



AN **INTRODUCTION** TO UCAS' SYSTEMS AND SUPPORT

UCAS

WELCOME TO UCAS

As a customer of the UCAS Undergraduate scheme, you have access to a variety of services. Below are the key systems, actions required from you, and the support available.

When you became a UCAS customer, we set up your initial administrator in web-link, the collection tool, ucas.com. If you do not have these details, please contact our HEP Team on 0344 984 1111.



1. KEY SYSTEMS AND ACTION REQUIRED

web-link

web-link is the tool most commonly used by admissions staff. You can access it from www.ucas.com/sign-web-link.

You can have one initial administrator in web-link – we will set them up based on the information you provided when you became a customer. The administrator can add, edit, and delete other users. They will need to set themselves up as a ‘user’ if they want to use the rest of the system. Our HEP Team will contact the administrator with their access details, and support them through the basics.

Signing in to web-link will let you view applications and, if you don’t use a student record system for your admissions processing, make decisions on applications you receive.

There are two main areas in web-link:

Applicant data – used for day-to-day

admissions processes

- > Viewing (and printing) applicant details, including personal information, qualifications on entry, reference, personal statement, and choice information – including decisions and replies.
- > Searching for applicants in the UCAS database (e.g. for Clearing).
- > Using the reference information to check elements of coding used in Apply, e.g. for residency.
- > Batching downloadable PDF forms (where requested).
- > Setting up standard offers, and own offer abbreviations (to assist with decision processing).
- > Processing decisions from interview, through to Confirmation and Clearing.
- > Adding Records of Prior Acceptance (RPAs).

In addition, the applicant data screens include some basic reporting functions:

- > Outstanding decisions lists: to monitor applicants requiring decisions. Defined by decision processing deadlines – 15 January, post-15 January, Confirmation, all applicants.
- > Clearing reports: to check new applicants in Clearing, and applicants accepted in Clearing.
- > Status reports: reporting on applicants with different statuses.
- > Export function (for providers with fewer than 1,000 applicants), to run reports based on different criteria (e.g. applicant results, applicant choices).

Institution data

There are two levels of access for this area, depending on the user.

The web-link administrator:

- > sets up access for new staff. Access given at view only or full access (view and amend) can be defined by different areas
- > manages accounts (amends details, or removes access when staff leave their role)
- > maintains the course provider’s information, including contact details

Account holders (set up by web-link administrator):

- > view Application/Decision Tracker. This online reporting tool gives you the opportunity to track applications and decisions for your university or college
- > update course provider’s contacts (depending on access)

ACTION:

Please make sure you have at least one user set up as the UCAS Primary Correspondent – we will keep them updated in our weekly bulletins, ensuring they know what to do and when. You can add up to two more UCAS correspondents, who will also receive a copy of our bulletin. If other members of your team would like to receive more information, they can sign up at web.ucas.com/provider-signup.

Collection tool

The collection tool is the database used for managing:

- > provider information – including descriptions and contact information for applicants, in addition to key contact information for UCAS
- > course information – including descriptions, entry requirements, and fee information

The collection tool is most commonly used by marketing and recruitment staff. You can have two administrators in the collection tool, although we will set one up, based on the information you provided when you became a customer.

The administrator will be able to add, edit, and delete other users. Unlike web-link, if the administrator needs to use the system as well, so they do not need to create a separate user account, they can use their administrator details. Our Data Collection Team will contact the administrator with their access details, and support them through the basics.

Signing in to the collection tool will allow you to provide us with all the necessary information about your provider, and your courses. This information will be visible in our search tool to potential applicants, and will allow them to apply for your course(s). This data is also provided to some of our UCAS Media partners for their products and services, which help connect students to higher education.

ACTION:

Once you've added users to the collection tool, add your provider and course information to ensure your courses are visible to potential applicants as soon as possible. Our Data Collection Team can help you with this – **01242 544 864**.

ucas.com

The secure providers' section of ucas.com is a central reference point, providing the latest news and updates, as well as a wealth of information and data to support you. You can have two administrators, one of which will be set up based on the information you give us. Once they are set up, they will then be able to add other users.

ACTION:

To sign in to the providers' area of ucas.com, simply click the 'Providers' link at the bottom of the ucas.com homepage.

MOVEit (secure file transfer service)

MOVEit provides a secure facility for you to access reports that might include sensitive or protected data.

These include:

- > in-cycle data – at provider-level, at key points in the cycle (deadlines and end of cycle)
- > EXACT data release – a significant resource of provider-level data we publish once a year (usually in June)
- > direct contact service – applicant details and orders, if you are participating



2. SUPPORT AVAILABLE

Training

We provide free training on our systems and how to make the most of them, as well as an introduction to UCAS, the UCAS Undergraduate scheme, and our terminology.

ACTION:

For more information on our training sessions and professional development opportunities, visit www.ucas.com/providers/services/training, or contact us on 01242 545 712 or at training@ucas.ac.uk.

Guides and manuals

We have a wealth of information and reference material available in the providers' section of ucas.com, including the Admissions Guide, Decision Processing Manual, systems user guides, and qualification guides.

ACTION:

To view the latest guides and resources available, visit www.ucas.com/providers/undergraduate/admissions-guide-and-resources

Events

We host several events each year for providers, bringing together experienced speakers from the sector, and up-to-date information on developments at UCAS.

These include:

- > Annual Provider Update
- > Annual Admissions Conference
- > Regional forums

We hold regional forums for both universities and college HE providers, bringing together like-minded individuals to discuss the current issues in higher education. They take place twice a year across the regions of England.

Visit www.ucas.com/providers/groups-and-forums/standing-groups-and-regional-forums/regional-forums for more information.

ServiceNow

We have a self-service portal which enables you to raise technical support tickets directly, rather than contacting the HEP Team.

ACTION:

Find out more at www.ucas.com/servicenow-portal.



Connecting with UCAS

Our HEP Team is your first point of contact for operational queries and requests – contact them on **0344 984 1111** or at hep_team@ucas.ac.uk.

Remember, if you have any questions, your **relationship manager** is on hand to support you. For technology-related queries, our dedicated **Technology Relationship Management Team** is here to help.

You can keep up-to-date with the latest news and information by signing up to Yammer, our by-invitation social network service. The UCAS Correspondents' network is a secure environment for anyone working at a university or college, and for UCAS staff. Register at www.ucas.com/yammer.

For marketing and student recruitment solutions, contact your UCAS Media account manager, who can advise you on the best ways to attract applicants to your courses – call **01242 544 881** or email ucasmedia@ucas.ac.uk.

ACTION:

Find all the contact details you need at www.ucas.com/providers/services/contact-us.

