Accessing the portal

Setting up your account

- Go to: **https://partner.studylink.com/accounts/reset-password**
- Enter your email address and check your inbox for an activation link
- Follow the instructions to set up your account
  (It's important you choose a new username and password and enter a unique email address)
- Finally, select **"default branch"** to proceed

Accept and agree to the Flywire Terms of Use and Privacy Policy

Managing your password

It's important to reset your password every 180 days so your access to the portal isn't interrupted.

To reset your password:

- While logged in, go to **'Manage Account'** under your username
- Click **'Change password'**
- Enter your current password then a new, unique password and **'Save'**

Dashboard

When you log in, you'll always find this useful information on your dashboard:

- All applications grouped by status
- Call-to-action buttons: quick shortcuts to the key tasks, allowing you to easily access important sections of the portal
- Latest News: keep up to date with important announcements and updates from your institution partners

Applicant records

Create a new applicant

- Select the 'Applicants' menu item, then select **'+Add new applicant'**
- Enter the personal and contact details in the **'Applicant details'** form and **'Save'**

Search for an applicant

- Select the '**Applicants'** menu item
- Type the first name and/or last name into the **'Search'** bar and press enter

View an applicant's record

- Click **'View'** to the right of the applicant's details

Update an applicant's details

- With the applicant's record open, select '**Edit Applicant'**

Add an applicant's address

- With the applicant record open, select **'Add Address'**. Drag and drop files

Working with applicant records

Add documents to an applicant's record

- With the applicant record open, select the **'Attachments'** tab
- Drag and drop files to the drop area, or click to select files from a specific location
- Select a category for the file, e.g. Passport, Academic Transcript
- Click **'Upload All'**

Add notes to an applicant's record

- With the applicant record open, select the **'Notes'** tab
- Click 'Add Note', enter the note content and **'Save'**

Export an applicant's details

- Select the **'Applicants'** menu item
- Select the **checkbox** next to each of the applicants' names you'd like to include
- Click **'Export'** and details will be generated in .CSV format

Application records

Create a new application

- Open the Applicant Record: navigate to the applicant's record and click on '**Create Application'**

- Apply Filters to display relevant courses
    - Use the **'Providers'** dropdown list to filter by institutions.
    - Filter programs by award type or use keywords to search for specific programs
    - Select the course from the available list using the **'+Apply'** button

Complete an application form

- Select **'Application form'** and complete the application details
- Once all mandatory fields are completed click **'Next'**
- Upload any required documents in the **'Required documentation'** screen
- Remember to save your progress so you can return to complete at any time.

Search for an application

- Select the **'Applications'** menu item
- Type the Application ID into the **'Search'** bar and press enter.
- To refine your search, use the available filters
    - Application stage
    - Date range
    - Institution providers
    - Student's Citizenship

Export application details

- Select the **'Applications'** menu item
- Select the checkbox next to each application you'd like to include
- Click **'Export'** and details will be generated in .CSV format.

Managing applications

View status history

- Select the **'Applications'** menu item
- Locate the application
- Click on **'Status history'**

Send a message to your institution partner

- Locate the application you wish to reference in your message
- Select the **'Messages'** tab – the message form opens
- Write the Subject and your message and click **'Send Message'**

View an application's attachments

- Locate the application
- Select the **'Attachments'** tab

- Attachments include a PDF of the application, Offer Letters and attachments received through email communications

Attempt to reapply for the same course

- Locate the applicant record from the **'Applicants'** menu option select **'View'**
- Click '**Create Application'**

Note: *If you select a course for which there is already an application a validation message will display informing you that the applicant has already applied.*
Please note: *You can't amend or withdraw applications once they have been submitted unless your institution partner requests more information.*

Respond to offers sent by an institution

Accept an offer

- Locate the conditional offer from the **'Dashboard'**
- Click 'View' then **'Respond to Offer'** and you'll be presented with three options
- Select **'Accept Offer'**
- You'll be given the option to either be directed to the WIP gateway to make payment or to receive a link you can provide to the applicant for payment
- Click **'Accept Offer'**

Reject an offer

- Locate the conditional offer and **'View'** as per the previous step
- Select **'Reject Offer'** from the options provided
- Enter any comments and click **'Reject Offer'**

Defer an offer

- Locate the conditional offer and **'View'** as per the previous step
- Select **'Defer Offer'** from the options provided
- Select the intended intake from the drop-down list and click '**Defer Offer'**

** For institutions that have enabled electronic acceptance, you will see the option to accept electronically when accepting the offer. Follow the instructions provided to send the offer letter to your student and allow them to accept the offer electronically.*

Inbox and communications

Sending messages

- You can email an applicant via the message tab in the Applicant record
- You can email your institution partner via the message tab the Application record

Referencing messages

- A full message history between you and your institution partner, or you and your applicant, can be found in the inbox
- Search for the email you're looking for using either an applicant's name or the Application ID

Pay deposits

- Navigate to the '**Applications'** menu to locate the application or use the **'Offers Pending Payment'** shortcut to quickly find applications with pending deposits
- Click on **'View Required Deposit'** button
- Choose payment method: select your preferred payment method (credit card, bank transfer, etc.) and enter the necessary payer information and payment details
- Complete the payment

Providers & Resources

- The institutions you work with, who currently accept applications via the StudyLink Connect platform, are included in this section under **'My Providers'**
- Your institution partner will provide up to date marketing materials and administrative documentation in the Resources section
- If you can't find what you're looking for, please contact your institution partner

Support desk

- We're always here if you need assistance. Simply submit a support request (ticket) in the **'Support'** section
- You can raise and manage tickets and also view a full message history of all the tickets you raise.
- You'll also find useful **'how to'** articles, tips and videos to help you get the most out of StudyLink Connect

Flywire Agent Portal Integration

On the Dashboard page of the StudyLink Partner Portal, you will notice a button titled **Flywire Agent Portal**. This button is part of our integration with the Flywire Agent Portal, which allows agents to easily access and manage payments for their clients.

For Flywire Agents

If you are a registered Flywire agent, clicking on the Flywire Agent Portal button will redirect you to the Flywire Agent Portal login page. From there, you can securely log in and initiate payment processing for your clients.

For Non-Flywire Agents

If you are not currently a Flywire agent, clicking on the Flywire Agent Portal button will take you to the Flywire Registration Landing Page. On this page, you can submit your registration details to become a Flywire agent. Once your information is received, our agent team will contact you to explain the benefits of becoming a Flywire agent and guide you through the next steps.