

Agent Portal guidance

For Agents

This guide is for: Agents and Agencies to use the Agent Portal.

Overview: This guide provides information and step by step instructions for the Agent Portal for the University of Bristol

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1. Introduction

Agents and agencies use the Agent Portal to create, submit and manage postgraduate applications to the University of Bristol on behalf of international applicants.

You can manage your applications from one place and each member of staff has their own account and login details. Agency managers have the added ability to create and manage staff accounts.

Use this guidance for reference only while development continues on the Agent Portal. Functionality might change as we receive feedback and further development takes place, so always follow instructions on your screen.

If you have any issues with the agent portal or require further information contact international-office@bristol.ac.uk

2. Login

To sign in to the portal use this link: [University of Bristol Agent Portal](#).

Login details will be sent via email. If you have not received these, contact your agency manager in the first instance to check they have created your account and have entered the correct details. If everything is correct, contact international-office@bristol.ac.uk.

When logging in for the first time, use the information provided in the email. You will be directed to reset your password, after you have changed your password you will be directed to the Agent Portal.

2.1 Forgotten password

Click **Reset your agent password** on the login page. Enter your **username**, **surname** and **date of birth** and you will receive an email to reset your password.

3. Submit an application

The Agent Portal is for postgraduate applications at the University of Bristol.

Guidance on how to apply can be found on the online prospectus and [how to apply pages](#).

This task allows users to start and submit a new application, either for a new or existing applicant.

3.1 Submit a new application

- 1 Sign into the agent portal and select **Submit a New Application**.
- 2 Select **Programme** and click **Next**.
- 3 Select a **start date** and click **Continue**.
- 4 If submitting an application for an applicant who has **previously applied** to the University of Bristol with you in this cycle, select **Yes**, otherwise select **No**.
- 5 Click **Continue**.
- 6 Review the details to ensure they are correct, click **Continue** if they are correct, and click **Back** to amend programme choice.
- 7 If they are a **previous applicant**, select the relevant **applicant** and click **Continue** and click **Continue Application**.
- 8 If they are a **new applicant**, enter **Applicant details** and click **Next**

Important: Ensure the name and email address are those of the applicant and **not** the agency. The email address in this section **must** belong to the student. These login details are for applicants to be able to view their Applicant Portal. As an Agent you have separate login details for the Agent Portal.

- 9 Enter a **username** and **password** for the applicant. The username must be unique for the applicant, do not enter an email address for the username.
- 10 Answer the consent confirmation questions and click **Next**.
- 11 A new tab opens with the application form. Click **Start your application**.
- 12 When each application page is complete select **Save and Continue** to move to the next page. Further guidance on how to complete the application form can be found on the University of Bristol [how to apply pages](#).

Note: Ensure the Home address details are those of the student and **not** the agency.

Note: Check the agency is correct on the **Agent** page and upload the applicant agent consent form. If the Agency is not correct, after submission please contact international.office@bristol.ac.uk to update.

13 Click **Submit** when all sections are complete, or click **Save & return later** if not ready to submit.

14 Close the window to return to the agent portal.

4. Unsubmitted applications

Unsubmitted applications are applications which have been started but not yet submitted to the university.

4.1 View Unsubmitted applications

1 Sign into the Agent Portal and select **Unsubmitted Applications**.

2 Select relevant **application** to continue and click **Next**, then click **Continue Application**. A new tab opens with the application form.

3 When each application page is complete select **Save and Continue** to move to the next page. Further guidance on how to complete the application form can be found on the University of Bristol [how to apply pages](#).

Note: Ensure the Home address details are those of the student and **not** the agency.

Note: Check the agency is correct on the Agent page and upload the applicant agent consent form. If the Agency is not correct, after submission please contact international.office@bristol.ac.uk to update.

4 Click **Submit** when all sections are complete, or click **Save & return later** if not ready to submit.

5 Close the window to return to the Agent Portal.

5. Submitted applications

View a list of applications which you have submitted and are linked to your agency.

When further information is required or a decision has been made on an application, you will receive one weekly email notification and details of the change will be visible in the Agent Portal.

5.1 View Submitted applications

- 1 Sign into the agent portal and select **My submitted Applications**.
- 2 To retrieve **individual application**, enter relevant details and click **Search**.
- 3 To retrieve **multiple applications**, leave fields blank and click **Search**.
- 4 The task retrieves relevant applications submitted. Click on the application details to expand the application.
- 5 The application shows applicant and programme information, relevant deadline dates and tile options. These tiles may include uploading documents, providing referee details or responding to an offer.
- 6 If an offer has been made, click **Download Offer letter** to view the details.
- 7 If an unsuccessful or withdrawn decision has been made the reasons for this will be visible.
- 8 Click **Back** to return to the search option or **Exit** to return to the Agent Portal.

5.2 Edit personal details

Agents must contact the International Office (international-office@bristol.ac.uk) to update applicant personal details. The University may require proof to make these changes.

5.3 Provide further information

- 1 Log into the agent portal and select **My submitted applications**.
- 2 To retrieve **individual application**, enter relevant details and select **Search**.
- 3 To retrieve **multiple applications**, leave fields blank and select **Search**.
- 4 Click on relevant application and click **Further information request** to show details of the further information requested. Click **Upload** to provide additional documentation for the request.
- 5 Click **Browse** for file and select document for upload and click **Upload**.

6 When the document is uploaded, click either **Upload another document** or click **Finish**.

5.4 Provide referees details

7 Log into the Agent Portal and select **My submitted applications**.

8 To retrieve **individual application**, enter relevant details and select **Search**.

9 To retrieve **multiple applications**, leave fields blank and select **Search**.

10 Click on relevant application and click **Referees**.

11 Click **Add Referee**, enter details in all fields and click **Next**.

12 Click **Exit**. An email will be sent to the referee to provide a reference directly to the university.

5.5 Providing references

13 Log into the Agent Portal and select **My submitted applications**.

14 To retrieve **individual application**, enter relevant details and select **Search**.

15 To retrieve **multiple applications**, leave fields blank and select **Search**.

16 Click on relevant application, click **Upload documents** then click **Upload a document**.

17 Select document type **References**, select whether this is relevant to the conditional offer and click **Next**.

18 Click **Browse** for file and select document for upload.

19 Enter details of document in the notes field and click **Upload**.

20 When the reference is uploaded, click either **Upload another document** or **Finish**.

5.6 Respond to offers

1 Log into the Agent Portal and select **My submitted applications**.

2 To retrieve **individual application**, enter relevant details and select **Search**.

3 To retrieve **multiple applications**, leave fields blank and select **Search**.

- 4 Click on relevant application and click **Respond to Offer**. The deadline date is provided on each application. The offer needs to be responded to before the deadline.
- 5 Review offer details and **select the response** from the drop-down options, click **Confirm** and click **OK**.
- 6 Click **Exit** to return to the agent portal.

5.1 Provide evidence of conditions

The evidence of conditions needs to be provided before the deadline. The specific deadline date is provided on individual applications.

- 7 Log into the agent portal and select **My submitted applications**.
- 8 To retrieve **individual application**, enter relevant details and select **Search**.
- 9 To retrieve **multiple applications**, leave fields blank and select **Search**.
- 10 Click on relevant application, click **Upload documents** and click **Upload a document**.
- 11 Select document type, check the box the evidence is relating to a conditional offer and click **Next**.
- 12 Click **Browse** for file and select document for upload.
- 13 Enter details of document in the notes field and click **Upload**.
- 14 When the document is uploaded, click either **Upload another document** or **Finish**.

5.2 Deferring an application

- 15 Log into the Agent Portal select **My submitted applications**.
- 16 To retrieve **individual application**, enter relevant details and select **Search**.
- 17 To retrieve **multiple applications**, leave fields blank and select **Search**.
- 18 Click on relevant application and click **Defer application or change start date**.

Note: PGT applications can only be deferred to the following academic year after they are holding an unconditional firm offer and have paid any relevant deposits.

PGR applications can be deferred to the following academic year or to a later start date in the same academic year.

19 Review the details and select the new requested start date. Click **Confirm** and click **Exit**.

20 When a decision has been made on the deferral request, an email will be sent to both the applicant and agent and the decision will be visible in the portal.

6. Withdraw an application

Ensure applicants do wish to draw their application. A second application cannot be submitted for the same programme with the same start date.

Applicants can withdraw their own application in their Applicant Portal, alternatively agents should contact the International Office (international-office@bristol.ac.uk) to request the application is withdrawn.