agentConnect Help

- Do I have to create an account?
- How will I know what my login ID and/or password are?
- I can’t login! Help!
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- I want to add a document to an application, but I’ve already submitted it to UWA.
- I want the applicant to add a document to an application, but I’ve already submitted it to UWA and/or they have already submitted it to me
- The applicant changed their mind after I submitted their application – what should I do?
- How will I know whether the application has been successfully submitted? And how will the applicant know?
- I didn’t get an email confirming creation of the applicant account or submission of an application.
- What happens if I don’t submit my application?
- Got Admissions Questions?
- Do I need a particular browser or settings?
- Technical Troubles?

Login and Account Creation & Password

Do I have to create an account for myself so I can login? Back to Top

No. As an agent the UWA International Centre will manage your login and password details and communicate these with you.

How will I know what my login ID and/or password are? Back to Top

The login details to UWA agentConnect are the same details you will always have used to login to UWA’s Agent Portal. If you need a reminder or are having trouble logging in, you should contact the UWA International Centre. If you don’t have a login, you should contact the UWA International Centre.

I can’t login! Help! Back to Top

Passwords are case sensitive, so check that you don't have caps lock on. If you need a reminder of your password or are having trouble logging in, you should contact the UWA International Centre.
I created an account for an applicant but they didn’t ever login and finish the application. Now they want to proceed with an application. What do I do?

If an applicant didn't log in and complete their application details after you created their account, they can still log in at any point using that account. If you have already created an account for an applicant, ***don't try to create another account with the same email address***. The applicant should log in using their existing account login ID which was emailed to them with a copy to you when the account was originally created. They will also need to enter a password, which will be the password you set when you created their account.

The best thing to advise an applicant who cannot log in to do is to generate themselves a reminder - refer them to the Applicant Help available in the top right hand menu of OASys when they login. They should review the item ***I have forgotten my login ID and/or password, can I remind myself?***

If the applicant started but didn’t finish and application – and that application period is still open – they can log in and continue to edit and submit that application to you. If the application period is not still open they won’t be able to edit it and will clearly see a message explaining why. (You can also see this message if you click on the applicant’s name and review their application detail page). They will need to delete the existing course application and reselect a course for a new admissions period. You can also do this on applicant’s behalf if you wish. See the section ***I need to change some details of an unsubmitted application***.

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**Finding Your Applicants and Applications**

**I’ve logged in for the first time – where are all my current applicants?**

UWA is introducing a new system for managing international applications. As part of this, we will gradually transition applications that you manage between the existing Agent Portal and the new UWA agentConnect. We will make every effort to ensure that you can see all of your existing applications in the new agentConnect, but if you can’t see someone you should check their status in the existing Agent Portal. If you can’t see an applicant in either, please contact the UWA International Centre.

**My agency has a lot of applicants in the Applications list – how do I quickly find a particular applicant?**

- Try sorting the application list using the grey arrows next to the column headings.
- Filter for an applicant’s name by typing their surname in the white box under that heading. As you type the list will reduce to applicants with surnames which match what you type.
- If you know that an application has a particular status, filter the list using the filter boxes at the top of each list. This feature is also useful for quickly finding a list of applicants who all have the same status.

**How can I see my particular applicants? Can anyone else see them?**

The agentConnect Application list shows all applications which are created and managed using a specific username and password. If all applications are created using this one login they will all be displayed in the list. Everyone who uses that login can see the details of the applicant but no-one else can.
Application Creation, Editing & Submission

**Can I save an application and return to it later?**

Yes. Once you click the Continue button on each page details are saved for you; it isn't necessary for you to do anything else. When you come back, the details you have already entered will be presented to you. This is the same for applicants using OASys.

**I created an application a while ago and now I can't see it anymore. Why?**

Unsubmitted applications expire after 180 days. Submitted applications will also not be displayed after an admissions period is finished. If you want to keep a more permanent record of the fact of an application you should print the My Applications page or the Application Cover Sheet and keep a copy of it.

**I created an application a while ago and now I want to update some of the detail about it, such as secondary and tertiary education. But I can't. Why?**

If information has been provided information to UWA as part of an application in the past - either in the form of documents that have been uploaded or details about an applicant's prior qualifications - they now form part of the University's official records. As such, they cannot be updated by you through the online system as part of a new application.

If the information has changed (for example, a qualification that was incomplete last time an applicant applied has now been completed) and you’d like it updated, you should contact the UWA International Centre and our admission team can update this for you.

**I need to change some details of an unsubmitted application.**

You can easily change or update details you have entered as part of an application provided

- you have not yet submitted it to UWA and,
- the application period is still open.

Once you have logged back in, to access the applicant’s application, find them in your Applications List, click their name and click **Edit Application**.

An applicant can update an application up until the point of submitting it to you.

At each step where prior qualifications or history information in required you can add a new record or delete a record you have added. If you have made a mistake or forgotten to add something (for example, you forgot to add a score to a secondary education record) just delete the entire record and enter it again. At the Review Application stage you are presented with an Edit button for each section of the application - you can add or delete as described above.

If you want to change the course you or the applicant have selected, at Step 5 you can use the 'Delete' button to remove the course preference you have chosen and search again for a new course. If you wish to reorder your preferences you can do that using the arrows to the left of the course name.

Applicants cannot change information about an application once they have submitted it to an agent for review.

**There's a message saying I can't edit an application. Why?**

If you created an application but it was not submitted to UWA before the application deadline for that course passed, you will be unable to edit and submit that application. You should contact the UWA International Centre to discuss this.

**I can't find the right course/the applicant can't find the right course.**

If you created an application and it was not submitted to UWA before the application deadline for that course passed, you will be unable to edit and submit that application. You should contact the UWA International Centre to discuss this.
There are various reasons it might not be possible to find the course for which you are searching, but the three most common ones are:

- **The course may be unavailable at this time.**

  Course offerings vary from year to year and some years a course may not be available for application. In addition, intakes open and close at set times. If applications are not yet open or they have already closed you won't be able to find that course when you search.

- **The course may not be offered to for particular citizenship types or residency statuses.**

  Sometimes courses are not available to international applicants. Other courses are not available to applicants currently residing offshore. If in doubt, should check with the UWA International Centre to make sure the course is available for application for you.

- **You may be searching for words that aren't in the formal course title.**

  Sometimes a course name isn't what you might expect. For example, you may be wishing to study 'Landscape Architecture' as an undergraduate. That discipline is within the Bachelor of Design. So searching for 'Landscape Architecture' won't find you what you need. The most efficient way to search for a course is to make sure you know the course code (check out the UWA Prospectus, or the Handbook or the Future Students website to get that information) and use that to search with.

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**I want to add a document to an application, but I've already submitted it to UWA.**  
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**I want the applicant to add a document to an application, but I've already submitted it to UWA and/or they have already submitted it to me**  
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To add documents to an existing submitted application, log in and then use the View/Upload Documents tab at the top left of the My Application page. You *do not need to create an new application to do this*. Applicants upload documents in the same way. Click [here](#) for a user guide to uploading documents; this is also a guide applicants can see.

You should only upload documents relevant to an application here. If you're not sure whether or not a document should be uploaded here or not, please the UWA International Centre to discuss this. Please note that material relating to acceptance of an offer should NOT be uploaded here.

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**The applicant changed their mind after I submitted their application – what should I do?**  
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If you need to add something other than a new document after submitting an application - or an applicant has changed their mind about what you have applied for - you will need to contact the UWA International Centre to discuss this. However, you can upload a document from the My Applications page at any stage, even after you have submitted an application. Click [here](#) for a user guide to uploading documents. If you do this you may wish to check with the [UWA International Centre](#) that they are aware of your addition to the application.

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**How will I know whether the application has been successfully submitted? And how will the applicant know?**  
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You will receive an email confirming submission of the application. In addition, the application will display on the My Applications page under the heading Submitted Applications. You will not be able to edit the application once it has been submitted to UWA and the application will no longer appear under the Ready for Review button.

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**I didn’t get an email confirming creation of the applicant account of submission of an application.**  
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These emails are generated immediately and should arrive quite soon after you have created an account. However, depending on your email provider and other factors, emails can take varying amounts of time to arrive. If you do not have an email within 24 hours you should do the following:

- Check that you have correctly created and/or submitted the application
- Check your Spam folder. Sometimes email will be incorrectly directed there.
- Check the settings on your Spam folder and make sure that it's not set to immediately delete Spam. Contact your email provider for more information on how to do this.

If none of the above works, you should contact the UWA International Centre. Please include the applicant ID and student ID (if you have it) of the applicant and your contact details.

**What happens if I don’t submit my application?**

Unsubmitted applications are retained by the system for 180 days following creation and then they do not display any longer. Unsubmitted applications will not be considered by an administrator -- that is, the application will not be processed. To check whether an application has been successfully submitted, see How will I know whether the application has been successfully submitted? And how will the applicant know?

**Other**

**Got Admissions Questions?**

If you are having trouble with an application because you are unsure about some admission requirements or you want to ask questions about dates or procedures you should direct them to askUWA. If you can't find the answer to your question, enquiries can be submitted via the Ask a Question tab.

**Do I need a particular browser or settings?**

agentConnect and OASys should function in most modern browsers; Firefox or Google Chrome are recommended. To function properly, please ensure that your browser has javascript and cookies enabled and is not set to block popup windows. To check if your browser allows javascript and popup windows, click here. A new window should appear.

agentConnect and OASys are not currently certified for use on mobile platforms - you will see a message to this effect if you access it via a mobile device. If you are trying to use agentConnect and OASys via a mobile device and experiencing difficulty, please try a desktop platform.

**Technical Troubles?**

If you are having trouble with your application because you are having technical difficulties (such as not being able to log in or experiencing errors on the pages etc.) contact the UWA International Centre. Please tell us your agency name and full details about the applicant or issue you are having.