The New Way to Submit Applications to Griffith (Including Student Online Acceptance Process)

How to use StudyLink Connect
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### 1. Why it is Better

<table>
<thead>
<tr>
<th>1. PRIORITY SERVICE</th>
<th>2. REAL TIME TRACKING OF APPLICATIONS AND OFFERS</th>
<th>3. SEND ENQUIRIES AND RECEIVE ANSWERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>When you use the StudyLink Portal to submit an online application, our system automatically receives it, so we can provide you with faster turn-around times.</td>
<td>You can submit, update and upload documents in the portal. You will also receive automatic progress updates for each application and offer.</td>
<td>StudyLink makes it easy for you to communicate with us if you have questions or require additional information. You can access this anytime.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4. CUSTOMER RELATIONSHIP MANAGEMENT (CRM)</th>
<th>5. LINKS DIRECTLY TO GRIFFITH’S PROGRAM CATALOGUE</th>
<th>6. LATEST NEWS AND INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>StudyLink will store applications and related documents so that you can go back anytime and contact your students to follow up on partially completed applications and submit them.</td>
<td>Up to date program information so you can provide accurate and professional program and specialisation information to your students.</td>
<td>Griffith will add general information, important forms, special application procedures as well as links to up-to-date ESOS and the National Code information.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>7. ONGOING TRAINING AND SUPPORT</th>
<th>8. SAVE $50 EVERY TIME YOU SUBMIT AN APPLICATION*</th>
<th>9. FAST AND EASY</th>
</tr>
</thead>
<tbody>
<tr>
<td>StudyLink provides your staff with ongoing training and support. You can also talk to your Griffith Admissions Officer at any time to assist you with your online applications.</td>
<td>There is no application fee when you submit an online application. Your student will save $50 every time! *Not applicable for Griffith English Language Institute students.</td>
<td>There are 9 simple steps for you to go through to submit the Application directly to us.</td>
</tr>
</tbody>
</table>
2. An Overview of Submitting an Application

1. **Start New Application**
   From the dashboard click the 'Start New Application' button. Alternatively, click on the 'New Application' tab at the top of the page.

2. **Search for Prospect**
   By entering the prospect’s name, citizenship, date of birth and email address, the system will verify that the prospect has not previously lodged and application. To continue, see step 3 below.

3. **Create New Record or Select Existing**
   If the prospect already has a record created you can choose that existing record. Either select **Create New Record** or **Use Selected Record**.

4. **Complete Prospect Record**
   You can enter information about the prospect including personal details, contact information and academic and English language proficiency.
   - **Tip**: Information entered here is stored in the prospect’s record and can be used for future applications. This means that you will not have to re-enter the student’s details again should they wish to lodge another application.

5. **Attach Documents to Prospect Record**
   Use this section to add required documents to your prospect’s profile. This may include a scan copies of their passport, English & academic transcripts etc. **Tip**: You can load a single PDF up to 10MB with these documents to save you time.

6. **Select Institution and Course**
   Start searching for your desired course by selecting at least one of the fields below.
   - **Country:**
   - **Institution:**
   - **Award Type:**
   - **Enter course keyword(s):**
   - **Search**

7. **Complete the Application Form**
   Complete the application form by answering the required fields. These are marked with **.** Once complete click ‘Next’.
   - **Tip**: All mandatory information is provided. Click next to proceed.

8. **Attach Required Documents**
   If required, you will be asked to attach certain documents to the application form. If you have already attached documents to the prospect’s record you may use these. Otherwise you can attach a single file combining all required documents or upload them individually.

9. **Confirm and Submit Application**
   Once the application is complete you will be asked to confirm the details before submitting. You have the option to return to edit the form, save it for later and/or upload further documents. If you are happy with your application click ‘Submit Application’.
3. Logging In and Getting Started

StudyLink Test Agent Portal: http://test.customer.studylink.com (for demo)

StudyLink Agent Portal: http://customer.studylink.com (live site)

Username: ______________________

Password: _____________________

4. Dashboard

When you first log in you will see your “Dashboard”. This is a summary page of your applications, offers, messages and notices. You can also start a New Application from this page.
5. New application

1. Click on “New application” to bring up the online application form.
2. Enter the student’s details and then click Next.
3. If the student is already in the system further details will come up and you should check with the student to make sure they are up to date.

4. If the student is not already in the system you will see this screen. Click the Select button.
5. Then click Create a New Record. You will then enter more information about the student.
6. See Section 7 Attaching Documents for further instructions on how to upload.
7. See “An Overview of the Application Process” on page 3 of this document for the nine steps you will take to submit the online application.
Note: There is a new addition to the application form regarding OSHC. Students are now able to provide information on the type of cover required at the time of submitting their application.

6. Prospects

The Prospects screen will show you information on each student that you have entered. You can store prospective student information/documents in the “Prospect” tab. This information and documents can be used to submit to any StudyLink Connect clients that your Agency has a valid agency agreement with. This translates to reduced data entry for you and your Counsellors applying to multiple institutions.

1. You can “Add a prospect” which will bring up the same screen as a New application
2. You can search for a student in the top right hand corner.
3. Under Actions you can:
   - Start a New application
How to add a prospect

Step 1: In Prospect Tab, click “Add a Prospect”

Step 2: Enter Prospect Details

Step 3: Search / Match Prospect – Create new record if no duplicate found
StudyLink will give you a list of matches (if there are any). If there are multiple records listed you can select one of the existing records if determined that it is the same applicant. Click on the Select button and then the “Create a New Record” icon will change to “Use Selected Record”. Otherwise, if it is a new applicant select the “Create a New Record” icon.

**Step 4: Enter Common Fields / English Scores**

<table>
<thead>
<tr>
<th>Personal details</th>
<th>Permanent contact details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family (last) name:</td>
<td>Country: <strong>ARGENTINA</strong></td>
</tr>
<tr>
<td>First (given) name:</td>
<td>Address:</td>
</tr>
<tr>
<td>Title:</td>
<td>Address:</td>
</tr>
<tr>
<td>Date of birth:</td>
<td>Address:</td>
</tr>
<tr>
<td>Gender: Male</td>
<td>Address:</td>
</tr>
<tr>
<td>Country of birth:</td>
<td>Address:</td>
</tr>
<tr>
<td>Citizenship:</td>
<td>Address:</td>
</tr>
<tr>
<td>Passport number:</td>
<td>Address:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Current contact details</th>
<th>Permanent contact details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Country: <strong>ARGENTINA</strong></td>
<td>Address:</td>
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<tr>
<td>Address:</td>
<td>Address:</td>
</tr>
<tr>
<td>Address 2:</td>
<td>Address:</td>
</tr>
<tr>
<td>Address 3:</td>
<td>Address:</td>
</tr>
<tr>
<td>Suburb/Town/City: Please select</td>
<td>Suburb/Town/City: Please select</td>
</tr>
<tr>
<td>State/County/Province: Please select</td>
<td>State/County/Province: Please select</td>
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<tr>
<td>Post/Zip code:</td>
<td>Post/Zip code:</td>
</tr>
<tr>
<td>Mobile number:</td>
<td>Mobile number:</td>
</tr>
<tr>
<td>Home number:</td>
<td>Home number:</td>
</tr>
<tr>
<td>Email address:</td>
<td><strong><a href="mailto:123@test.com">123@test.com</a></strong></td>
</tr>
</tbody>
</table>

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<thead>
<tr>
<th>English language proficiency</th>
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</thead>
<tbody>
<tr>
<td>English exam test name:</td>
</tr>
<tr>
<td>Date English exam taken: Day Month Year</td>
</tr>
<tr>
<td>Writing score:</td>
</tr>
</tbody>
</table>

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9
7. Uploading Documents

You can add documents as part of adding a “Prospect” or as part of submitting a “New application”.

Uploading documents when submitting a “New application”

The default selection for Attach documents will be ‘Attach later’ and you will be asked to attach either one consolidated document or multiple documents once the application has been completed and is ready for submission.

![Upload Options](image)

Should you prefer to attach individual files as you enter the application you can select ‘Upload Now’ at each point where documentation is required. If you select ‘Upload Now’, the Upload button will appear and it will be mandatory to attach the required supporting document, along with a description of the document.

**Note:** For Griffith English Language Institute students, in the absence of English Language Proficiency test results, please upload a copy of the student’s passport personal details page.

![Upload Options](image)

Uploading documents when adding a “Prospect”
8. Applications

1. The status of all submitted and incomplete applications can be viewed in the “Applications” Tab.
2. The default choice is for the Summary page. You will need to ensure that you select ‘All’ to view all of your applications.

3. By clicking on the “Advanced Search” link, you are able to search more thoroughly for applicants/applications by a range of criteria.
4. From the Applications page you are able to:
   - Download PDF
   - Cancel an application
   - View activity (history of an application)
   - Send a message directly to Griffith International about the application

9. Accepting and Paying for the Offer (Student)

With recent developments between the University and StudyLink Portal, students are now able to ‘Accept and Pay’ for their new Offer through StudyLink Student Portal. See Appendix A for an overview.
This is where you will find Letters of Offer and other correspondence from the Universities you are working with including the Griffith Admissions Team. Messages sent from Griffith University via the StudyLink Portal are viewable in the “Inbox”. You can nominate an email address that you would like linked to this Inbox so that you are prompted when a message is received. This is normally the email address provided to StudyLink when initiating your login and password. Should you wish to change this password please contact StudyLink.

**Offer Letter Notification from Griffith University**

Griffith University will send a new auto-notification which contains the offer letter and acceptance of offer instructions to the Agent, along with a secure link to ‘Generate a New Password’. In order to view the offer letter, other relevant documentation, and to accept offer, the student will need to generate a unique password via the secure link provided in the auto-notification, using the same email address submitted with their application.

**Sending a message or document**

- Click on either “Send document” or “Send Message” under Messages section of the student’s profile
- Type the message you wish to send in the text box
- Click on Upload to attach any supporting documentation
- Click on Send
- All communication and documents will be sent directly to the relevant Admissions Officer
Cancelling an application

Cancel an Application

- Under View Activity for an application, click on “Cancel”
- Check that the applicant details and course details for which you wish to cancel the application are correct.
- Click on the Withdraw Application button to confirm cancellation
11. Resources

Support Videos

- To view Support videos, choose a topic from the provided list under Resources page:

- To view Resources for Griffith Institution Portal, click on Griffith Intuition Portal on the Resources page:

Here, you will also find forms and checklists that may need to be completed and uploaded with the application.
In “Preferences”, you can set up your ideal time and date format for your Office. You also have the option to set up preferences to provide you with a visual prompt on the age of your applications. In a similar concept to traffic lights - the Normal date range are
coloured GREEN, Extended date range are coloured ORANGE and Overdue applications will be coloured in RED. This will assist you to keep track of your submitted applications.

13. Reporting

1. Click on the “Applications” tab
2. Select “All” in the list of application types
3. Click on “Download Data”, you can download all of your application data or filter by status and export this information into a CSV file that will allow for further data manipulation in Microsoft Excel.

14. Tips

1. New ‘Live Support’ is now available. Click on the icon for assistance.
2. Additionally, all login issues, support and agent training requests can be sent to maggie.yang@studylink.com. These requests are usually actioned within 24 hours.
3. The StudyLink Agent Portal functions best when viewed in Google Chrome or Firefox.
4. StudyLink Contact for Griffith University –
   - Griffith International is Ian Jeon. Email: i.jeon@griffith.edu.au or Phone: +61 (07) 3735 4262
   - Study Abroad Program is Julie Lambert. Email: julie.lambert@griffith.edu.au or Phone: +61 (07) 5552 9032
   - Griffith English Language Institute, Email: Griffith-English@griffith.edu.au or Phone: +61 (07) 5552 7555
5. There are help videos available on the StudyLink Portal Dashboard
StudyLink Student Offer Acceptance Process

1. **Login to StudyLink**
   - Click on the ‘Generate Password’ link provided by the Agent.
   - Login with email address and your newly generated password

2. **My Applications**
   - Click on My Applications under Submitted Applications
   - Refer to application status of Offer. Under Action for this application, click on Actions drop-down menu
   - Select Respond to Offer

3. **Responding to Offer**
   - View your Offer details
   - Respond to questions under Additional Information
   - Read and agree to all terms and conditions to proceed to accept your offer

4. **Accept and Pay (if applicable)**
   - Click on Accept (if no deposit fee is required to be paid) Or
   - Click on Accept and Pay and proceed to make payment
   - You will be redirected to Western Union to make payment through Credit Card or Bank transfer (telegraphic transfer)

5. **Upload Attachments (for payments made by telegraphic transfer only)**
   - Click on My Applications
   - Under Actions, click on View Activity
   - Under Attachments, click on ‘Upload new attachment for this application’
   - Attach a copy of your bank receipt