Quick Reference Guide to the new ATS Agent Application Centre

Before starting an application

- Ensure Form B – Agent Appointment has been completed and signed by the student. All completed forms must be retained for a period of 2.5 years
- Ensure you have all the applicant’s academic transcripts and proof of English language (if the applicant has completed an English test) in PDF format as you cannot complete and submit an application without these documents

Applicant overview page

Click on the arrow on an application card to go to the applicant overview page. The applicant overview page contains two sections:

a. “Things you need to do” - a checklist of additional documents that need to be submitted or items that need to be completed depending on the programme
b. “Your applications” - a list of all the applications for that applicant (except for any applications that were unsubmitted in the previous Agent Application Centre).

Accept, decline, withdraw or delete applications

- Agents may delete applications that are not submitted
- Agents may withdraw submitted applications
- Agents cannot accept or decline offers

Searching for an applicant

- Search for an applicant using their legal first and last name, or ID number
- If you cannot find an applicant, try:
  a. Clearing all the filters
  b. Looking under a different tab (“All Current Agency Applications” / “My Current Applications” / “Other Applicants”)
  c. Refreshing the page

Refer to the ATS Agent Application Centre Guide for detailed information. For issues or queries on the agent portal, contact int-marketing@auckland.ac.nz