Agent Application System User Guide

Counsellors and Branch Managers

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How to log into the Agent Application System

You will receive an email notifying you of your username and temporary password. You may have received multiple emails with different usernames and passwords if you are a Counsellor or Branch Manager at several different branches of an agency. You will have one username and password per branch.

If this is the case, you will need to log in using the correct username depending on which branch you wish to submit or view applications for. It should be clear which username to use for which branch. For example, if your agency is called Amazing Agency and you are a Counsellor at a branch based in Beijing, your username might be AmazingBei1. If you are also a Counsellor for Amazing Agency’s Shanghai branch, your username for this branch may be AmazingSha1. When you submit an application, it will automatically be tagged to whichever branch you are logged in as.

If you are also the director of your agency in addition to being the Branch Manager or Counsellor, you will also receive separate Director log in details. Your username for this log in may be something as simple as Amazing. For further information about this, please refer to the guide for Directors.

To log in, please go to: http://evision.kent.ac.uk.

The first time you log in, you will be prompted to set a new password. You should ensure that this is between 9 and 16 characters and is easy to remember. Once you have entered your password, you will then be logged into the Agent Application System.

If you forget your password, simply click on ‘Forgot your password’ and fill in your usual username and email address. In the date of birth field, please enter 01/Jan/1990, and then click on ‘Go’. A new password will be sent to your email address, which you will be required to change again when you log in.
Navigating the Agent Application System

Once logged in, you will be taken to the homepage. Below is an overview of this screen. Each section will then be covered in further detail in this guide:

- **Manage Applications:** Create a new application, continue a saved application or track submitted applications.
- **Communications:** Contact a member of the International Development, or ask a question on behalf of the applicant via the Kent Enquiry System.
- **Useful Links:** Access useful information from the Kent website.

![Agent Portal Diagram](image-url)
Manage Applications

This section provides a tool for creating new applications and a way to save applications in progress and come back to complete them later on. You can also track all the applications submitted by your branch.

Create a New Application

To create a new application on behalf of an applicant, click on the Create a new application link.

You will then be presented with a search page where you can search for the course that the applicant wants to apply for:

You can search by academic year, level, subject area and campus. Please note that academic year is a mandatory field. This field defaults to the current application year but you can change this to either the current academic year or to the next application year. Please remember that if you are applying for a pre-sessional course for the current academic year, to select the current academic year on the drop down menu. If you are applying on behalf of a student who plans to apply for the next application year, remember to select next year.

When you have filled out the relevant drop down boxes, click Next to produce a list of available courses. Only courses which are available for direct application will appear in the list. This now includes our pre-sessional programmes as well as our International Foundation Programme, but please note that if the student is applying to multiple universities, they will need to apply for the International Foundation Programme through UCAS. For all other courses that you normally would apply for through UCAS, please continue to do so. Please remember to still send the International
Development team proof as soon as you have submitted the application so that we can tag the application to your agency. We accept the following:

- A copy of the application complete with your agency stamp
- An email from the student stating that they are happy for your agency to represent them
- An agency form signed by the student authorising your agency to act on their behalf:

We do not require you to send us proof for applications submitted via the agent application system, as these will automatically be tagged to whichever branch you are logged into.

Once you have clicked Next, the list will appear as follows:

Initially, each page will show 10 records. You can show more than this by clicking on the Show drop down box and choosing from 25, 50, 100 or All records to see the full list.

You can also filter the list even further by typing in the search box at the top right of the list. This will search the whole table for the word you are typing. For example, in the screen shot below, the letters ‘env’ have been entered and so the list has been reduced to courses containing these letters. You can also search for entry dates by typing the month, e.g. April.

Search by key word in title:
On clicking the **Apply** button, you will be presented with a create new user screen, which will open in a new tab:

![New User Details](image)

**Please note:** You must supply the **applicant’s personal details**. Do not enter your agency email address in the **New User Details** screen – your branch details will automatically be populated on the application form when you submit the application. All application correspondence will automatically be copied to the agency.

Once you have entered the applicant’s details and clicked on **Proceed**, you will be forwarded to the application form.

![Application Form](image)

Complete all the fields on the application form. A red asterisk next to the field name indicates that the field is mandatory. If there is a question mark icon next to the field you can hover over it for further information about this field. Please ensure you enter the applicant’s email address into the correspondence address section.

Follow the steps to complete the application. If you need to exit the application, you can use the **Save and Return Later** button to save the application. We recommend that you upload any supporting documents at this stage to save time later. When you have finished, please click **Submit**.

**Please note:** When you start an application, you will automatically be logged out as the agent and logged in as the applicant. After saving or submitting, to return to the agent application system you will need to close the tab and click on **Home**. You will then be asked to log back in using your agency login details.

**Continue saved applications**

To continue with an application that was previously saved, click on **Continue saved applications**.

You will be presented with a list of incomplete applications that are in progress within your branch.
Click on the applicant ID of the application you wish to continue. You will be taken to the application form and will be able to continue completing the application form. As with creating a new application, when you go back into an incomplete application, you will automatically be logged out as the agent and logged in as the applicant.

**Track Applications**

This option allows you to search for applications submitted by your branch. Please note that you can only search for submitted applications, not those that have been saved but not yet submitted. This tool can be used to search for single or multiple applications. You can use it to view the status of your applications, to upload documents in response to information requests or to fulfil conditions, to view all applications submitted by your branch, or view all the students who applied in a specific year or for a specific course. Therefore, the International Development team will no longer be sending you agent updates, as you can now view this yourself on the agent application system.

The only mandatory field in the list is Academic Year, which will default to the next academic year. Remember that you will need to change or add the current academic year to the search to view pre-sessional applications, and you will need to change or add the year after next to view deferred applications. To view all the applications that your branch has submitted please leave all the other fields blank and click on Search.

In the results presented, you can click on each heading in the table to sort the data (for example, you may wish to sort the applications by decision status or CAS status). At this stage you also have the option to copy the data, save it as a spreadsheet or PDF, or print.
Clicking on the applicant ID in the left hand column will take you through to the application screen for that applicant. From here you will be able to perform various tasks on behalf of the applicant:

Click on the Intray link to view the applicant's messages from Kent. Some of these messages will include links to perform actions such as providing additional information about the applicant to assist with the consideration of their application. This will open in a new tab, so simply close the new tab/window to return to this page.

If the applicant requires a visa to study in the UK, you can click on the Student Visa link to manage their passport, visa uploads and CAS statement. This will open in a new tab, so simply close the new tab/window to return to this page.

Click the Correspondence History link to view all correspondence that has been sent to the applicant by Kent. This will open in a new tab, so simply close the new tab/window to return to this page.
Communications

If you need to contact Kent regarding your branch or contract, use the link to international@kent.ac.uk.

If you wish to raise a query on behalf of an applicant, you should click on the To ask a question on behalf of an Applicant click here link to go into the Kent Enquiry System (KES) and log an enquiry.

Agency Details

You can view your branch details in this section. If any of your branch details change, or if you notice that any of your agency details need updating, you can now use the ‘Click here to tell us if your branch details have changed’ link to do so. Simply complete the form with the correct details and click ‘Send’. This will send the details through to us so that we can make the changes. Please allow us a couple of days to make the changes.