



AUT
UNIVERSITY

NEW ZEALAND

Agent Online

User Manual

Contents

Logging On to Agent Online	3
Agency Details and Employees	3
Agency Details.....	4
Agent Online User Types.....	5
Applicant Management	6
Add a New Applicant.....	7
Contact Details	9
Programmes.....	11
Documents	13
Academic Background.....	14
Employment History	14
English Proficiency	15
Disability Information.....	15
Statistical Information.....	15
Funding.....	15
Submit	15
Reviewing Student Programmes and Status.....	15
Send Correspondence	16
\$ Commission.....	16
Uploading Additional Documents	16
Further Questions or Clarifications	17

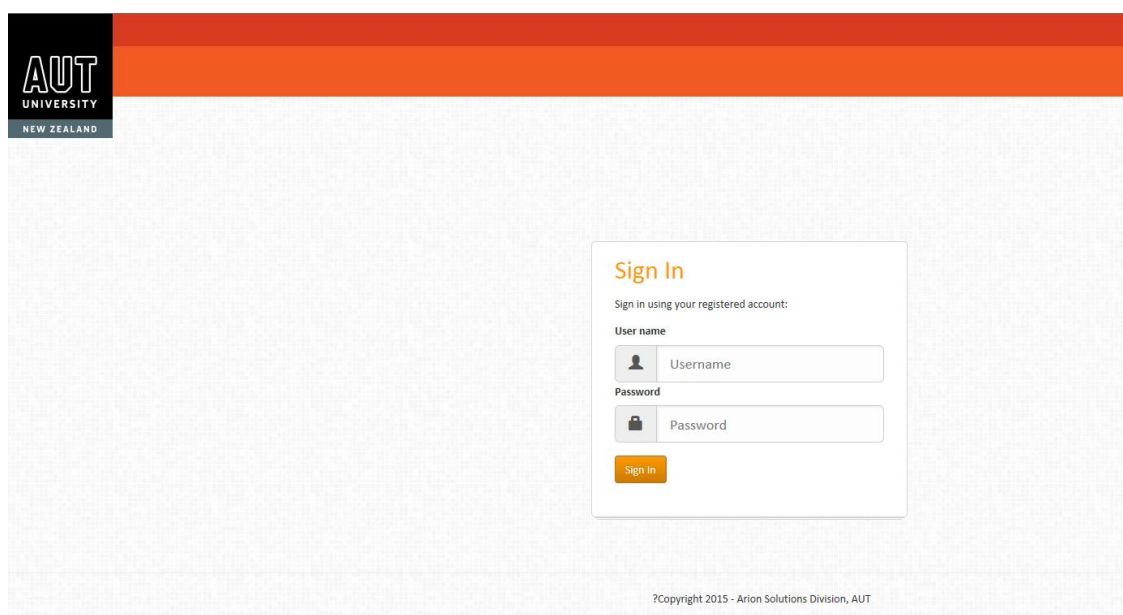
Please Note: AUT International House English programmes are not available for selection from Agent Online at this stage

Logging On to Agent Online

Access the login page at <https://agentonline.aut.ac.nz>

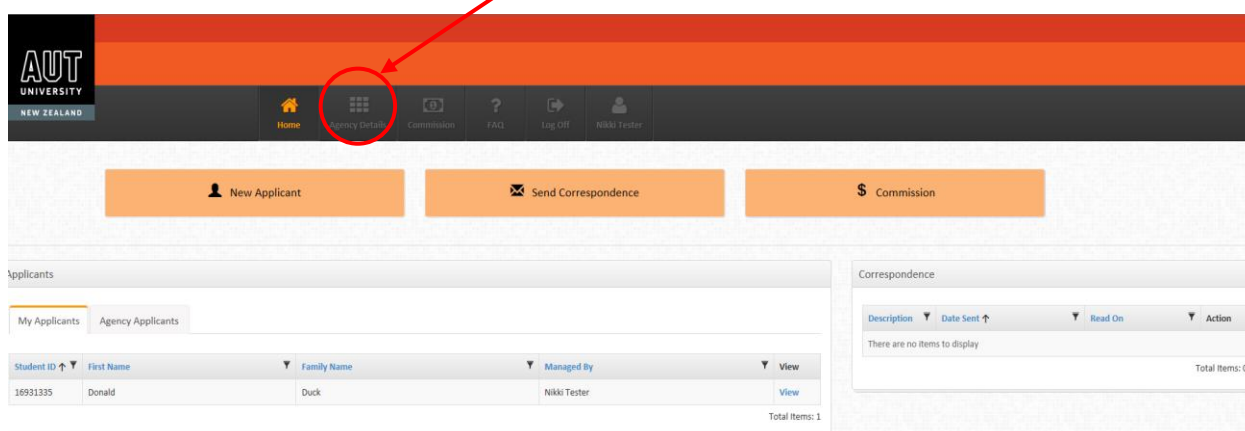
Enter your username and password.

You will then be logged on to Agent Online.



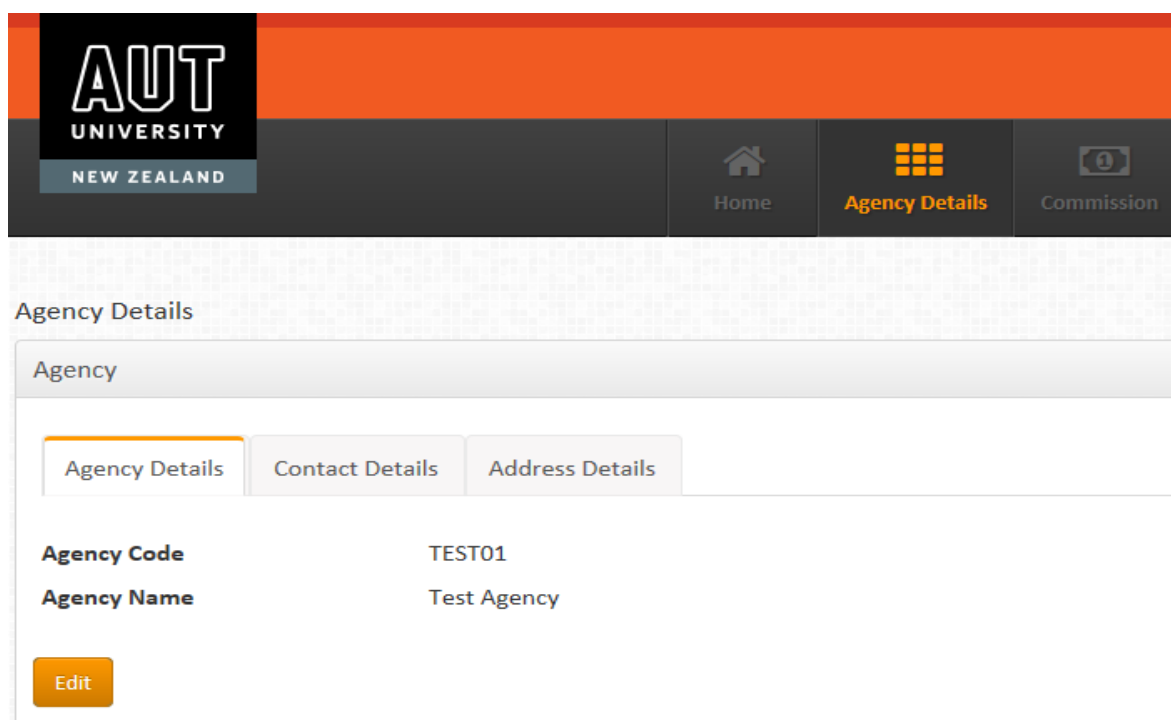
Agency Details and Employees

- Select the “Agency Details” page (as circled in the Print Screen below). Once you have selected a page the icon will become highlighted in bright orange (see next Print Screen).



How to edit, add or delete Agency Details

- On the left hand side of the “Agency Details” page is an “Agency” box. There are three tabs within this box: “Agency Details”, “Contact Details” and “Address Details”. There will be an “Edit” or “Add” button at the bottom of each of these three tabs. Click on this to update the information and remember to save your changes.



Agency Details

Agency

Agency Code	Agency Name
TEST01	Test Agency

Edit

- If there is no “Edit” button, click on the “Edit or “Delete” functions under the “Action” column on the right hand side of the line of information that you want to change. This will take you to an edit screen where you can update and save details.
- To delete a line, click on the “Delete” function under the “Action” column on the right hand side of the line of information that you want to delete. Then press “OK” in the pop-up window.
- You can also filter on any of the columns to search for the data that you want to edit or delete by clicking on the black filter icon at the top of each column.
- You **MUST** enter your agency’s email address to submit student applications. Click on “Add Contact Detail” at the bottom of the “Contact Details” tab. Select “Personal Email” from the “Contact Detail Type” drop down menu. This email must be your head office email address or your office manager’s email.

Agent Online User Types

The capabilities of each user type is listed below. Please note, only agency staff members who are authorised to access commission information should have the “Agency Admin” user type. For more information regarding the Agent Online commission process please see your AUT Commission Online User Manual.

“Agency Admin” users:

- Add and manage student applications
- Add new agency user accounts
- Access the commission tab and can view and accept commission
- Receive Agent Commission Transactions via email
- It is important to ensure that the correct email address is listed in the “Agency Admin” employee details as commission information will be emailed to this address

“Agency Employees” users:

- Add and manage student applications

How to add, edit or delete Employees

“Agency Admin” accounts have the ability to add, edit or delete user accounts.

To add, on the right hand side of the “Agency Details” page is an “Employees” box.

The screenshot shows the 'Agency Details' page. At the top, there is a navigation bar with icons for 'Agency Details', 'Commission', 'FAQ', 'Log Off', and 'Nikki Tester'. Below this, the 'Employees' section is visible. It contains a table with the following data:

Title	First Name	Family Name	Position Desc	Type	User Id	Status	Action
Mrs	Nikki	Tester	Managing Director	Agency Admin	Nikki Tester	Enabled	Edit

Below the table, there is a button labeled 'Add Employee' which is circled in red in the image. The text 'Total Items: 1' is visible at the bottom right of the table area.

- To add a new employee, click on the “Add Employee” button at the bottom of that box and fill out the details.

- When filling out the new employee details, choose a username and password for the employee, because this will be their official login for Agent Online.
- **The “User Type” is important because “Agency Admins” have more access than “Agent Employees”**
- Make sure to set the “User Status” to “Enabled” if you want the employee to access Agent Online.
- Click on the “Save” or “Cancel” buttons and exit.
- To edit a current employee’s details click on the “Edit” function under the “Action” column on the right hand side of the line of information that you want to change.
 - **You can use this function if you want to change an “Agency Admin” to an “Agent Employee” by selecting the correct “User Type” and then clicking on the “Save” button.**
- To delete a current employee click on the “Edit” function under the “Action” column on the right hand side of the line of information that you want to delete and then select “Deleted” as the “User Status” in the “Employee Details” box. Then Click on the “Save” or “Cancel” buttons and exit.

Applicant Management

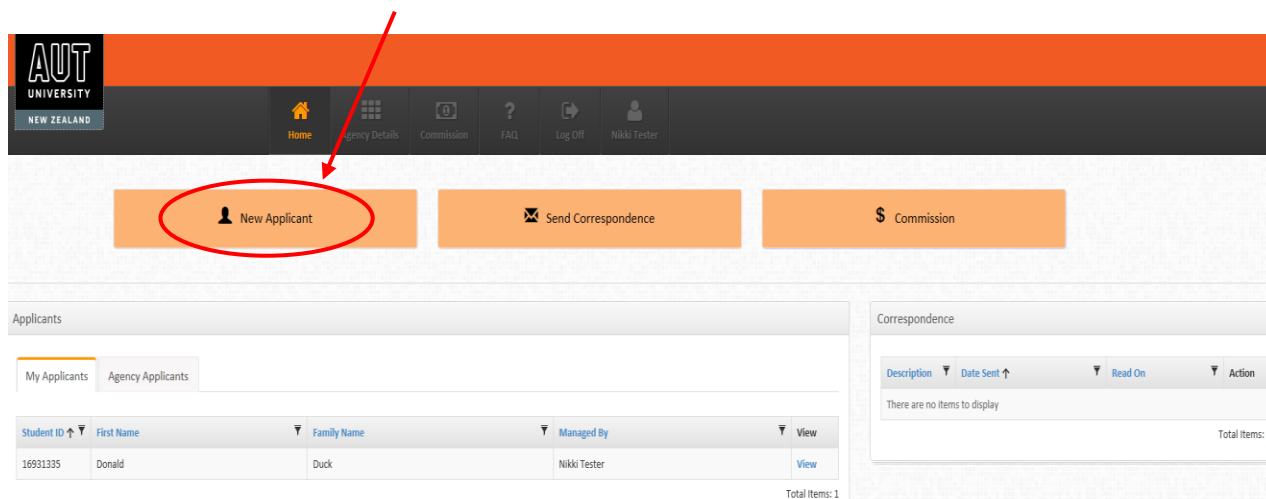
Please note online applications by agents are NOT available for students under the age of 18 years because parent/guardian authorisation is required. Please complete a paper based International Student Application Form signed by either one of the parents or legally authorised guardian for these students and email to international.applications@aut.ac.nz

Here is our website link to the International Student Application Form:

http://www.aut.ac.nz/_data/assets/pdf_file/0011/2342/International-AFE-2016-1.pdf

How to add a New Applicant

- Click on the “New Applicant” button in the “Home” page.



- Fill in the fields using upper and lower case letters. You will NOT be able to edit this data so please ensure that your data entry is correct before clicking on the “Save” button. If you have made errors please email us and we will need to make the changes for you. Please note that this is the data that will appear on the student’s Offer of Place which you have to provide for Immigration New Zealand to issue the student’s visa. *It is really important that this data entry matches the statutory document provided i.e. the passport or birth certificate.*
- The Date Of Birth field requires a dd/mmm/yyyy format i.e. 12/apr/1988
- If you have entered a student that is already in the system (checked by name and date of birth) you will not be able to enter that student again. You will get a message in red which states “The applicant already exists, please check details or contact the International Student Office.” Please email international.applications@aut.ac.nz to discuss any problems with adding a new applicant.
- When the student file has been created it will be listed under the “My Applicants” tab, along with your name being the employee who added the student in the “Managed By” column.
- You can also “View” other applicants being “Managed By” other Employees within your Agency by clicking on the “Agency Applicants” tab.
- You can filter on any of the columns to search for students that have already been data entered by your agency by clicking on the black filter icon at the top of each column. If you “Apply” a filter you will need to click on the black filter icon again to “Clear filter”.

You are now ready to complete an application

- Select the student you wish to add an application for by clicking on their name in the “My Applicants” list. Then hover your mouse over the “View” button on the right hand side until you see the pointer mouse hand and then click.
- A new set of tabs will appear under your student’s Name, AUT Student ID number and Date of Birth. The tabs listed are:
 - Applicant Information (which you have already completed)
 - Contact Details
 - Programmes
 - Documents
 - Academic Background
 - Employment History
 - English Proficiency
 - Disability Information
 - Statistical Information
 - Funding
 - Submit

Test Test (Student ID: 15898032 - Date of Birth: 12/Apr/1988)

Applicant Information | Contact Details | Programmes | Documents | Academic Background | Employment History | English Proficiency | Disability Information | Statistical Information | Funding | Submit

Applicant Information

Student ID 15898032	Date of Birth 12/Apr/1988
Preferred Name Test Test	Gender Male
Title & Legal Name Mr Test Test	Preferred First Name(s) Test
Citizenship ZIMBABWE	Preferred Family Name Test
National Student Number N/A	Ethnicity Other
Passport Number N/A	Other Ethnicity Test

Contact Details

- This page is for the student’s Contact Details (**do NOT enter Agency Details here**). There are three tabs that need to be completed:
 - **Contact Details:** Click “Add Contact Detail” to enter the student’s personal details and “Save”.
 - **Address Details:** Click “Add Address” to enter the student’s personal details. Select one of the two options from the dropdown menu in the “Address Type” field. If the student is living outside of New Zealand (NZ) click on the ‘Overseas’ button. If the student is living in NZ, select the New Zealand button. As you start typing in a NZ address in the field circled below, a NZ address and postcode finder will help you to select the correct address. You can then click on the address that you want from the dropdown list and all the fields are automatically completed for you.

Address ✕

Address Type
 ▼

Country
 New Zealand Overseas

Type
 Address PO Box Private Bag

Please search your address using the Full address field below (E.g. 1B QUEENS AVENUE MOUNT EDEN AUCKLAND 1024)

✕

120 TINWALD WESTERFIELD MAYFIELD ROAD, 1, ASHBURTON, 7771

120 MAYORAL DRIVE, AUCKLAND CENTRAL, AUCKLAND, 1010

FLAT 1, 20 MAYFIELD ROAD, GLENFIELD, AUCKLAND, 0629

120A MAY ROAD, MOUNT ROSKILL, AUCKLAND, 1041

120B MAY ROAD, MOUNT ROSKILL, AUCKLAND, 1041

120C MAY ROAD, MOUNT ROSKILL, AUCKLAND, 1041

120D MAY ROAD, MOUNT ROSKILL, AUCKLAND, 1041

120E MAY ROAD, MOUNT ROSKILL, AUCKLAND, 1041

120F MAY ROAD, MOUNT ROSKILL, AUCKLAND, 1041

120G MAY ROAD, MOUNT ROSKILL, AUCKLAND, 1041

120H MAY ROAD, MOUNT ROSKILL, AUCKLAND, 1041

120J MAY ROAD, MOUNT ROSKILL, AUCKLAND, 1041

120K MAY ROAD, MOUNT ROSKILL, AUCKLAND, 1041

120L MAY ROAD, MOUNT ROSKILL, AUCKLAND, 1041

120M MAY ROAD, MOUNT ROSKILL, AUCKLAND, 1041

120 MAYS ROAD, ST ALBANS, CHRISTCHURCH, 8052

1200 BEATTY PLACE, MAYFAIR, HASTINGS, 4122

1200A BEATTY PLACE, MAYFAIR, HASTINGS, 4122

1201 BEATTY PLACE, MAYFAIR, HASTINGS, 4122

1202 BEATTY PLACE, MAYFAIR, HASTINGS, 4122

1203 BEATTY PLACE, MAYFAIR, HASTINGS, 4122

1204 BEATTY PLACE, MAYFAIR, HASTINGS, 4122

Please always tick the “Primary Mailing Address” box circled below. This is the address that will show on the Offer of Place. It does not mean that we mail a hard copy of the Offer of Place to the student. All communication from AUT is always automatically emailed to your agency’s email address as set up by your “Agency Admin” in the “Contact Details” tab (refer bottom of Page 4 of this manual).

Address [X]

Address Type
Address while studying [v]

Country
 New Zealand Overseas

Type
 Address PO Box Private Bag

Please search your address using the Full address field below (E.g. 18 QUEENS AVENUE MOUNT EDEN AUCKLAND 1024)

120 MAYORAL DRIVE, AUCKLAND CENTRAL, AUCKLAND, 1010

Primary Mailing Address

Name/Miscellaneous []	Unit/Flat Number []
Street Number 120	Street Name MAYORAL DRIVE
Suburb / RD Number AUCKLAND CENTRAL	City/Town AUCKLAND
Post code 1010	Country NEW ZEALAND [v]

[Save] [Cancel]

Click on “Save”

- **Emergency Contact Details:** Click “Edit” to enter the student’s emergency contact information.

Programmes

- There are two sections on this page and only one which can be edited. You can add and delete programmes from the “Unsubmitted Programmes” box at the top half of this page. Other “Agent Employees” or “Agency Admins” will also be able to do this for you.
- To add a programme, select “Add Programme” and fill out the fields by clicking on the drop down arrows. As each selection is completed Agent Online will extend down the page to ask you the next relevant question about that specific programme. You can “Cancel” at any time and come back to add programmes later. Please note: what is shown are all the programmes that are available. Not all programmes are at all campuses and some have different start dates. “Full Year” means a “Semester 1” intake.
- Click on “Save” for each programme added.
- These programmes will show up in the “Unsubmitted Programmes” section at the top of the page.

Test Test (Student ID: 15898032 - Date of Birth: 12/Apr/1988)

Applicant Information Contact Details **Programmes** Documents Academic Background Employment History English Proficiency Disability Information Statistical Information

Programmes

Unsubmitted Programmes

ID	Programme	Pathway	Year	Intake
1133028	Bachelor of Business	Standard Single Major	2016	Semester 2
1133028	Bachelor of Design	Communication Design	2016	Full Year

Add Programme Delegate

Additional Entrance Criteria

University Entrance
N/A

- If you have entered more than one programme you can change the programme “Priority” before you “Submit” the application by selecting the programme that you want to be assessed first and clicking on the “Up” button in the “Priority” column on the right hand side. Please ensure that you have programmes in the correct order before submitting the application.

98032 - Date of Birth: 12/Apr/1988)

Contact Details **Programmes** Documents Academic Background Employment History English Proficiency Disability Information Statistical Information Funding Submit

Programme	Pathway	Year	Intake	Managed By	Priority	View
Bachelor of Design	Communication Design	2016	Full Year	Nikki Tester	Up Down	View Delete
Bachelor of Business	Standard Single Major	2016	Semester 2	Nikki Tester	Up Down	View Delete

Total Items: 2

- “Agency Admins” can “Delegate” Unsubmitted Programmes to other Employees within your Agency by clicking on the “Delegate” button and then using the dropdown list to select someone else within your agency.
- “Agent Employees” can also do this function but they will need to “Acquire” Unsubmitted Programmes first.
- Once the entire application is complete and submitted, these programmes will show up in the submitted programmes section at the bottom of this page.

Test Test (Student ID: 15898032 – Date of Birth: 12/Apr/1988)

Applicant Information Contact Details **Programmes** Documents Academic Background Employment Histor

Programmes

Unsubmitted Programmes

ID	Programme	Pathway
1133028	Bachelor of Design	Communication Design
1133028	Bachelor of Business	Standard Single Major

[Add Programme](#) [Delegate](#)

Additional Entrance Criteria

University Entrance
N/A

[Edit](#)

Submitted Programmes

ID	Programme	Pathway
There are no items to display		

- After submitting an application you can add programmes at a later date but you will need to email us as well if you want to change the assessment order / priority.

University Entrance for Bachelor Level Applications

When submitting a Bachelor level application you must complete the “Additional Entrance Criteria” section. You will not be able to submit the application if this is not completed.

Documents

- This is where you upload certified scanned copies of documents.
Please note: All copies of documents **must** be certified before you upload them into Agent Online. All documents must be legible and have “certified true copy of the original” stated on each page of the document, the full name, signature and title/position of the person certifying the documents, and your official agency stamp. If you do not do this your application will not be processed which can cause lengthy delays.
- All documents uploaded should be PDF format only.
- Because you have already selected the programmes for this applicant, Agent Online will now tell you which documents are specifically required for this student in the “Required for Submit” column.

Document	Required For Submit	Action
Passport Or Birth Certificate	Yes	Upload
English Language Results	No	Upload
Addendum	No	Upload
Student Cover Letter	No	Upload
Portfolio	No	Upload
Secondary Results	No	Upload
Test Results	No	Upload

In the example in the diagram above only the “Passport or Birth Certificate” is “Required for Submit” which means that you can come back at a later date to submit the rest of the documents that we are asking for.

- Click on the “Upload Outstanding Documents” button at the bottom of the “Outstanding Required Documents” box on the top half of the page (circled in red in the Print Screen above). You can now browse your computer to attach the correctly certified and scanned documents. Tick the box to say you have certified this document. **The tick does NOT certify the document.** If you have not certified the document appropriately, the application will be treated as Incomplete by AUT Staff until the correctly certified document is submitted. This will delay processing.
 - If you have not ticked the “Certified” box Agent Online will show that you have forgotten to make the tick in the “Uploaded Documents” box on the bottom half of the page. You can select the line to “View” the document by clicking on “Download” on the right hand side. Then click on “Delete” to delete the document and start again, this time adding the certification tick. AUT staff will not be able to open documents that you have not ticked as “Certified”.
 - Make sure to upload all documents that you would normally include with an emailed application, apart from the paper based application form. Do not upload .rar folders/files or any other similar type of compressed file. All documents should be in PDF format. Some documents are compulsory and show as a “Yes” under the “Required for Submit” heading. Agent Online will not allow you to submit an application without the compulsory documents listed.
 - Make sure to choose the correct title/description when uploading a document (e.g. Passport to be uploaded under “Passport or Birth Certificate” not “Miscellaneous”).
 - Even though Agent Online may not ask for a CV/resume or English Language Results, we recommend you upload them if they are available.

Academic Background

Please note: If your student is studying the AUT Certificate in Foundation Studies at Academic Colleges Group (ACG) or for the Taylors Auckland Foundation Year (TAFY) at Taylors College please do NOT apply. These students are case managed for mainstream study at AUT directly by our foundation partners.

- Click on the “Add” buttons to enter details. You can add multiple lines in each box (example: if the student has attended more than one high school).
- There is no edit option on this page. If you make a mistake you will have to delete that line and add it again.
- In the “Tertiary Education” section, please tick the “Successfully Completed” button if the student has fully completed a qualification. If they are still awaiting results, please check the “Awaiting Results” button. If you don’t select either of these two buttons our staff will automatically assume that the student does not intend to complete the programme.

Employment History

- Please enter any relevant employment history details by clicking on the “Add” button.

English Proficiency

- Enter any relevant English language proficiency details by clicking on the “Edit” button.
- Select “No” from the dropdown menu in the “English is First Language” box. AOL then asks you more questions.
- Add any relevant comments about any issues regarding the English proficiency section (i.e. the date the results will be available if they are not currently available).

Disability Information

- Please complete this section if the student has any disabilities. Disabilities can include, but are not limited to: effects of significant injury, long term illness, or physical impairment (i.e. deaf, blind, specific learning disability, head injury, mobility/physical, temporary impairment, hearing impairment, vision impairment, medical condition, mental health, speech impairment, other).

Statistical Information

- Click on the “Edit” button and fill out all the required fields. Please note: the “Secondary Award” and “Tertiary Award” drop down menus need to show the student’s **completed** qualifications.

Funding

- To indicate funding, click on the “Edit” button. If the student has already been granted a scholarship or is planning to apply for one, click “Yes” in the drop down menu and indicate the status in the “Other” box (i.e. “Granted Saudi Cultural Mission Scholarship” or “Applying for Saudi Cultural Mission Scholarship”).
- Please note: This scholarship section is **not** an application for an AUT scholarship. For information regarding AUT scholarships, please refer to <http://www.aut.ac.nz/study-at-aut/fees,-scholarships-and-finance/scholarships/international-scholarships>

Submit

- Please check the “Submit Summary” and make sure all details are correct.
- Read the terms and conditions, tick the statement “I agree to the above declaration” and press “Submit.” A “Message from webpage” saying “Application submitted successfully” will then appear.
- If you have missed anything it will be highlighted in red as an “Error” and must be completed before you can submit the application.

Reviewing Student Programmes and Application Status

- View the applicant’s programmes by highlighting a student in the “My Applicants” tab in your “Home” page. Click on “View” on the right hand side of the student’s name. The submitted programme/s are listed in the “Submitted Programmes” box at the bottom of the Programmes page.

- Under “Submitted Programmes” you can see the status of the application (circled in red in the Print Screen below).

ID	Programme	Pathway	Year	Intake	Status	Priority	View
1132022	Bachelor of Communication Studies	Standard	2016	Full Year	INTL Application	1	View
1132022	Bachelor of Communication Studies	Standard	2015	Full Year	Student Confirmed	2	View

- You can add more programmes for this student in the “Unsubmitted Programmes” box at the top of the page. Then go to the “Submit” page, read the terms and conditions, tick the statement “I agree to the above declaration” and press “Submit.” A “Message from webpage” saying “Application submitted successfully” will then appear.
- Programmes will be processed and considered in the order they are received. If you want to change the order/priority of the student’s programme choices, you will need to email international.applications@aut.ac.nz
- If you have already received an outcome for a programme and then add another programme, we will cancel the outcome already issued.

Send Correspondence

- This section is still under development. Please continue to correspond with AUT International Centre using the international.applications@aut.ac.nz email address.
- Automated Agent Online emails will be sent from a generic AUT email address arionsystem@aut.ac.nz reminding you of “Outstanding Documents.” Do NOT reply to these emails because this email address is NOT monitored. Use international.applications@aut.ac.nz if you need to respond.

\$ Commission

- Please view the Agent Commission Online manual [here](#).

Uploading Additional Documents

How to upload additional documents after submitting an application

- You can view the applicant’s documents by highlighting a student in the “My Applicants” tab.
- Click on the “View” column on the right hand side.
- Select “Documents” from the menu.
- In the bottom “Uploaded Documents” box you can select a document and “Download” it.

- In the top “Outstanding Required Documents” box highlight a required document and upload it by clicking on the “Upload Outstanding Documents” button at the bottom.
- You can upload any other relevant document by clicking on the “Upload Specific Document” button. Then select a “Document Type” from the drop down menu. Please remember that any document you upload must be correctly certified as per instructions on Page 13.

Further Questions or Clarifications?

- Please email international.applications@aut.ac.nz