Taught Postgraduate Admissions

Portal Guide for Agents
October 2019
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Introduction

This document is designed to support you in registering on and using the University of Leeds agent portal. Each step is illustrated with screenshots (images) from the portal and will cover:

- Registering your own profile
- Changing email or password details
- Creating an applicant (client) record
- Completing and submitting an application for study on behalf of an applicant
- Booking an interview
- Receiving and responding to an offer of a place
- Unsuccessful applications
- Summer pre-sessional applications
- Paying the tuition fee deposit or providing appropriate exemption evidence
- Receiving a CAS
- Receiving and responding to a message from the University requesting information and/or documents
- Sending an enquiry to the University
- General tips for understanding and using the portal

All screenshots have been taken from a test environment as close as possible to the live system. However, there may be some slight changes as the portal evolves.

If you have any queries about any of the information in this guide, please contact agentenquiries@leeds.ac.uk.
You will receive an email with an invitation code, which you will need to redeem within two weeks in order to register on the portal.

Within the email, click on the link **Click here to complete registration**.

If you have not received an invitation code or it has expired, email the [Agent Enquiries](#) team.

You will be taken to the registration page, with your invitation code already entered. Press **Submit**.
The next screen requires you to complete your details. Your name and email address will already be entered – check that they are correct and re-type your email address to confirm.

Enter the required information. Fields that have an asterisk (*) at the side are mandatory and must be completed before you can move on.

➔ Your password must be a minimum of 8 characters and contain at least 2 special characters, e.g. +$&=@

You will then need to complete a security check. Type the numbers or letters as they appear in the image.

If you find the text difficult to see you can press the recycle button to view a new image. You are also able to listen to the text by pressing the speaker icon.

Click Register to continue.
You will be taken to the agent portal homepage.

You have now registered.
After you have registered, each subsequent time that you want to access the portal you just need to log in with your email address and password. You do not need to use an invitation code.

Open your internet browser and enter the following address: https://application.leeds.ac.uk. This will take you to the Sign In page.

Enter your email address and password.

⇒ If you cannot remember your password, click on Forgot Your Password?. You will be asked to answer your security question. We will then send you an email with a new password.

Complete the security check then press Sign in.
The agent portal homepage will appear.

Hello Ursula

Welcome to your University of Leeds Agent Portal.

In the portal you will be able to create new applicant records and applications as well as review applications you have already submitted. You can also raise enquiries with us and respond to enquiries we may have sent you.

If you have queries about your application please use the enquiry form below or contact intreps@leeds.ac.uk.

Messages
Applicants
Applications
Decisions
Enquiries
If you need to make any changes to your main agency details or your branch office details, complete the online portal access form.

If you want to remove access for an existing user, please email the Agent Enquiries team.

You can update your personal details and change your password or email address in the agent portal directly.

Click on your name in the top right corner then select the appropriate option:

- Profile
- Change Password
- Change Email Address
If you select **Profile**, on the first page you can update any of your personal details, including your name and telephone number.

Press **Next** to continue.
On the second page you can update your address details.

Press **Finish** to save your changes and return to the portal homepage.
If you select **Change Password**, you will be asked to enter your current password for verification, then choose and confirm a new password.

Press **Change Password** to save your change.

If you select **Change Email Address**, you will be asked to choose and confirm a new email address, then enter your password for verification.

Press **Change Email** to save your change.
Creating an applicant (client) record

Before you can submit an application on behalf of an applicant (client), you need to create a profile for them in the portal, containing all of their personal details.

This is called an applicant record. You will then be able to use this record to create and submit an application.

To start, from the portal home screen click on Applicants and Create New Applicant.
You will be taken to the **Agent Applicant** screen.

Fill in the applicant’s details. Note that:

- Fields that have an asterisk (*) at the side are mandatory and must be completed before you can move on.

- The name fields must match the applicant’s passport. ‘Last name’ means family name or surname.

- You must provide the applicant’s personal email address. You cannot use an agent email address for applicant records as it must be unique to the applicant. We will automatically send emails about the application to both you and the applicant.
If you answer **Yes** to the question **Have you previously studied in the UK under a Tier 4 (General Student) visa?** you will now see the option to upload a copy of the applicant’s previous and/or current visa.

Click on **Browse** to upload the appropriate document, which will then display at the bottom of the page. If the applicant has any other visa documents, repeat the upload process.
Once you have completed the applicant’s profile, press Save at the bottom of the page.

You have now registered your applicant on the application system.

The applicant will receive an email advising them that an account has been created on their behalf and inviting them to set up a password to complete registration – this is the same process as when you registered for your account. They will then be able to log into the applicant portal and view the progress of their application.

The applicant will be able to see the same information and take the same actions as you in the portal.

Changes to an applicant’s personal information can only be made by the applicant in their own portal or by contacting the University.
Starting a new application for study on behalf of an applicant

If you have just created a new applicant record, you will not need to do this step – once you save the new applicant’s details you will automatically be taken to the applicant portal homepage.

For an existing applicant, on the agent portal homepage, click on Applicants then search for the relevant applicant.

It is not possible to search by an applicant’s first and last name together but you can use an asterisk (*) as a wildcard.

For example, to find an applicant named Xin Chang you must search either Xin or *Chang. Alternatively, you can search by email address.

Further help on searching in the portal can be found on page 88.

Once you have found the applicant record, click on the applicant’s first name to go to the applicant homepage.
Scroll below the personal information to the additional options. Select **Applications** then **Create New Application**.
The first page of the application form asks you to choose the course for which the applicant wishes to apply.

For **Study Type**, choose **Masters (Taught Postgraduate)**.

The **Mode of Attendance** will usually be **Full Time**.
For the **Programme Title**, enter the first three letters of the course title (as a minimum) and press **Search**. Related courses will then display.

Click **Open** to see information about the course or **Select** to add it to the application.
The Academic Year of Entry and Start Date fields will then be filled automatically.

Press Next to continue. This creates the application as a draft.

Note that you can save the application at any stage to come back to it at a later time by pressing Save & Return. Draft applications can be accessed from the Applications section of the portal homepage.

You must complete and submit the draft application within 180 days. After that time, it will no longer display in the portal.
You will now see a list of section headings on the left-hand side of the application. Each section has a red bar at the side. As you complete each section the bar will turn green.

You will not be able to submit the application until all mandatory fields have been completed and have turned green. You can check which sections are mandatory in the Application Checklist.

Not every section will display for every course, as the application requirements vary; for example, some do not require a personal statement or references, so these sections will not be included in the application form.

<table>
<thead>
<tr>
<th>Complete</th>
<th>Current section</th>
<th>Incomplete</th>
</tr>
</thead>
</table>

- Programme of Study
- Personal Details
- Address Details
- Academic Qualifications
- English Language Proficiency
- Professional Qualifications
- Work Experience
- Affiliations, Publications and Prizes
- Supporting Documentation
- References
- Funding
- Additional Support
- Criminal Convictions
- Application Checklist
- Applicant Declaration
This section is already populated with information you entered to create the applicant’s profile, so you can simply review the details and press Next to continue.
Section 3: Address Details

This section is also already populated with information you entered to create the applicant’s profile, so you can simply review the details and press Next to continue.
Section 4: Academic Qualifications

This is where you will need to add the applicant’s bachelor degree, plus any postgraduate qualifications.

Before applying, check the international equivalent qualifications and, if applicable, the lists of approved Chinese institutions, at www.leeds.ac.uk/internationalqualifications. If the applicant does not meet our entry requirements or has studied at an institution that is not accepted, unfortunately it is unlikely that their application will be successful.

To start, click on **Add New Academic Qualification**.
Enter the country and institution of study and the qualification level, title and start date.
The next question is **Have you completed the course?**

Depending on the answer you give, the application form will ask for different information.

If you answer **Yes** you will be asked to enter the completion date and result.

If you answer **No** you will be asked to enter the predicted (expected) result and completion date.
At the bottom of the page, you should upload the applicant’s degree documentation.

If they have completed the course, provide the transcripts, certificates and official translations into English (if applicable).

If they are still studying, upload interim (partial) transcripts and official translations into English (if applicable).

➔ Please wait until you have all of the required documents before submitting an application.

Click on Browse to search for the document you wish to upload. Once uploaded, it will display in the application form. Repeat for each document.

When you have finished, press Save.

You will return to the main Academic Qualifications screen, where you will see the information that you have just added.

If you need to add another qualification, repeat the above steps. Otherwise, press Next to continue.
Section 5: English Language Proficiency

All applicants must complete this section, including those who have not yet met the language requirement or taken an English test. It is not possible to leave this section blank.

Click on Add New English Language Proficiency.
If the applicant already has proof of English proficiency (either at or below the required level), select the appropriate qualification type from the options list (e.g. IELTS) and complete the relevant details.

Upload the English certificate using the **Browse** button. The uploaded document will display at the bottom of the page.

If the applicant has not yet taken an English test, select the qualification type **No English Language Qualification**.

In either case, once you have finished, press **Save** to return to the English Language Proficiency screen, where you will see the information that you have just added.

If you need to add another qualification, repeat the above steps. If not, press **Next** to continue.
Section 6: Professional Qualifications

This section may not appear in the application form for all courses, as some academic schools do not need this information.

If the applicant has a relevant qualification, click on Add New Professional Qualification.
Complete the qualification details and upload any evidence using the **Browse** button.

Press **Save** to return to the main Professional Qualifications screen, where you will see the qualification that you have just added.

If you need to add another qualification, repeat the above steps. If not, press **Next** to continue.
Section 7: Work Experience

This is where you can add information about an applicant’s previous work experience and/or upload a CV. This section may not appear in the application form for all courses as some academic schools do not require this information.

Click on Add New Work Experience or Your CV.
The **Work Experience and Your CV Details** page will open. You can choose to provide information about individual instances of relevant work experience and/or upload a CV covering all of the applicant’s experience in one document.

To provide information on an individual placement, select **Work Experience** as the **Type**. Enter the placement details and, if appropriate, upload evidence (such as an internship certificate) using the **Browse** button.

Press **Save** to return to the main Work Experience and Your CV screen, where you will see the information you have just entered.

If you need to add another example, repeat the above steps.
Alternatively, select **CV** and upload the applicant’s CV/résumé using the **Browse** button.

Press **Save** to return to the main Work Experience and Your CV screen, where you will see the document you have just uploaded.

Whichever option you choose, press **Next** to continue to the next section.
Section 8: Affiliations, Publications and Prizes

This is where you can provide information about any works the applicant may have had published or any prizes they may have won. This section may not appear in the application form for all courses as some academic schools do not require this information.

Click on Add New Affiliation, Publication or Prize.
Choose the appropriate option from the drop-down list.

The information you are then required to enter will vary according to the type selected.
If you select Prize, you will need to add the award name. You can also provide additional details, if appropriate.

Upload any evidence using the Browse button.

Press Save to return to the main Affiliations, Publications and Prizes screen, where you will see the record you have just entered.
If you select **Published Article**, **Book** or **Academic Paper**, provide the name of the work. You can also provide additional details, if appropriate.

Upload any evidence using the **Browse** button.

Press **Save** to return to the main Affiliations, Publications and Prizes screen, where you will see the record you have just entered.
If you select **Affiliations**, provide the required detail.

Upload any evidence using the **Browse** button.

Press **Save** to return to the main Affiliations, Publications and Prizes screen, where you will see the record you have just entered.

To add additional affiliations, publications or prizes, repeat the process.

Once you have finished, press **Next** to continue.
Section 9: Supporting Documentation

This is where you can provide the applicant’s personal statement and any additional documents. This section may not appear in the application form for all courses as some academic schools do not require a personal statement.

You can either type the applicant’s personal statement directly into the box (up to 4000 characters) or upload it as a document using the Browse button.

Additional documents, such as translation tests for applications to our translation and interpreting courses, should also be uploaded in this section.

Once all documents have been uploaded, press Next to continue.
Section 10: References

In this section you will need to provide contact details for at least two referees, preferably academic. If you already have a copy of a reference letter, you can upload it for consideration. This section may not appear in the application form for all courses as some academic schools do not require references.

Note that requests for references are not sent to referees automatically when an application is submitted. Instead, the admissions team will check through the application and then email the referees if they are interested in taking the application further.

Click on Add New Referee.
The **Referee Details** screen will open. Complete the required information. For academic references, the email address should belong to an institution (e.g. a.referee@leeds.ac.uk).

If you already have the reference, upload it using the **Browse** button. Ideally it should be a PDF file – we are not normally able to consider references saved as a Microsoft Word document.

Press **Save** to return to the References screen, where you will see the referee details you have just entered.

To add another referee, repeat the above steps.

Once all referees have been added, press **Next** to continue.
Section 11: Funding

We ask all applicants to indicate how they intend to fund their studies. It is fine if the applicant later changes their funding method as they will be asked to confirm this after accepting an unconditional offer.

Select the most appropriate option:

- **Self-Funded**: the applicant is paying all of their own fees (including funding from family or friends)
- **Funded**: the applicant will receive full funding e.g. from a scholarship or a sponsor, such as a government or employer
- **Partially Funded**: the applicant will receive funding for some of their fees and will pay the rest themselves
- **Seeking Funding**: the applicant hopes to obtain funding but has not yet applied and/or received confirmation.

If they have a final letter of award, upload it using the **Browse** button.

Press **Next** to continue.
Section 12: Additional Support

Use this section to let us know if the applicant needs any additional support – for example, help with a disability.

Tick the appropriate option to confirm whether the applicant considers themselves disabled.
If you select Yes, you will then see the option to Add New Additional Support Type. This is where you can give further information as to the support that the applicant may need.

Click on Add New Additional Support Type.

You will now see a list of conditions. Select the most appropriate option.
Press **Save Additional Support Type**.

You will return to the main Additional Support page. The condition that you selected will now display.

If the applicant has multiple conditions of which they wish to make the University aware, repeat the process.

To complete the Additional Support section, continue to the bottom of the page and check whether any of the widening participation criteria apply. **Tick** any relevant boxes. Leave them blank if none apply.

Press **Next** to continue.
The applicant may be asked to declare any unspent criminal convictions. Please complete this page carefully. This section does not appear in the application form for all courses.

Select the appropriate option and press **Next** to continue.
Section 14: Application Checklist

The Application Checklist shows the status of the application form and whether it is ready to be submitted.

All completed sections have a tick at the side and will also show in green at the left side of the page.

You will not be able to move on to the final section of the form (Applicant Declaration) to submit the application if any of the mandatory sections have not been completed. If any are not ticked, the Next button will be greyed out so you will not be able to select it. You will need to return to the section(s) without a tick and complete the missing field(s).

The additional sections are optional.

The sections that are mandatory and optional will vary between courses.

Once all sections are complete, press Next to continue.
Section 15: Applicant Declaration

The declaration page asks if the applicant would like to receive information from the University about latest news, events and deadlines.

If yes, do not tick the box.

If no, tick the box.

All applicants will receive emails relating to their application, regardless of how they answer this question.

Finally, press Submit to complete the application and send it to the course admissions team for consideration.
You will see a message confirming that the application has been submitted. You will be given the option to download a PDF summary, if you wish. Note that you will not be able to download it again at a later time, though the applicant will have the ability to do so in their personal portal.

Click on Return to Homepage to finish.

Once an application has been submitted it is read-only so you can no longer make any changes.

If you need to provide additional information or documents, you will need to send us an enquiry through the portal. More information can be found on page 83.

Note that the default view in the Applications section is draft applications. To view completed applications, click on Draft Applications and change it to Submitted Applications.
Most courses do not interview, but if the admissions team wishes to interview the applicant they will send you and the applicant an email inviting you to book an interview in the portal.

You can only access the interview booking section once you have selected an applicant – you cannot see this section on the agent portal homepage.

Click on Applicants then search for the relevant applicant. Click on their first name to go to the applicant homepage.
On the applicant homepage, open the **Interviews and Events** section and click on **Book an Interview**.

You will see all of the available timeslots for the interview. Once you have found a suitable time, click on **Book**.

All dates and times are given in UK time.
A pop-up message will ask whether you wish to confirm the booking – click on OK.

You will then see a confirmation message and will also receive an email with the interview date and time.
The scheduled interview will now display in the applicant homepage under **Interviews and Events**.

The button to book an interview will no longer be active and will be greyed out.

Clicking on the interview will take you to a summary page.
Once the applicant has attended the interview, it will move within the Interviews and Events section from **Scheduled** to **Attended**.
If the applicant receives an offer from the University, you will be notified by email.

The offer details will be shown in the **Decisions** area of the portal. Click on the application to go to the offer page.
On the offer details screen you can accept, decline or request to defer the offer, using the **My Decision** field. Press **Submit** to confirm your choice.

If the applicant has more than one unconditional offer, they will only be able to accept one.

Note that only offers that are unconditional, or conditional solely on English, can be deferred. It is only possible to defer once, to the next academic year. After that, the applicant will need to submit a new application for consideration.

On this screen you can also view and download a PDF copy of the offer letter.

If the offer is unconditional, we will post a hard copy of the letter to the applicant’s correspondence address.
Additionally, you can see any offer conditions or exceptions.

Typical offer conditions are to achieve a specific grade in a degree or in an IELTS.

Exceptions communicate additional information about an offer, for example:

- If a summer pre-sessional is being used to meet the English language requirement, this will be stated as an exception in the master’s offer.
- If an applicant is taking a translation or interpreting course, the exceptions will state the approved language combination(s).

Once the applicant has met a condition, click on it.

A new page will open where you can upload evidence of the condition having been met using the Browse button.

→ Please wait until you have all of the required evidence (e.g. academic transcript and certificate) as you will only be able to reply once.

Press Submit to send the evidence to the University.
If the evidence is accepted, the status in the **Decisions** section will change from **Conditional – Awaiting Evidence** to **Conditional – Met**.

Note that you can also view and respond to offer conditions in the **Messages** section – there is no difference between the two.

Once all conditions have been met, a new unconditional offer will be issued.

Please do not provide evidence to meet conditions in an alternative way (e.g. by email) as this takes longer for it to be processed.
If we are not able to offer the applicant a place on the course, we will send you and the applicant an email informing you of the decision and explaining the reason for it.

You will also be able to see the outcome of the application in the Decisions section of the portal. Click on the application to open the decision confirmation page.

You can download a copy of the unsuccessful decision letter, if you wish.
Summer pre-sessionals

We offer six and ten week content-based summer pre-sessional English language courses for applicants whose English language qualification is slightly below the requirement for master’s study. Applicants who successfully complete a pre-sessional do not need to provide a new IELTS in order to progress on to their master’s course.

You will need to wait until the applicant has received an offer for a master’s course before applying for a pre-sessional.

Complete pre-sessional information can be found on the Language Centre website.

The IELTS score that an applicant will need in order to be eligible for a pre-sessional course will depend on which master’s course they will be studying.

Six week courses have slightly higher requirements than ten week courses.

To check if an applicant is eligible for a pre-sessional, first search for their master’s course using our course finder.

In the section Applying, fees and funding there are links to the appropriate six and ten week pre-sessional courses. Click on either link to go to the pre-sessional course page.
Under **Applying, fees and funding** you will find the specific IELTS requirements for the pre-sessional course.

Note that the Language Centre is not able to advise on an applicant’s eligibility for a pre-sessional prior to receiving an application. If you are still not sure after checking the entry requirements, submit the pre-sessional application anyway and the Language Centre will then assess the applicant.

**Entry requirements**

IELTS 6.0 overall, with only one component below 6.0 and no component below 5.5. Applicants with either reading or writing scores at 5.5 must attend the 10-week pre-sessional.

For other English qualifications, read [English language equivalent qualifications](#).
Submitting a pre-sessional application

The pre-sessional application process is the same as for a master’s course but for the **Study Type** you will need to select **Pre-sessional Language Course**.

For the **Mode of Attendance**, choose **Full Time**.

Press **Search**. This will bring up the summer pre-sessional courses.

Find the course with the correct length and year of entry. The academic year runs from September to August, so if an applicant is starting a master’s course in September 2020, they will need to apply for a pre-sessional in the 2019/2020 academic year.

Please **Select** to choose the course.
The **Academic Year of Entry** and **Start Date** fields will populate automatically.

Press **Next** to fill out the rest of the application so that you can submit it for consideration. Full guidance on completing the rest of the application is available on pages 23 to 51.

If the applicant is eligible, they will receive an offer, which they will be able to view and accept in the **Decisions** section of the portal. More information can be found in the **Offers** section of the guide.
Deposits and exemption evidence

If the applicant will need a Tier 4 visa to study in the UK, after they have accepted an unconditional offer they will need to pay a £1500 tuition fee deposit or provide appropriate exemption evidence (typically a letter confirming the award of a full scholarship or sponsorship) before the University can issue a CAS. The deposit is a contribution to the applicant’s course fees; it is not an extra cost.

For most applicants taking a master’s course only, there is no deadline to pay the deposit or provide exemption evidence, though the University does reserve the right not to issue a CAS if there will not be enough time for the applicant to apply for a visa before the course begins. Some courses may have their own deadlines, though as of October 2019 none are yet confirmed. For the latest information, please see our tuition fee deposits guidance page.

Applicants taking a summer pre-sessional are encouraged to pay their full pre-sessional tuition fee at the deposit stage, but the minimum requirement to receive a CAS remains £1500. They must pay (or provide appropriate exemption evidence) by a set deadline, but the exact date was still to be confirmed at the time of writing (October 2019). For the latest updates, see the Language Centre website.

If an applicant has a standalone pre-sessional offer but hopes to be able to meet their academic conditions in time to receive a combined CAS, they should wait until they know whether they can meet the deadline or not before paying the deposit, otherwise a standalone CAS will be issued automatically and cannot be changed to a combined CAS. For more information on whether an applicant will receive a standalone or a combined CAS, see the CAS section of the guide.

Once the applicant has accepted an unconditional offer, we will email you to ask you to confirm how they will be funding their studies and either pay the tuition fee deposit or provide appropriate exemption evidence by completing the Deposit and exemption form in the Messages section of the portal.

Note that applicants should not pay until they are asked to do so. There is no advantage to paying early and it is not necessary to pay in order to secure a place.
Responding to the Deposit and exemption form

On the agent portal homepage, click on **Applicants** then search for the relevant applicant. Click on their **first name** to go to the applicant homepage. Help with searching in the portal is available on page 88.

On the applicant homepage, open the **Messages** section. You will now see the **Deposit and exemption** form.

Click on the message **subject** to open it.
Steps for applicants who will be paying the deposit

For complete guidance, visit our tuition fee deposits page.

If the applicant will be paying their own fees, select the option Do not meet any of the exemption criteria above. This option includes applicants who are receiving support from family and friends.

You do not need to upload any evidence.

Press Submit.
A new section called **CAS Payments** will now display at the bottom of the applicant portal homepage. Note that you cannot access this section from the agent portal homepage – you must first have selected the applicant.

Click on the heading to open the section.

You will see the application for which the applicant has accepted an unconditional offer and needs to pay a deposit.

Note that applicants who will be receiving a combined CAS will only see the master’s course displayed. This is because we only require a single deposit payment.

Click on the application to proceed.
The **Fee Statement** will open. You will see the total fee for the course, the deposit required and any fees previously paid.

Click on the **Deposit Payment** button.

The **Terms and Conditions** page will open.

Ensure the applicant reads the terms carefully, then **tick the box** to confirm that they agree.

Click **Proceed**.
You will now see the payment options screen. There are two ways to pay: applicants can either make an online card payment directly to the University or pay by card or bank transfer through our payment partner, Flywire. Please note that we do not accept direct bank transfers.

**Payment option one: card payment**

Applicants can pay by either credit or debit card through the University’s online payment system.

Click on **Card Payment** to start the process.

Log in using the applicant’s student ID number and date of birth. You do not need to enter a PIN.

You can find the student ID number on the applicant portal homepage.

Follow the on-screen instructions to complete the transaction, ensuring that you select the payment type **Tuition fee deposit payment**.

Please still choose this option if the applicant is paying the full pre-sessional course fee at this stage, so that our system recognises it as a payment for a CAS.
Payment option two: Flywire

Applicants can pay through our payment partner, Flywire. The payment can be made by card or by bank transfer, in the applicant’s local currency.

Click on Flywire Transfer to go to the external Flywire site.

Follow the on-screen instructions to complete the transaction, ensuring that you select the payment type Tuition Deposit.

Please still choose this option if the applicant is paying the full pre-sessional course fee at this stage, so that our system recognises it as a payment for a CAS.
Regardless of the payment method, once the deposit has been received it will display in the **CAS Payments** section in the column **Tuition Fee Paid To Date**.

We will also send you a confirmation email.

It may take up to three working days for the payment to be received and processed. Please do not contact us to chase a payment or CAS until after this time.

There is no need to send us receipts of payments made. As long as you follow the above payment instructions, we will process the payment and update the portal automatically. You will also receive a confirmation email.

The remaining required course fee will display in the **Tuition Fee Outstanding Balance** column.
The applicant can make further tuition fee payments through the CAS Payments section, if they wish.

They will need to follow the steps above to go to the Fee Statement.

There will be a new button labelled **Make Payment** that will take them directly to the payment information page.

Any payments received before the applicant uses their CAS to apply for a visa will update the columns **Tuition Fee Paid To Date** and **Tuition Fee Outstanding Balance**. We will also inform the UKVI and send you and the applicant an updated CAS statement automatically.
Steps for applicants who are exempt from paying the deposit

In the **Deposit and exemption** form, select the appropriate exemption reason:

- Fully sponsored: the applicant will be receiving full funding, e.g. from a scholarship or government
- Full tuition fee scholarship: the applicant has been awarded a full tuition fee scholarship through the University of Leeds
- US Federal Loan recipient: the applicant has submitted a FAFSA. We will need to receive official confirmation directly from the loan provider before exempting the applicant
- Do not require a Tier 4 General Student Visa, as hold another immigration status: for example, an EU passport or existing UK visa

You must also upload evidence using the **Browse** button.

Press **Submit** to complete the form.

If we can accept the evidence, we will send you a confirmation email. If we cannot accept it, you will receive an email explaining the problem and will need to respond to the Deposit and exemption form again with new evidence.

Note that we cannot accept a scholarship application form or conditional award letter as evidence. We can only accept a final award letter.
Receiving a CAS

If the applicant will be studying a master’s course only, you do not need to take any action to request a CAS.

As long as the applicant has provided all of their personal information (including valid passport details), accepted an unconditional master’s offer and either paid the deposit or provided appropriate exemption evidence, the CAS will automatically be ready.

If the applicant will be studying a summer pre-sessional before their master’s course, the type of CAS they will receive will depend on whether they have already met their academic requirements and on the length of the pre-sessional course.

If the applicant has already met the academic requirements for their master’s course and has an offer that is conditional on English only:
- They will receive a combined CAS. The pre-sessional is used to meet the language condition and make the master’s offer unconditional. If the applicant declines the pre-sessional, the English language condition will be reinstated in the master’s offer.

If the applicant has not yet met the academic requirements for their master’s course, the type of offer and CAS they will receive will vary. Deadlines will be in place to meet the academic condition and to request a change of CAS type – for the latest information, please refer to the Language Centre website.
- Applicants to the ten week pre-sessional who have an IELTS for UKVI will receive a standalone pre-sessional offer and CAS. If they have met the academic condition by the deadline, you can contact us to request a combined CAS.
- Applicants to the ten week pre-sessional who do not have an IELTS for UKVI will receive a conditional combined offer. In order to receive a combined CAS, they must meet the academic condition of the master’s offer by the deadline. If they cannot, they must either provide an IELTS for UKVI and request a standalone pre-sessional CAS by the deadline or meet the English requirement for the master’s course directly.
- All applicants to the six week pre-sessional will receive a conditional combined offer. In order to receive a combined CAS, they must meet the academic condition of the master’s offer by the deadline. If they cannot, they must either provide an IELTS for UKVI and request a standalone pre-sessional CAS by the deadline or meet the English requirement for the master’s course directly.

Applicants who request a CAS for the pre-sessional only will not subsequently be allowed to change to a combined CAS if they meet the academic condition before the deadline.
For both master’s and pre-sessional applicants, we will send you and the applicant an email to confirm the applicant’s details prior to assigning the CAS. This is called a pre-CAS email, or a CAS check email. It will include a link to a CAS information page to help you understand the details included in the CAS.

If anything is incorrect, let us know by replying to the email within **two working days**.

If the details are correct, you do not need to do anything. We will assign the CAS within **three working days** and email the CAS statement to you and the applicant. We do not issue a PDF or hard copy of the CAS.

The earliest we can issue a CAS is six months before the start of the course. The CAS will be issued with enough time for the applicant to reasonably be able to apply for a visa and prepare to come to Leeds.
Pre-arrival information

We will email pre-sessional students two weeks in advance of the course start date with details of the orientation sessions and registration information.

From August, we will email all master’s students with information about the start of the course and where to pick up their welcome pack, which will tell them how to register and introduce them to postgraduate life in Leeds.
There are two different types of communication in the portal:

- **Messages**: These are requests for further information and/or documents that the University sends to agents and applicants.

- **Enquiries**: These are queries that agents and applicants send to the University.
If the University requires further information we will send you a message in the portal. You will also receive an email notifying you to check the portal.

Click on the Messages heading to expand the section and view the message details.

Click on the message subject to open the request.
In the **My Response** box, enter your reply to the message and upload any requested documents using the **Browse** button. Then press **Submit**.

As you can only reply once, wait until you have all of the required information and/or documents before responding.
Once you have sent your reply, the message will move to the **Received Messages** section, which you can find by clicking **New Messages** to open the menu.

You cannot edit your message or add any further documents once you have submitted it. If the University still requires further information, we will send you a new message.
If you have a query about an application, you can send the University an enquiry in the portal.

You cannot create an enquiry directly from the agent portal homepage so you must first select an applicant.

On the agent portal homepage, click on Applicants then search for the relevant applicant. Click on their **first name** to go to the applicant homepage. Help with searching in the portal can be found on page 88.

On the applicant homepage, open the Enquiries section.

Click on **Create New Enquiry**.
A new enquiry form will open.

Select the most appropriate **Enquiry Topic** from the drop-down list.
Enter your query in the **Enquiry Details** box.

Attach any documents using the **Browse** button, if required.

Press **Send**.

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You can now view the query in the **Enquiries** section of the portal, in the default view of **Open Enquiries**.

When the University replies, you will be notified by email.

If your question has been answered, the enquiry will move into the **Resolved Enquiries** section. If we have requested further information or are notifying you that the enquiry has been passed to a different department, it will remain in the **Open Enquiries** section.

Click on the enquiry to open it and view the reply.
There are three different ID numbers that you will see.

**Application ID numbers**, e.g. App00123456.

All draft and submitted application have an ID number, which will display in the portal.

**Student ID numbers**, e.g. 201012345.

Once an applicant receives an offer, they will be given a student ID number, which will display in the applicant portal homepage.

Note that it may take up to three working days to receive a student ID number after an offer is issued.
**CRM tracking tokens**, e.g. CRM Tracking Token:0001234567.

Every automated email you receive from us about an application will have a CRM tracking token in the subject line. This is just to help our system to link emails to the correct applicant. **We cannot use this number to search for applicants.** Please ignore this number.
Searching for applicants and applications

The criteria you can use to find applicants and applications vary depending on the section of the portal in which you are searching.

In the **Messages** section, you can search by:
- Full or partial first name (e.g. searching for ‘an’ would show students named Andrew, Angela etc.)
- Full or partial last name – you will need to use an asterisk (*) as a wildcard (e.g. to find a student with the last name Gupta, type *gupta).

In the **Applicants** section, you can search by:
- Full or partial first name
- Full or partial last name (e.g. searching for ‘li’ would show students named Li, Liang, Liu etc.)
- Email address.
In the **Applications** section, you can search by:

- Full or partial first name
- Application ID number
- Course
- Full or partial last name – you will need to use an asterisk (*) as a wildcard.

In the **Decisions** section, you can search by:

- Full or partial first name
- Full or partial last name – you will need to use an asterisk (*) as a wildcard.

In the **Enquiries** section, you will need to use two asterisks (*) as wildcards to search by either:

- Full or partial first name (e.g. to find a student named Adam, search *adam*)
- Full or partial last name.