



**IHNA**

*Institute of Health and Nursing Australia*

RTO ID: 21985

# **Agent Guide: Submitting Student Applications**

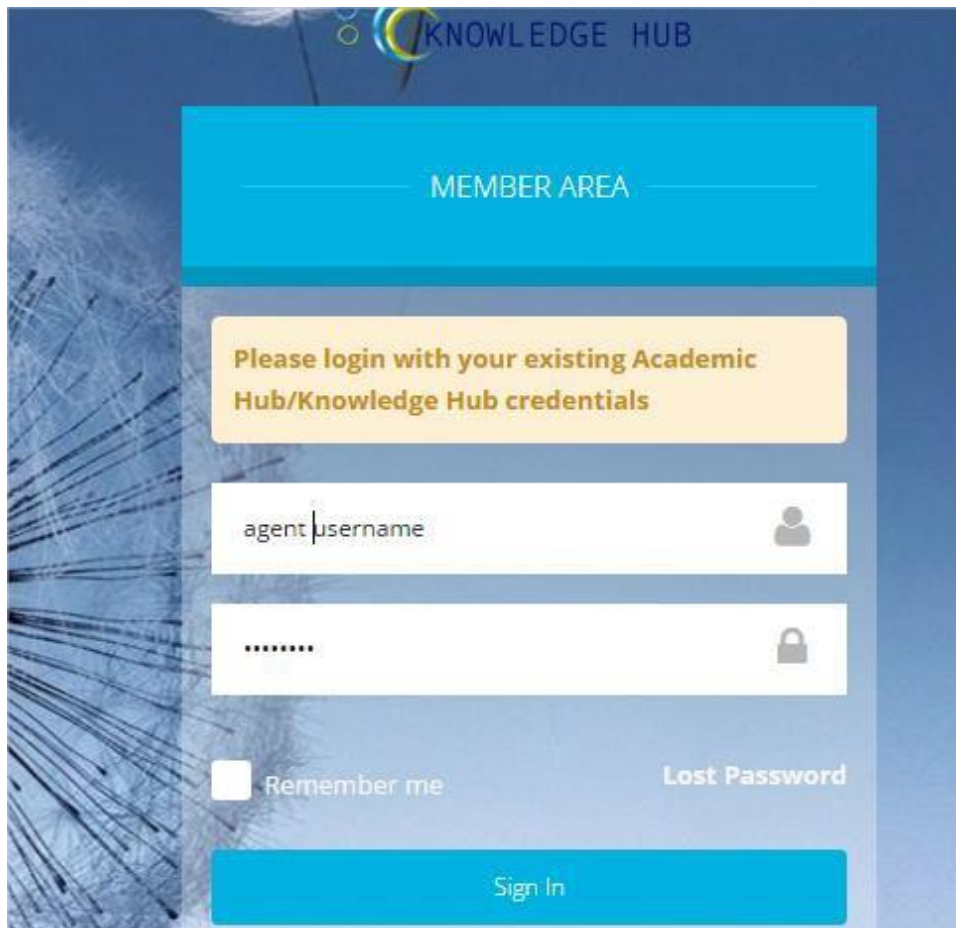


**This help document covers the following topics:**

- How agents can submit a course application on behalf of the student.
- How agents can upload student documents
- How agents can view documents uploaded by students
- How a student can view documents uploaded by agent
- How a student can upload documents

**Logging in to Knowledge Hub ERP Portal**

Agents can login to IHNA KH ERP portal using their login credentials provided to them.





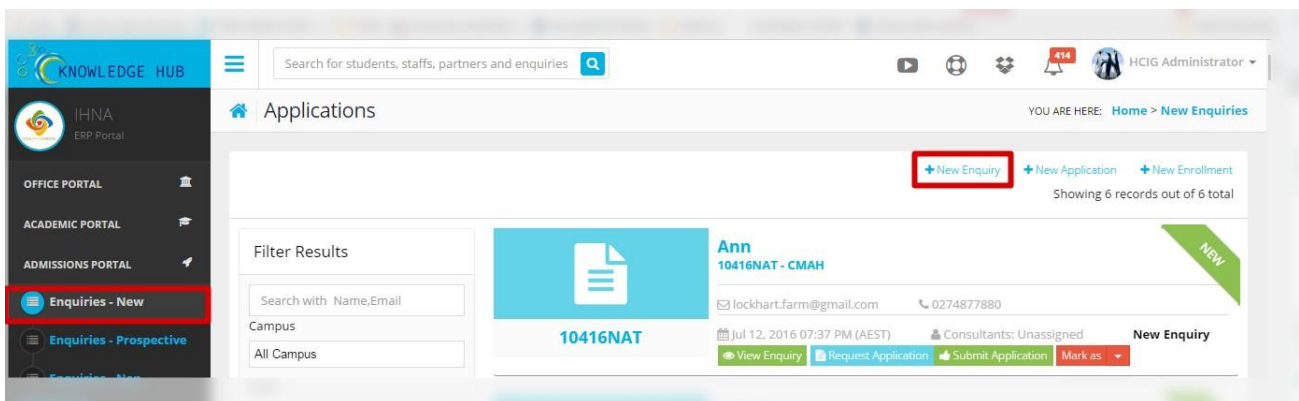
On logging into our portal, they will be able to see the Admissions Portal link. Click on “Admissions Portal” link to proceed.



Admissions portal allows agents to submit course applications on behalf of students. This is a two stage process. The first stage involves adding an enquiry and the second stage involves submitting the course application form.

### Step 1- Adding Enquiry

On admissions portal, click on “Enquiries-New” link to go to the ‘new enquiries’ page. On the new enquiries page, click on “new enquiry” link on the top right corner of the page to submit a new enquiry. You will be directed to “Add Enquiry” form.



On the add enquiry form, enter the details of the candidate and submit the form.



Add Enquiry [List Enquiry](#)

First Name*	<input type="text"/>
Last Name*	<input type="text"/>
Email*	<input type="text"/>
Phone	<input type="text"/>
Course*	--Select--
Campus*	--Select--
Assigned To	--Select--
Counselling Assistant	--Select--
Enquiry Source	--Select--

Submit the enquiry form.

On submitting the enquiry form, the new enquiry will be listed in “enquiries new” page.

### Step 2- Submitting application on behalf of student

Go to “Enquiries-New” page and the newly added enquiry will be listed here.

The screenshot shows an enquiry card for 'Mr Test Enquiry' (HLT51612 - DON). The card includes a document icon, the name 'Mr Test Enquiry', the course 'HLT51612', and the email 'test@test.com'. It also shows the date 'Jul 12, 2016 05:46 PM (AEST)' and the status 'Consultants: Unassigned'. A green 'NEW' badge is in the top right corner. At the bottom, there are four buttons: 'View Enquiry', 'Request Application', 'Submit Application' (highlighted with a red box), and 'Mark as'.

The status of the newly added enquiry will be “New Enquiry”. To submit an application on behalf of the student, click on “Submit Application” button corresponding to the enquiry.



On clicking the “submit application” button, you will be directed to a page where you are required to enter your password in order to proceed.

A blue rectangular box with rounded corners. At the top, it says "Hi , Please enter your password." Below this is a white password input field with a blue border and a cursor. Underneath the input field is a blue button with the word "Continue" in white text.

On clicking “continue”, you will be directed to the corresponding application form.

You can submit an application on behalf of student in special cases when the student has filled in a hard copy of application form on campus. It is also advised to upload the scanned copy of the filled application form under the corresponding student record in admissions portal.

### Application Form

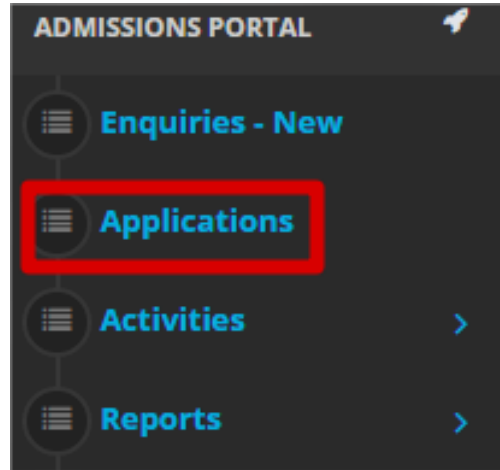
**PERSONAL DETAILS**

* First Name Mr test	Other / Middle Name
* Last Name enquiry	Phone 9846557534
Preferred Name	Gender <input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Intersex
* Date of Birth (dd/mm/yyyy) 30/11/0001	Have you got your concession card? <input type="radio"/> Yes <input type="radio"/> No

The application form can be submitted by entering the required details and click on the “Submit” button to submit the application form. Please note that all fields marked by asterisk (\*) symbol are mandatory fields.



Once the application is submitted, that particular enquiry will be moved to “Applications” menu in admissions portal.



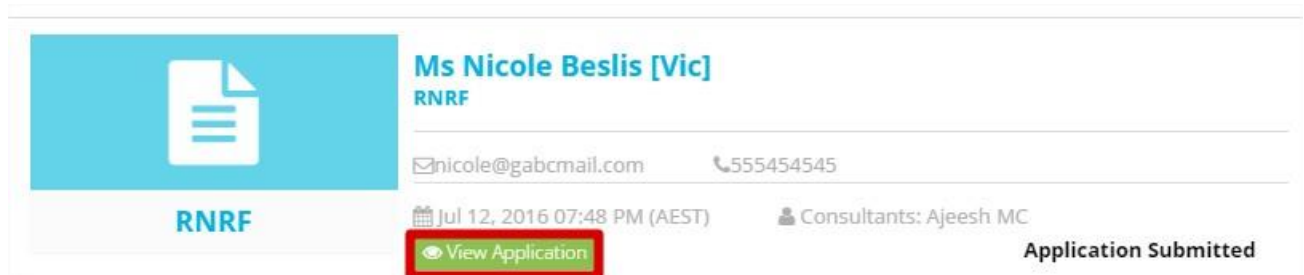
The status of the enquiry will be changed to “Application Submitted”.

On submitting the application, an automated email address containing username and password will be sent to the student’s email address.

### Uploading Documents– Agent View

Agents can upload documents for students through admissions portal.

To upload documents for students who have submitted application (either by the student or by the agent on behalf of student), go to applications menu and click on “view enquiry” button.



You will be directed to the application details page



<b>Application/Enquiry</b>	<b>Contacts</b>	<b>Documents</b>	<b>Mail</b>	<b>Calls</b>	<b>Tasks</b>	<b>Notes</b>
<b>Candidate Name</b>	Test enquiry				<b>E-mail</b>	
<b>Course</b>	HLT51612 Diploma of Nursing (Enrolled-Division 2 Nursing)				<b>Mobile</b>	

On the application details page, click on documents tab.

<b>Application/Enquiry</b>	<b>Contacts</b>	<b>Documents</b>	<b>Mail</b>	<b>Calls</b>	<b>Tasks</b>	<b>Notes</b>	<b>Activities</b>
<b>Student Documents</b>							<a href="#">+ Upload Documents</a>
No records found							

On the documents tab, you will find an “Upload Documents” link on the right corner of the page. Here, you will be able to upload documents by uploading the document file. Multiple formats of documents can be uploaded (doc, docx, pdf, jpeg, gif, png, xls, xlsx etc.)

**Add Document** ✕

Course: HLT51612 Diploma of Nursing (Enrolled-Division 2 Nursing)

Document Checklist:

Attachments:  address\_proof.png

Accepted File types : pdf, doc, docx, txt, jpg, jpeg, gif, png, xls, xlsx

Click on submit button to add the document.

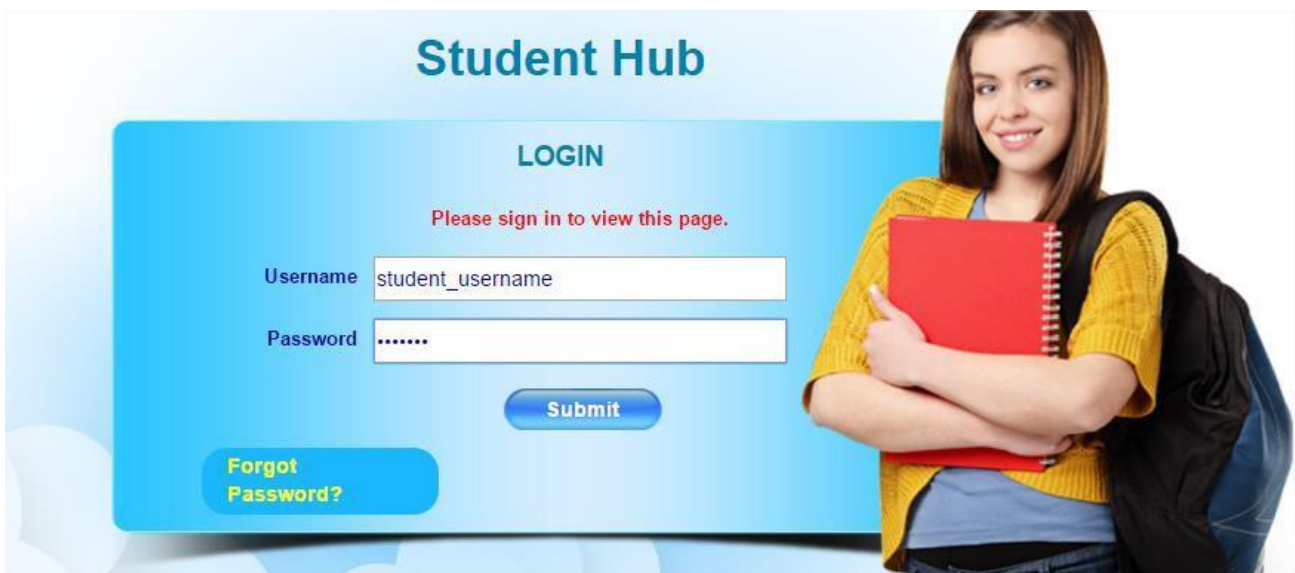


Application/Enquiry	Contacts	Documents	Mail	Calls	Tasks	Notes	Activities														
<p>Student Documents <span style="float: right;">+ Upload Documents</span></p> <table border="1"> <thead> <tr> <th>#</th> <th>Uploaded Document</th> <th>Checklist Name</th> <th>Assigned to</th> <th>Date Created</th> <th>Date Modified</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>1</td> <td><a href="#">address_proof.png</a></td> <td>Address Proof for Funding Eligibility</td> <td></td> <td>Jul 12, 2016 07:42 PM</td> <td>Jul 12, 2016 07:42 PM</td> <td><a href="#">Delete</a></td> </tr> </tbody> </table>								#	Uploaded Document	Checklist Name	Assigned to	Date Created	Date Modified	Action	1	<a href="#">address_proof.png</a>	Address Proof for Funding Eligibility		Jul 12, 2016 07:42 PM	Jul 12, 2016 07:42 PM	<a href="#">Delete</a>
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Documents added will be listed in the documents tab of application details page. Any number of documents can be uploaded. Also any documents uploaded by the student from Student Hub will be listed here.

### Uploading Documents– Student View

On submitting the application, an automated email address containing username and password will be sent to the student’s email address. Using this login credentials, the student will be able to login to the “Student Hub” platform.



Student needs to enter his username and password and click on the submit button to login to student hub. On logging in, click on “View enquiries” link.





All enquiries / applications by the student will be listed. Name of the course, candidate name, status of enquiry etc. will be listed.


Applications					
#	Course	Candidate Name	Status	Assigned To	Actions
1	HLT51612 Diploma of Nursing (Enrolled-Di	John Doe	Application Submitted	--NA--	<a href="#">View</a>

To get the detailed view of the enquiry/application, click on “view” link corresponding to it.



On the details page, there is a “documents” where all documents uploaded by agent will be listed.

#	Uploaded Document	Checklist Name	Assigned to	Date Created	Date Modified
1	<a href="#">address_proof.png</a>	Address Proof for Funding Eligibility		Jul 12, 2016 07:42 PM	Jul 12, 2016 07:42 PM

Also, the student can upload any required documents by clicking on  upload link. All documents uploaded by the student will be reflected in the documents tab of the corresponding application details page in admissions portal.

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