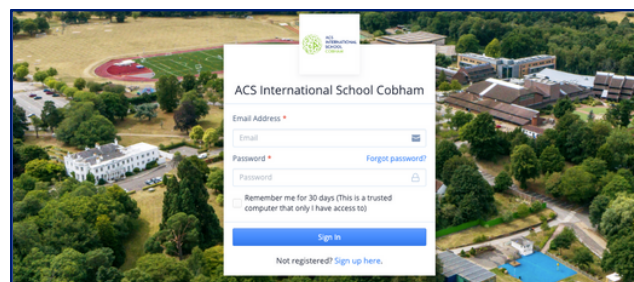


## CREATING AN AGENT ACCOUNT

To log into an existing agent account from a school's [Open Apply homepage](#), click the Sign In button on the top right corner of the page, then click Agent.



To create a new agent account click Register Now, then click Agent. Each agent account must have a unique email address.



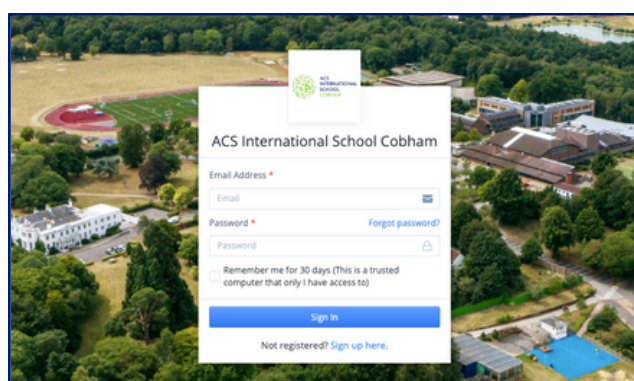
## REGISTER YOUR AGENT ACCOUNT

To register a new agent account, enter all the required information, including email address and password. Click Submit to create your account, and you will then be logged into your new account automatically.

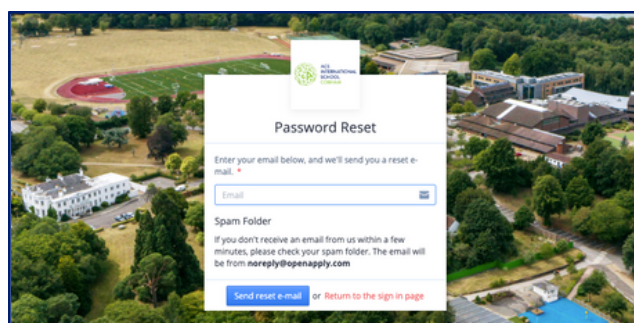


## RESETTING PASSWORD

If you have trouble logging in, click [Forgot password?](#) on the [Agent Sign In](#) page to reset the password on your account.



To reset your password, enter the email address associated with your agent account and click [Reset Password](#). You will be sent an email that will provide a link to reset your password.

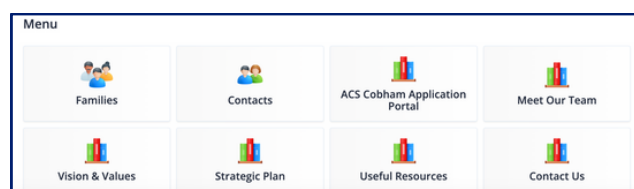


**Note: If you do not receive the reset password email, please check your spam folder, as it may have been redirected there by your email provider.**

## AGENT DASHBOARD

Once you log into your OpenApply [Account](#), you will be directed to the Agent Dashboard, where you can easily navigate OpenApply.

The Agent Information section lists your contact details. Click the pencil icon to edit your agent details.



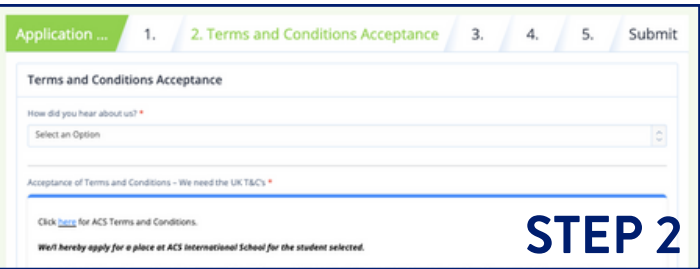
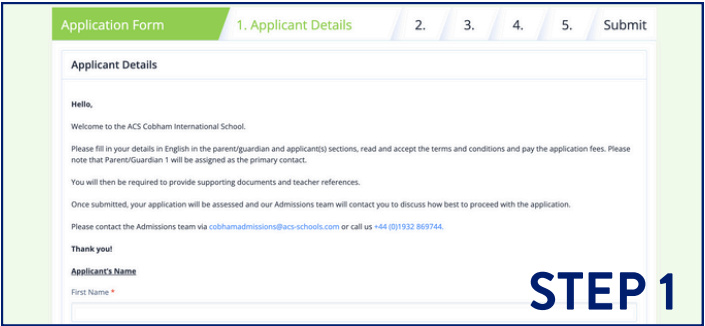
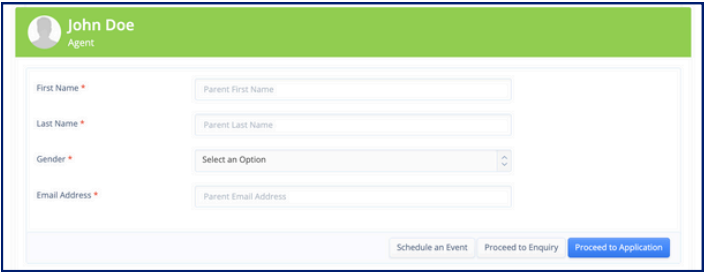
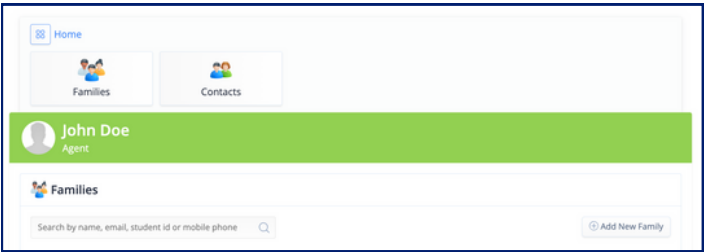
# ADDING A NEW FAMILY

When you are logged into your Agent account, click Families on the top left of the Dashboard Menu and Add New Family to start a new application or enquiry.

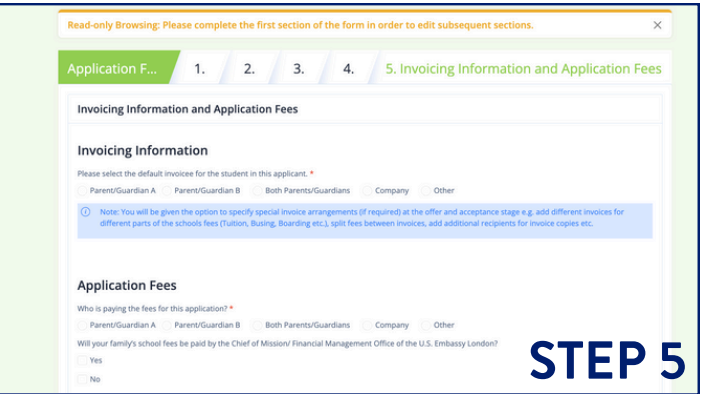
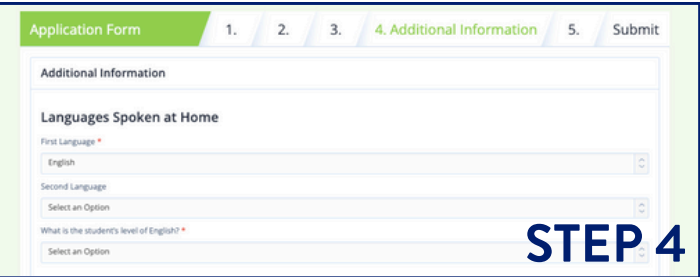
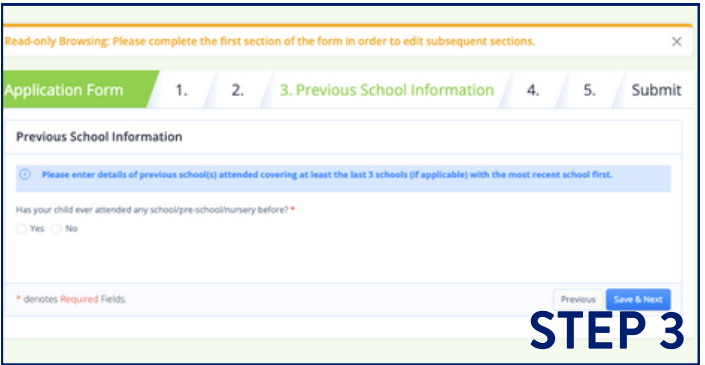
Then, it will be necessary to enter some basic details for the parent, or guardian. All applicants must provide details of at least one parent or guardian with an authentic email address. This will allow you to easily view and manage the application from your end and ensures that the family is correctly linked together.

If you do not have any further information, such as address etc, please enter TBC and this can be added at a later stage

Choose to **Schedule an Event** this allows you to register for tours or open days, Proceed to Enquiry or Proceed to Application. You can then proceed to register for an event, submit the enquiry or complete the application form.



Please select boarding agent from the drop-down menu in **How did you hear about us?**



# CHECKING STATUS OF APPLICANT

Once you have submitted the inquiry you will be able to log into your agent account and check the **process** of the inquiry by clicking on the Families Tab in the agent dashboard menu below.

This screenshot shows the 'Personal Information' page for agent Ming Li. The page is divided into two columns for personal and work details. A 'Photo' field is at the bottom left, and an 'Edit Profile' link is at the top right.

Personal Information	Work Information
First Name: Ming	Surname: Li
Agency Name: Global Learning	Email: ming.li@eduvo.com
Work Telephone: +86 198 9898 9899	Work Street Address 1: 7F, 99 Jiangning Road
Work Street Address 2: Jing'an District	Work Address - City: Shanghai
Work Address - State: Shanghai Municipality	Work Address - Country: China

The next page will be your active families page where you can see the status of each applicant. On the right-hand side under status, you can see below **Admitted, Pending and Applied**. Now click on the relevant child.

This screenshot shows the 'Families' page with a search bar and a table of applicants. The table has columns for Parents, Children (3), Date Assigned, Status, and Agent Status. Three families are listed: Fan Zhang (Mother), Yin Zhang (Grandfather), and Chai Wattanavekin (Father). The first two are 'Admitted' and the third is 'Pending'. All have an 'Active' agent status.

Parents	Children (3)	Date Assigned	Status	Agent Status
Fan Zhang Mother fan@eduvo.com	Bai Zhang Messages	Oct 25, 2020	Admitted	Active
Yin Zhang Grandfather yin@eduvo.com	[Add Sibling]			
Chai Wattanavekin Father chai@eduvo.com	Sam Wattanavekin Messages		Pending	Active

Under the relevant family are the files for that child. Click on the **Checklist** either in the top dashboard or click on the **Go to Checklist** highlighted in yellow with incomplete checklist items. This is where you would upload files for example passport, transcripts and download the student questionnaire.

This screenshot shows the 'Application Checklist' page for Bai Zhang, a Grade 10 Applicant. It features a top navigation bar with 'Home', 'Checklist' (highlighted in yellow), 'Invoices & Fees', 'Upcoming Events', and 'Messages'. The checklist has four items, all marked as completed with green checkmarks and due dates of 16 June, 2021: 'Submit Application', 'Complete Prior School Questionnaire', 'Submit School Records', and 'Health Form'. There are also links for 'Schedule Interview' and 'Shadow an Existing Student'.

# ADDING A SIBLING

Under the relevant family, click to Add Sibling and then choose Submit a New Enquiry or Submit an Application to add a sibling to an existing family. Parent/Guardian information will be populated automatically when completing applications or enquiries for additional children.

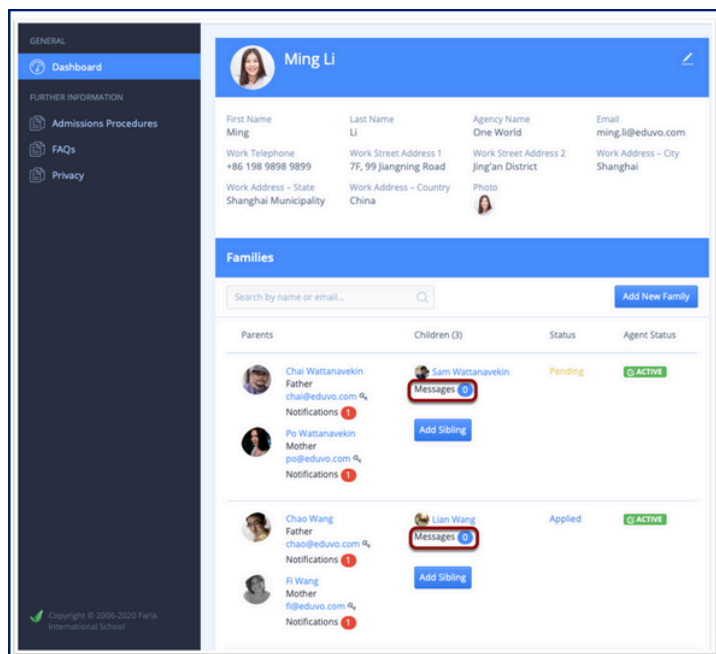
This screenshot shows the 'Families' page with the 'Add Sibling' button highlighted in red. Below it, the 'Submit a New Enquiry' and 'Submit an Application' buttons are also highlighted in red. The table shows three families: Chai Wattanavekin (Pending), Chao Wang (Applied), and Li Wang (Applied). All have 'Active' agent status.

Parents	Children (3)	Status	Agent Status
Chai Wattanavekin Father chai@eduvo.com	Sam Wattanavekin Messages	Pending	Active
Po Wattanavekin Mother po@eduvo.com	[Add Sibling]		
Chao Wang Father chao@eduvo.com	Lian Wang Messages	Applied	Active
Li Wang Mother li@eduvo.com	[Add Sibling]		

## MESSAGES

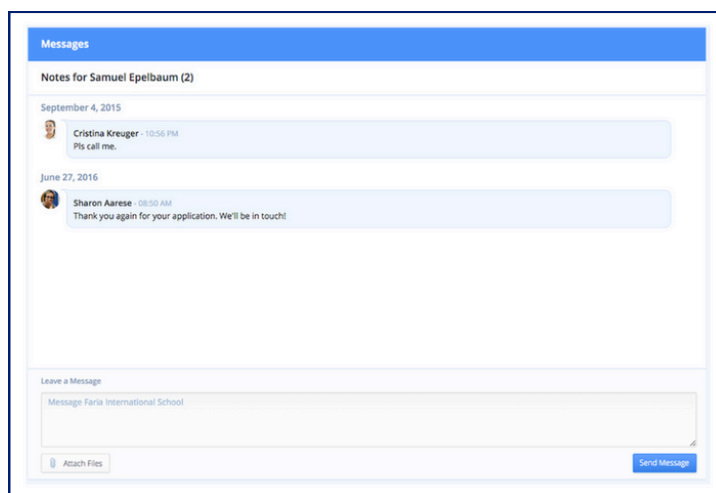
Click the [messages](#) number next to the applicant's name to view or send messages to the school admissions team, relating to that applicant

The Messages section allows you to communicate with the admissions staff throughout the admissions process. All messages will appear in this section with the most recent correspondence shown towards the bottom.

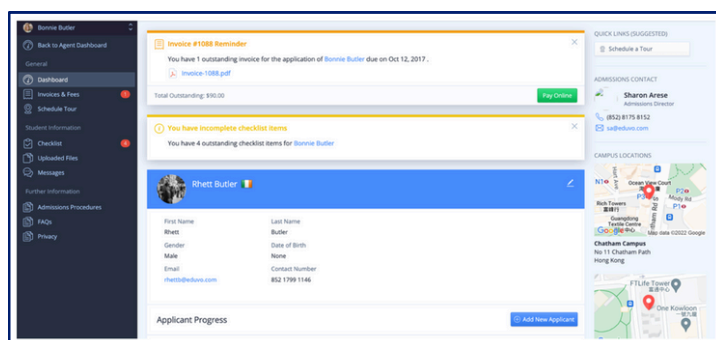


## FAMILIES TAB

From the [Families](#) Roster, you can view the Families that have been assigned to you.



When the students name is selected from the Families Roster, it will go to the student info page which exists in the system.



If you have any questions or require help navigating OpenApply, please contact.

Anastasia Cotton: [acotton@acs-schools.com](mailto:acotton@acs-schools.com)

Lisa Costello: [lcostello@acs-schools.com](mailto:lcostello@acs-schools.com)

Cobham Admissions: [cobadmissions@acs-schools.com](mailto:cobadmissions@acs-schools.com)