

AGENT PORTAL 2019

GUIDE TO GETTING STARTED



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What is the agent portal?

The agent portal has been designed for agents to use when supporting students applying to UK higher education. For 2019, this will initially be for applications made through the UCAS Postgraduate service, expanding to incorporate undergraduate applications in 2020.

The portal will allow agents to make new applications on behalf of a student, or to link their agency to an application which has already been started.

To be able to use the agent portal for 2019:

- > you must be working with a UCAS Postgraduate higher education provider
- > your agency must have been set up with access by UCAS

About this guide

This guide will explain the key steps you need to follow to get started using the new agent portal. It will also outline the key features of the portal, and demonstrate how to navigate through the portal.

Throughout this guide, we refer to the following individuals:

- > Agent portal key contact – the named individual at an agency who UCAS communicates with.
- > Agent – any member of staff at an agency who has access to the agent portal.
- > Student – an individual intending to apply to study at a higher education provider.
- > Applicant – an individual who has applied to study at a higher education provider.



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SECTION 1: REGISTER ON UCAS.COM



From 2019, users of UCAS' different services will be able to access all these services with the same online sign in details.

To use the agent portal, you will need to register for the single sign on, even if you have already used other UCAS services. Once you have registered, you will use that email address and password whenever you sign in to use the agent portal.

1.1 Register as a new user

To register, go to www.ucas.com.

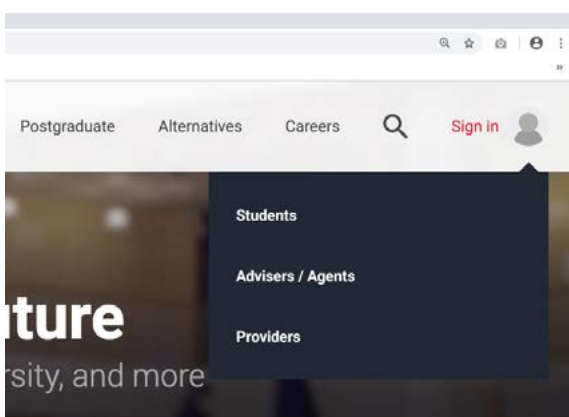


Fig. 1: Registration sign in

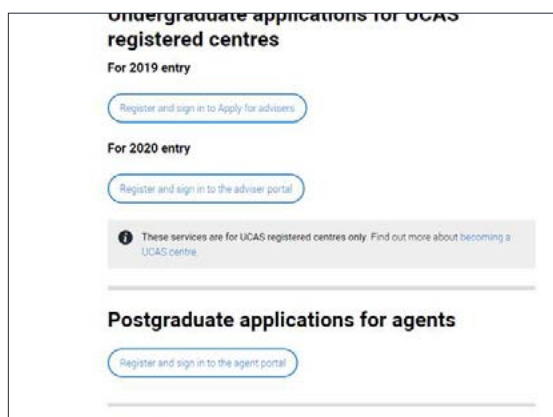


Fig. 2: Registration sign in

Click **'Sign in'** in the top right-hand corner, and choose **'Advisers/agents'** (see Fig. 1).

Choose the agent portal option (see Fig. 2).

When you reach the sign in page, you will need to click **'Register here'**, if you don't already have an account (see Fig. 3).

Sign in

Please sign in below using the details you used to register.

Don't have an account yet? [Register here.](#)

Email address *

Password *

[Sign in](#) [Forgotten password?](#)

Fig. 3: Registration sign in

You will then be taken through a five-step registration process (see Fig. 4).

Register



Registering with UCAS enables us to tailor our content to enhance your experience

First name *

Last name

Next

Register



Enter your email address

This is what you will use to sign in to UCAS.

Email address *

Previous

Next

Register



Enter your password

Your password must be between 8 and 30 characters long and contain all of the following: Uppercase, lowercase, number and special character (e.g. !@%#).

Password *

Confirm password *

Previous

Next

Register



Security

If you lose or forget your username or password and need to call us about accessing your account, we will use this security question to identify you.

It's important you can remember the answer to the security question and it cannot be easily guessed by others.

Do not use an answer that might cause offence.

First album you bought

Previous

Next

Register



Please tick the boxes below and click 'Register'

I have read and understood the [Terms and conditions](#) and [Privacy policy](#).

Previous

Register

Fig. 4: Registration process

1.2 Passwords

Account passwords need to be secure, and must contain at least eight characters (no more than 30 characters), upper and lowercase letters, at least one number, and one special character, such as a dollar symbol (\$) or exclamation mark (!).

If you forget your password, you will be able to reset your account by using the 'Forgotten password' link on the sign in page. UCAS is not able to reset account passwords for users.

1.3 Verify your account

Once you have registered, you will be sent an email to complete the registration process. You will need to click the link in the email to activate your account (see Fig. 5).

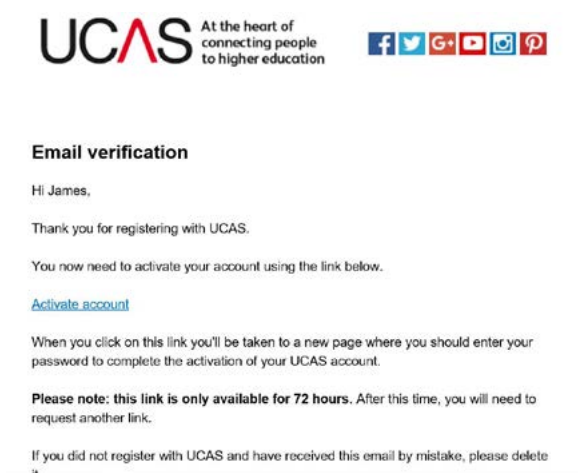


Fig. 5: Verification email

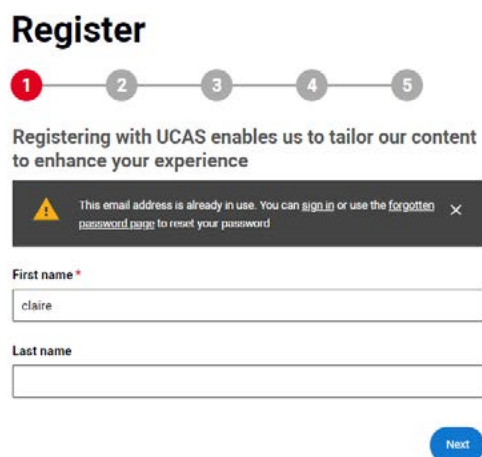


Fig. 6: Email in use message

You may have already registered to personalise your use of our website. If so, an information message will appear advising you that the email address is already in use (see Fig. 6). If you have forgotten your password, click the link to the 'Forgotten password' page to reset it, then sign in.

1.4 What should I do if I haven't received the activation email?

Check your spam or junk folder, as the email should appear within a couple of minutes of the registration being completed.

If you haven't received it, you may need to ask your IT team to whitelist the email address it was sent from (mail-service@gigya-raas.com).



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SECTION 2: AGENT PORTAL



2.1 Agent portal sign in

Following initial registration to sign in to the agent portal, go to www.ucas.com/advisers/sign-in, and select the agent portal. Sign in using the details you registered with (see section 1).

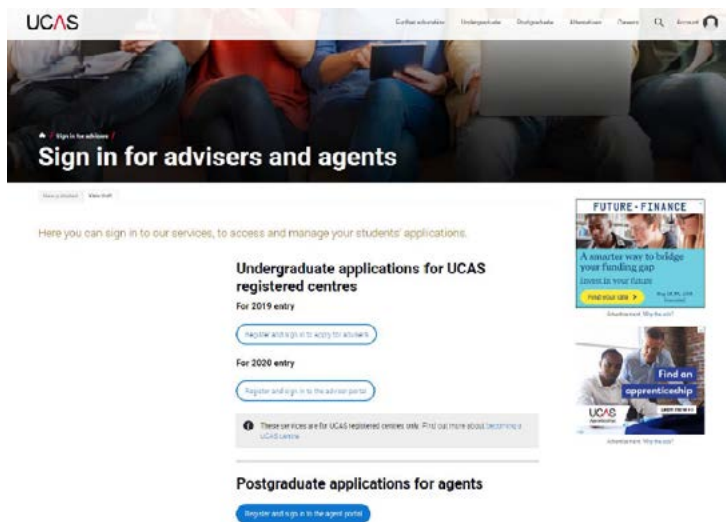


Fig. 7: Agent portal sign in page

2.2 Your dashboard

Each time you sign in, you will land on your user dashboard. The agent portal is accessed by navigating to the **Agents** tab on your dashboard, and clicking **Go to agent tools**' (see Fig. 8).



Fig. 8: Dashboard

All users will have access to the following additional tabs on their dashboard:

- > Postgraduate – where you view, update, and manage your own personal postgraduate applications.
- > My courses – where you will find any courses you have shortlisted from UCAS' search tool.

Following the launch of the new application management service (AMS) in 2020, you will manage both postgraduate and undergraduate applications through the agent portal.



2.3 For agencies that are also registered centres

If you are also a registered centre, managing undergraduate applications, you will have access to the new adviser portal, which will be available from the end of March 2019. This can be accessed by navigating through the **'Advisers'** tab on your dashboard (see Fig. 8).

Your dashboard will be where you access both the agent portal and the adviser portal for 2020 entry applicants. When you sign in, your dashboard will automatically open to the adviser portal tab. To use the agent portal for postgraduate applications, simply switch tabs. For 2021 entry applicants, you will manage all applications through the agent portal.

2.4 Summary of the agent tools

There are three management areas in **'Agent tools'**:

- > **Application management** is where you view and manage applications, including adding new and existing applicants.
- > **Agent management** is where you view and manage agent access and permissions, including adding new users.
- > **Agency management** is where you view and manage agency details and your code word.

To return to your dashboard, it is best to use the navigation tools at the top left of each page, rather than the back button in your browser (see Fig. 9).

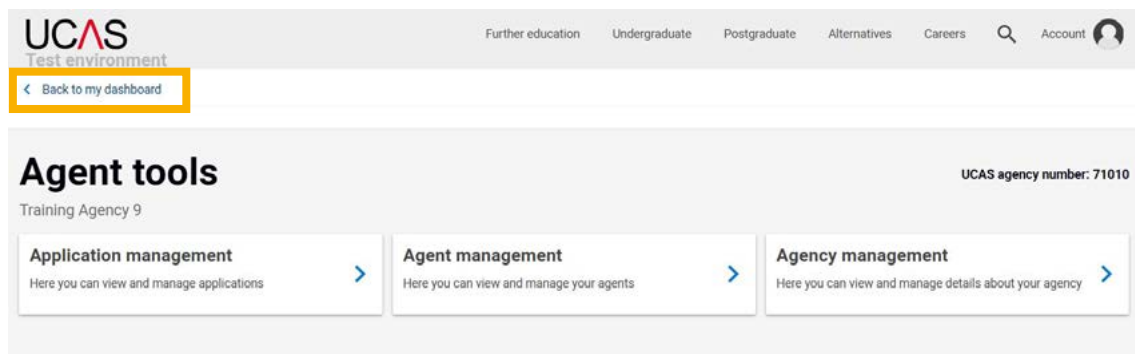


Fig. 9: Agent tools



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SECTION 3: SETTING UP IN THE AGENT PORTAL





3.1 Agent portal key contact

As part of the agency set up process, UCAS will create access permissions for the agent portal key contact only.

The agent portal key contact is responsible for setting up the agent and agency management details in the portal, before you are ready to start managing applications. Your setup check list includes:

- > checking agency details are correct
- > setting the agency code word
- > adding new agent users (if required)
- > setting permissions for new users at their agency

3.2 Agency details

Agency details can be found in '**Agency management**'. This page shows you a read-only view of your agency address and contact information (see Fig. 10).

Your **UCAS agency number** is shown in the top right of every page. This is a unique number that is used to identify your agency – you will need it should you wish to speak to UCAS.

If you need to edit any details on this page, please call our Schools Team between the hours of 08:00 – 18:00 (UK time), Monday to Friday:

- > Phone from the UK – 0345 123 8001
- > Phone from outside the UK – +44 330 333 0239
- > Email – adviserhelp@ucas.ac.uk

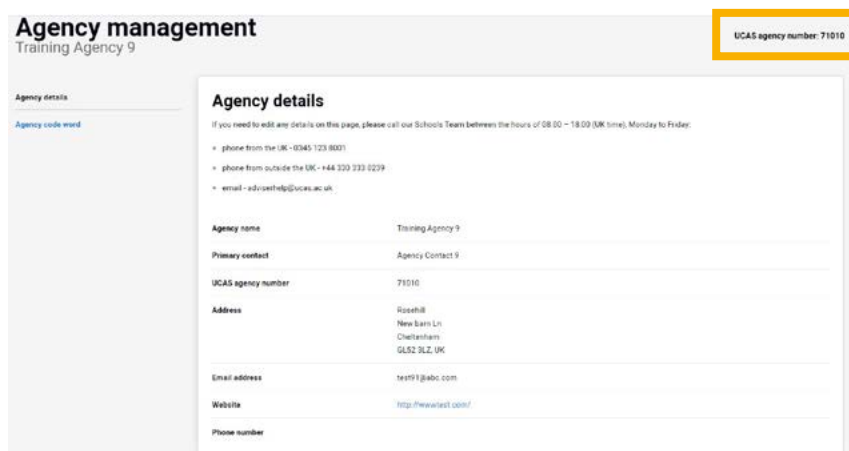


Fig. 10: Agency details

You will only be using the agency tools to support and manage postgraduate applications at present. If you are also a UCAS registered centre, you will continue to manage applications for undergraduate courses separately for the 2019 and 2020 intakes.



3.3 Agency code word

The agency code word is needed to give consent to your agency to manage an application on behalf of a student, or to link to an existing applicant.

A code word will be randomly generated when your agency is first set up by UCAS in the agent portal. We recommend you change this to something more memorable for your agency and your students when you first start using the portal.

You should share the code word verbally, not transmit it electronically. This is to reduce the possibility of anyone gaining access to personal details.

You can change your code word at any time, and as often as you like (see Fig. 11). If you decide to change your code word, the existing code word used will expire 30 days after the change has been made.

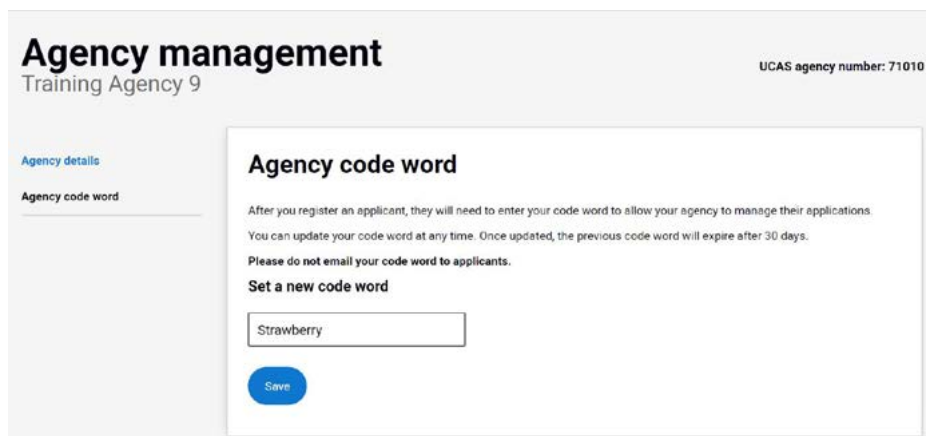


Fig. 11: code word

3.4 Adding a new agent user

To add a new agent, go to 'Agent management' (see Fig. 12).

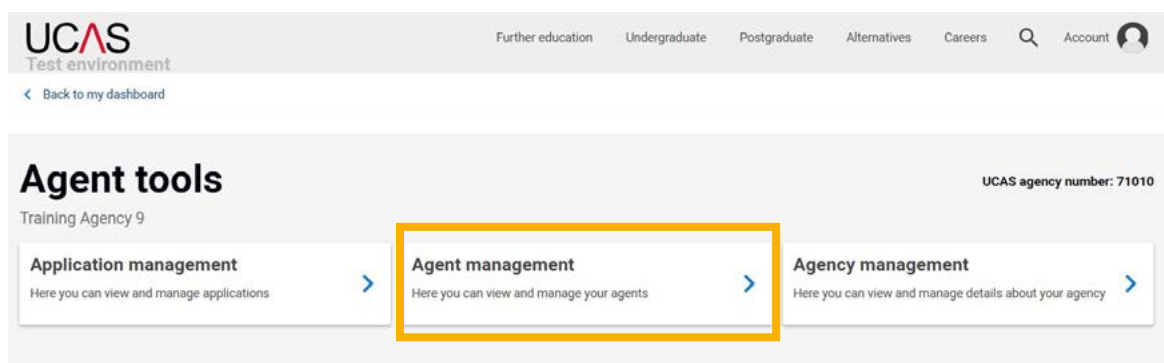


Fig. 12: Agency management

Click **'Add agent'** on the right-hand side of the screen (see Fig. 13), and enter the email address of the person you would like to add (see Fig. 14).

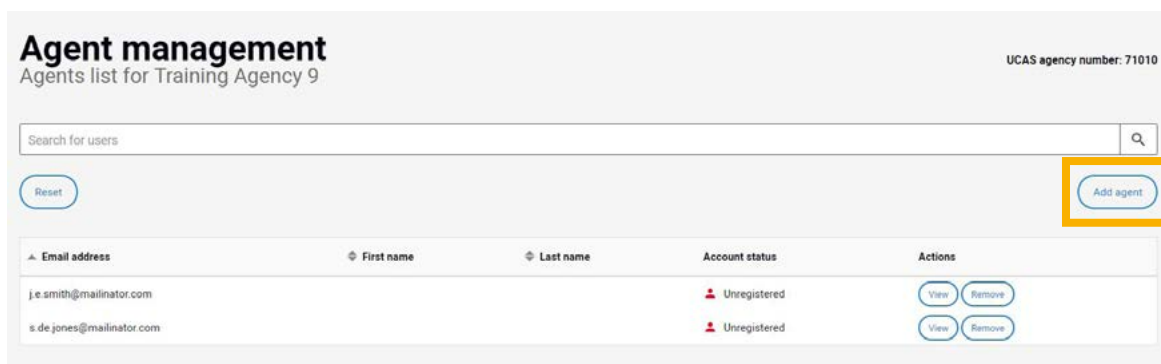


Fig. 13: Add agent

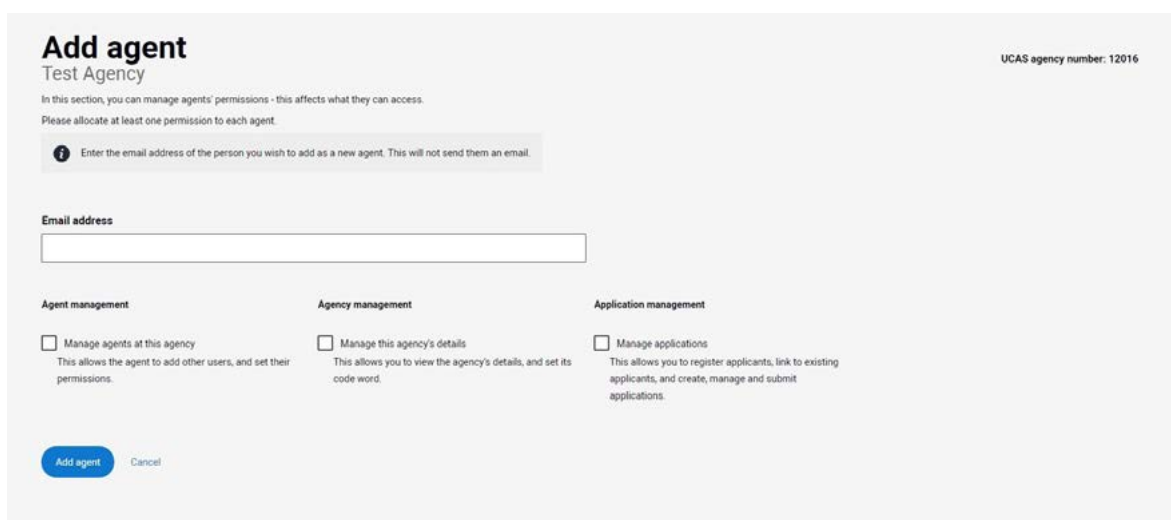


Fig. 14: Agent email and permissions

3.5 Setting new agent permissions

Decide what you want to allow a user to do by selecting appropriate permissions for them (see Fig. 14). The permissions are as follows:

- > Manage agents at this agency – allows a user to manage other agents at your agency, including adding other users and setting permissions.
- > Manage this agency's details – allows a user to view and manage agency details, and set the code word.
- > Manage applications – allows a user to register applicants, link to existing applicants, and create, manage, and submit applications.



Once you have selected appropriate permissions, click **'Add agent'**.

A new user does not receive an automated email to notify them they have been added to the agent portal. If you add a new user, you **must inform them** so they can register (see section 1) and sign in (see section 2).

The new user must register with the same email address that was used by the agent portal key contact, when setting them up in the system.

3.6 Agent list

A new user will automatically appear in the **'Agents list'**. Their **'Account status'** will indicate if any action needs to be taken by the new user (see Fig. 15).

The statuses are as follows:

- > **Unregistered** – you need to tell the new user to register on ucas.com, and verify their account (see section 1).
- > **Unverified** – the new user has registered but not yet verified their account. Ask them to check their email inbox, and follow the activation link in the verification email they have been sent.
- > **Verified** – a new user has registered and verified their email account, so they are now able to sign in and access the agent portal.

The screenshot shows a notification at the top: "Added agent: rosehill@mailinator.com". Below it is a search bar for users and a table of agents. The table has columns for Email address, First name, Last name, Account status, and Actions. The actions column contains "View" and "Remove" buttons for each agent.

Email address	First name	Last name	Account status	Actions
a.g.patel@mailinator.com			Unregistered	View Remove
j.e.smith@mailinator.com	Jonathan	Smith	Verified	View Remove
rosehill@mailinator.com			Unregistered	View Remove
T.rainer@mailinator.com			Unverified	View Remove

Fig. 15: Account status



3.7 Manage agent access and permissions

The search box at the top of the **'Agent management'** screen allows you to search through the agents at your agency. You can search by first and last name, and email address. To delete a user, click **'Remove'** under **'Actions'**.

Agent management
Agents list for Training Agency 9

UCAS agency number: 71010

Search for users

▲ Email address	◆ First name	◆ Last name	Account status	Actions
a.g.patel@mailinator.com			Unregistered	<input type="button" value="View"/> <input type="button" value="Remove"/>
j.e.smith@mailinator.com	Jonathan	Smith	Verified	<input type="button" value="View"/> <input type="button" value="Remove"/>
rosehill@mailinator.com			Unregistered	<input type="button" value="View"/> <input type="button" value="Remove"/>
T.rainer@mailinator.com			Unverified	<input type="button" value="View"/> <input type="button" value="Remove"/>

Fig. 16: Agent list actions

To manage a user's permissions, click the **'View'** option under **'Actions'**. This will show the permissions currently assigned to that user. These can be amended by checking/unchecking the relevant permission box (see Fig. 17).

Agent details
Training Agency 9

UCAS agency number: 71010

Permissions for j.e.smith@mailinator.com updated

Email address

First name **Last name**

Agent management Manage agents at this agency

Agency management Manage this agency's details

Application management Manage applications

Fig. 17: Permission management



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SECTION 4: APPLICATION MANAGEMENT



This is where an agent can:

- > add new applicants
- > add existing applicants
- > view and manage applications

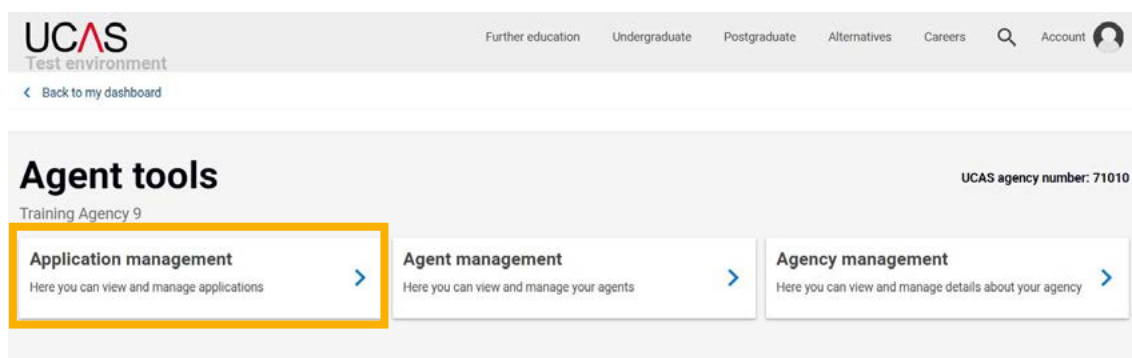


Fig. 18: Application management

4.1 Add a new applicant

To add a new applicant, who you would like to create and manage applications for, click 'Add applicant' (see Fig. 19).

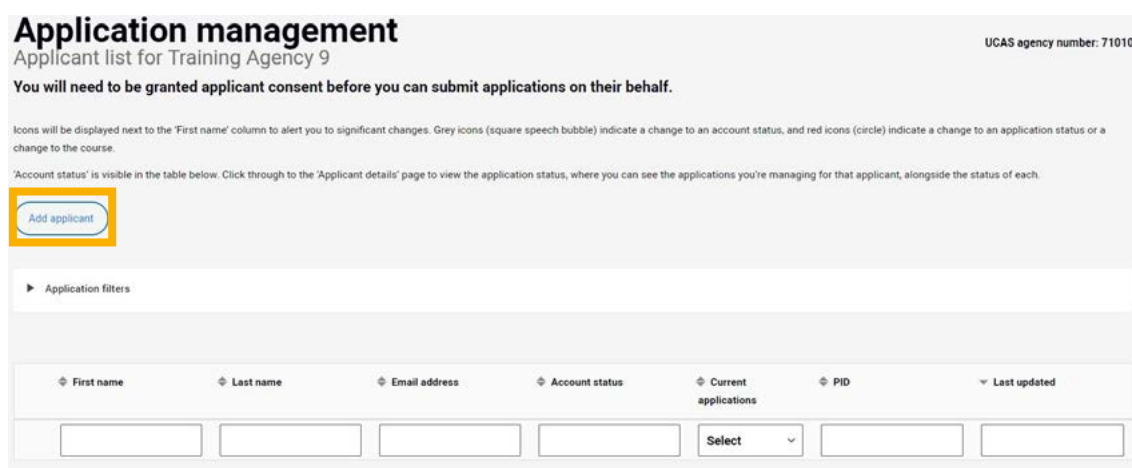
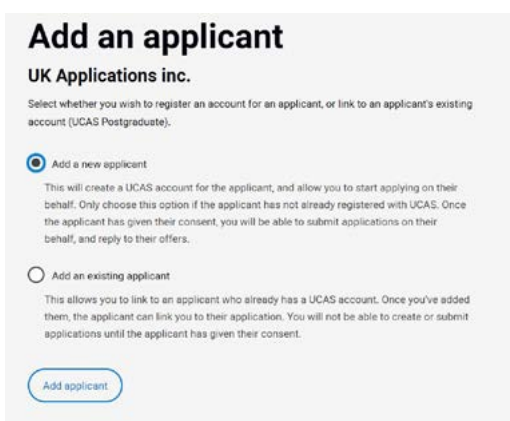


Fig. 19: Add applicant

You will then have the option to add a new applicant or link to an existing applicant (see Fig. 20).

If you **'Add a new applicant'**, this will create a UCAS account for them, and allow you to start applying on their behalf. You should only choose this option if the student has not already registered with UCAS.



Add an applicant
UK Applications inc.

Select whether you wish to register an account for an applicant, or link to an applicant's existing account (UCAS Postgraduate).

Add a new applicant
This will create a UCAS account for the applicant, and allow you to start applying on their behalf. Only choose this option if the applicant has not already registered with UCAS. Once the applicant has given their consent, you will be able to submit applications on their behalf, and reply to their offers.

Add an existing applicant
This allows you to link to an applicant who already has a UCAS account. Once you've added them, the applicant can link you to their application. You will not be able to create or submit applications until the applicant has given their consent.

[Add applicant](#)

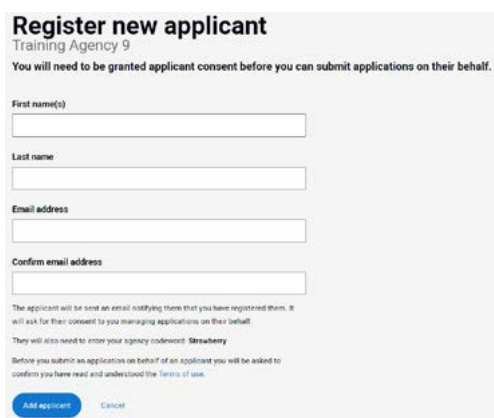
Fig. 20: Add a new applicant

You register students by entering their first name, last name, and email address.

Clicking the **'Add applicant'** button sends an email to the student, notifying them they have been registered. The email outlines the steps the student needs to follow to confirm you can manage applications on their behalf (see section 5).

If you are adding a new applicant, you can start creating applications straightaway on their behalf. You cannot submit an application until consent has been given by the student.

If you try to create a new applicant record using an email address that is already in use, you will receive an error message. In this case, you should link to the applicant following the existing applicant process.



Register new applicant
Training Agency 9

You will need to be granted applicant consent before you can submit applications on their behalf.

First name(s)

Last name

Email address

Confirm email address

The applicant will be sent an email notifying them that you have registered them. It will ask for their consent to you managing applications on their behalf.

They will also need to enter your agency code word: **Strawbery**

Before you submit an application on behalf of an applicant you will be asked to confirm you have read and understood the Terms of use.

[Add applicant](#) [Cancel](#)

Fig. 21: Register new applicant



4.2 Add an existing applicant

To link to an applicant who already has a UCAS account, you must choose to **'Add an existing applicant'** (see Fig. 22).

Once you have completed their details (see Fig. 23), the applicant will be sent an email notifying them you have registered to link to their UCAS account. The email outlines the steps the applicant needs to follow to confirm you can link to their account, and begin managing applications on their behalf (see section 5).

If you are linking to an existing applicant, you cannot start new applications until consent has been given.

Add an applicant
UK Applications inc.

Select whether you wish to register an account for an applicant, or link to an applicant's existing account (UCAS Postgraduate).

Add a new applicant
This will create a UCAS account for the applicant, and allow you to start applying on their behalf. Only choose this option if the applicant has not already registered with UCAS. Once the applicant has given their consent, you will be able to submit applications on their behalf, and reply to their offers.

Add an existing applicant
This allows you to link to an applicant who already has a UCAS account. Once you've added them, the applicant can link you to their application. You will not be able to create or submit applications until the applicant has given their consent.

[Add applicant](#)

Fig. 22: Add an existing applicant

Register existing applicant
Training Agency 9

You will need to be granted applicant consent before you can submit applications on their behalf.

First name(s)

Last name

Email address

Confirm email address

The applicant will be sent an email notifying them that you have registered them. It will ask for their consent to you managing applications on their behalf.

They will also need to enter your agency code word: **Strawberry**

Before you submit an application on behalf of an applicant you will be asked to confirm you have read and understood the terms of use.

[Add applicant](#) [Cancel](#)

Fig. 23: Register existing applicant

4.3 Applicant list

This is the central area from which an agent will manage applications. A student will appear in the **'Applicant list'** as soon as they have been added by an agent.

You can search the applicant list by using the text boxes, or sort by using the grey chevrons at the top of each column (see Fig. 24).

You will not be sent an email notification if there is a change to an account/application. If there is a change, you will see the following:



Grey icons indicate a change to an account status.



Red icons indicate a change to an application status, or a change to the course.



Application management
Applicant list for Training Agency 9 UCAS agency number: 71010

You will need to be granted applicant consent before you can submit applications on their behalf.

Icons will be displayed next to the 'First name' column to alert you to significant changes. Grey icons (square speech bubble) indicate a change to an account status, and red icons (circle) indicate a change to an application status or a change to the course.

Account status is visible in the table below. Click through to the 'Applicant details' page to view the application status, where you can see the applications you're managing for that applicant, alongside the status of each.

[Add applicant](#)

Application filters

First name	Last name	Email address	Account status	Current applications	PID	Last updated	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Select	<input type="text"/>	<input type="text"/>	
Sarah	Jones	s.de.jones@mailinator.com	Revoked	0	0000017970	2019-01-11 15:38	Resend Email
Anjie	Singh	a.singh@mailinator.com	Waiting for consent	0	0000018047	2019-01-11 15:30	
Ross	Hill	r.hill@mailinator.com	Consent given	1	0000018038	2019-01-11 15:26	
Harry	Holt	s.carver@ucas.ac.uk	Consent declined	0	0000000303	2019-01-11 15:15	

Fig. 24: Applicant list

4.4 Account status and consent

The '**Account status**' tells you whether an applicant has given consent for your agency to manage applications on their behalf. The statuses are as follows:

- > **Waiting for consent** – you have added the applicant, and they need to respond to the consent request email (see section 5).
- > **Consent given** – the applicant has received the consent request, and has agreed for you to manage applications on their behalf.
- > **Consent declined** – the applicant has received the consent request, and has not agreed for you to work on their behalf. If an applicant has declined in error, you can resend the consent email.
- > **Consent removed** – the applicant has revoked consent for your agency.
- > **Expired** – the consent link that was emailed to the applicant has expired. This will happen after 30 days. If a consent link has expired, you can resend the email.

If you need to **resend a consent request email**, for example, if consent has been declined in error or the link has expired, this can be done from the applicant list by clicking the blue dots at the end of a row (see Fig. 24).

To comply with UK data protection laws, consent from an applicant must be sought. Students can withdraw their consent for you to manage applications on their behalf at any time.

Students can leave the applications completely up to you (the agent), or they can complete registration and manage any of their application details themselves as well (see section 5).

4.5 Application filters

To help you manage applications, you can use the **'Application filters'**, which enable you to sort and filter your applications by provider (a free text box) or application status. You can select as many of these filters as you would like, by ticking the relevant boxes (see Fig. 25).

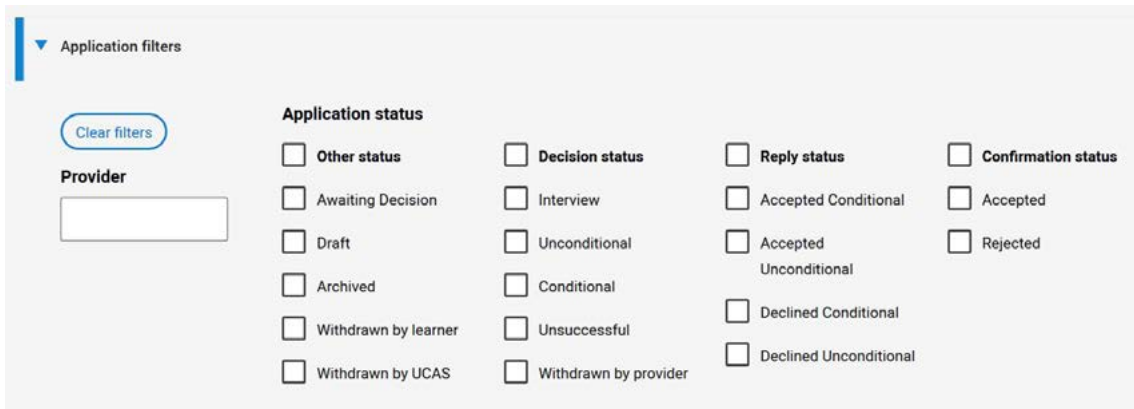


Fig. 25: Application filters

4.6 View applicant details

To view an applicant's details, click their name in the applicant list. This will bring up a summary of all current applications (see Fig. 26). From here, you can:

- > start new applications on their behalf
- > edit current applications
- > submit applications (if consent has been given)
- > view decisions on current applications
- > reply to offers on behalf of the applicant

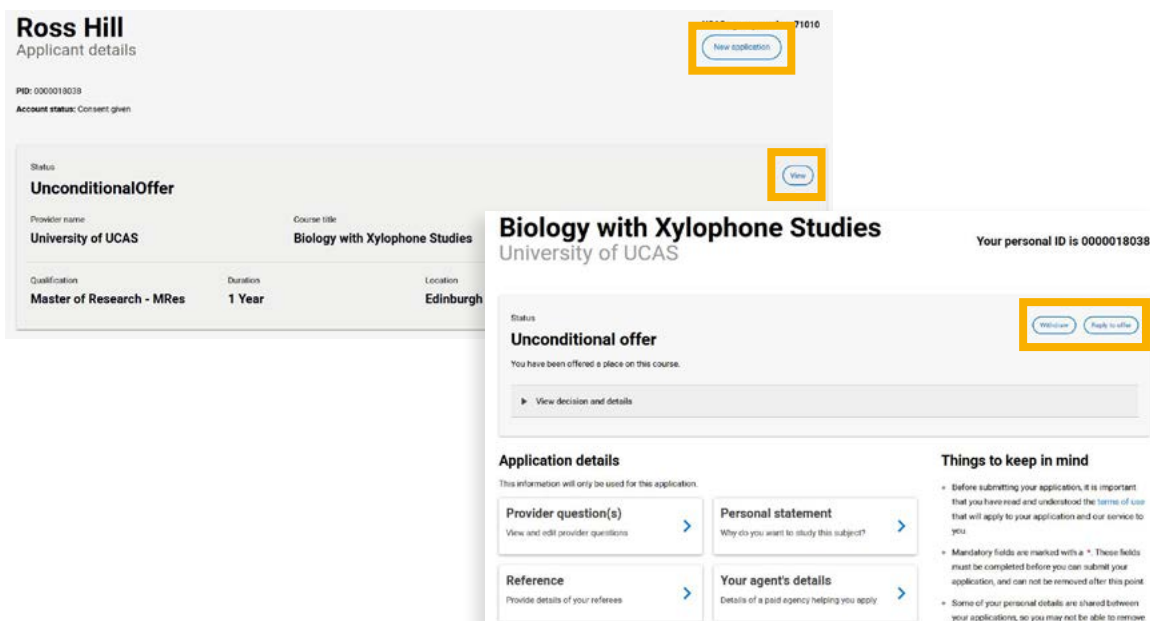


Fig. 26: Applicant Details

4.7 Completing and submitting an application

By clicking **'New application'** (see Fig. 26), you will automatically navigate to UCAS' search tool. Once you have selected the appropriate course option, click **'Apply'** then **'Start application'** to begin an application on behalf of a student.

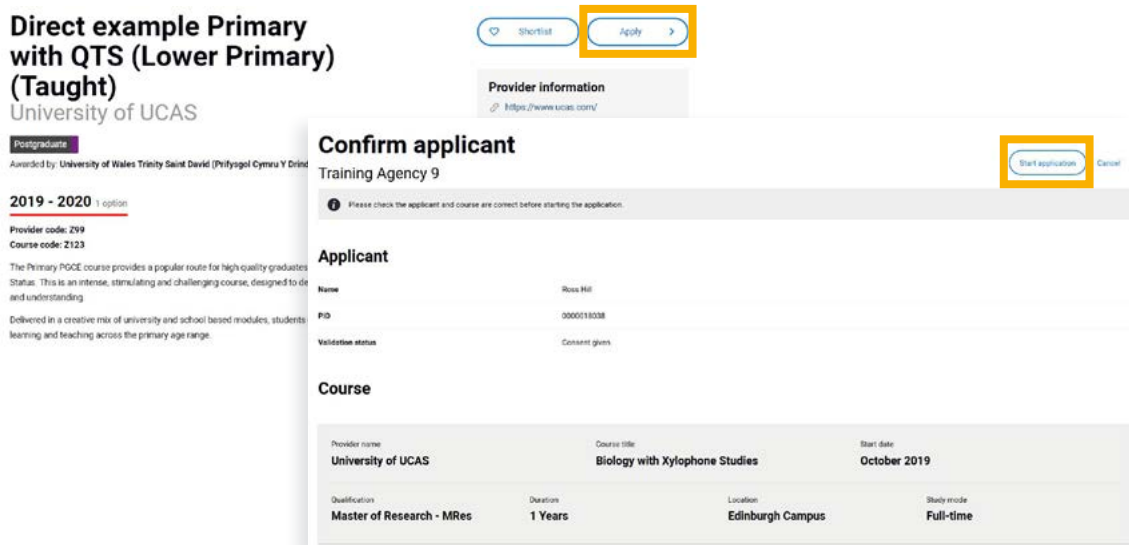


Fig. 27: Applicant Details

All application details are completed using AMS for UCAS Postgraduate. You must still complete the **'Your agent details'** for each application (see Fig. 28).

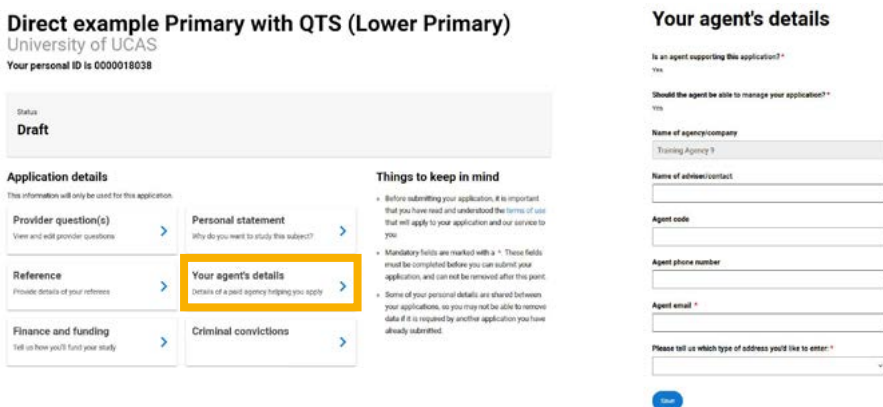


Fig. 28: Your agent details

If adding a new applicant, you can start new applications on their behalf immediately. You will not be able to complete applications for an existing applicant you are linking to, until consent has been given.

In all cases, completed applications can only be submitted once student consent has been granted.



4.8 Responding to decisions

As an agent, you will be able to accept course offers on behalf of an applicant, should you wish to do so. Before accepting an offer, you must wait until you have received all decisions from any applications made, and secure agreement from the applicant.

If you would prefer an applicant to make any decisions or accept offers, they must have registered for their own account (see section 5).

Remember, you will not be sent an email notification if there is a change to an account/application. If there is a change, you will see the following:



Grey icons indicate a change to an account status.



Red icons indicate a change to an application status, or a change to the course.



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SECTION 5: HOW TO ADVISE STUDENTS AND APPLICANTS





To assist you in giving the most appropriate advice to students and applicants, we are including information on what the student/applicant will experience when their application is being managed in the agent portal.

5.1 New applicant

A student will be sent an email notifying them you have registered them. They will need to click the 'Verify your account' link in the email (see Fig. 29).

They will then need to enter your agency's code word (see Fig. 30). If the student does not know your agency's code word, they are prompted to contact you.

Can Kunal Agency 1 act on your behalf?

Hi Joao Paulo,

Kunal Agency 1 has created a UCAS account for you, so they can create and manage your application to study in the UK. Before they can continue, you need to confirm you're happy for them to act on your behalf. If you don't, they won't be able to handle your application.

[Verify your account.](#)

You will need the codeword your agent has given you to do this. Only give your consent if you've instructed the agent to act on your behalf.

Kunal Agency 1 will agree to our [privacy policy](#) and [terms of use](#) for you.

You can remove your consent at any time.

Good luck with your application!

Fig. 29: New applicant email

Enter your code word

To access your account, please enter the code word your agent gave you.

If you don't know your code word, or experience problems, please contact your agent.

What is a code word?

- A code word can be made up of letters and numbers - your agent should have given you your code word.

Why do I need a code word?

- We need this to confirm you have had contact with the agent creating your account - it also protects the personal data in your application.

Code word: *

Continue

Fig. 30: Enter code word

Remember, as a security measure, the code word should be shared verbally with the student, not transmitted electronically. This is to reduce the possibility of anyone gaining access to personal details.

Once the code word has been entered, they will be asked to give their consent for you to manage applications on their behalf (see Fig. 31).

The student will then be directed to complete their registration, if they would like to do so (see 5.4). If a student chooses to decline access, you can no longer start new applications for them, or be able to access any applications you have already created for them.

If a student has declined consent in error, or the link has expired, you can resend the consent email from the application management list (see 4.4).

Verify your account

Training Agency 9

You need to give your permission for your agent to act on your behalf, so they can manage your applications.

By giving your permission, you're agreeing to allow your agent to:

- update your personal details
- create and send your applications
- reply to offers from universities

You can remove your agent from your UCAS account at any time.

By allowing your agent to send applications on your behalf, they are agreeing to our [terms of use](#) and [privacy policy](#) for you.

Do you give permission for this agent to manage your applications?

- Yes - allow agent to manage my applications
- No - decline agent access

Save

Fig. 31: Verify account



REGISTER ON UCAS.COM

AGENT PORTAL

SETTING UP IN
THE AGENT PORTAL

APPLICATION
MANAGEMENT

HOW TO ADVISE
STUDENTS AND
APPLICANTS

5.2 Existing applicant

The applicant will be sent an email notifying them you have registered to link to their UCAS account (see Fig. 32). They will need to click the **'Allow access'** link, then sign in to their UCAS account.

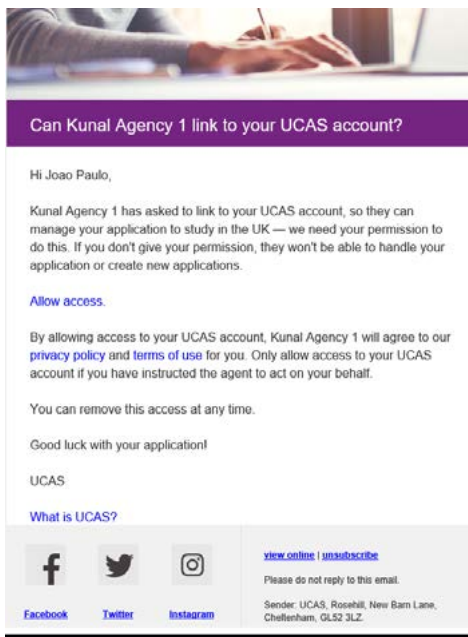


Fig. 32: Existing applicant email

The applicant will need to enter your agency's code word, and give permission for you to manage applications on their behalf (as above). This will confirm access for your agency (see Fig. 33).

To link an existing application to your agency, the applicant must sign in to their account and update the agent details section on an existing application (see 5.3).

You will not be able to create or submit applications until the applicant has given consent. If an existing applicant has declined consent in error, or the link has expired, you can resend the consent email from the application list (see 4.4).

Confirmation complete!

Thank you for confirming your agent's access. Training Agency 9 can continue with your application to study at a UK university.

To access your account, you need to complete your registration then sign in.

Once you're signed in, you can:

- View and edit your application
- Create a new application
- Remove agent access

[Complete registration](#)

Want to remove agent access?

If you want to remove an agent's access to your account, you need to sign in and select **Manage agents** on your dashboard.

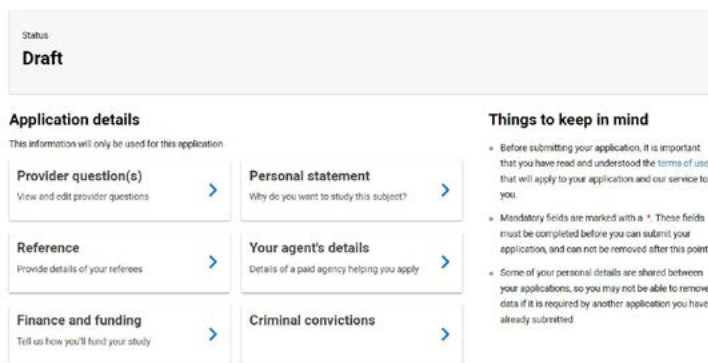
Fig. 33: Confirming agent access

5.3 Linking an existing application

To link an existing application to an agent, the applicant must sign in to their account and update the **'Your agent details'** section on any existing applications, to show they are now using an agent for the application. The applicant will then need to select the agency from the drop-down list (see Fig. 34).

Direct example Primary with QTS (Lower Primary)

University of UCAS
Your personal ID is 0000018038



Status
Draft

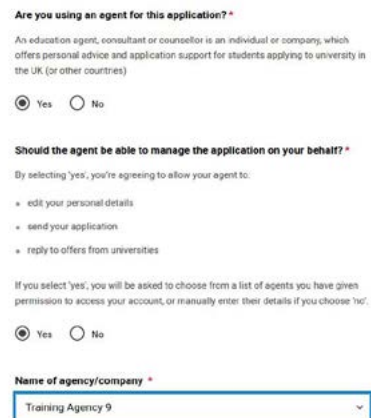
Application details
This information will only be used for this application.

- Provider question(s) >
- Personal statement >
- Reference >
- Your agent's details >
- Finance and funding >
- Criminal convictions >

Things to keep in mind

- Before submitting your application, it is important that you have read and understood the [terms of use](#) that will apply to your application and our service to you.
- Mandatory fields are marked with a * These fields must be completed before you can submit your application, and can not be removed after this point.
- Some of your personal details are shared between your applications, so you may not be able to remove data if it is required by another application you have already submitted.

Your agent's details



Are you using an agent for this application? *

An education agent, consultant or counsellor is an individual or company, which offers personal advice and application support for students applying to university in the UK (or other countries)

Yes No

Should the agent be able to manage the application on your behalf? *

By selecting 'yes', you're agreeing to allow your agent to:

- edit your personal details
- send your application
- reply to offers from universities

If you select 'yes', you will be asked to choose from a list of agents you have given permission to access your account, or manually enter their details if you choose 'no'.

Yes No

Name of agency/company *

Training Agency 9

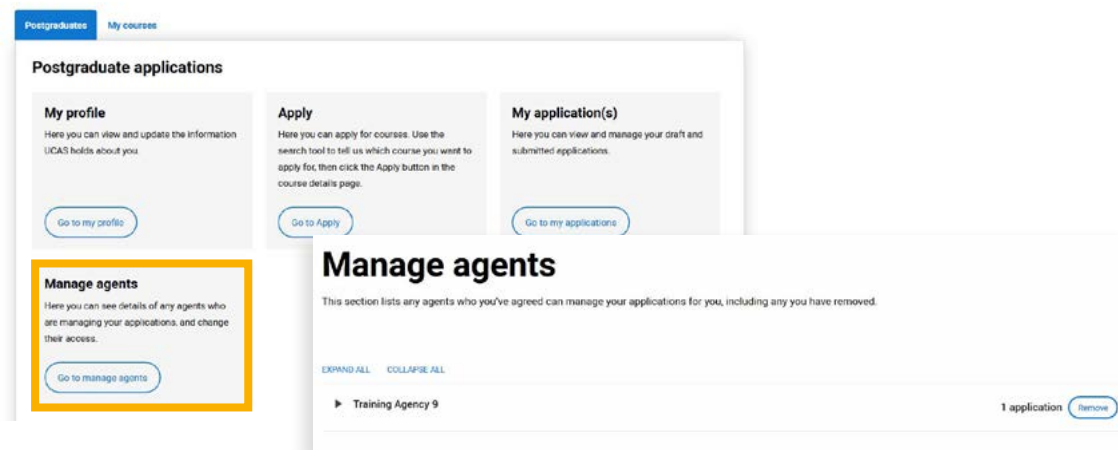
Fig. 34: Linking an existing application

5.4 Revoking agent access

If an applicant wishes to unlink an application from an agency, and revoke access to an application, they need to sign in and select the **'Manage agents'** tile on their dashboard. The applicant will see a summary of the agencies managing their applications, and click **'Remove'** to revoke access.

The applicant will be asked to confirm they understand this means the agent will no longer be able to create, edit, or submit applications on their behalf, and the agent's details will be removed from all applications they are currently managing.

Sarah's dashboard



Postgraduate applications

My profile
Here you can view and update the information UCAS holds about you.
Go to my profile

Apply
Here you can apply for courses. Use the search tool to tell us which course you want to apply for, then click the Apply button in the course details page.
Go to Apply

My application(s)
Here you can view and manage your draft and submitted applications.
Go to my applications

Manage agents
Here you can see details of any agents who are managing your applications, and change their access.
Go to manage agents

Manage agents
This section lists any agents who you've agreed can manage your applications for you, including any you have removed.

EXPAND ALL COLLAPSE ALL

▶ Training Agency 9 1 application Remove

Fig. 35: Revoking agent access



5.5 Completing registration

Once a new applicant has given consent, they will have the option to complete their registration (see Fig. 36). It is not mandatory for an applicant to complete registration, and the agent portal enables you to manage their full application.

However, some students may wish to:

- > view and edit their applications
- > create new applications
- > remove an agent's access
- > submit their applications

To do this, they will need to complete the registration process. If you wish them to have their own login, it is advisable to complete registration at this time. Once they have set a security question and password, registration is complete (see Fig. 36). They will then be able to sign in to their account.

Confirmation complete!

Thank you for confirming your agent's access. Training Agency 9 can continue with your application to study at a UK university.

To access your account, you need to complete your registration then sign in.

Once you're signed in, you can:

- View and edit your application
- Create a new application
- Remove agent access

[Complete registration](#)

Want to remove agent access?

If you want to remove an agent's access to your account, you need to sign in and select 'Manage agents' on your dashboard.

Complete registration

First album you bought

Security answer *

By allowing this agent to act on your behalf, they are agreeing to our [terms of use](#) and [privacy policy](#) for you

Password *

Confirm password *

[Register](#)

Fig. 36: Complete registration

If an applicant does not complete their registration at the time of granting consent, but subsequently decide they would like to register, they will need to:

- > go to student sign in on ucas.com
- > select **'Postgraduate'**
- > choose to **'Sign in'**
- > select **'Forgotten password'**

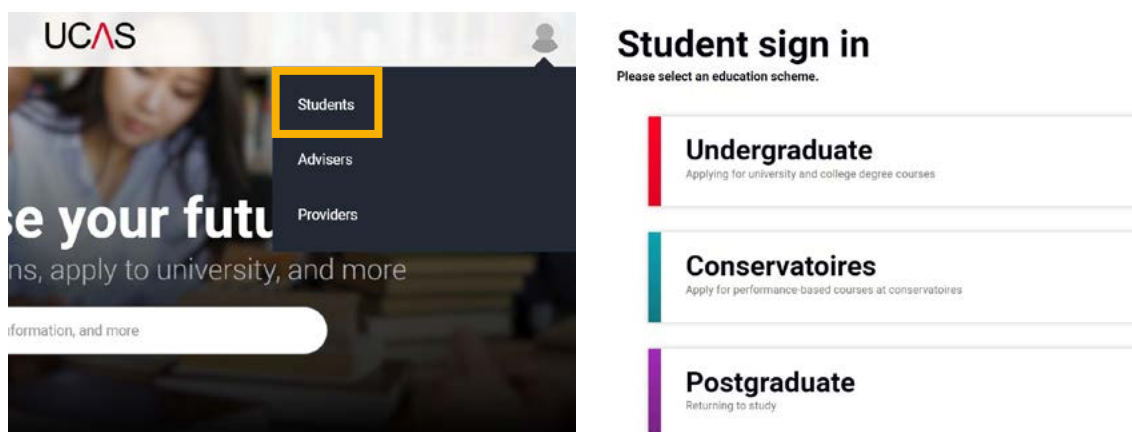


Fig. 37: Student sign in

Once the applicant has selected **'Forgotten password'**, they will need to enter their email address – this needs to be the same as the one used when they were added to the agent portal. The applicant will be emailed a link to reset their password. They can then sign in, and will be able to complete the registration process.

Forgotten password

Please enter the email address you registered with and we will send you an email so you can reset your password

Email address *

Submit

[Back to sign in page](#)

UCAS At the heart of connecting people to higher education



Password reset

Hi Chris,

We have received a request to reset the password for your UCAS account.

If you made this request, please click the link below to reset your password.

[Reset password](#)

When you click on this link you'll be taken to a new page where you can create a new password.

Please note: this link is only available for 72 hours. After this time, you will need to request another link.

If you did not make a request to reset your password, please delete this email.

Fig. 38: Forgotten password reset

If you are an agent or adviser and need to contact us, our Schools Team is here to help.

Normal opening hours are Monday to Friday 08:00 – 18:00 (UK time).

- > Phone from UK – 0345 123 8001*
- > Phone from outside the UK – +44 330 333 0239 (international call rates apply)
- > Email – adviserhelp@ucas.ac.uk

*Calls will be charged at your standard network rate.