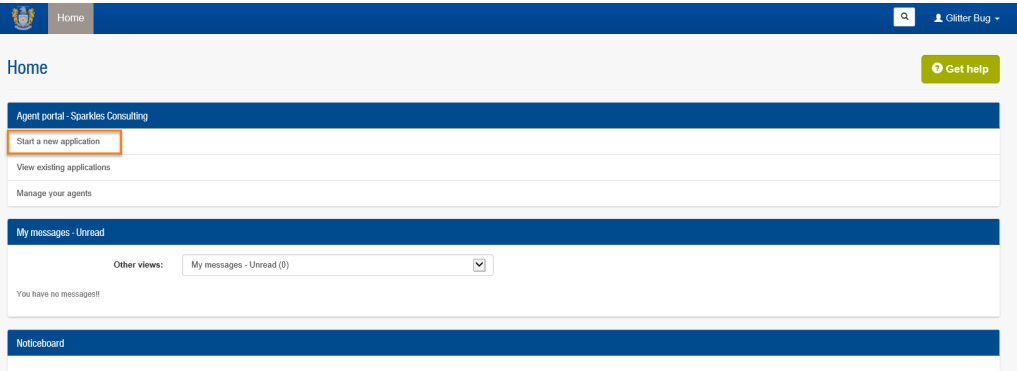
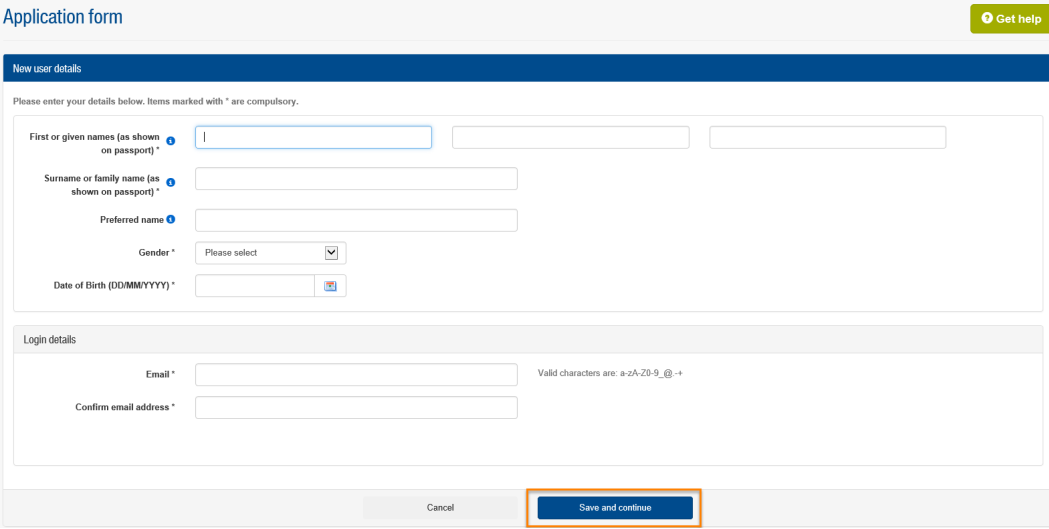
System Steps	Action
1	Open Agent Portal
2	On the Portal login click Forgotten Password 
3	Under Students/Education Agents click on the link please reset your password 

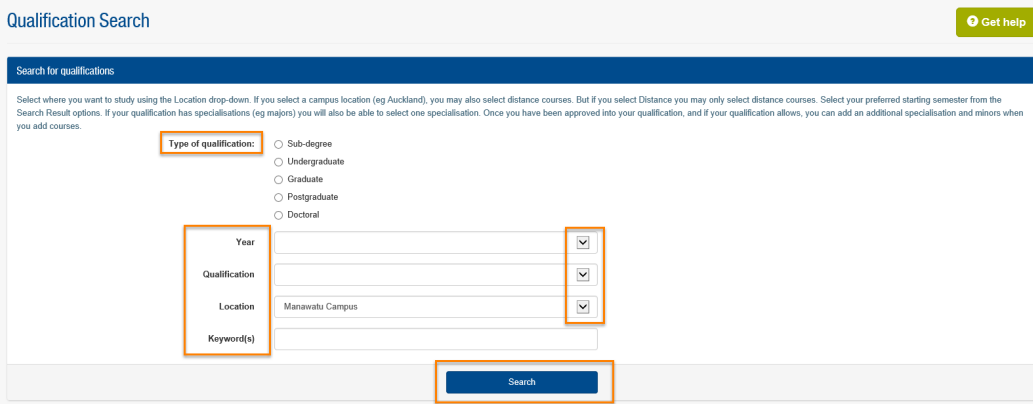
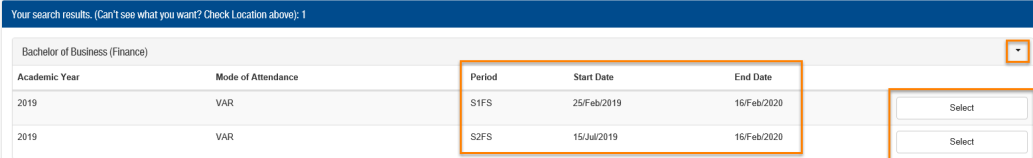

2 Start a New Application

System
Agent Portal

Before you begin

- All fields that have an asterisk * are compulsory fields.
- The help icon  provides helpful information

System Steps	Action
1	Login to Agent Portal
2	<div>Click on Start a new application</div> <div></div>
3	<div>Enter the details of your student in the New user (Student) details screen.</div> <div>Then click Save and continue</div> <div></div>
4	You will now be taken to the Search for Qualification Screen
IMPORTANT	<ul style="list-style-type: none">The Search for Qualifications screen provides optional fields to limit the number of search resultsThe search will display all Massey University qualifications. Please select the qualification(s) available to international students

	<div>Select Type of qualification</div> <div>Select Year by clicking on arrow to select</div> <div>Select Qualification by clicking on arrow and use the scroll bar until you find your qualification</div> <div>Select Location by clicking on arrow and select your location (campus)</div> <div>Select Keyword(s) enter in the major/endorsement of the qualification e.g. Finance</div> <div></div>
	You will now see Your search results under the Qualification Search . Click on the arrow to show your results.
IMPORTANT	<div>If you are provided with more than one option you will need to check the following:</div> <ul style="list-style-type: none">Period (Semester)Start Date (date the semester will start for the qualification)End Date (date the semester will finish for the qualification)
	<div>Click on Select next to the Semester you wish to start the qualification in</div> <div></div>
	<div>The qualification selected is now displayed under the heading Shortlisted qualification(s). If this is not correct you have the option to Remove.</div> <div></div>
	If correct, click on Apply

	<div>Qualification Search<div>Get help</div><div>Search for qualifications</div><div>Select where you want to study using the Location drop-down. If you select a campus location (eg Auckland), you may also select distance courses. But if you select Distance you may only select distance courses. Select your preferred starting semester from the Search Result options. If your qualification has specialisations (eg majors) you will also be able to select one specialisation. Once you have been approved into your qualification, and if your qualification allows, you can add an additional specialisation and minors when you add courses.</div><div>Type of qualification:<div><div><input type="radio"/> Sub-degree</div><div><input checked="" type="radio"/> Undergraduate</div><div><input type="radio"/> Graduate</div><div><input type="radio"/> Postgraduate</div><div><input type="radio"/> Doctoral</div></div><div>Year<div>2019</div></div><div>Qualification<div>Bachelor Business</div></div><div>Location<div>Manawatu Campus</div></div><div>Keyword(s)<div>Finance</div></div><div>Apply</div><div>Search</div></div></div>
5	<div>Check the Personal details and update details if required. If correct click Next</div> <div>Application form<div>Personal details</div><div>Please check the following details and make any changes as required. If you have had a previous name please enter it below.</div><div>First or given name(s) (as shown on passport) *<div>RUBY</div></div><div>Surname or family name (as shown on passport) *<div>RED</div></div><div>Preferred name<div>RUBY</div></div><div>Gender *<div>Female</div></div><div>Date of birth (DD/MM/YYYY) *<div>24/Aug/1998</div></div><div>Previous surname<div></div></div><div>If you have had more than one previous surname contact us.</div><div>Exit</div><div>Next</div></div>

	<div>Application form<div>Mail address and phone details</div><div>Please enter your mail address and phone number(s) at the time of completing this application.</div><div>Country *<div>China, People's Republic of</div></div><div>Search for Address</div><div>Mail address line 1 *<div>123 Toyko Drive</div></div><div>Mail address line 2<div></div></div><div>Mail address line 3<div>Bejing</div></div><div>Mail address line 4<div>China</div></div><div>Post/zip code *<div>123456</div></div><div>Note: At least one phone number is required.</div><div>Mobile phone number (+64 27 5555555)<div>021123456789</div></div><div>Landline number (+64 6 333 3333)<div></div></div><div>Back</div><div>Exit</div><div>Next</div></div>
7	<div>Click arrow and select Country of Citizenship.</div> <div>Upload Proof of Citizenship.</div> <div>Select Residency status.</div> <div>Upload Proof of Residency.</div> <div>Click arrow and select Ethnicity or enter student's ethnicity.</div> <div>Click Next.</div> <div>Application form<div>Identity details</div><div>Citizenship<div>What is your country of citizenship? *<div>China, People's Republic of</div></div><div>Please provide proof of your citizenship<div>Upload</div></div></div><div>Residency<div>What is your residency status? *<div><div><input type="radio"/> New Zealand resident or permanent resident</div><div><input type="radio"/> Australian resident or permanent resident</div><div><input checked="" type="radio"/> Other resident or permanent resident</div></div></div><div>Please provide proof of your residency<div>Upload</div></div></div><div>Ethnicity<div>Please identify which ethnic group(s) you belong to. You may select up to three.</div><div>Ethnicity *<div>Chinese</div></div><div>Please select<div></div></div></div><div>Back</div><div>Exit</div><div>Next</div></div>

8

Did you attend school in New Zealand, select Yes or No

Click arrow and select Last year of attendance

Click arrow and select Highest school qualification achieved

Is school your most recent education, select Yes or No

Application form

Education

School history

Please complete the following relating to your secondary (high school) education.

Did you attend school in New Zealand? *

Yes

No

Last year of attendance at school *

Please select

Highest school qualification achieved *

Please select

Is school your most recent education? *

Yes

No

IMPORTANT

If an agents selects one of the following Highest school qualification achieved they will need to completed the additional fields

Cambridge International Examination

Highest school qualification achieved *

Cambridge International Examination

Cambridge candidate number *

Cambridge centre number *

International Baccalaureate

Highest school qualification achieved *

International Baccalaureate

Note: for us to view your International Baccalaureate results, request IB release them to Massey University.

NCEA Level 3

Highest school qualification achieved *

NCEA Level 3

NSN number *

(if not known use 0)

No formal school qualification

Not known

Other school qualification

Overseas school qualification

Upload supporting documents

If school is your most recent education, please provide a copy of your results transcript and graduation certificate for your highest qualification achieved

Upload

9

Enter students English Language proficiency

Select were your previous studies taught in English? Select Yes or No

Have you sat or intend to sit an English proficiency test? Select Yes or No

If you select Yes to the question Have you sat or intend to sit an English Proficiency test? Enter details for the following:

- Name of test
- Date of test
- Provide your English test results transcript (Upload)

Would you like to student English language at Massey? Select No if they have already done this test with another provider.

English language proficiency

Were your previous studies taught in a country where English is an official language and taught in English (or Te Reo Māori)? *

Yes

No

Have you sat or intend to sit an English proficiency test? *

Yes

No

Name of test *

IELTS

TOEFL

Pearson Test of English

Other

Date of test (DD/MM/YYYY)

Please provide your English test results transcript

Upload

Would you like to study the English language at Massey? *

Yes

No

Back

Exit

Next

10

If you select No to the question Have you sat or intend to sit an English Proficiency test?

If you select Yes for Would you like to study the English language at Massey? You will need to enter the following details:

What is your preferred start date? Enter the date or click on the calendar icon and select date

How may weeks do you want to study? Click on the arrow and select the number of weeks

	<div>English language proficiency</div> <div><div><div>Were your previous studies taught in a country where English is an official language and taught in English (or Te Reo Māori)? *</div><div><div><div><div><input type="radio"/> Yes</div><div><input checked="" type="radio"/> No</div></div></div></div><div>Have you sat or intend to sit an English proficiency test? *</div><div><div><div><div><input type="radio"/> Yes</div><div><input checked="" type="radio"/> No</div></div></div><div>How do you intend to meet the English language proficiency requirements? *</div><div><div><div>Would you like to study the English language at Massey? *</div><div><div><div><div><input checked="" type="radio"/> Yes</div><div><input type="radio"/> No</div></div></div><div>What is your preferred start date? (DD/MM/YYYY) *</div><div><div><div>How many weeks do you want to study? *</div><div>Please select</div></div></div></div></div></div><div><div>Back</div><div>Exit</div><div>Next</div></div></div></div></div>
11	Click Next
	OTHER STUDY DETAILS
IMPORTANT	If you are a returning Massey University student, you do not need to provide study details, which you have previously supplied unless you are applying for a different qualification or informing us of previous study we were not aware of.
12	Where have you studied? Include previous and current study. If you select Massey only Regarding your most recent Massey study, what are your intentions. Select one of the options. <div><div>Other study</div><div>Note: If you are a returning Massey student you do not need to provide study details and documents which you have previously supplied. If the completion status has changed please contact us.</div><div><div>Where have you studied? <input checked="" type="radio"/> Massey only</div><div>Include previous and current study * <input type="radio"/> Other institution(s) <input type="radio"/> Massey and other institution(s) <input type="radio"/> No other institution(s)</div><div>Your study at Massey</div><div><div>Regarding your most recent Massey study, what are your intentions? *</div><div><div><div><div><input type="radio"/> Qualification is complete</div><div><input type="radio"/> Finish incomplete qualification before starting new qualification I'm applying for</div><div><input type="radio"/> Study incomplete qualification and this qualification at the same time (concurrently)</div><div><input type="radio"/> No longer study incomplete qualification</div></div></div><div>Do you want us to assess your Massey study for credit towards the qualification you are applying for? *</div><div><div><div><div><input type="radio"/> No - I don't wish to transfer or credit my courses</div></div></div></div></div></div></div></div>
IMPORTANT	If you select one of the following Regarding your most recent Massey study, what are your intentions: <ul style="list-style-type: none">Qualification completeNo longer study incomplete qualification You will need to select Yes or No under Do you want us to assess your Massey study for credit towards the qualification you are applying for?

	<div>Other study</div> <div>Note: If you are a returning Massey student you do not need to provide study details and documents which you have previously supplied. If the completion status has changed please contact us.</div> <div><div>Where have you studied? <input checked="" type="radio"/> Massey only</div><div>Include previous and current study * <input type="radio"/> Other institution(s) <input type="radio"/> Massey and other institution(s) <input type="radio"/> No other institution(s)</div><div>Your study at Massey</div><div><div>Regarding your most recent Massey study, what are your intentions? *</div><div><div><div><div><input checked="" type="radio"/> Qualification is complete</div><div><input type="radio"/> Finish incomplete qualification before starting new qualification I'm applying for</div><div><input type="radio"/> Study incomplete qualification and this qualification at the same time (concurrently)</div><div><input type="radio"/> No longer study incomplete qualification</div></div></div><div>Do you want us to assess your Massey study for credit towards the qualification you are applying for? *</div><div><div><div><div><input type="radio"/> Yes - credit from a complete Massey qualification</div><div><input type="radio"/> No - I don't wish to transfer or credit my courses</div></div></div></div></div></div></div> <div><div>Back</div><div>Exit</div><div>Next</div></div>
13	If you select Other institutions Regarding your most recent Massey study, what are your intentions. <div><div>Other study</div><div>Note: If you are a returning Massey student you do not need to provide study details and documents which you have previously supplied. If the completion status has changed please contact us.</div><div><div>Where have you studied? <input checked="" type="radio"/> Massey only</div><div>Include previous and current study * <input type="radio"/> Other institution(s) <input type="radio"/> Massey and other institution(s) <input type="radio"/> No other institution(s)</div><div>Your study at Massey</div><div><div>Regarding your most recent Massey study, what are your intentions? *</div><div><div><div><div><input type="radio"/> Qualification is complete</div><div><input type="radio"/> Finish incomplete qualification before starting new qualification I'm applying for</div><div><input type="radio"/> Study incomplete qualification and this qualification at the same time (concurrently)</div><div><input type="radio"/> No longer study incomplete qualification</div></div></div><div>Do you want us to assess your Massey study for credit towards the qualification you are applying for? *</div><div><div><div><div><input type="radio"/> No - I don't wish to transfer or credit my courses</div></div></div></div></div></div></div></div>
14	You will need to complete the following additional sections: <ul style="list-style-type: none">Suspensions and exclusionsYour study at other institutions
15	Suspensions and exclusions Have you ever been suspended or excluded from any education institution in New Zealand (excluding Massey) or overseas? Select Yes or No If Yes is selected, you will need to click on the arrow next to Country of institution and Year of suspension or exclusion and select the country and year. <div><div>Suspension and exclusions</div><div><div>Have you ever been suspended or excluded from any education institution in New Zealand (excluding Massey) or overseas? *</div><div><div><div><div><input checked="" type="radio"/> Yes</div><div><input type="radio"/> No</div></div></div><div>Country of institution *</div><div>Please select</div><div>Year of suspension or exclusion *</div><div>Please select</div></div></div></div>
16	Your study at other institutions Have you already supplied details and documents for all of your previous study at other institutions? Select Yes or No If No is selected, you will need to complete the following sections

	<p>Qualification (eg Bachelor of Arts) enter in the qualifications at the other institution</p> <p>Country of institution, click on the arrow and select country</p> <p>Subject area (Major), enter in the major/specialisation or endorsement (if applicable)</p> <p>Date started, enter date or click on calendar icon and select date</p> <p>Date completed or plan to complete, enter date or click on calendar icon and select. Leave blank if they are not going to be completing the qualification</p> <p>Qualification completeness, select one of the options</p> <p>Please provide supporting documents for the qualification, upload an Academic Transcript or Graduation Certificate</p> <p>Do you want to us to assess this study for credit towards the qualification you are applying for? Select Yes or No</p> <div><p>Your study at other institutions</p><p>You can provide details for up to three qualifications. Include any English language study. Do not include community or hobby courses. To add details for a second (or third qualification), at the bottom of the page choose Yes to the question Do you want to add another qualification. Include those that will support your application first. If you have more than three qualifications please contact us.</p><p>Have you already supplied details and documents for all of your previous study at other institutions? </p><p><input type="radio"/> Yes <input checked="" type="radio"/> No</p><p>Qualification (eg Bachelor of Arts) *</p><p>Country of institution * Please select </p><p>Subject area (Major)</p><p>Date started * </p><p>Date completed or plan to complete </p><p>Qualification completeness * <input type="radio"/> Complete <input type="radio"/> Still studying, will complete before Massey study <input type="radio"/> Plan to return and complete after Massey study <input type="radio"/> Incomplete</p><p>Please provide supporting document(s) for the qualification </p><p> Upload </p><p>Do you want us to assess this study for credit towards the qualification you are applying for? * (See non-tuition fees for fee.) <input type="radio"/> Yes <input checked="" type="radio"/> No</p><p>Qualification 2</p><p>Do you want to add another qualification? <input type="radio"/> Yes <input type="radio"/> No</p></div>
17	<p>If you select Massey and other institution(s) Regarding you most recent Massey study, what are your intentions.</p> <p>You will get a combination of the additional fields from the Massey only and Other institutions options.</p> <p>You will need to complete the relevant sections.</p>
18	<p>If you select No other institution, you will just need to click Next as there is no additional fields for you to complete.</p>

	<div><p>Other study</p><p>Note: If you are a returning Massey student you do not need to provide study details and documents which you have previously supplied. If the completion status has changed please contact us.</p><p>Where have you studied? </p><p>Include previous and current study * </p><p><input type="radio"/> Massey only <input type="radio"/> Other institution(s) <input type="radio"/> Massey and other institution(s) <input checked="" type="radio"/> No other institution(s)</p><p>Back Exit Next</p></div>
	<p>ADDITIONAL INFORMATION</p>
19	<p>Study preferences</p> <p>Do you plan to study full-time or part or part-time, select Full-time or Part-time</p> <p>Do you plan to study all your course by distance, select Yes or No</p> <p>If you select No, you will need to select Which campus are you planning to study at?</p> <p>Would you like to be contacted by our Academic Advice team? Select Yes or No</p> <p>Have you been in contact with a Massey staff member about your study? If so, please enter their name</p> <p>Will the qualification you are applying for help you achieve your career goals? Select Yes or No</p> <p>Do you intend to complete the qualification you are applying for? Select Yes or No</p> <div><p>Additional information</p><p>Study preferences</p><p>Do you plan to study full-time or part-time? * </p><p><input checked="" type="radio"/> Full-time <input type="radio"/> Part-time</p><p>Do you plan to study all your courses by distance? * </p><p><input type="radio"/> Yes <input checked="" type="radio"/> No</p><p>Which campus are you planning to study at? * </p><p><input type="radio"/> Auckland <input type="radio"/> Manawatū <input type="radio"/> Wellington <input type="radio"/> Other</p><p>Would you like to be contacted by our Academic Advice team? (Advice can help you with the following: qualification or course choices; planning for your future studies; progress to completion.)</p><p>Have you been in contact with a Massey staff member about your study? If so, please enter their name.</p><p>What is your intended career? *</p><p>Accountant</p><p>Will the qualification you are applying for help you achieve your career goals? *</p><p><input checked="" type="radio"/> Yes <input type="radio"/> No</p><p>Do you intend to complete the qualification you are applying for? * </p><p><input checked="" type="radio"/> Yes <input type="radio"/> No</p></div>
20	<p>Personal information</p> <p>Do you live with the effects of a significant injury, long term illness or disabitliy? Select Yes or No</p>

If you select **Yes**, you will need to upload a report from a registered health professional so we assess our ability to support your study in New Zealand.

Are you the first of your family or whanau to attend university? Select Yes or No

In a typical week how many hours would you spend on every day commitments e.g. working, looking after family, playing sport, community work etc, select one of the options

How will your study be financed?

If you select, **Personal funds** (incl. scholarships) you will not need to complete any additional fields.

If you select **Third party**, click on the arrow and select the relevant party

How will your study be financed? * ⓘ

☐ Personal funds (incl. scholarships)

☒ Third party

☐ Other

Please specify the third party *

Please select

⌵

If you select **Other**, please specify the other finance by enter their details in the text field

How will your study be financed? * ⓘ

☐ Personal funds (incl. scholarships)

☐ Third party

☒ Other

Please specify the other finance *

Personal information

Do you live with the effects of a significant injury, long term illness or disability? * ⓘ

☐ Yes

☒ No

Are you the first in your family or whanau to attend university? ⓘ

☐ Yes

☐ No

In a typical week how many hours would you spend on every day commitments eg working, looking after family, playing sports, community work, etc?

☐ Less than 10 hours

☐ 10-19 hours

☐ 20-30 hours

☐ More than 30 hours

How will your study be financed? * ⓘ

☒ Personal funds (incl. scholarships)

☐ Third party

☐ Other

Back

Exit

Next

21 Click **Next**

22 **Agent authorisation**
Please download the Agent authorisations form, complete accordingly to the instructions and upload

Agent authorisation

Please download the **Agent authorisation form**, complete according to the instructions and upload.

Upload

ⓘ

23

Declaration

Please read through the declaration and at the bottom , click in the box **I confirm that I have read and the declaration and accept the above terms and conditions.**

Click **Submit Application**

☒ I confirm that I have read the declaration and accept the above terms and conditions. *

To review your responses, use the Back button to review each page.

When you are sure everything is correct, click Submit application.

Back

Exit

Submit Application

14/01/2019

Massey University Agent Portal User Guide – V2

Page 10 of 17

3 View Existing Applications

System
Agent Portal

System Steps	Action
1	Login to Agent Portal
2	Click on View existing applications <div><div>Home</div><div>Agent portal - Sparkles Consulting</div><div>Start a new application</div><div>View existing applications</div><div>Manage your agents</div></div>
IMPORTANT	Search for applicant If you click Search it will bring back all applications.
3	If you wish to search for a particular student or group of applications, you will need to enter or select details from the following fields: <ul style="list-style-type: none">Student/Applicant IDFirst NameSurnameDate of BirthStart yearQualification titlePathwayApplication/Admission statusBranch/Agent

Search for applicant - Sparkles Consulting

Applicant search

Student/Applicant ID

First name

Surname

Date of birth

Start year

Qualification title

Pathway?

Application/Admission status

Branch/Agent

Search

TIP

You do not need to enter details in all fields; you can just enter or select information in some of the fields. Depending on the type of information you are trying to search for will determine which fields you need to enter or select information in.

To locate an individual student use one or more of the following fields:

- Student/Applicant ID
- First Name
- Surname
- Date of Birth
- Start year

To locate a group of applications use one or more of the following fields:

- Start year
- Qualification title
- Pathway
- Application/Admission status
- Branch/Agent

4

Click **Search**

Search results will show at the bottom of the page

Search results

Search:

11

Student/Applicant ID	First name	Surname	Date of birth	Qualification title	Start year	Pathway?	Branch	Agent	Application form status	Admission status	Action
19028788	RUBY	RED	24 Aug 1998	Bachelor of Business (Finance)	2019	No	Sparkles Consulting	Glitter Bug	Submitted	Documents outstanding	Applicant
19028793	WHITE	DIAMOND	28 Aug 1998	Bachelor of Business (Accountancy)	2019	No	Sparkles Consulting	Glitter Bug	Submitted	Documents outstanding	Applicant
IPU000866292	WHITE	DIAMOND	24 Aug 1999	Bachelor of Business (Accountancy)	2019	No	Sparkles Consulting	Glitter Bug	In Progress		Applicant

Exit

IMPORTANT

Under **Student/Applicant ID** if a;

- Student ID** is displayed the **Application form status** will show as **Submitted**

- **IPU number** is displayed the **Application form status** will show as **In Progress**

Search results

Search:

Student/Applicant ID	First name	Surname	Date of birth	Qualification title	Start year	Pathway?	Branch	Agent	Application form status	Admission status	Action
19028788	RUBY	RED	24 Aug 1998	Bachelor of Business (Finance)	2019	✖ No	Sparkles Consulting	Glitter Bug	Submitted	Documents outstanding	Applicant
19028793	WHITE	DIAMOND	28 Aug 1998	Bachelor of Business (Accountancy)	2019	✖ No	Sparkles Consulting	Glitter Bug	Submitted	Documents outstanding	Applicant
IPU00086292	WHITE	DIAMOND	24 Aug 1999	Bachelor of Business (Accountancy)	2019	✖ No	Sparkles Consulting	Glitter Bug	In Progress		Applicant

Exit

An application may still be **In Progress** even if submitted due to being stopped by duplicate checking

TIP

You will see the following information under the **Search results** titles:

Search title	Information
Student/Applicant ID	Student ID number or IPU number
First name	Students first name
Surname	Students last name
Date of Birth	Student Date of Birth
Qualification title	Qualification student has applied for admission to
Start year	Year the student has applied to start the qualification
Pathway	Will show Yes if the student has a qualification they need to complete prior to starting in the qualification they have applied for
Branch	Agency Branch
Agent	Agent’s name the application is assigned to
Application form status	Submitted = Application form has been submitted In Progress = Application form is not yet complete and has not been submitted
Admission status	Where the application is in the assessment process
Action	By clicking the Applicant button this will open the individual students Applicant Overview page

5

To view the applications click the **Applicant button**

4 View Applicant with Student ID & IPU Number

System Agent Portal

Before you begin

The information you are able to view under an existing application will differ slightly based on whether, the applicant has a **Student ID** or an **IPU Number**. This will change when the **IPU Number** is changed to a **Student ID**.

System Steps	Action
1	Login to Agent Portal
2	Click View existing applications
3	Enter Search details and click Search
4	Once located click on the Applicant button next to the student
5	<div>This will take you to the Applicant Overview. You will be able to view the following information: Applicant Personal Details<ul style="list-style-type: none">Student/Applicant IDNameDate of BirthGenderApplicant Acctions<ul style="list-style-type: none">Add a new qualificationAdd English (<i>only with Student ID</i>)Contact International OfficeContact ApplicantRe-allocateOutstanding tasks – the items below require your attention (<i>only with Student ID</i>) Nofifications (<i>only with Student ID</i>) Applications<ul style="list-style-type: none">Qualfication titleStart dateLocationPathway?Application statusAdmission statusSelect Action</div>

Applicant overview

Get help

Student/Applicant ID: 19028788Name: Ruby RedDate of birth: 24/Aug/1998Gender: Female

Applicant actions

Add a new qualification

Add English

Contact International Office

Contact applicant

Re-allocate

Outstanding tasks - the items below require your action

Received	Due before	Subject	Qualification title	Start date	Start year
15/Oct/2018	29/Oct/2018	Progress your application – Agent Authorisation form	Bachelor of Business (Finance)	25/Feb/2019	2019
15/Oct/2018	29/Oct/2018	Progress your application – citizenship document required	Bachelor of Business (Finance)	25/Feb/2019	2019
15/Oct/2018	29/Oct/2018	Progress your application – residency document required	Bachelor of Business (Finance)	25/Feb/2019	2019
15/Oct/2018	29/Oct/2018	Progress your application – highest school qualification document required			
15/Oct/2018	29/Oct/2018	Progress your application – English test transcript required			

Notifications

Received	Due before	Task	Status
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Applications

Qualification title	Start date	Location	Pathway?	Application form status	Admission status
Bachelor of Business (Finance)	25/Feb/2019	Auckland Campus	No	Submitted	Documents outstanding

Select action

5 Applicant Overview

You will be able to view and/or process the following information under the Applicant Overview

- Add a New Qualification
 - Contact Applicant
 - Notifications
- Add English
 - Re-allocate
 - Applications
- Contact International Office
 - Outstanding tasks

5.1 Add a New Qualification

System Steps	Action
2	Click Add new qualification button
2	Allows you to apply for a new qualification. You will be taken through the same process as when you applied for the first programme – refer to How to apply for a qualification

5.2 Add English

System Steps	Action
1	Click Add English button
2	<p>Type of English required, select one of the options and click Next</p> <div><div>Add English to application</div><div><div>Type of english required ⓘ *</div><div><div><input type="radio"/> DEEP UG (Foundation Certificate in Academic English)</div><div><input type="radio"/> DEEP PG (Foundation Certificate in Advanced Academic English)</div><div><input type="radio"/> General English (weekly)</div></div></div><div><div>Back</div><div>Next</div></div></div>
3	<p>If you select, DEEP UG (Foundation in Certificate of Academic English).</p> <p>Start month, select which month and click Submit</p> <div><div>Add English to application</div><div><div>Qualification</div><div>DEEP UG (Foundation Certificate in Academic English)</div></div><div><div>Start month*</div><div><div><input type="radio"/> February</div><div><input type="radio"/> July</div><div><input type="radio"/> September</div></div></div><div><div>Back</div><div>Submit</div></div></div>
4	<p>If you select, DEEP PG (Foundation Certificate in Advanced Academic English)</p> <p>Start month, select which month and click Submit</p>

	<div><div>Add English to application</div><div><div>Qualification</div><div>DEEP PG (Foundation Certificate in Advanced Academic English)</div></div><div><div>Start month*</div><div><div><input type="radio"/> February</div><div><input type="radio"/> July</div><div><input type="radio"/> September</div></div></div><div><div>Back</div><div>Submit</div></div></div>
5	<p>If you select, General English (weekly)</p> <p>Number of weeks, enter the number of weeks</p> <p>Start date, enter the date or click the calendar icon and select date and click Submit</p> <div><div>Add English to application</div><div><div>Qualification</div><div>General English (weekly)</div></div><div><div>Number of weeks</div><div>(minimum number of weeks is 4)</div><div></div></div><div><div>Start date*</div><div></div><div></div></div><div><div>Back</div><div>Submit</div></div></div>

5.3 Contact International Office

System Steps	Action
1	Click Contact International Office
2	This will allow you to email our International Office

5.4 Contact Applicant

System Steps	Action
1	Click Contact Applicant
2	This will allow you to email your student (applicant)

5.5 Re-allocate

System Steps	Action
1	Click Re-allocate
2	This will allow you to re-allocate the student application to another Agent within your Agency.
3	<p>New Agent, click on the arrow and select from the list. Click Done to re-allocate.</p> <div><div>Select new agent</div><div><div>New agent*</div><div></div><div></div></div><div><div>Back</div><div>Done</div></div></div>

5.6 Outstanding tasks

System Steps	Action
1	Any items under Outstanding task will require your action.
2	To action the item click on the Subject .
3	This will direct you to what action is required from you and where documentation is required you will be provided with an upload button once you have click on the Subject.

5.7 Notifications

System Steps	Action
1	<p>The majority of items under Notifications will not require your action, as these are messages in response to action taken by you and are information only.</p> <p>Except for the Offer of Place if you wish to decline or defer the start date. This will require you to respond and complete the action in the Notification.</p>
2	To decline or defer the Offer of Place click on the Subject
3	This will direct you to the Offer of Place and you will need to complete the relevant sections.

5.8 Applications

System Steps	Action
1	This is where you will be able to withdraw or defer an application.
2	To withdraw or defer and application click on the Select action button.
3	<p>If you select, Defer you will need to complete the following sections:</p> <p>Reason for request, click on arrow and select</p> <p>Preferred start date/location, click on arrow and select</p> <p>If the change you want is not displayed click the box next to The change I want is not displayed. Please contact me to discuss.</p> <p>Click Confirm</p>

Request to alter study start date or location for 2019

Qualification

Bachelor of Business Finance

Reason for request*

Preferred start date/location

☐ The change I want is not displayed. Please contact me to discuss my options.

Important

If you have enrolled in courses for this qualification you will be withdrawn from them and may be liable for a withdrawal fee. For details see [non-tuition fees](#).

If your request is not approved, and you wish to continue with your original courses, you will need to re-enrol in the courses. We will assess your request and advise you of the outcome.

Back

Confirm

4

If you select, **Withdraw** you will need to complete the following sections:

Reason for withdrawal from study, click the arrow and select the reason

Click **Confirm**

Withdraw qualification

Qualification

Bachelor of Business Finance

Reason for withdrawal from study*

If you withdraw from your qualification you are welcome to reapply for admission in the future. Admission back into the qualification is not automatic or guaranteed.

If you have enrolled in courses for this qualification you will be withdrawn from them and may be liable for a withdrawal fee. For details see [non-tuition fees](#).

Back

Confirm

14/01/2019

Massey University Agent Portal User Guide – V2

Page 15 of 17

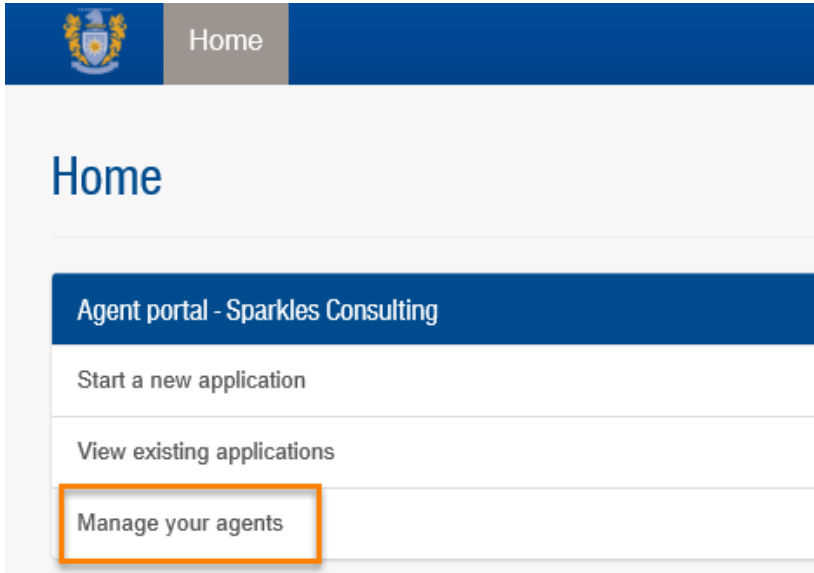
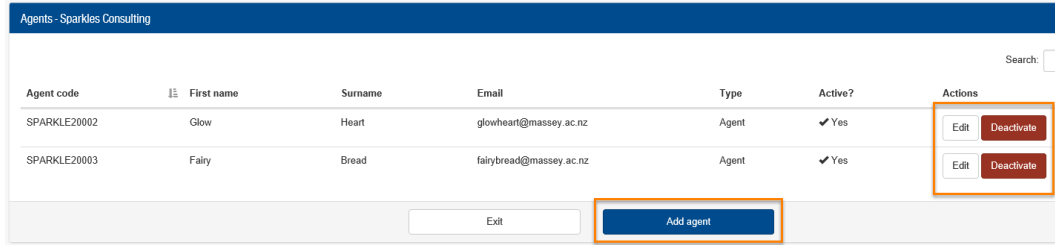
6 Manage your Agents

Access to this section of Agents Portal will only be available to Mangers.

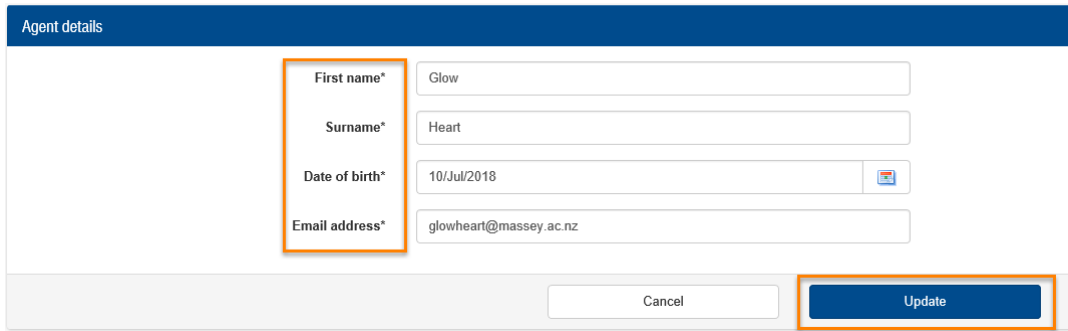
You will be able to:

- Edit Agent details
- Deactivate/Reactivate Agents
- Add an Agent

6.1 Manage your agents

System Steps	Action
1	Login to Agent Portal
2	<div>Click Manage your agents</div> 
3	<div>This will take you to an overview of all your Agents (Staff), each staff member will be listed here and you will be able to do the following:</div> <ul style="list-style-type: none"> • Edit Agent Details • Deactivate and Agent • Reactivate an Agent • Add an Agent <div>Manage your agents</div> 

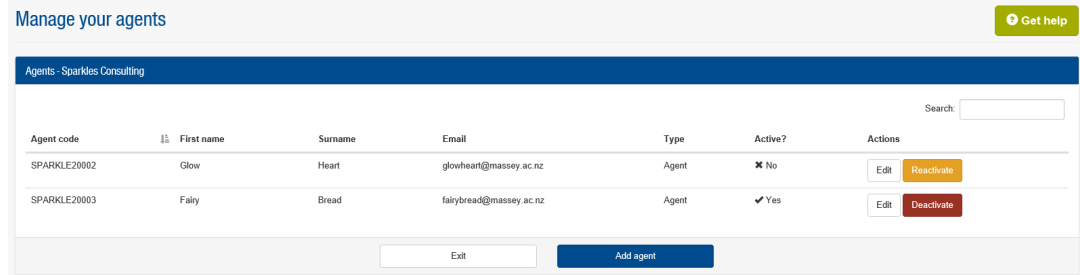
6.2 Edit Agent

System Steps	Action
1	<div>Click the Edit button next to the Agents name.</div> <div>You will be able to update the following details:</div> <ul style="list-style-type: none"> • First name • Surname • Date of Birth • Email address <div>Click Update</div> 

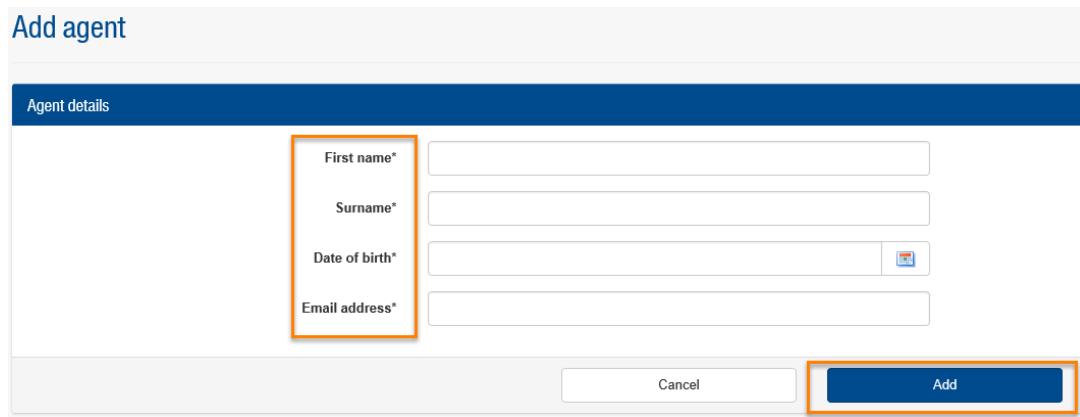
6.3 Deactivate Agents

System Steps	Action
IMPORTANT	<div>Before you Deactivate an Agent, you MUST re-allocate any applications assigned to them to another active agent.</div> <div>If there is applications assigned to the Agent you will get a warning message.</div>
1	Click the Deactivate button next to the Agents name
2	<div>This will deactivate the agent and they will no longer have access to the Agent Portal.</div> <div>It will now display a Reactivate button next to the agent’s name.</div>

6.4 Reactivate Agents

System Steps	Action
1	Click the Reactivate button next to the Agents name
2	<p>The Agent will now have access to the Agent Portal again and you will be able to assign applications to them.</p>  <p>It will also now display a Deactivate button next to the Agent.</p>

6.5 Add an Agent

System Steps	Action
1	Click the Add Agent button
2	<p>You will now need to complete the following fields:</p> <ul style="list-style-type: none"> First name Surname Date of Birth Email address <p>Click Add</p> 

7 Weekly Outstanding Documents Reminder Email to Agents

Agents will receive a weekly email notification advising them of applicants who still have outstanding documents we require to assess their application.

Below is an example of what the email notification will look like.



MASSEY UNIVERSITY
 TE KUNenga KI PŪREHUROA
 UNIVERSITY OF NEW ZEALAND

25/Oct/2018

Hello, Lemon

As of 25/10/2018, the below applicants have outstanding documents:

Student code	Student name
12345678	Pixie Caramel
24681012	Glow Heart
36911150	Orange Slice
98765432	Spearmint Leaf
87654321	Jersey Caramel
24261606	Moro Gold
23213010	Violet Crumble
28141607	Kit Kat
24262528	Pineapple Lumps

[Sign in now](#) to see the message(s).

Any questions? [Contact us](#).

Kind regards
Massey University

Massey University, Private Bag 11 222, Manawatu Mail Centre, Palmerston North 4422, New Zealand

Telephone: 0800 MASSEY (0800 627 739) | Outside NZ (+64 6 350 5701) | Text: 5222
 Email: international@massey.ac.nz | Facebook: <http://www.facebook.com/MasseyUniversity>
 Twitter: www.twitter.com/MasseyUni | Instagram: www.instagram.com/MasseyUni
 Website: www.massey.ac.nz