

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

- PRIORITY SERVICE**

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.
- REAL TIME TRACKING OF APPLICATIONS AND OFFERS**

You can submit, update and upload documents in the portal. You will also receive automatic progress updates for each application and offer.
- SEND ENQUIRIES AND RECEIVE ANSWERS**

StudyLink makes it easy for you to communicate with us if you have questions or require additional information. You can access this anytime.
- CUSTOMER RELATIONSHIP MANAGEMENT (CRM)**

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.
- LINKS DIRECTLY TO GRIFFITH'S PROGRAM CATALOGUE**

Up to date program information so you can provide accurate and professional program and specialisation information to your students.
- LATEST NEWS AND INFORMATION**

Griffith will add general information, important forms, special application procedures as well as links to up-to-date ESOS and the National Code information.
- ONGOING TRAINING AND SUPPORT**

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.
- SAVE \$50 EVERY TIME YOU SUBMIT AN APPLICATION***

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.
- FAST AND EASY**

There are 9 simple steps for you to go through to submit the Application directly to us.

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.

Start New Application

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 prospects record and can be used for future applications. This means that you will not have to re-enter the students 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'.



All mandatory information is provided. Click next to proceed.

Next

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

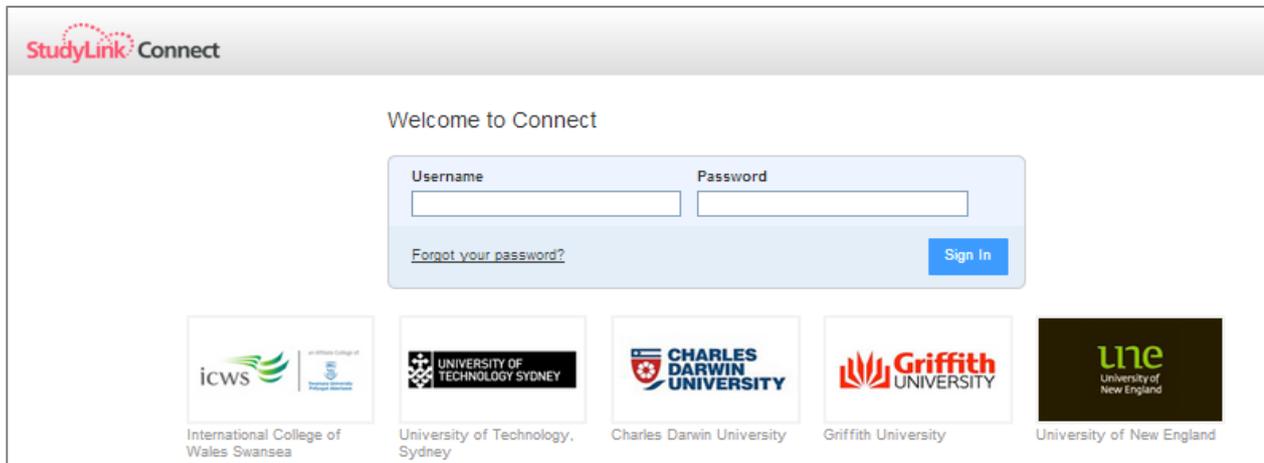
Once the application is complete you will be asked to confirm the details before submitting. You have the option to return to edit the form, save it for later and/or upload further documents. If you are happy with your application click 'Submit Application'.

Submit Application

3. Logging In and Getting Started

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

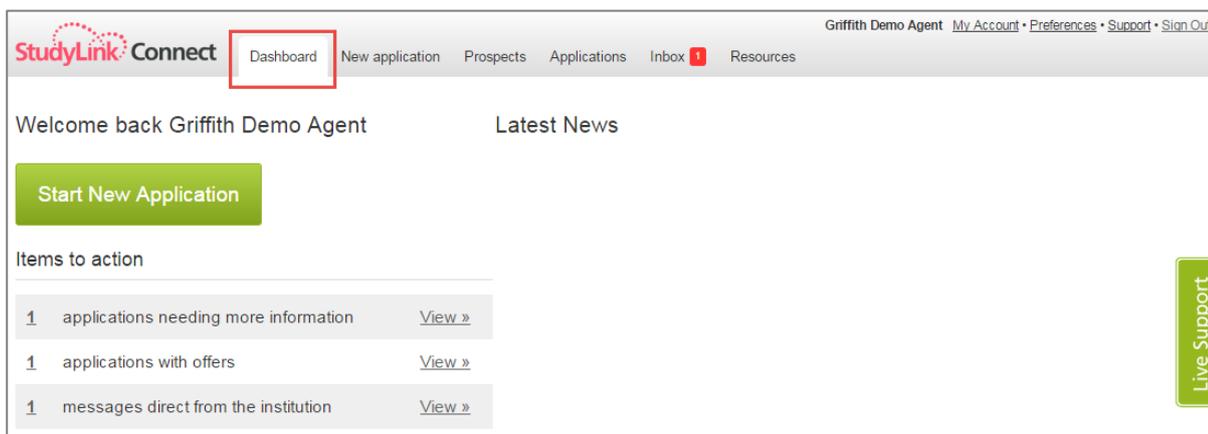
StudyLink Agent Portal: <http://customer.studylink.com> (live site)



Username: _____

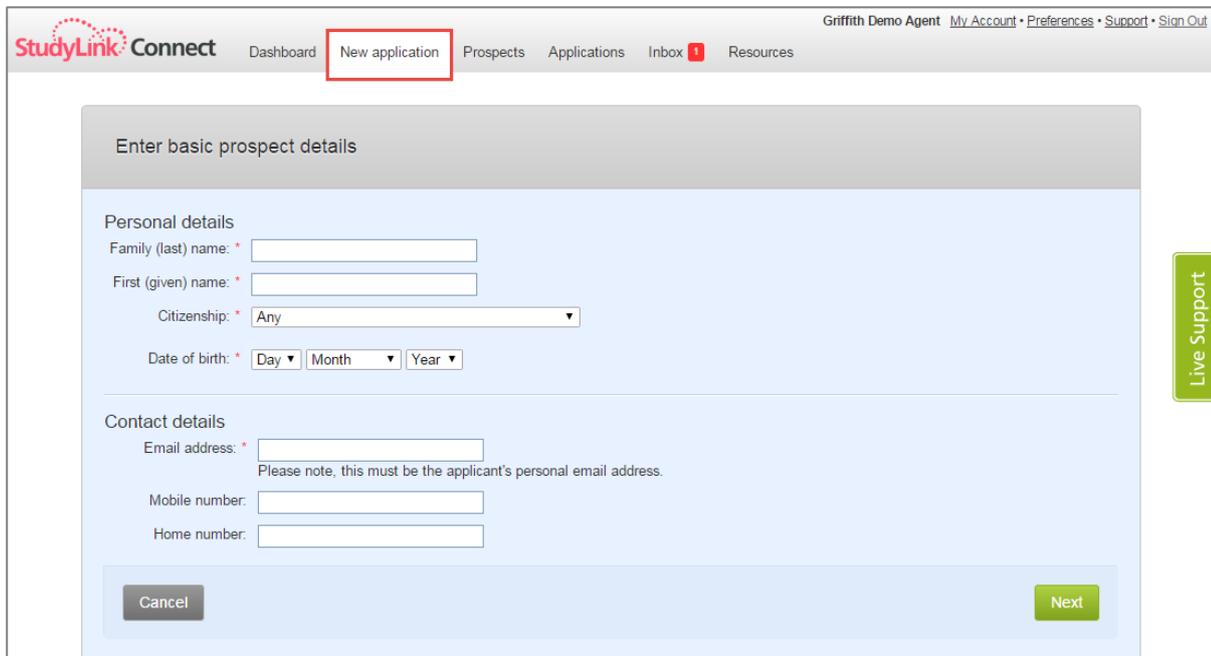
Password: _____

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.



Last (Family) Name	First (Given) Name	Date of Birth	Citizenship	Email Address	Select
Tim	Tam	1/1/1988		abc@test.com	<input type="radio"/>

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.

Overseas Student Health Cover (Student visa holders only)

Please note, as an International Student, if you intend to apply for a student visa you will be required to have Overseas Student Health Cover (OSHC) for the entire duration of your stay in Australia. Griffith University's nominated OSHC provider is Allianz <https://www.oshcallianzassistance.com.au/>.

Please advise the type of cover you will require

Please Select

Please Select

Single (cover for yourself only)

Dual (cover for yourself and one dependant)

Multi-Family (cover for yourself and more than one dependant)

6. Prospects

Griffith Demo Agent | My Account | Preferences | Support | Sign Out

StudyLink Connect | Dashboard | New application | **Prospects** | Applications | Inbox | Resources

All Prospects | **Add a prospect**

My Prospects | | SEARCH | Advanced search

Total records: 134 | Page 3 of 7

Citiz	Last name	First name	D.O.B.	Email address	Provider	Applications	Last activity	Actions
	Griffin, Amanda		07/07/1987	amandag@test.com		1 View	14/07/2015 13:45	New application View prospect Edit prospect record Manage documents
	Craig, Melinda		03/03/1983	melinda@test.com		2 View	14/07/2015 13:45	
	Customer, Testing		20/04/1982	j.yun@griffith.edu.au		1 View	14/07/2015 13:45	
	Seaton, Lesley		01/02/1983	kaplan@test.com		3 View	14/07/2015 13:45	
	Dominguez Santiago, Juan Carlos		03/08/1982	johnnyc@test.com		1 View	14/07/2015 13:45	
	long, barb		1/1/1992	barb@test.com		1 View	14/07/2015 13:45	
	Abbott, Tony		01/01/1985	tony@test.com		1 View	14/07/2015 13:45	
	Smith, John		01/02/1983	johnsmith@test.com		1 View	14/07/2015 13:45	

Live Support

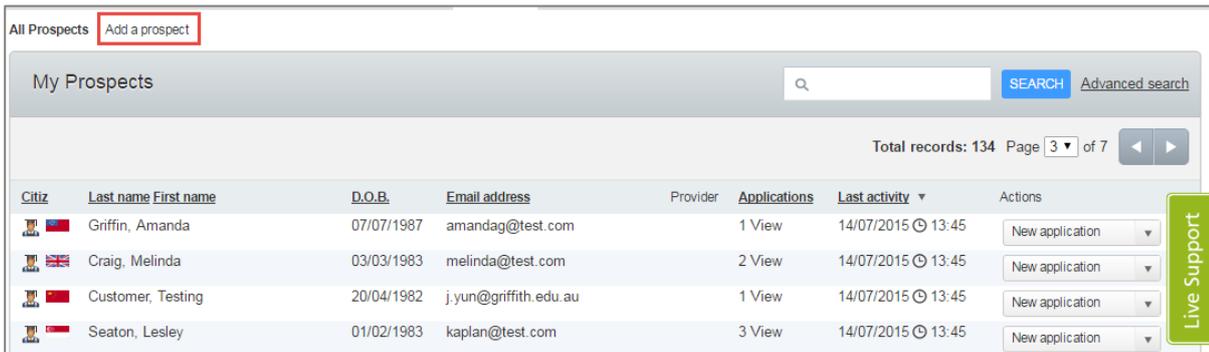
The Prospects screen will show you information on each student that you have entered. You can store prospective student information/documents in the “Prospect” tab. This information and documents can be used to submit to any StudyLink Connect clients that your Agency has a valid agency agreement with.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

- View prospect
- Edit prospect records
- Manage documents

How to add a prospect

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



All Prospects **Add a prospect**

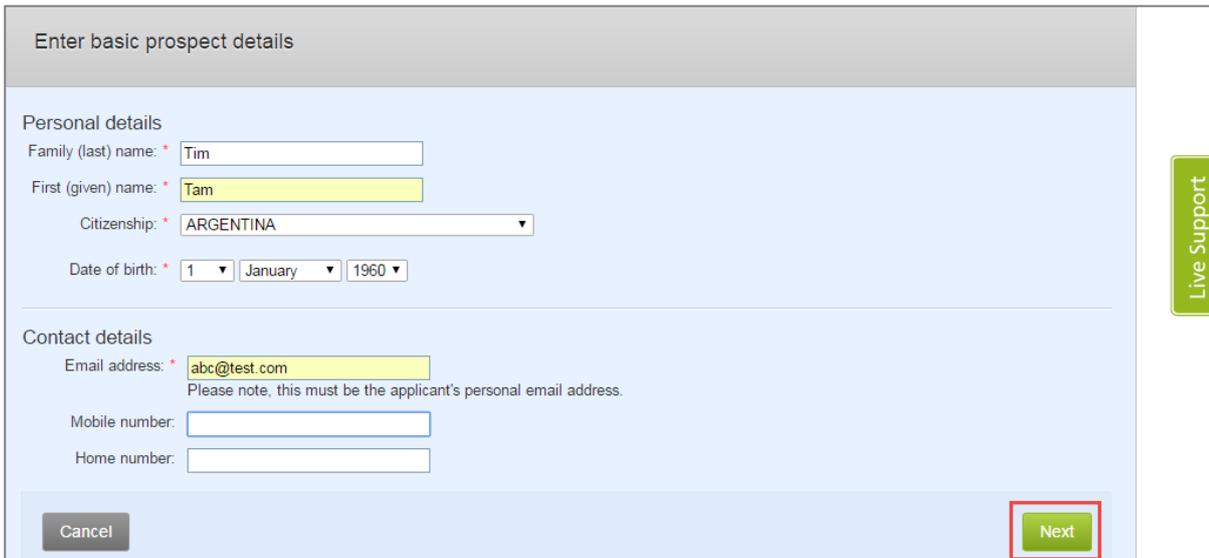
My Prospects **SEARCH** [Advanced search](#)

Total records: 134 Page 3 of 7

Citiz	Last name	First name	D.O.B.	Email address	Provider	Applications	Last activity	Actions
	Griffin, Amanda		07/07/1987	amandag@test.com		1 View	14/07/2015 13:45	New application
	Craig, Melinda		03/03/1983	melinda@test.com		2 View	14/07/2015 13:45	New application
	Customer, Testing		20/04/1982	j.yun@griffith.edu.au		1 View	14/07/2015 13:45	New application
	Seaton, Lesley		01/02/1983	kaplan@test.com		3 View	14/07/2015 13:45	New application

Live Support

Step 2: Enter Prospect Details



Enter basic prospect details

Personal details

Family (last) name: *

First (given) name: *

Citizenship: *

Date of birth: *

Contact details

Email address: *
Please note, this must be the applicant's personal email address.

Mobile number:

Home number:

Live Support

Step 3: Search / Match Prospect – Create new record if no duplicate found



Create prospect record

Create a new prospect record with the following details:

Last (Family) Name	First (Given) Name	Date of Birth	Citizenship	Email Address	Select
Tam	Tim	1/1/1960		123@test.com	<input type="radio"/>

Live Support

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

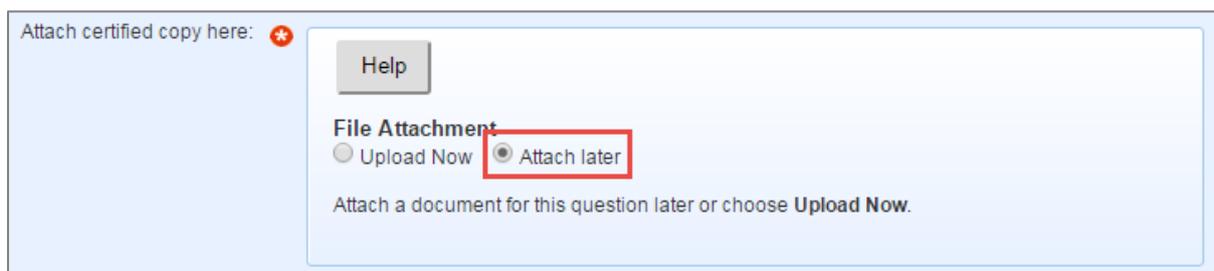
Personal details Family (last) name: * <input type="text" value="Tam"/> First (given) name: * <input type="text" value="Tim"/> Title: <input type="text" value="Please Select"/> Date of birth: * <input type="text" value="1"/> <input type="text" value="January"/> <input type="text" value="1960"/> Gender: * <input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Indeterminate/Unspecified/Intersex Country of birth: <input type="text" value="Select"/> Citizenship: <input type="text" value="ARGENTINA"/> Passport number: <input type="text"/>	
Current contact details Country: <input type="text" value="ARGENTINA"/> Address: <input type="text"/> Address 2: <input type="text"/> Address 3: <input type="text"/> Suburb/Town/City: <input type="text"/> State/County/Province: <input type="text" value="Please select"/> Post/Zip code: <input type="text"/> Mobile number: <input type="text"/> Home number: <input type="text"/>	Permanent contact details <input type="checkbox"/> Same as current contact details? Country: <input type="text" value="ARGENTINA"/> Address: <input type="text"/> Address 2: <input type="text"/> Address 3: <input type="text"/> Suburb/Town/City: <input type="text"/> State/County/Province: <input type="text" value="Please select"/> Post/Zip code: <input type="text"/> Mobile number: <input type="text"/> Home number: <input type="text"/> Email address: * <input type="text" value="123@test.com"/>
English language proficiency English exam test name: <input type="text" value="Select..."/> Date English exam taken: <input type="text" value="Day"/> <input type="text" value="Month"/> <input type="text" value="Year"/> Overall score: <input type="text"/> Reading score: <input type="text"/> Writing score: <input type="text"/>	

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.



Attach certified copy here: *

Help

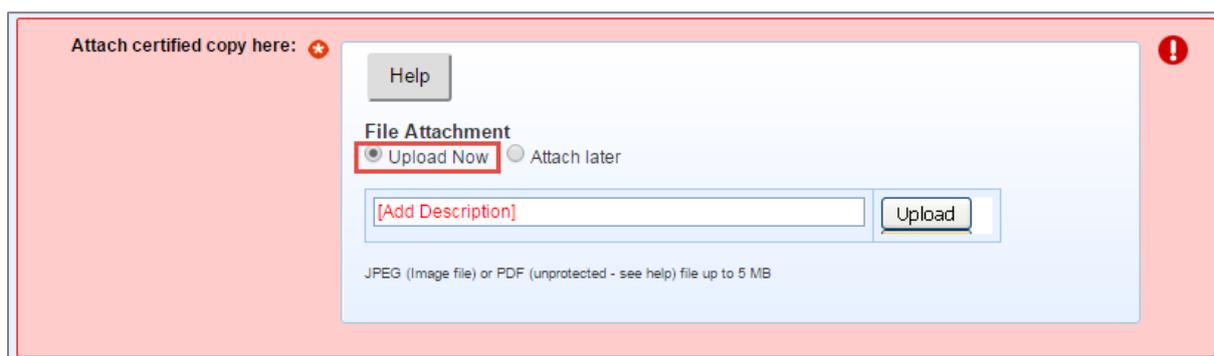
File Attachment

Upload Now Attach later

Attach a document for this question later or choose **Upload Now**.

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.



Attach certified copy here: *

Help

File Attachment

Upload Now Attach later

[Add Description] Upload

JPEG (Image file) or PDF (unprotected - see help) file up to 5 MB

Uploading documents when adding a “Prospect”

Attach documents Start new application for Tim Tam

Prospect summary Edit prospect **Attach documents** View Applications Add Note View Notes

Tam, Tim

Use this section to add important documents to your prospect's profile. Documents may include a scan of their passport, proof of visa, academic transcripts etc.

PLEASE NOTE: Adding documents here will NOT automatically submit them to any educational provider. You must attach a document to an application in order for the provider to be able to see it.

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

[Add Description]

ONE JPEG or unprotected PDF file up to 10 MB (see help) files (max 10) up to 10 MB each

Option 2: Upload your documents individually Help?

[Add Description]

Upload requirements: JPEG or unprotected PDF files up to 5MB each (see help) files (max 10) up to 5 MB each

Current documents

Name	Size	Thumbnail	Remove
No documents are currently loaded for this applicant			

Live Support

8. Applications

Griffith Demo Agent My Account Preferences Support Sign Out

StudyLink Connect Dashboard New application Prospects **Applications** Inbox 1 Resources

Summary **All** Incomplete Submitted Offers Closed

Application summary

Incomplete applications

	Ben, Holly 1/1/1998	English for Academic Purposes 10 Weeks	Saved (Incomplete Application) 03/11/2016 11:34	<input type="button" value="Continue"/>
	asd, asd 01/04/1988	Bachelor of Business	Saved (Incomplete Application) 05/05/2016 12:01	<input type="button" value="Continue"/>
	asd, asd 3/4/1993	Bachelor of Arts/Bachelor of Commerce	Saved (Incomplete Application) 08/01/2016 13:22	<input type="button" value="Continue"/>
	Joe, Peters 08/03/1981	Bachelor of Arts/Bachelor of Business Employment Relations	Saved (Incomplete Application) 18/09/2015 10:45	<input type="button" value="Continue"/>
	Smith, John 08/05/1997	Study Abroad - One Semester	Saved (Incomplete Application) 27/08/2015 09:06	<input type="button" value="Continue"/>

64 more applications

Submitted applications, returned by provider for action

	Thoughts, Penny 01/05/1985	Graduate Certificate in Human Resource Management GCert Human Resource Mgt	More Information Required 18/08/2014 10:57	<input type="button" value="Review and re-submit"/>
--	-------------------------------	---	---	---

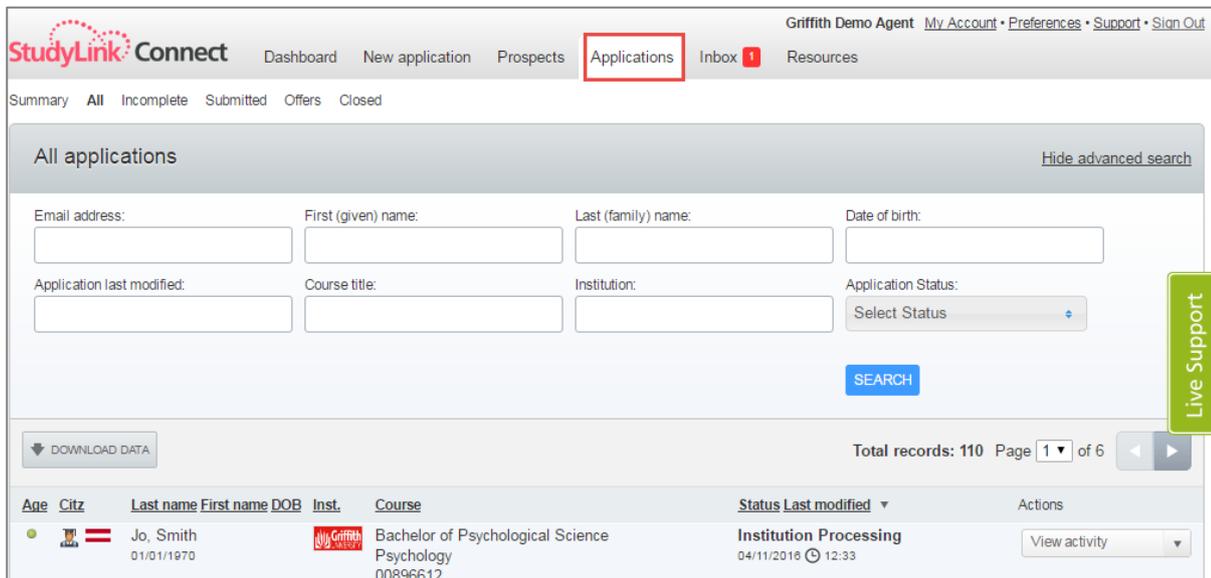
Submitted applications

	Jo, Smith 01/01/1970	Bachelor of Psychological Science Psychology 00896612	Institution Processing 04/11/2016 12:33	<input type="button" value="View activity"/>
--	-------------------------	---	--	--

Live Support

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



Griffith Demo Agent [My Account](#) • [Preferences](#) • [Support](#) • [Sign Out](#)

Dashboard New application Prospects **Applications** Inbox 1 Resources

Summary **All** Incomplete Submitted Offers Closed

All applications [Hide advanced search](#)

Email address: First (given) name: Last (family) name: Date of birth:

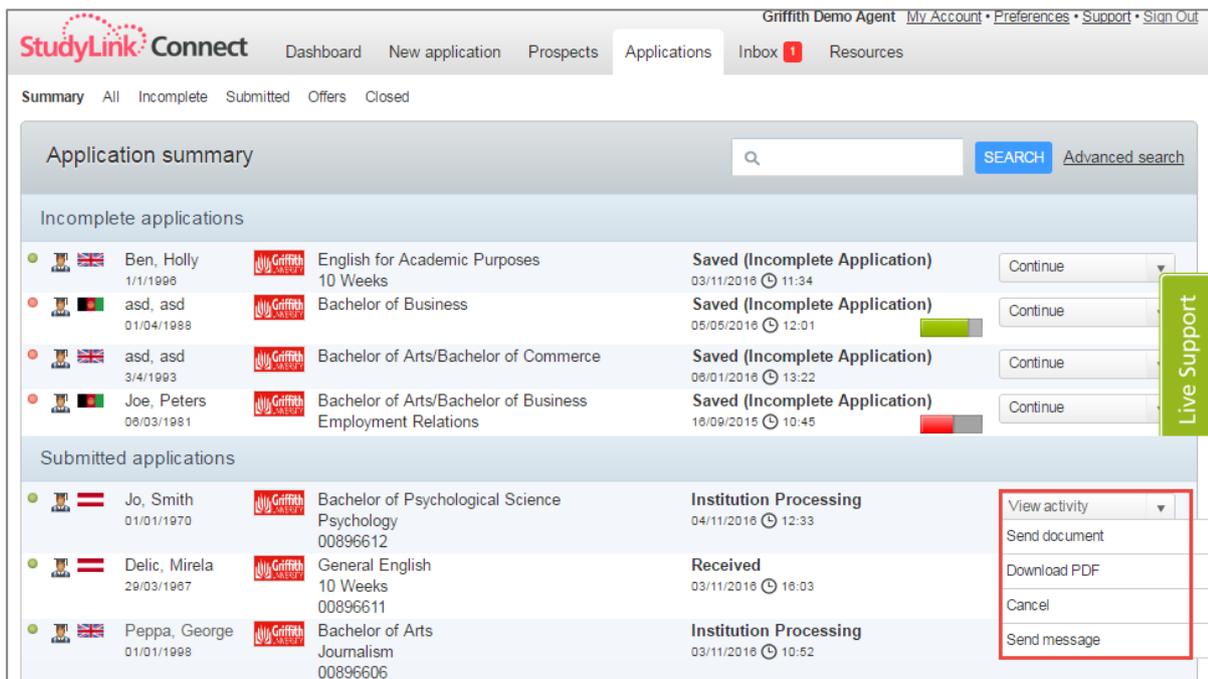
Application last modified: Course title: Institution: Application Status:

Total records: 110 Page 1 of 6

Age	Citiz	Last name	First name	DOB	Inst.	Course	Status	Last modified	Actions
		Jo, Smith		01/01/1970		Bachelor of Psychological Science Psychology 00896612	Institution Processing	04/11/2018 12:33	<input type="button" value="View activity"/>

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



The screenshot shows the 'Applications' page in the StudyLink Connect portal. It features a navigation bar with 'Dashboard', 'New application', 'Prospects', 'Applications', 'Inbox', and 'Resources'. Below the navigation, there are tabs for 'Summary', 'All', 'Incomplete', 'Submitted', 'Offers', and 'Closed'. The main content area is titled 'Application summary' and includes a search bar and a 'SEARCH' button. The applications are categorized into 'Incomplete applications' and 'Submitted applications'. A dropdown menu is open for the application 'Jo, Smith', showing options: 'View activity', 'Send document', 'Download PDF', 'Cancel', and 'Send message'. A 'Live Support' button is visible on the right side of the application list.

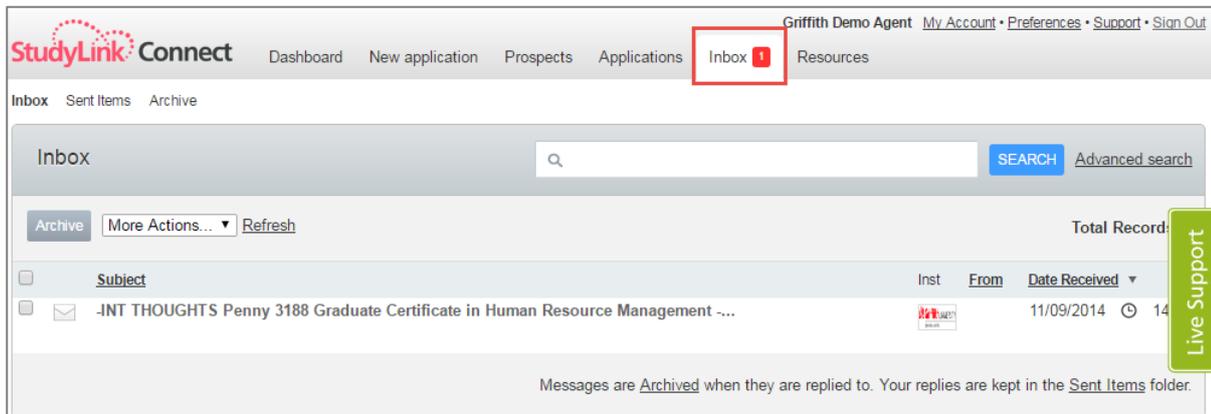
Application Status	Applicant Name	Program	Status	Actions
Incomplete	Ben, Holly	English for Academic Purposes	Saved (Incomplete Application)	Continue
Incomplete	asd, asd	Bachelor of Business	Saved (Incomplete Application)	Continue
Incomplete	asd, asd	Bachelor of Arts/Bachelor of Commerce	Saved (Incomplete Application)	Continue
Incomplete	Joe, Peters	Bachelor of Arts/Bachelor of Business Employment Relations	Saved (Incomplete Application)	Continue
Submitted	Jo, Smith	Bachelor of Psychological Science Psychology	Institution Processing	View activity, Send document, Download PDF, Cancel, Send message
Submitted	Delic, Mirela	General English	Received	
Submitted	Peppa, George	Bachelor of Arts Journalism	Institution Processing	

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.

10. Inbox



The screenshot shows the StudyLink Connect interface. The top navigation bar includes 'Dashboard', 'New application', 'Prospects', 'Applications', 'Inbox' (highlighted with a red box), and 'Resources'. Below the navigation bar, there are tabs for 'Inbox', 'Sent Items', and 'Archive'. The main content area features a search bar with a 'SEARCH' button and a link to 'Advanced search'. Below the search bar are buttons for 'Archive', 'More Actions...' (with a dropdown arrow), and 'Refresh'. A table of messages is displayed with columns for 'Subject', 'Inst', 'From', and 'Date Received'. A 'Live Support' button is located on the right side of the interface.

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

Message re application

Compose a message about Application [56113]: GILLARD, Julia - Bachelor of Laws/Bachelor of Government and International Relations

To: [Admissions](#)

Subject:

Attachment: All Files (see help) files (max 5) up to 5 MB each

Uploaded attachments will be added to this application and can be viewed in the View Activity page.

Dear Admissions Team
Please find attached a copy of this applicant's IELTS results from their test taken last week.
Kind regards
Agent]

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

Confirm Cancellation

Student details

Name:

Date of birth:

Home phone:

Email:

Citizenship:

Current address:

Course details

Course:

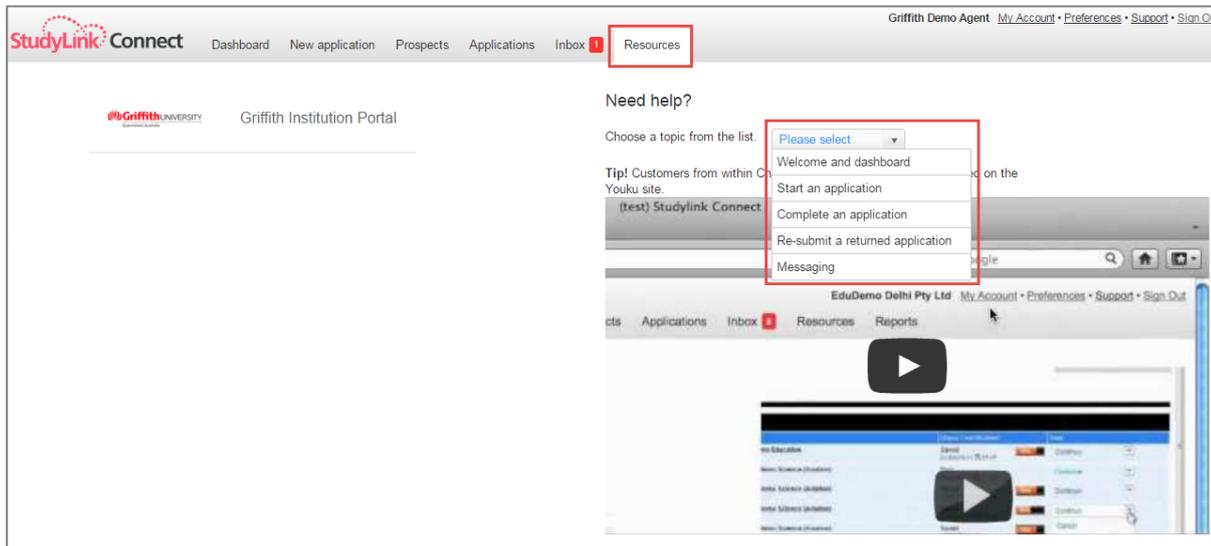
Studylink App #:

Start date:

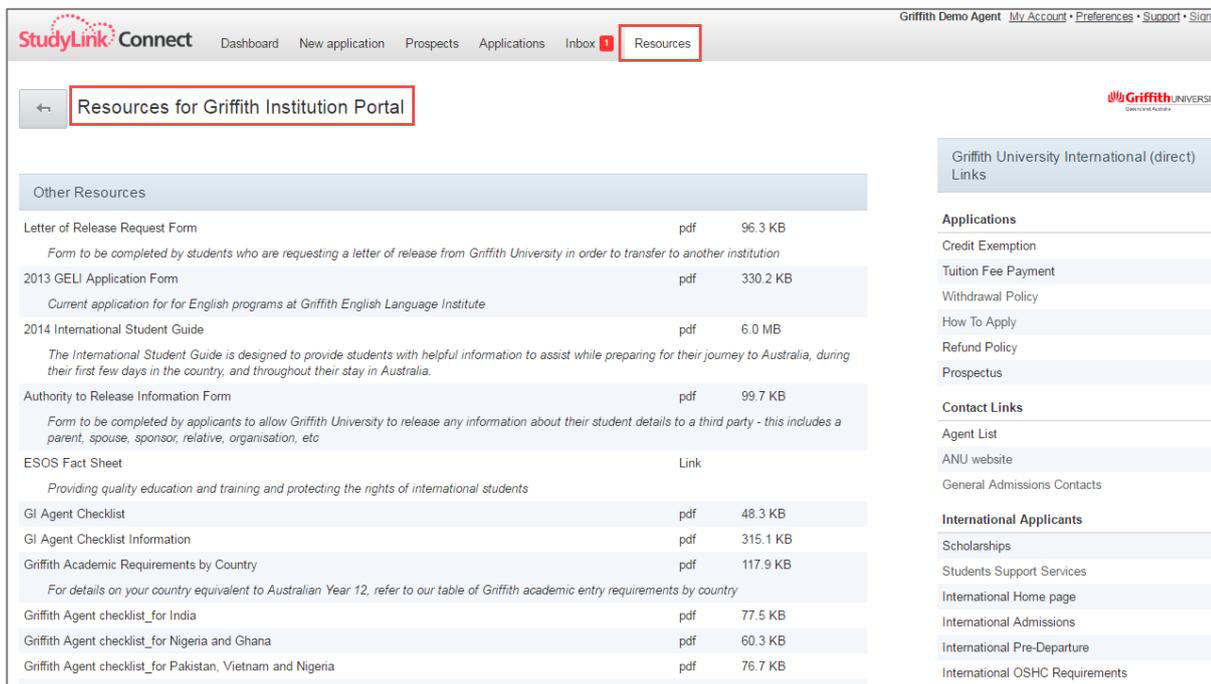
11. Resources

Support Videos

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

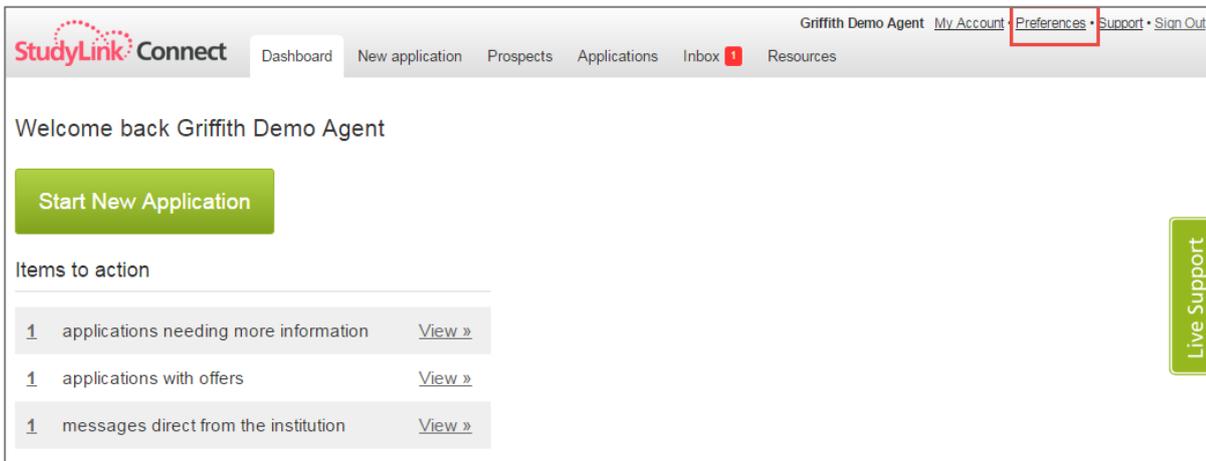


- To view Resources for Griffith Institution Portal, click on Griffith Intuition Portal on the Resources page:



Here, you will also find forms and checklists that may need to be completed and uploaded with the application.

12. Preferences



User Preferences

Date and Time

My preferred date format is:

My preferred Time format is:

My preferred time zone is:

Application Ageing. Set the duration for normal, extended, overdue processing times.

Incomplete Applications

Normal	Less than <input type="text" value="7"/> days old
Extended	Between 7 days and <input type="text" value="14"/> days old
Overdue	More than 15 days old

Submitted Applications

Normal	Less than <input type="text" value="7"/> days old
Extended	Between 7 days and <input type="text" value="14"/> days old
Overdue	More than 15days old

Display Tabs

Show recently selected Prospects

Application Forms

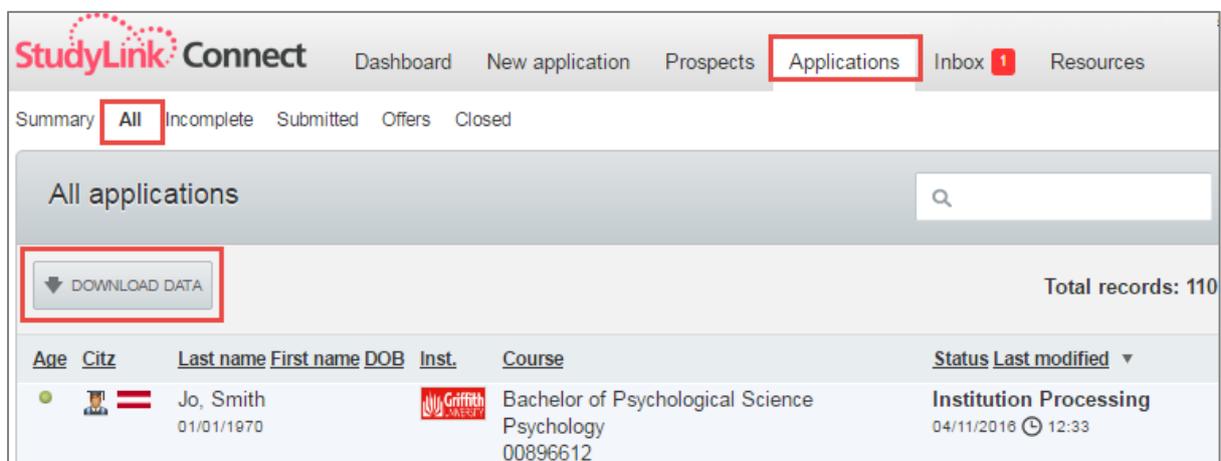
Skip the Introduction Page for each new application

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.



StudyLink Connect Dashboard New application Prospects Applications **Inbox 1** Resources

Summary **All** Incomplete Submitted Offers Closed

All applications

DOWNLOAD DATA Total records: 110

Age	Citz	Last name	First name	DOB	Inst.	Course	Status	Last modified
		Jo, Smith		01/01/1970		Bachelor of Psychological Science Psychology 00896612	Institution Processing	04/11/2018 12:33

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

Appendix APPENDIX A

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**

03-Nov-16 02:04 PM	126151	Bachelor of Business/Bachelor of Commerce	Offer	<div style="border: 1px solid black; padding: 2px;"> Actions ▾ </div> <div style="border: 1px solid black; padding: 2px;"> View Activity Respond to Offer Send Message </div>
-----------------------	--------	---	-------	---

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

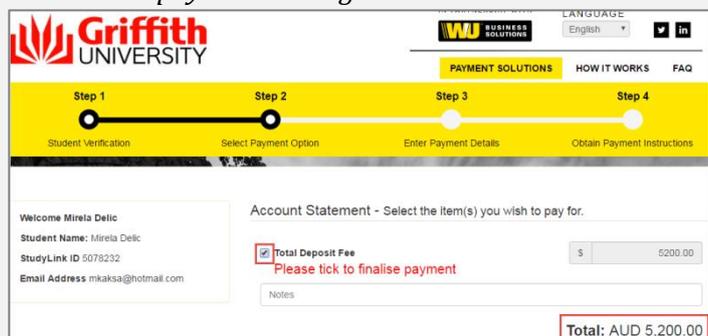
agree to the following terms and conditions

- I have read and understood the Griffith University Conditions of Acceptance as contained in my offer letter
- I have read and understood the Refund of fees section as contained in my offer letter
- For payments made by telegraphic/bank transfer, I agree to attach a copy of the receipt to my StudyLink application via the My Documents upload functionality. Telegraphic transfers can take up to two weeks to be deposited in a student's University account

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)

Accept Offer and Pay



The screenshot shows the Griffith University StudyLink payment interface. It features a progress bar with four steps: Step 1 (Student Verification), Step 2 (Select Payment Option), Step 3 (Enter Payment Details), and Step 4 (Obtain Payment Instructions). The current step is Step 2. The interface includes a 'Welcome Mirela Delic' message, student details (Student Name: Mirela Delic, StudyLink ID: 5078232, Email Address: mikaksa@hotmail.com), and an 'Account Statement' section. The account statement shows a 'Total Deposit Fee' of \$5,200.00, with a checkbox checked and the instruction 'Please tick to finalise payment'. A 'Total: AUD 5,200.00' is displayed at the bottom right.

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