

# Meet the Agents team

Donna –International Administration and Enquiries Manager

Administration and Enquiries Team Leader

Laura – International Administration and Enquiries Officer

Enquiries Team lead

Katie – International Administration and Enquiries Executive

Commissions lead

Nicola - International Administration and Enquiries Executive

Scholarships Mailbox lead

Becs - International Administration and Enquiries Associate

Agents Mailbox lead



# Top 5 tips - #1

- The Agent Portal has a Counsellor Tagging function.
- Free-text – you decide on the tag, can tag your name or office.
- Search for your students quickly and easily.

Submitted applications

The list of applications for the agency

Counsellor	Family name	Given name	ID	Course
<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>

Counsellor	
<input type="text" value="Search"/>	
6	<input type="text"/> <input type="button" value="Update"/> Cr Mi
7	<input type="text"/> <input type="button" value="Update"/> Cr Mi
0	<input type="text"/> <input type="button" value="Update"/> Cr Mi
8	<input type="text"/> <input type="button" value="Update"/> Cr Mi
7	<input type="text"/> <input type="button" value="Update"/> Cr Mi
2	<input type="text"/> <input type="button" value="Update"/> Cr Mi
0	<input type="text"/> <input type="button" value="Update"/> Cr Mi
7	<input type="text"/> <input type="button" value="Update"/> Cr Mi

# Top 5 tips - #2

- Uploading Documents, responding to further information requests is always quicker through the portal.
- Admissions team will deal with uploads within 5 working days.

## Student applications

- > [Create an application](#)
- > [Manage documents](#)

# Top 5 tips - #3

- Slow portal?
  - Test different internet browsers
  - Don't have multiple tabs open
  - Clear cache and history
- File upload limit – 5MB

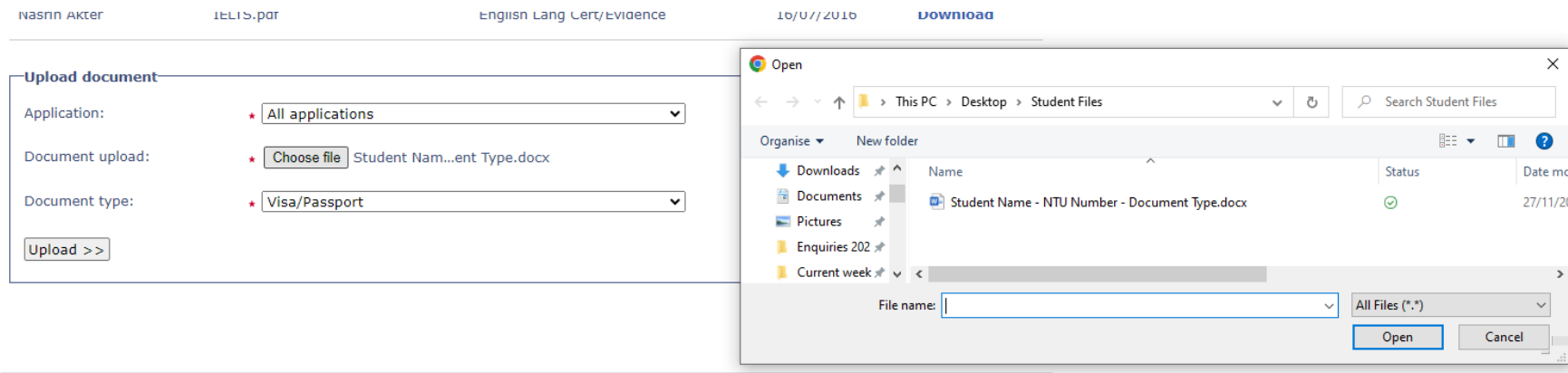
[www.ntu.ac.uk/gfn](http://www.ntu.ac.uk/gfn)

## NTU Global Friends

Welcome to our educational counsellors. In this section, you'll find resources and information about the University to assist you in your counselling. You'll also find guidance on the application process and meet your team of NTU regional advisors.

# Top 5 tips - #4

- Name each document upload with student ID and Name to avoid incorrect documents to be uploaded.
- Please try to work on one application at a time.
- When emailing Agents@ please use the NTU ID
  - For a new student, please start a new email trail



## Top 5 tips - #5

- Email Agents@ for dedicated service
- We aim to respond within maximum 48 hours
- We can co-ordinate with Admissions team directly to resolve issues.

agents@ntu.ac.uk

# Feedback and Questions?

**Any suggestions for Portal usage / Application advice / anything at all**





# Thank you