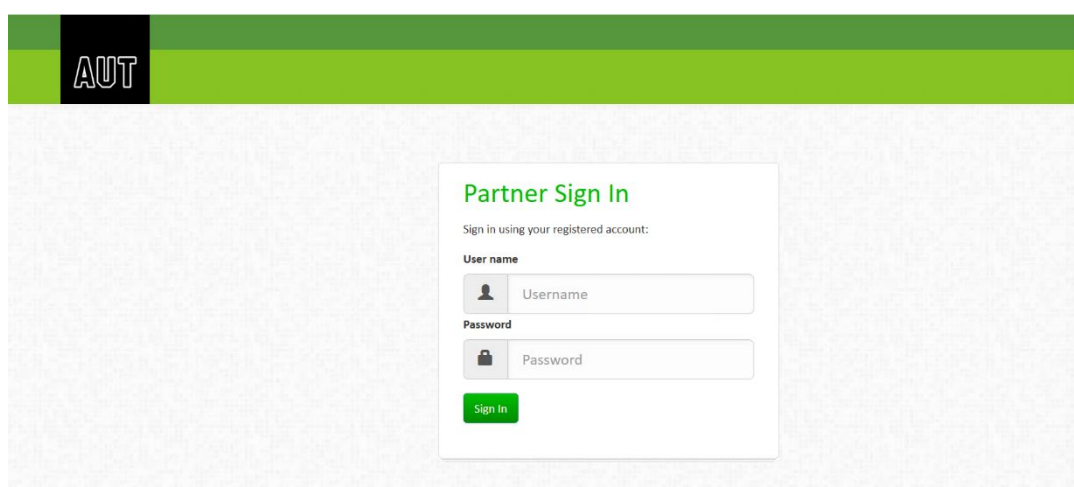# Partners Online
User Manual

2025

Contents

Please Note: AUT English Pathway Programmes (AUTEPP) are not available for selection from Partners Online at this stage.

Logging On to Partners Online

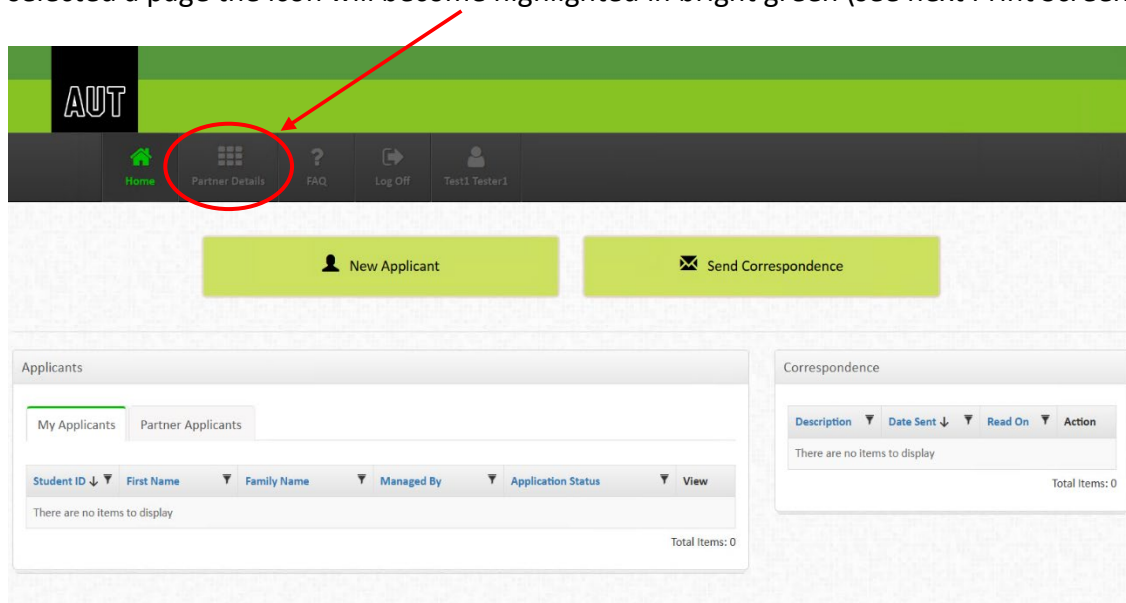Access the login page at https://partnersonline.aut.ac.nz

Enter your username and password.

You will then be logged on to Partners Online.

Partnership Details and Employees

Select the "Partners Details" page (as circled in the screenshot below). Once you have selected a page the icon will become highlighted in bright green (see next Print Screen).

How to edit, add or delete Partner Details

- On the left-hand side of the "Partner Details" page is a "Partner" box. There are three tabs within this box: "Partner 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.

- 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 partnership 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.

Partner Online User Types

The capabilities of each user type are listed below. Please note, only partner staff members who are authorised to access commission information should have the "Partner Manager" user type. For more information regarding the Partner Online commission process (under development) please contact international.commission@aut.ac.nz

"Partner Manager" users:

- Add and manage student applications
- Add new partner user accounts

"Partner Employees" users:

- Add and manage student applications

How to add, edit or delete Employees

"Partner Manager" accounts have the ability to add, edit or delete user accounts.
To add, on the right-hand side of the "Partner Details" page is an "Employees" box.

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 Partner Online.

- **The "User Type" is important because "Partner Managers" have more access than "Partner Employees"**

- Make sure to set the "User Status" to "Enabled" if you want the employee to access Partners 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 a "Partner Manager" to an "Partner 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 partners 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: aut.ac.nz/?a=1022643

How to add a New Applicant

- Click on the "New Applicant" button in the "Home" page.
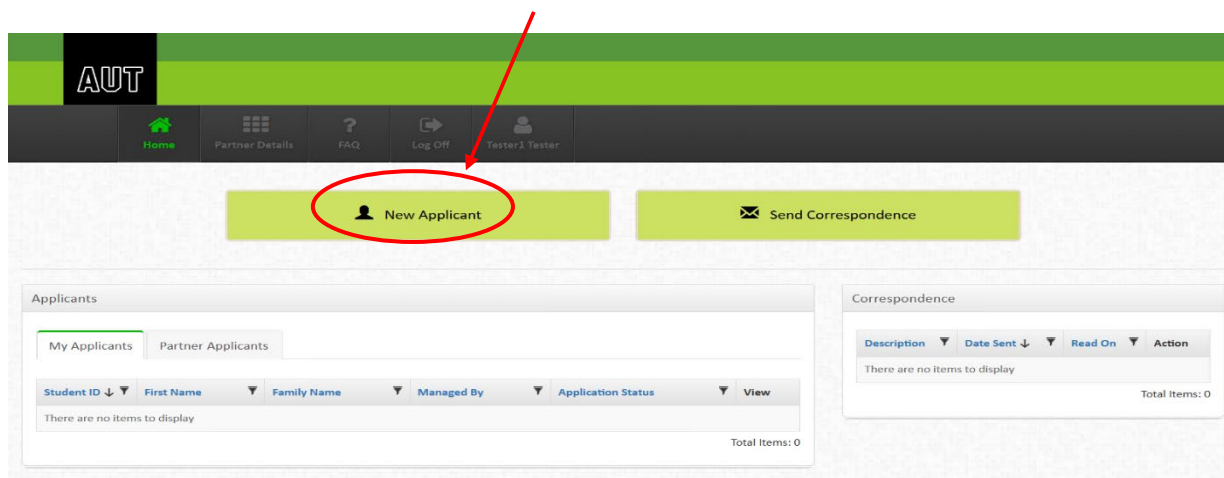
- Fill in the fields using upper- and lower-case letters. You will NOT be able to edit this data so please ensure that your data entry is correct before clicking on the "Save" button. If you have made errors, please email us and we will need to make the changes for you. Please note that this is the data 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 Partnership by clicking on the "Partner Applicants" tab.

- You can filter on any of the columns to search for students that have already been data entered by your partnership 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 "Clear filter" if you wish to return to your original applicants list.

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:

  o Applicant Information (which you have already completed)

  o Contact Details

  o Programmes

  o Academic Background

  o Documents

  o Statistical Information

  o Submit

Contact Details

➢ This page is for the student's Contact Details (**do NOT enter Partner 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.

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 partnership email address as set up by your "Partner Manager" in the "Contact Details" tab (refer bottom of Page 2 of this manual).

Click on "Save"

- **Emergency Contact Details:** Click "Edit" to enter the student's emergency contact information.

Programmes

- There are two sections on this page. You can add and delete programmes from the "Unsubmitted Programmes" box at the top half of this page. Other "Partner Employees" or "Partner Managers" 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 Partners 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.

- If you have entered more than one programme you can change the programme "Priority" either 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. You can also change the programme priority after you have submitted the programmes.
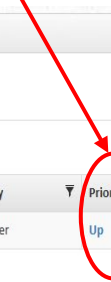
- "Partner Managers" can "Delegate" Unsubmitted Programmes to other Employees within your Partnership by clicking on the "Delegate" button and then using the dropdown list to select someone else within your partnership.

- "Partner 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.

- After submitting an application, you can add programmes at a later date.

- If you wish to **defer a programme** to the next semester or year, you can do this by adding the programme again for the new intake and then clicking on the red Cancel button in the "Submitted Programmes". Do not forget to go to the "Submit" tab to submit the new intake to us.

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.

Academic Background

Please note: If your student is studying the AUT Certificate in Foundation Studies at UP Education please do NOT apply. These students are case managed for mainstream study at AUT directly by our foundation partner.

- 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 do not 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. We then ask 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).

Documents

- This is where you upload scanned copies of documents.

- All documents uploaded should be in PDF format only.

- Because you have already selected the programmes for this applicant, Partners Online will now list which documents are specifically required for this student in the "Required for Submit" column.

- You can submit an application without providing any documents, however your application will be processed faster if you provide the listed documents, even though it says "No" to "Required For Submit".

- Click "Upload" under the "Action" column or the "Upload Specific Document" button at the bottom of the page. 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*. As an AUT registered partner you have authority to certify documents. When you have seen the original document, please do the following on each page of the document you are submitting:

  - Stamp the copy with your company stamp/name,

o   Stamp or otherwise write 'Certified True Copy of Original' with a signature, signatory's name, company title and date.

- Please do not send original documents as they will not be returned.

- Do not upload .rar folders/files or any other similar type of compressed file.

- All documents should be in PDF format.

- 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 Partners Online may not ask for a CV/resume or English Language Results, we recommend you upload them if they are available.

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.

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 Screen Snip below) and the corresponding explanation in the next column.

- 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, please refer to the instructions on Page 10 of this manual.

- 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 Office using the international.applications@aut.ac.nz email address.

- Automated Partner 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.

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**.