THE UNIVERSITY OF THE WEST INDIES

CRM RECRUIT

UNDERGRADUATE RECRUITMENT AND ADMISSIONS PORTAL

USER GUIDE

UWI

ST. AUGUSTINE CAMPUS

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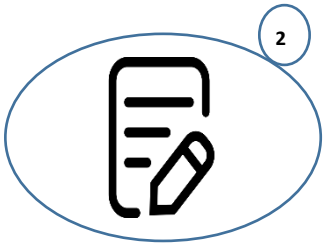
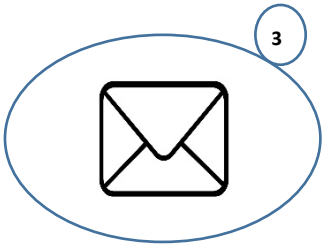
CREATE AN ACCOUNT SUMMARY

Click ***Create Account before you Sign In*** Account



Fill in the requested information and click ***Create Account***



Check your email for account verification and activation. Follow the instruction in the email.

The account is verified, activated and ready for you to use.

***NOTE**: Mandatory fields in the Application Form are indicated with an asterisk (*)*

STEP 1 - CREATING AN ACCOUNT

An account is created so that Prospects can revisit the Constituent Experience, register for events and complete online applications.

All prospects/applicants must create an account via https://uwi.elluciancrmrecruit.com/Apply before their first **Sign In**.

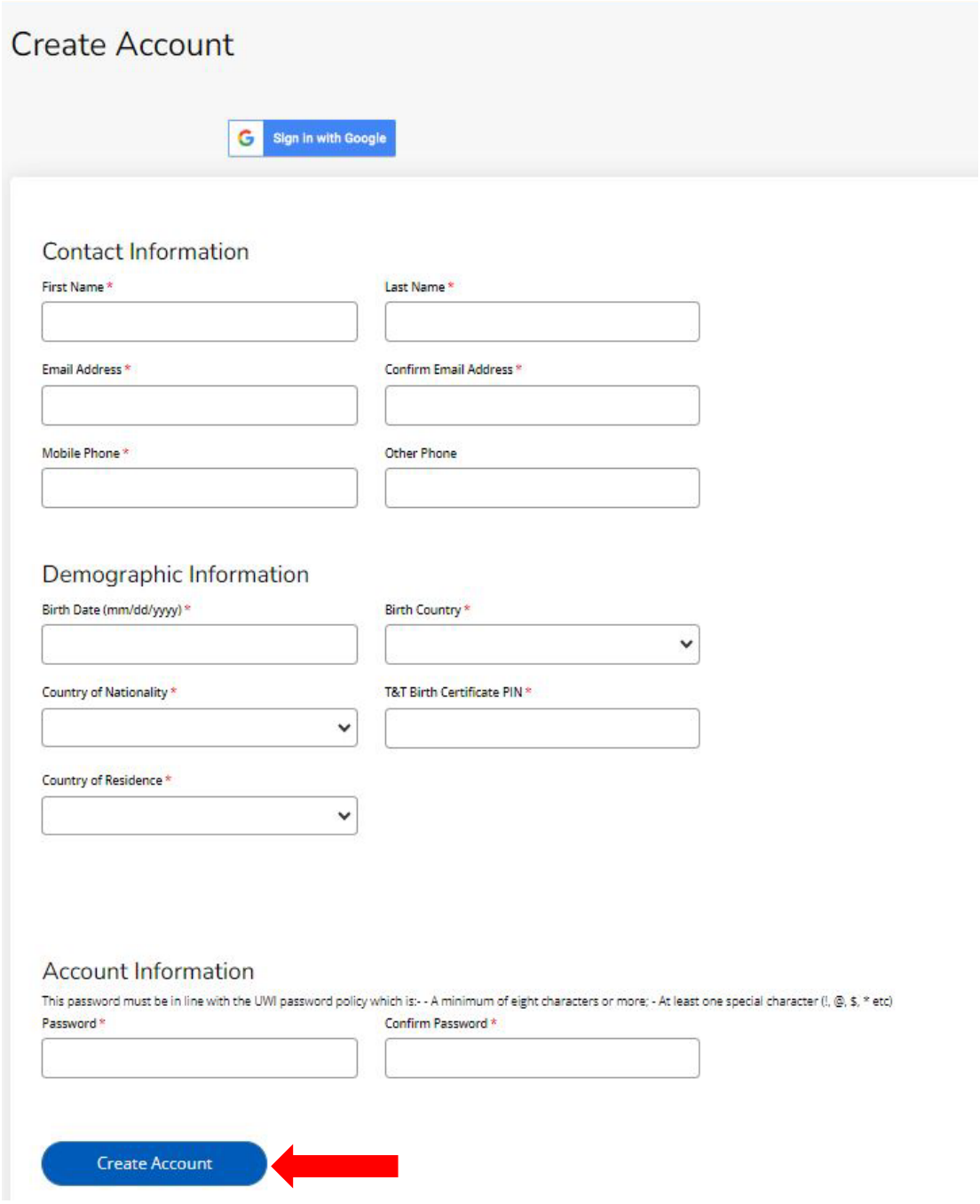
To create an account the user can:

1. Select '**Create Account before you Sign In'** as displayed below:

OR

2. Select the '**Create Account'** tab as displayed below:

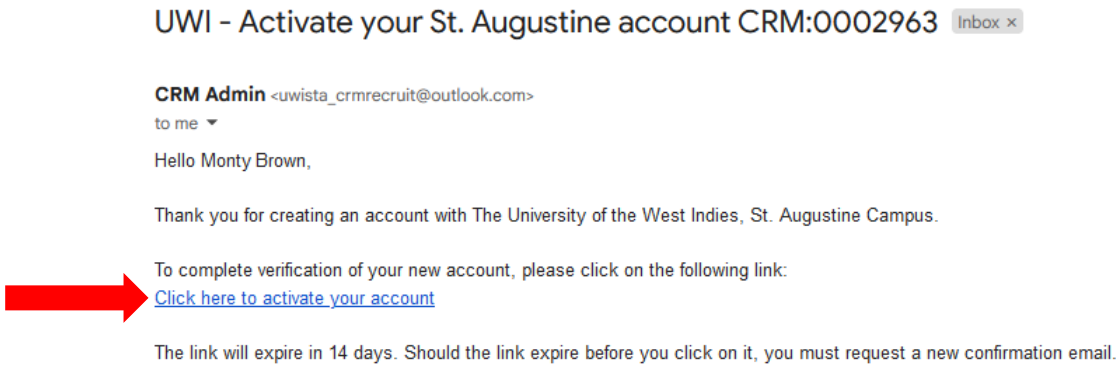
When option (1) or (2) above is selected, the **Create Account** page will display for the user to enter their information. Upon completion, the user must click '**Create Account**':



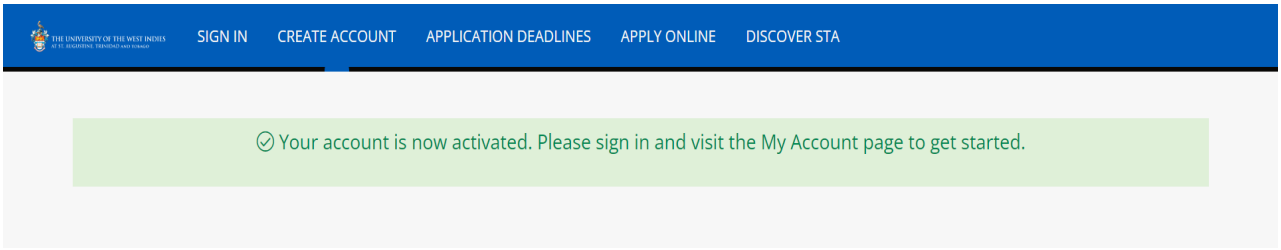
When '**Create Account**' is selected the following notification is then displayed:

"Your account is pending activation. You will receive an email soon containing instructions on how to activate your account. If you do not receive an email, you can use the link below to have the activation link resent to your email address"

The following activation email is sent to the user's email entered in the creation of the account:



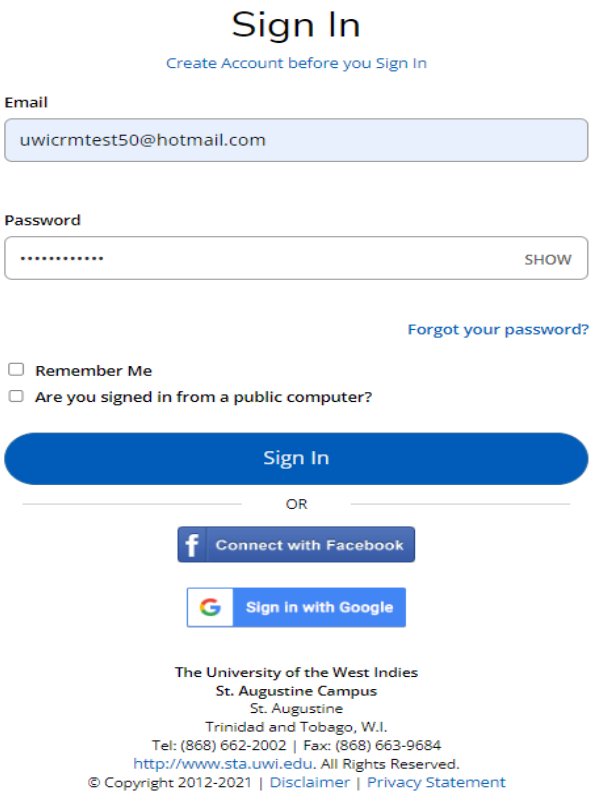
When the user selects '**Click here to activate your account'** in the email, the following information below is displayed:



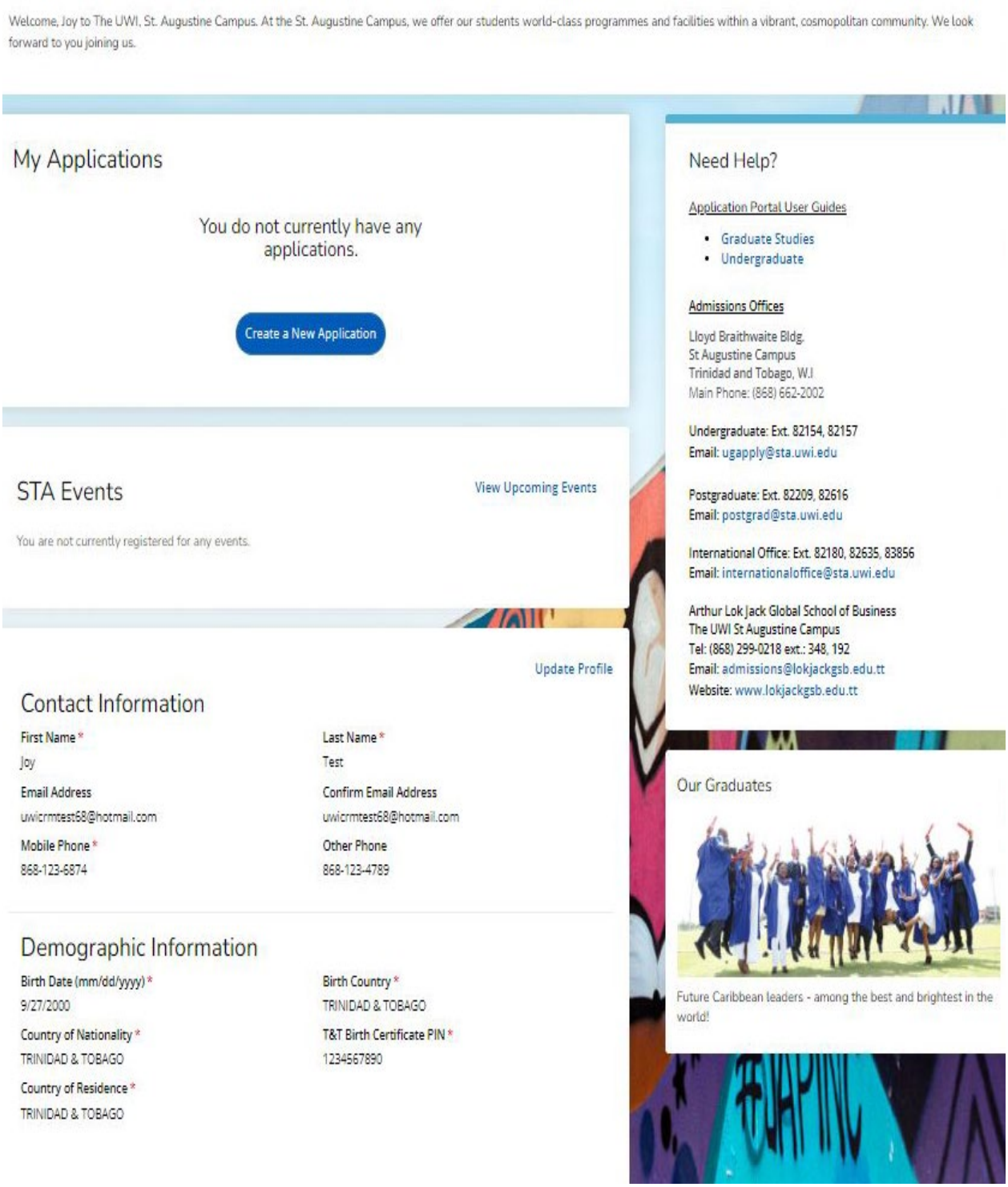
STEP 2 - SIGN IN TO YOUR ACCOUNT

The user is required to enter their Email and Password used in the creation of the account, then select '**Sign In**'.

The user can also **Sign In** using their Facebook or Google accounts.

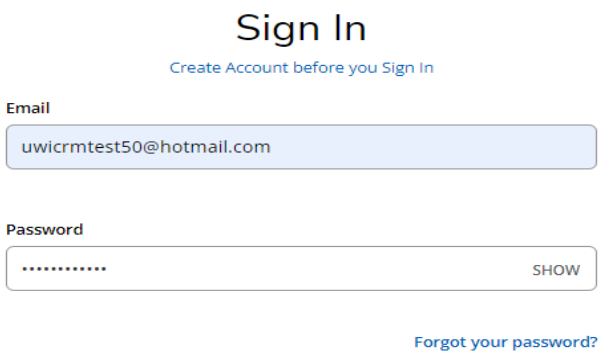


After selecting '**Sign In**' the **My STA Account** page then displays:

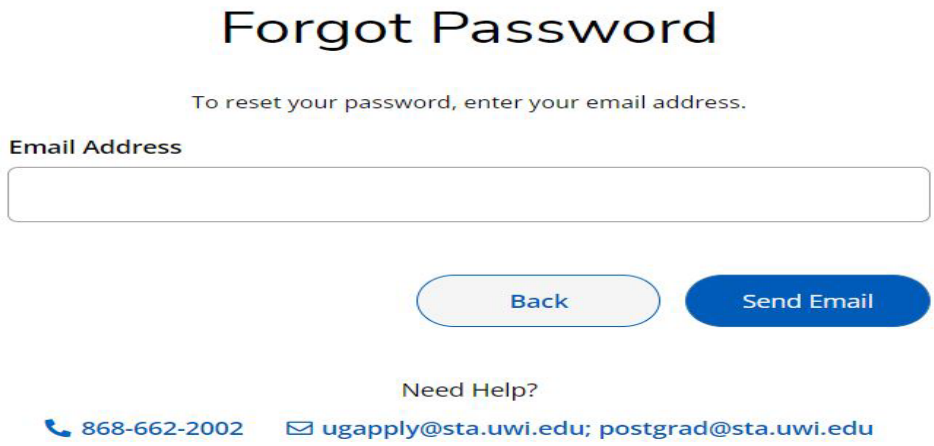


RESETING YOUR PASSWORD

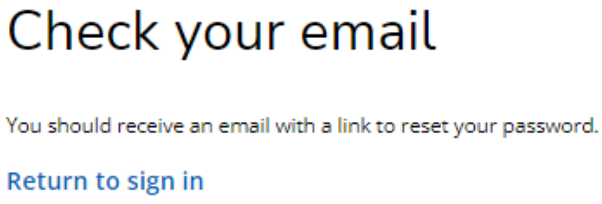
To reset password the user must select '**Forgot your Password?**'



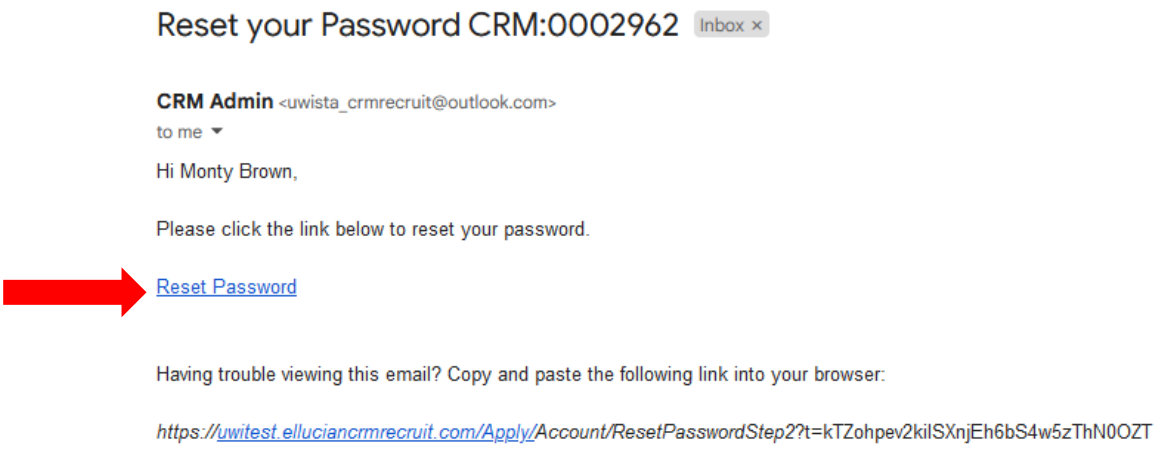
The below page then displays for the user to enter their email address and select '**Send Email'**:



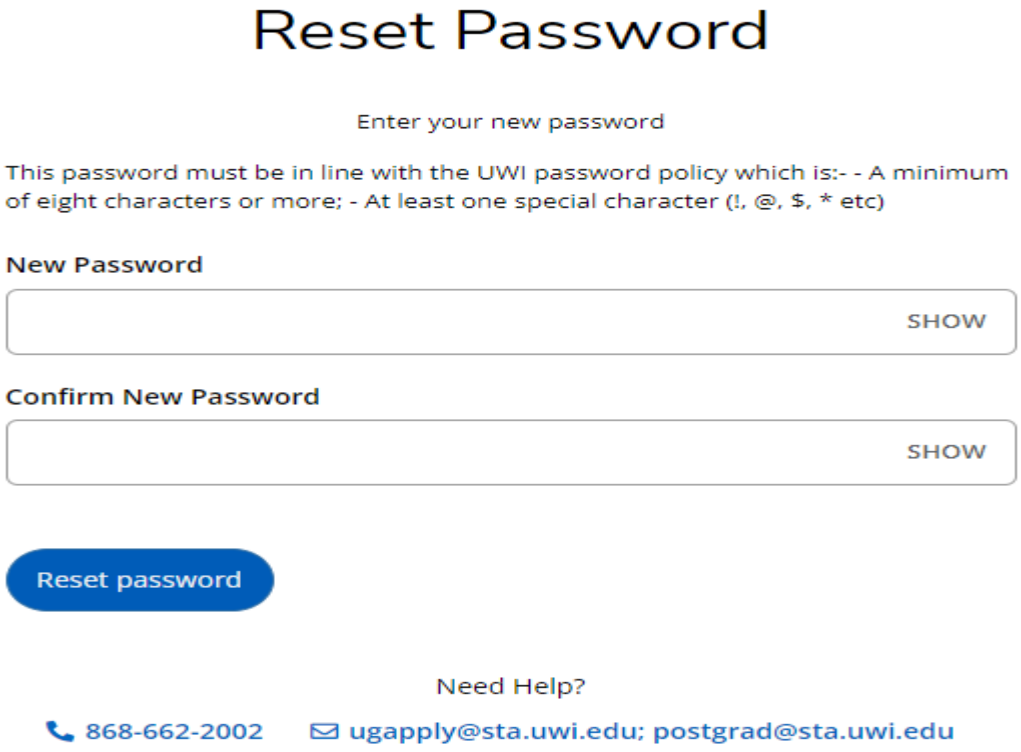
After selecting '**Send Email**' the below message displays:



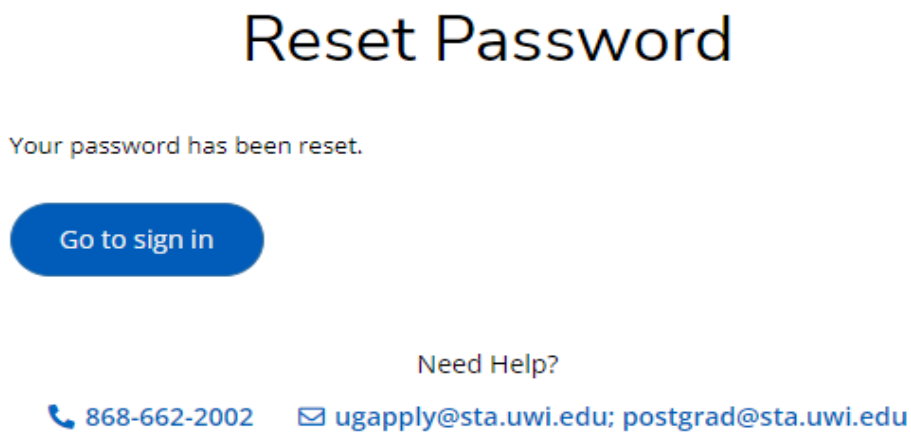
The user receives the following email and must select '**Reset Password**':



After selecting '**Reset Password**' in the email, the below message displays and the user must enter the required information and select '**Reset Password**':

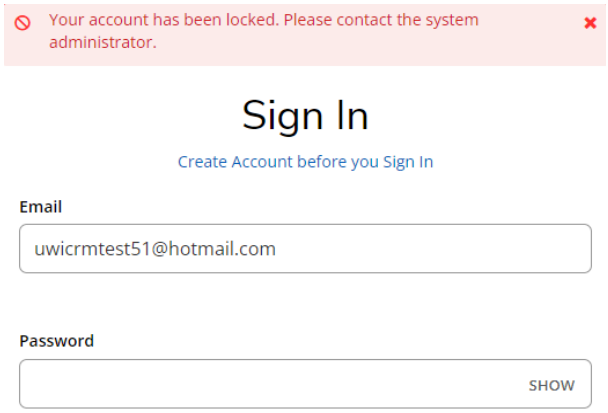


After selecting '**Reset Password**' the below message displays and the user must select '**Go to sign in**':



IF YOUR ACCOUNT IS LOCKED

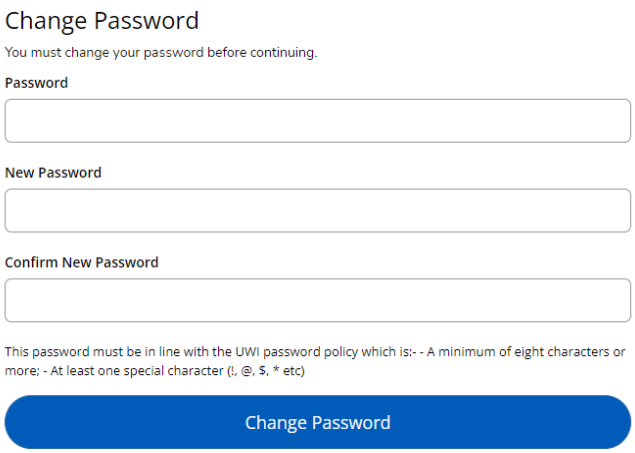
After **five (5) attempts** of entering the **incorrect Password**, the user is locked and the information below is displayed:



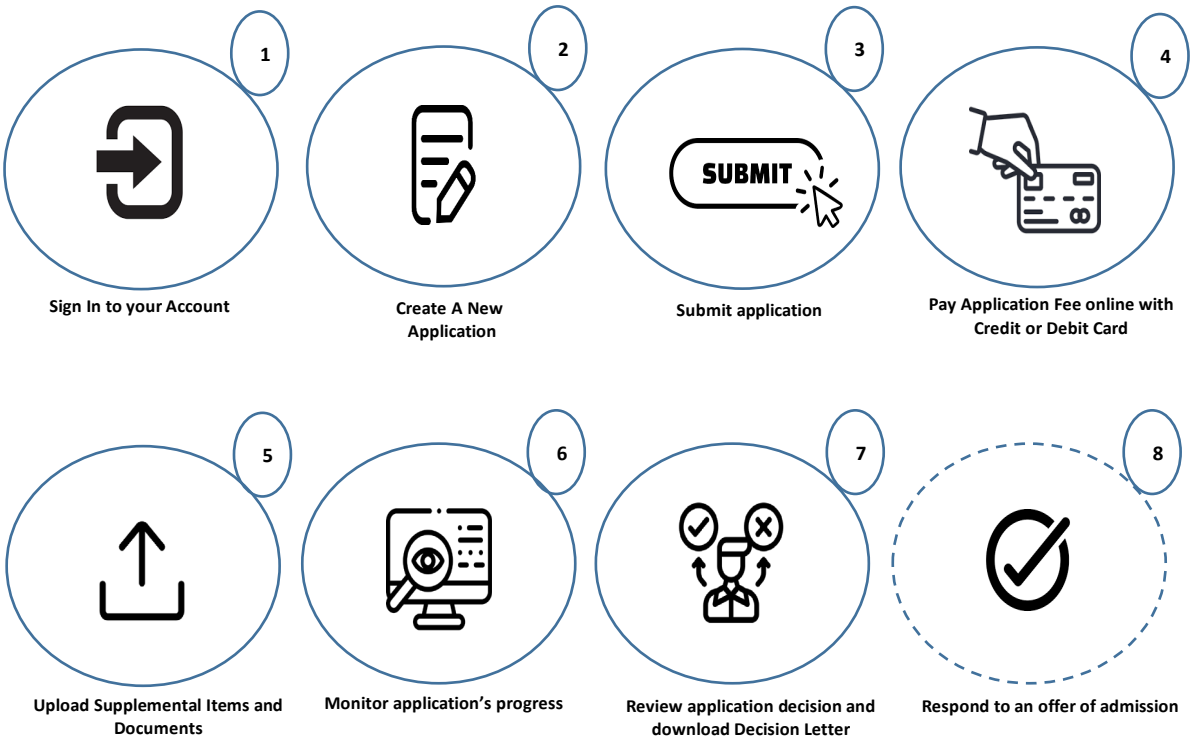
The user **cannot** change the password using the '**Forgot your password?**' link on the Constituent Experience site.

The user must email ugapply@sta.uwi.edu to request that the account be unlocked.

After receiving email notification that the account has been unlocked and the **Password** reset, once they log into the system the user would be prompted to change the **Password**:



HOW TO APPLY STEP SUMMARY

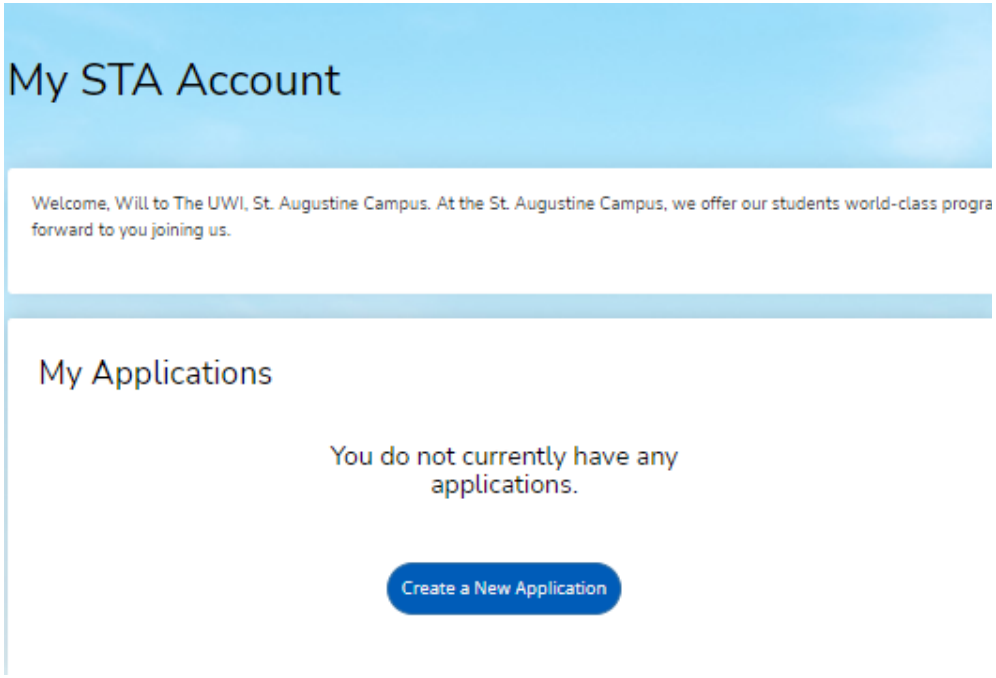


STEP 1 - HOW TO APPLY

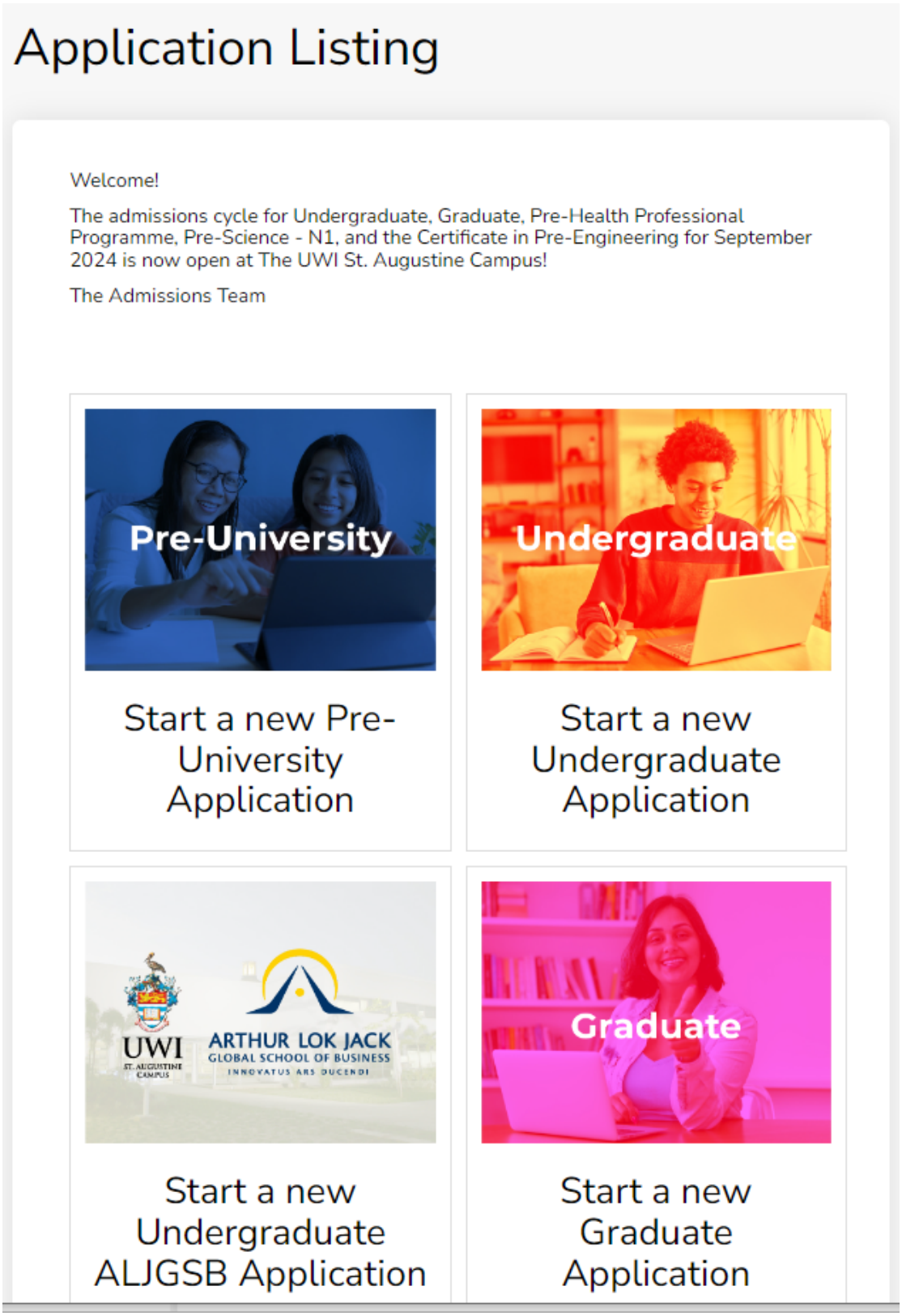
An applicant can ONLY submit one (1) application per Academic Level and Academic Term.

An application must have a Primary Programme and the user may select one (1) Alternative Choice Programme.

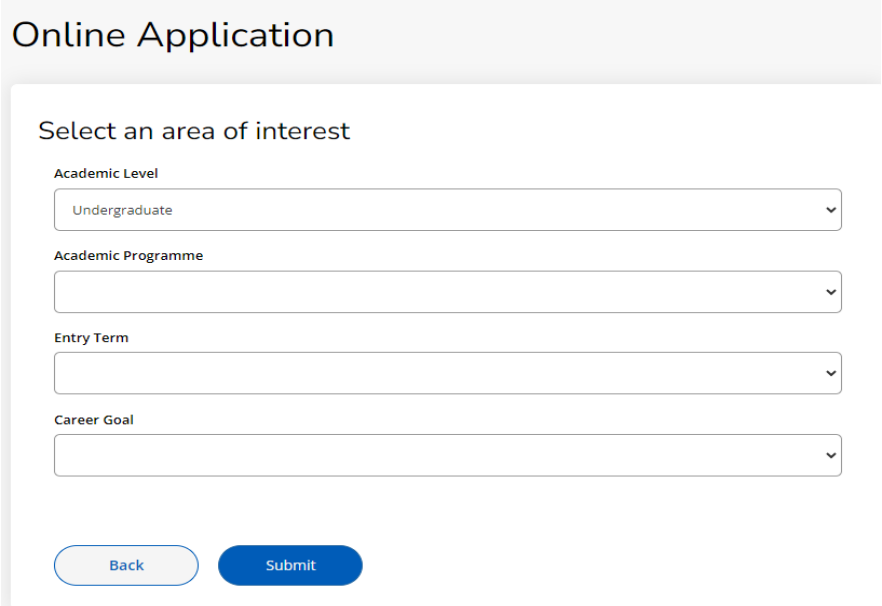
Sign In to your Account to access the **My STA Account** page → select '**Create a New Application**' under **My Applications**:



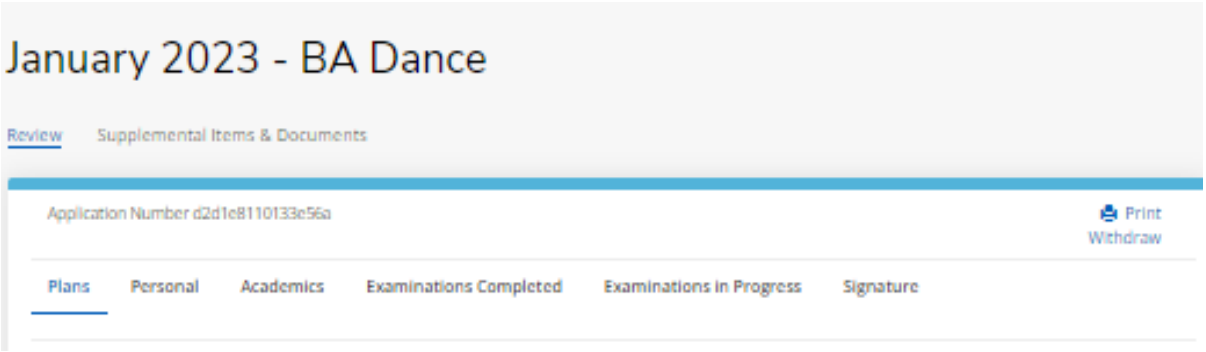
After selecting '**Create a New Application**' the '**Application Listing'** will display, select '**Start a new Undergraduate Application'**:



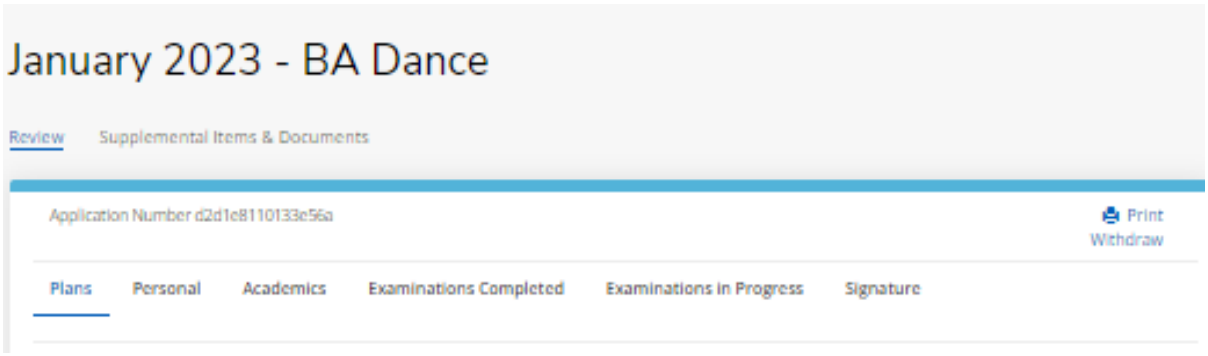
After '**Select an area of interest**' will display with the **Academic Level**. Select the **Academic Programme**, **Entry Term**, **Career Goal** (optional) and '**Submit**':



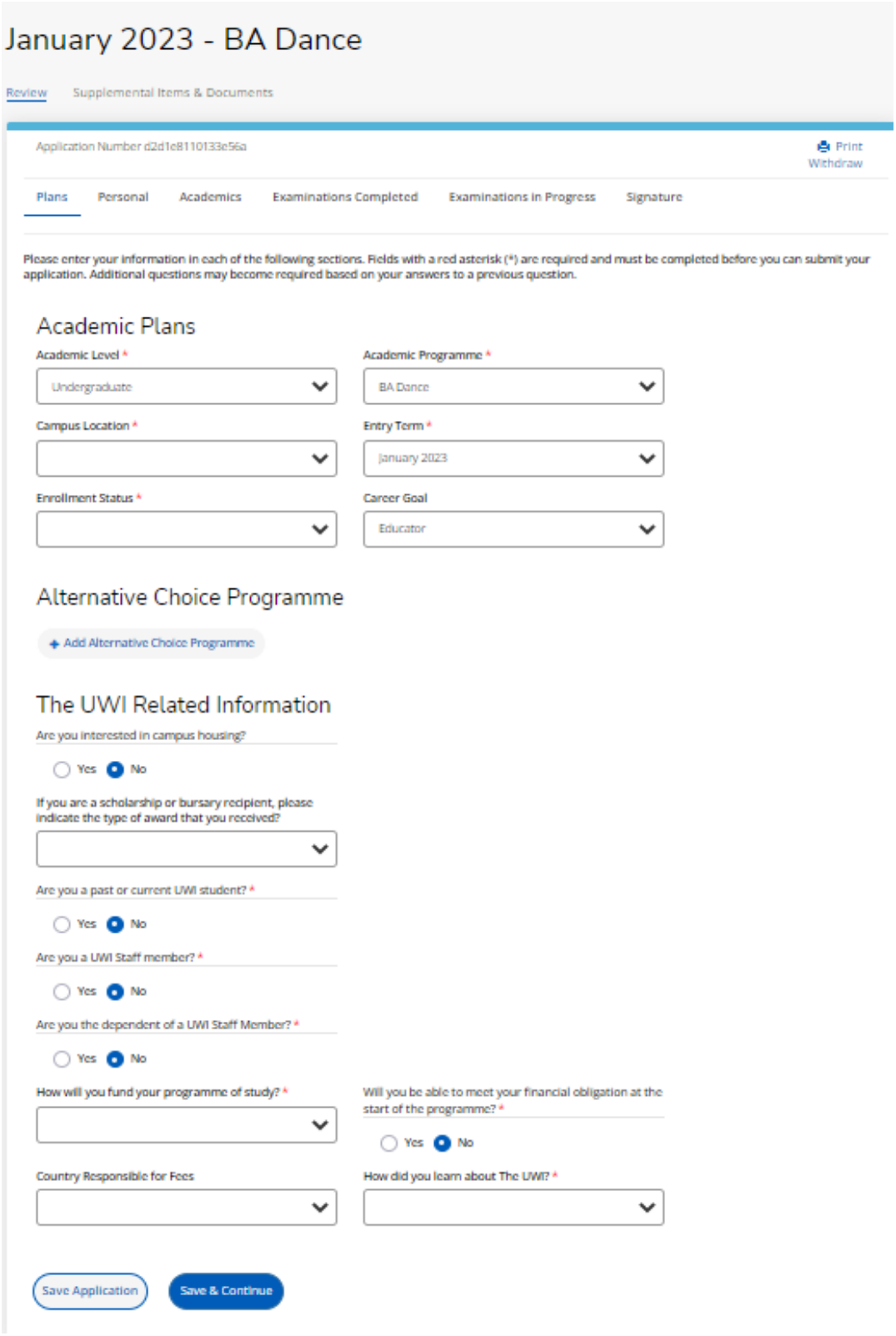
When the user selects '**Submit**' the **Application Form** displays with the **Entry Term**, **Academic Programme** and **Application Number**:



The user is then required to enter information within six (6) tabs before the **Application Form** can be submitted:

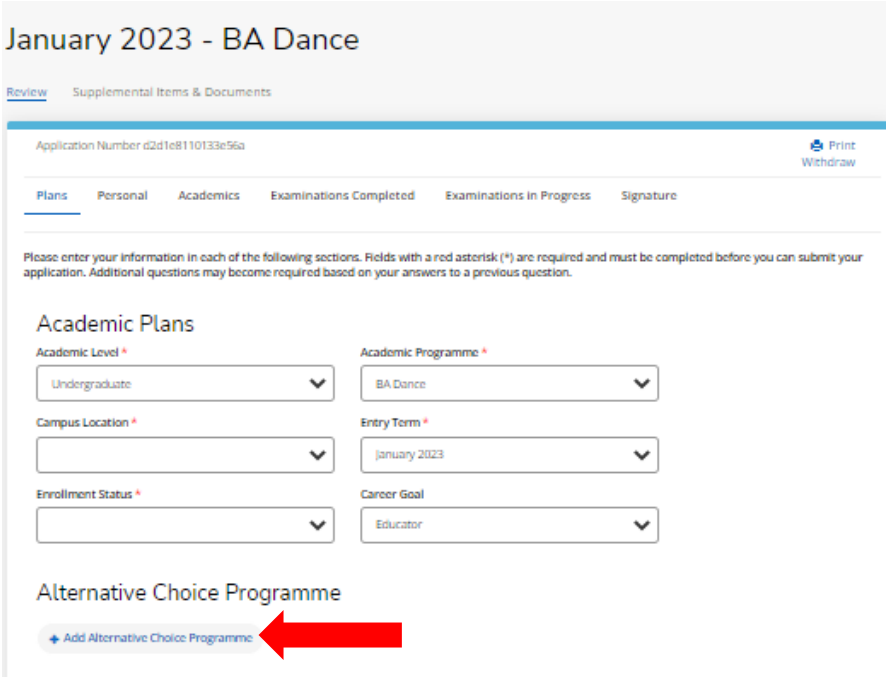


PLANS TAB


January 2023 - BA Dance
Review
Supplemental Items & Documents
Application Number d2d1e8110133e56a
Print
Withdraw
Plans
Personal
Academics
Examinations Completed
Examinations in Progress
Signature
Please enter your information in each of the following sections. Fields with a red asterisk (*) are required and must be completed before you can submit your application. Additional questions may become required based on your answers to a previous question.
Academic Plans
Academic Level *
Undergraduate
Academic Programme *
BA Dance
Campus Location *
Entry Term *
January 2023
Enrollment Status *
Career Goal
Educator
Alternative Choice Programme
+ Add Alternative Choice Programme
The UWI Related Information
Are you interested in campus housing?
Yes
No
If you are a scholarship or bursary recipient, please indicate the type of award that you received?
Are you a past or current UWI student? *
Yes
No
Are you a UWI Staff member? *
Yes
No
Are you the dependent of a UWI Staff Member? *
Yes
No
How will you fund your programme of study? *
Will you be able to meet your financial obligation at the start of the programme? *
Yes
No
Country Responsible for Fees
How did you learn about The UWI? *
Save Application
Save & Continue

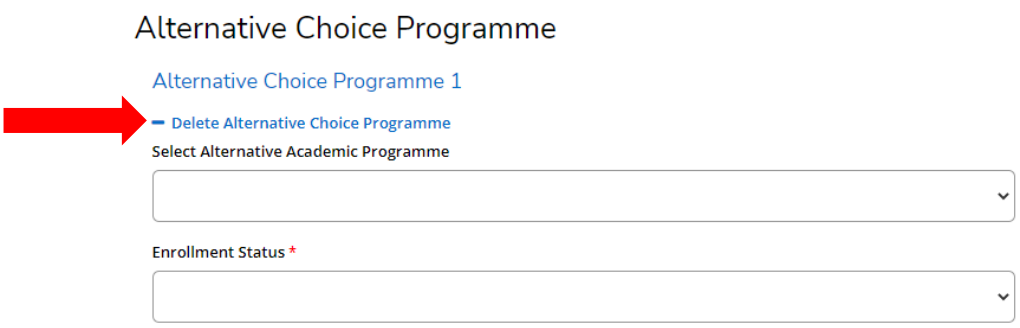
ALTERNATIVE CHOICE PROGRAMME

To add an **Alternative Choice Programme** select **+Add Alternative Choice Programme**:

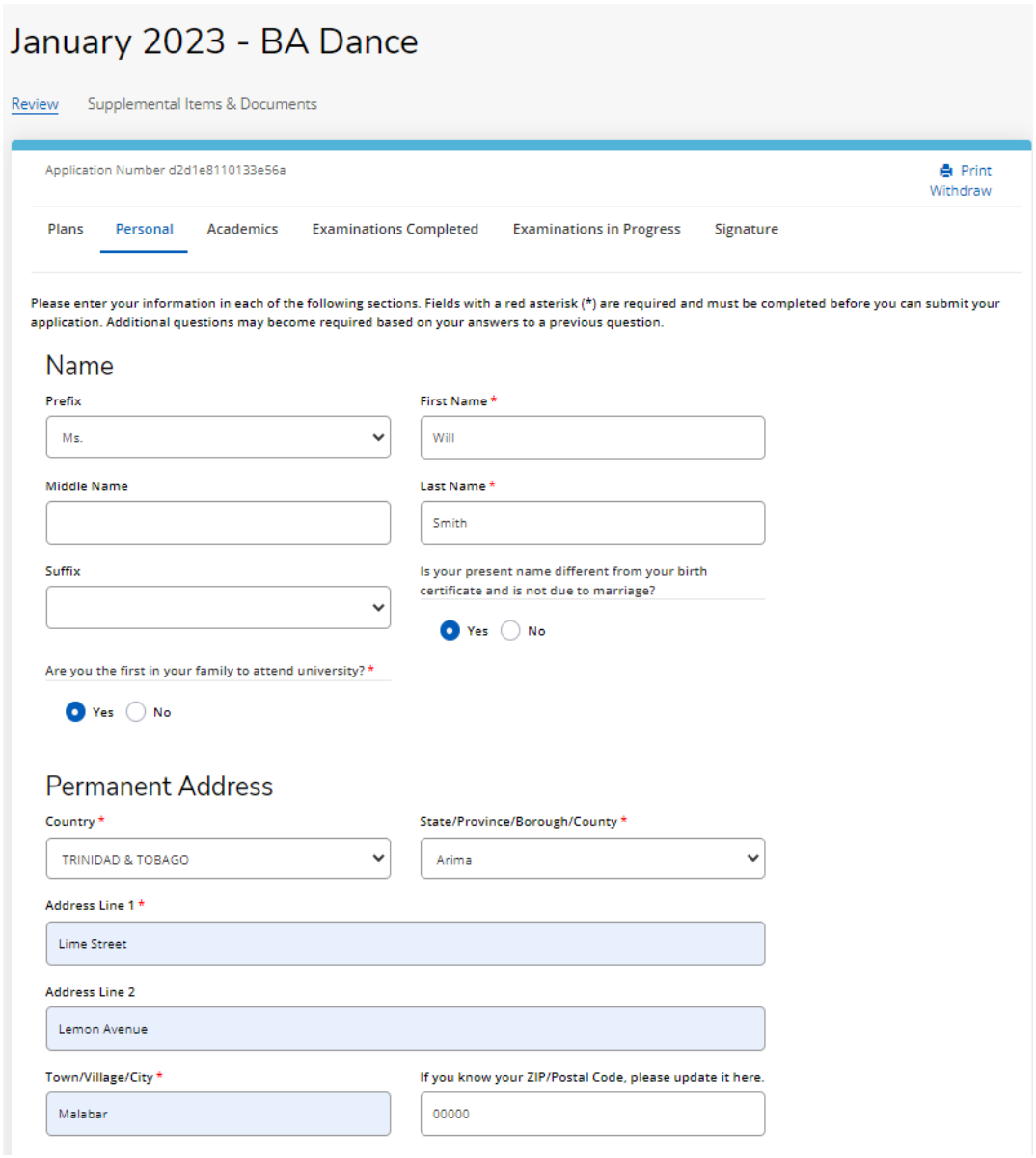


Select Alternative Choice Programme from the drop down → select **Enrollment Status** from the drop down:

To delete the **Alternative Choice Programme** select **- Delete Alternative Choice Programme**:



PERSONAL TAB



Contact Details

Home Phone

868-123-4444

Mobile Phone *

868-667-1234

Email Address *

uwicrmtest50@hotmail.com

Demographics

Birth Date (mm/dd/yyyy) *

6/2/2000

Country of Birth *

TRINIDAD & TOBAGO

Country of Nationality *

TRINIDAD & TOBAGO

T&T Birth Certificate PIN *

0000014785

Do you have dual citizenship?

( ) Yes (•) No

Gender *

Male

Marital Status

Single

Native Language

English

Medical Information

Do you have any medical condition? *

( ) Yes (•) No

Do you have any special needs? *

( ) Yes (•) No

Work Experience

Please list the paid job you have held during the past five years where the work experience is relevant to your application (including summer employment).

+ Add Record

Emergency Contact Information

Contact First Name *

Contact Last Name *

Contact Relationship to Applicant *

Contact Phone Number *

Parent/Guardian Information

Relationship to you

Prefix

First Name

Middle Name

Last Name

Email Address

Home Phone

Mobile Phone

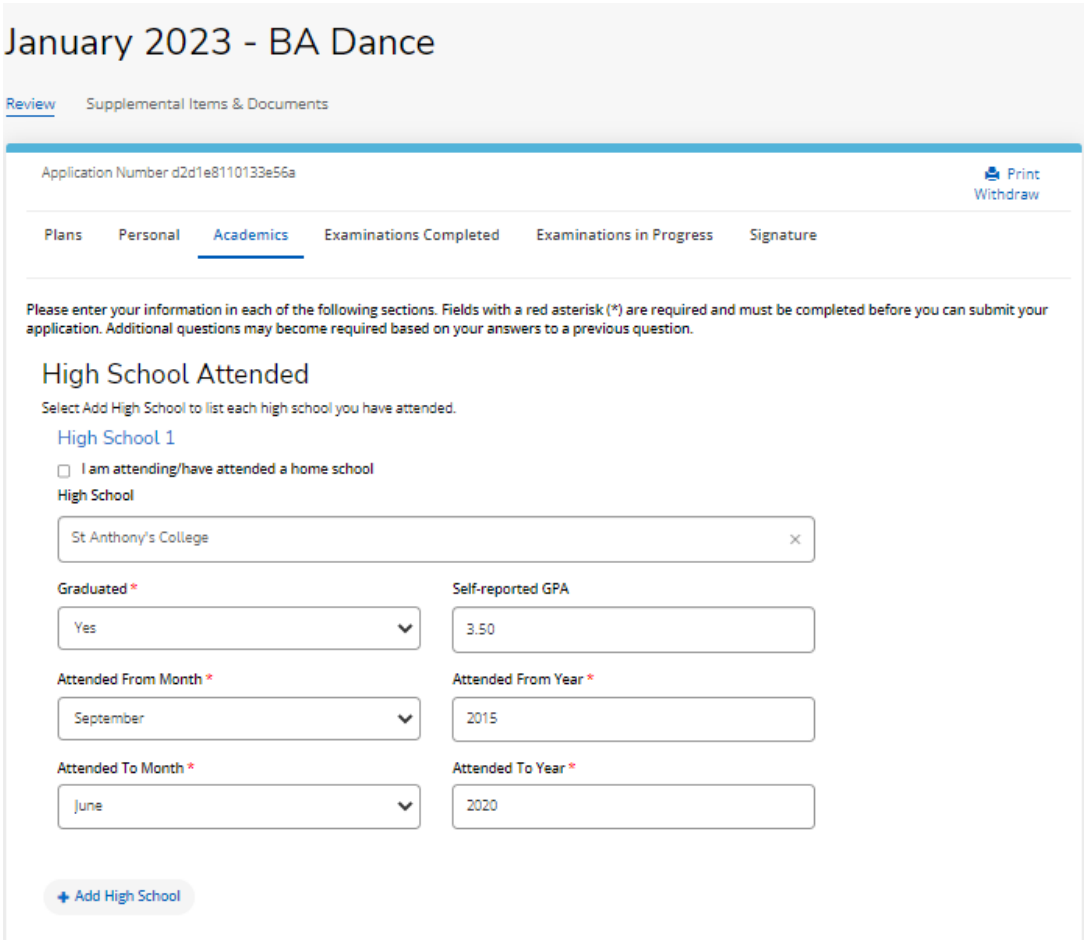
Household Income

Monthly Household Income in TTD

Previous Page | Save Application | Save & Continue

ACADEMICS TAB

Maximum of two (2) High School records can be entered.



Maximum of five (5) College records can be entered.

College/University Attended

Select Add College to list each college/university where you have taken courses for credit. You can enter a maximum of five (5) colleges/universities. Please have an official transcript sent from each institution as soon as possible.

College 1

− Delete College

College

University of Trinidad & Tobago (UTT) - (Couva, Couva, TRINIDAD & TOBAGO) ×

Graduated *

Degree in progress

Transcript GPA

3.5

Attended From Month *

September

Attended From Year *

2022

Degree Type Earned or Expected *

Associates Degree

+ Add College

TOEFL Test Scores

☑ I have taken or plan to take the TOEFL exam.

Please report date that you have taken or plan to take the TOEFL exam. Then, report the individual scores you have earned.

Test

TOEFL Paper

Exam Date

(mm/dd/yyyy)

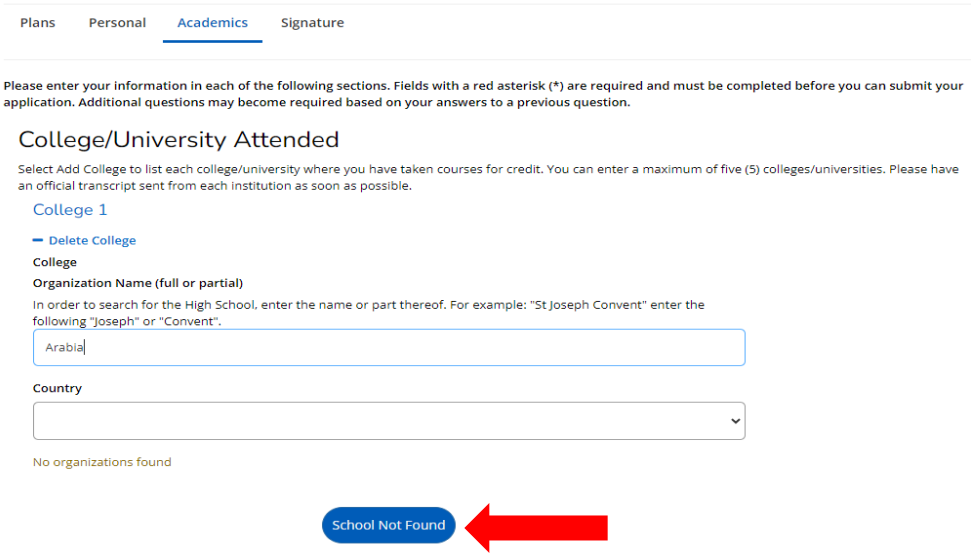
6/15/2022

Score

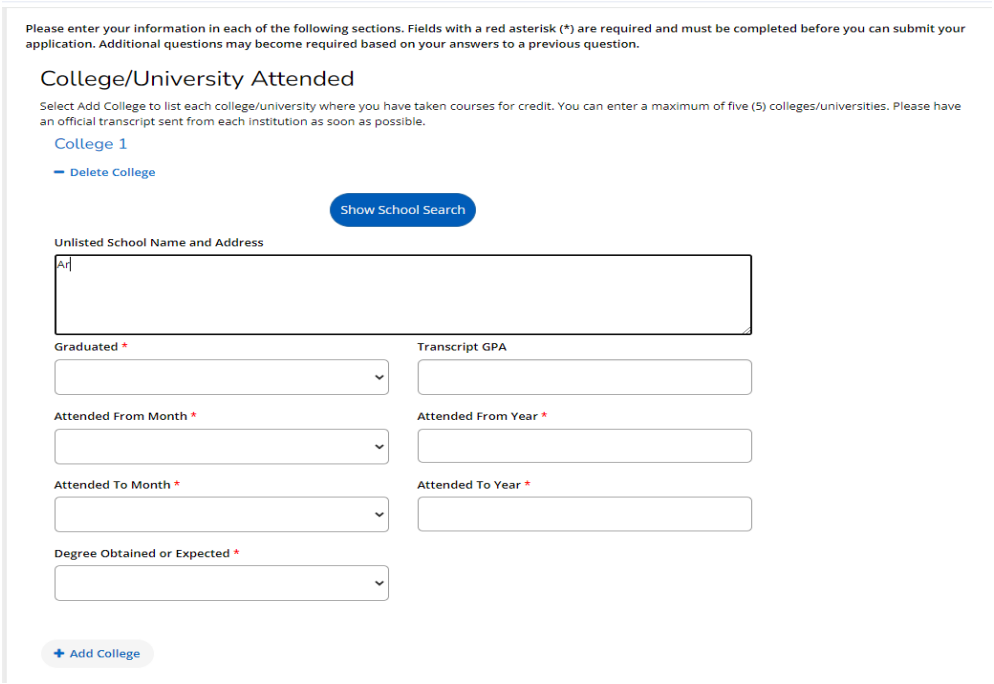
677

Previous Page | Save Application | Save & Continue

If the **High School** and or **College/University** is not available for selection in the search the message, '**School Not Found**' will display. Click on '**School Not Found'**:



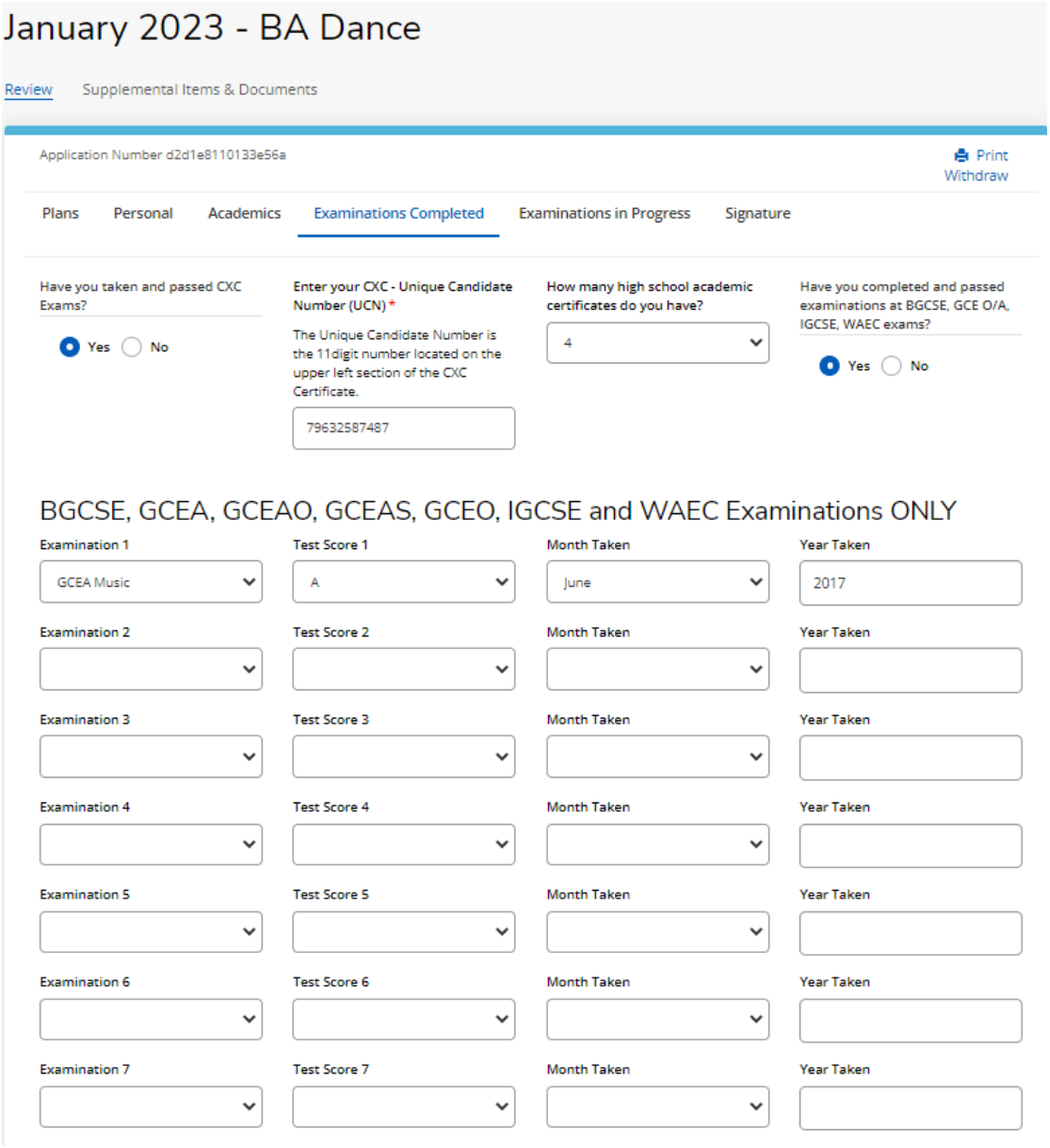
Enter the information for the **High School** and or **College/University** in the field '**Unlisted School Name and Address**' and all other mandatory fields indicated with an asterisk (*):



EXAMINATIONS COMPLETED TAB

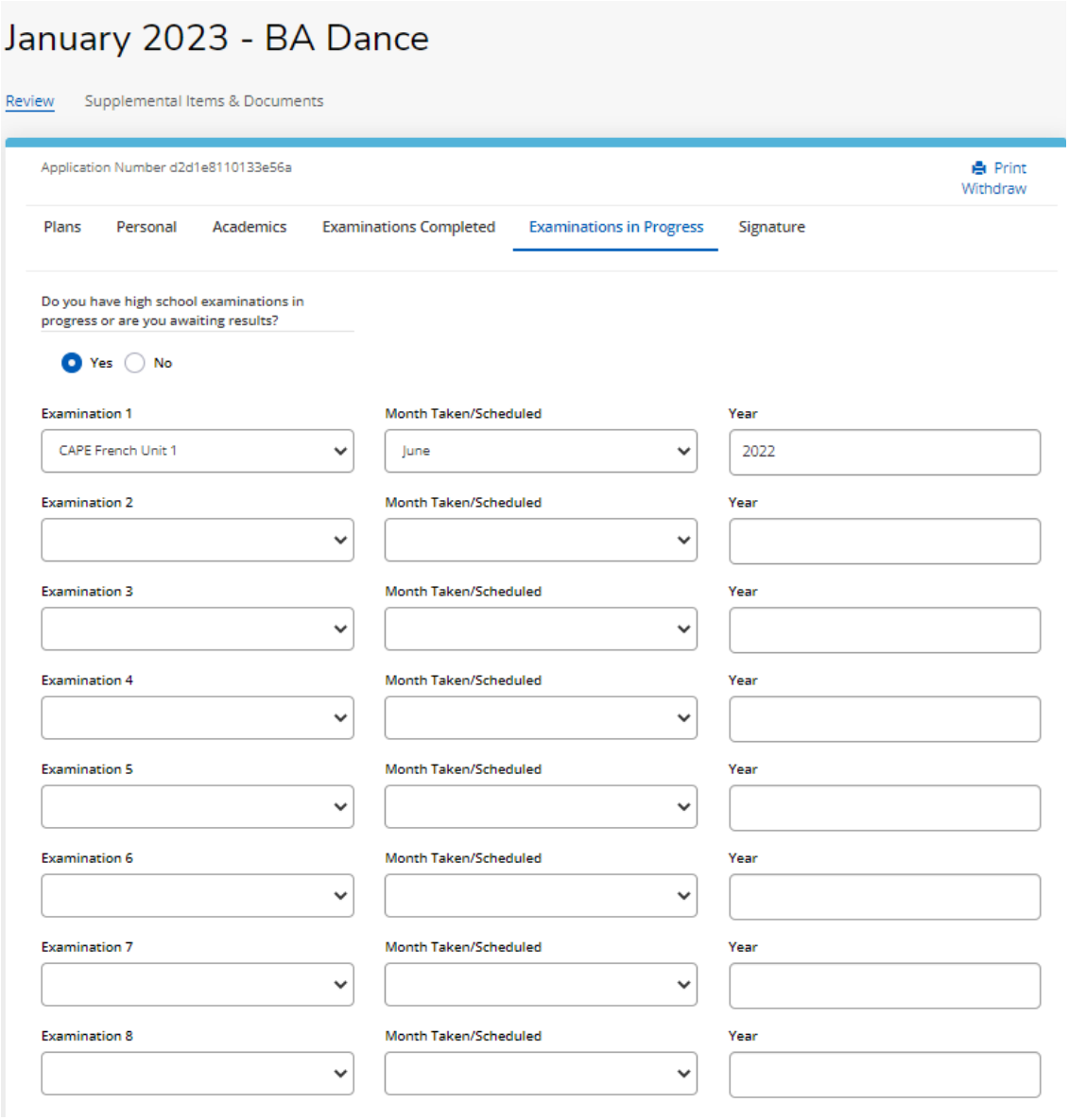
Candidates who enter their CXC/ CSEC/ CAPE - Unique Candidate Number (UCN) are ***NOT*** *required to enter their CXC/ CSEC/ CAPE examination results.*

Maximum of twenty (20) *BGCSE, GCEA, GCEAO, GCEAS, GCEO, IGCSE and WAEC Examination records can be entered. Applicants who pursued these examinations are required to enter their examination results.*

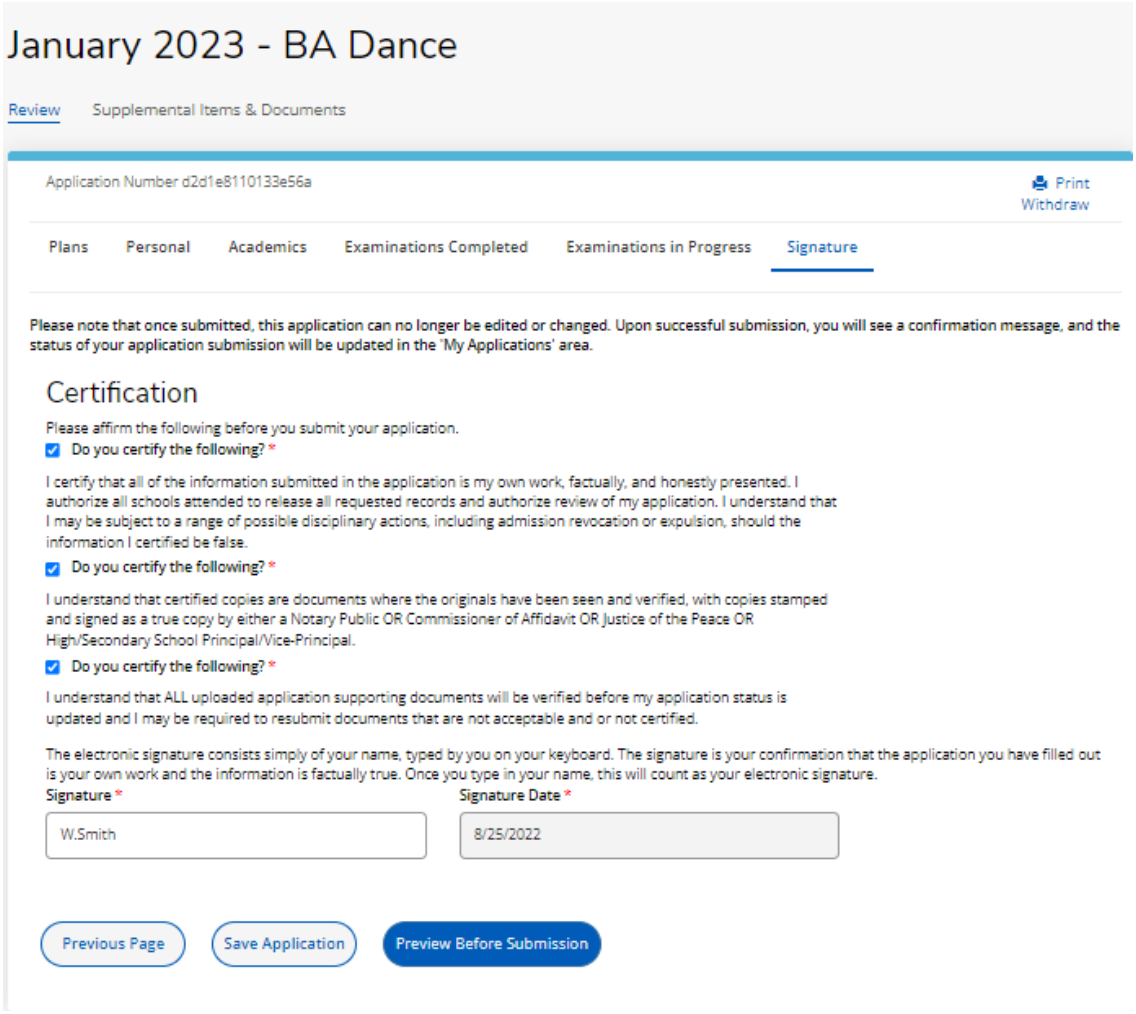


EXAMINATION IN PROGRESS TAB

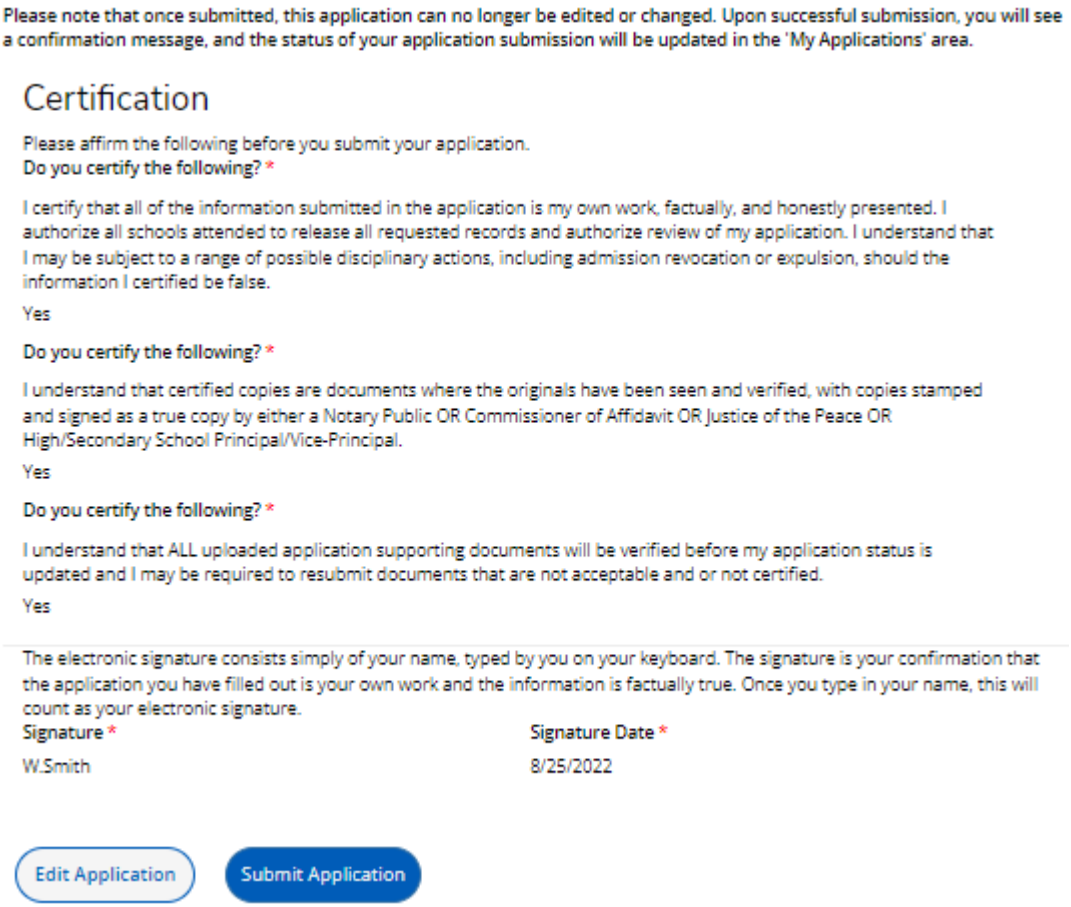
Maximum of fifteen (15) *BGCSE, GCEA, GCEAO, GCEAS, GCEO, IGCSE, WAEC, CSEC and CAPE Examination records can be entered. Applicants who are pursuing/ have examinations in progress for any of these exams are required to enter the information in this tab.*



SIGNATURE TAB



When '**Preview Before Submission**' is selected the Application Form displays as one continuous document. The user can select '**Edit Application**' to make changes to the application or '**Submit Application'**.



When '**Edit Application**' is selected the Application Form with the six (6) tabs displays for the user to make changes, after which they must go to the **Signature** Tab to re-do the '**Preview Before Submission**' process.

STEP 2 – PAY APPLICATION FEE

An applicant must pay the Application Fee as follows:

- Nationals of Trinidad and Tobago: TTD90.00
- Non-Nationals: TTD204.00

The Application Fee can be paid using:

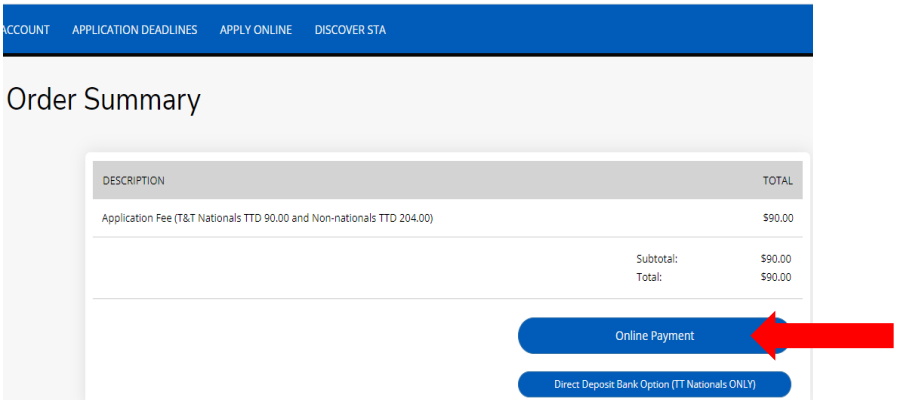
- **Online Payment** – for **TT Nationals and Non-Nationals** using a Trinidad and Tobago issued Debit Chip Card OR an International Credit Card (VISA/Mastercard)

- **Direct Bank Deposit Option** – for **TT Nationals ONLY** by making the requisite payment at any branch of Republic Bank Limited, Trinidad and Tobago using the bank's UWI Application Processing Fee deposit slip

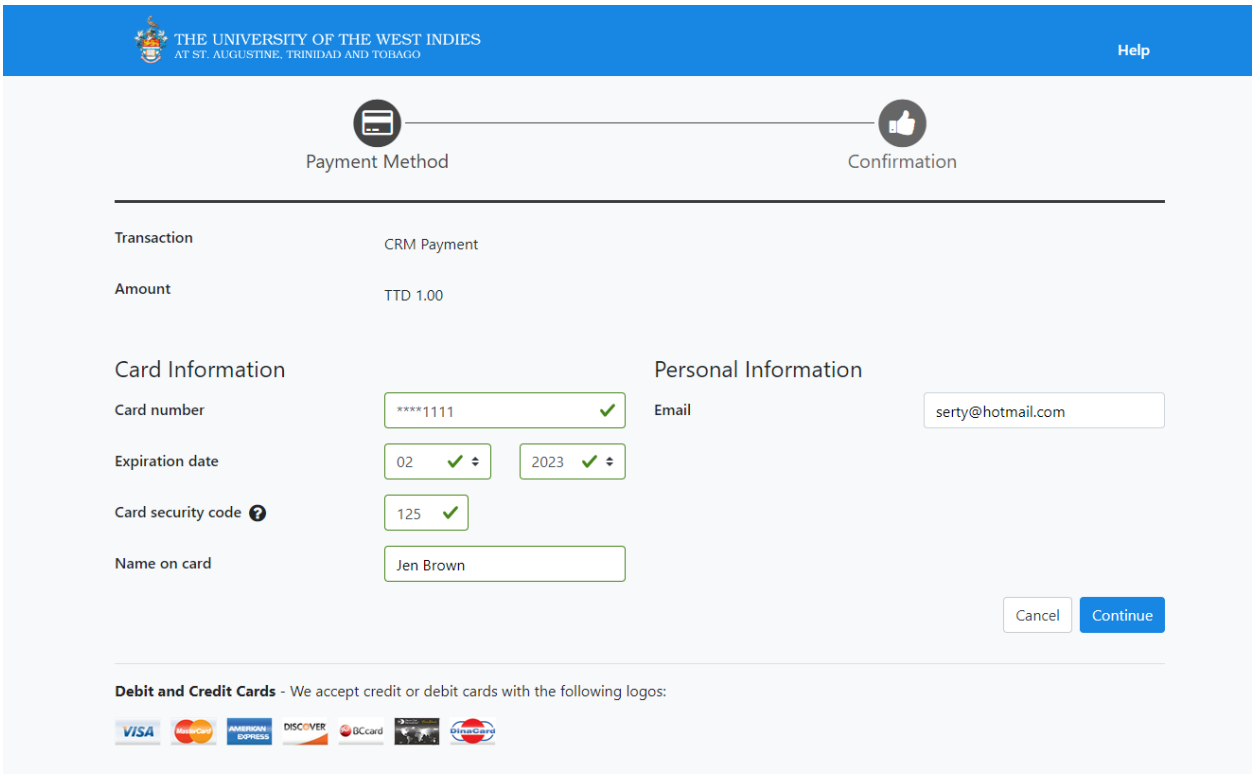
Until the requisite Application Fee is paid, the application status will remain as '**Started**'.

ONLINE PAYMENT OPTION

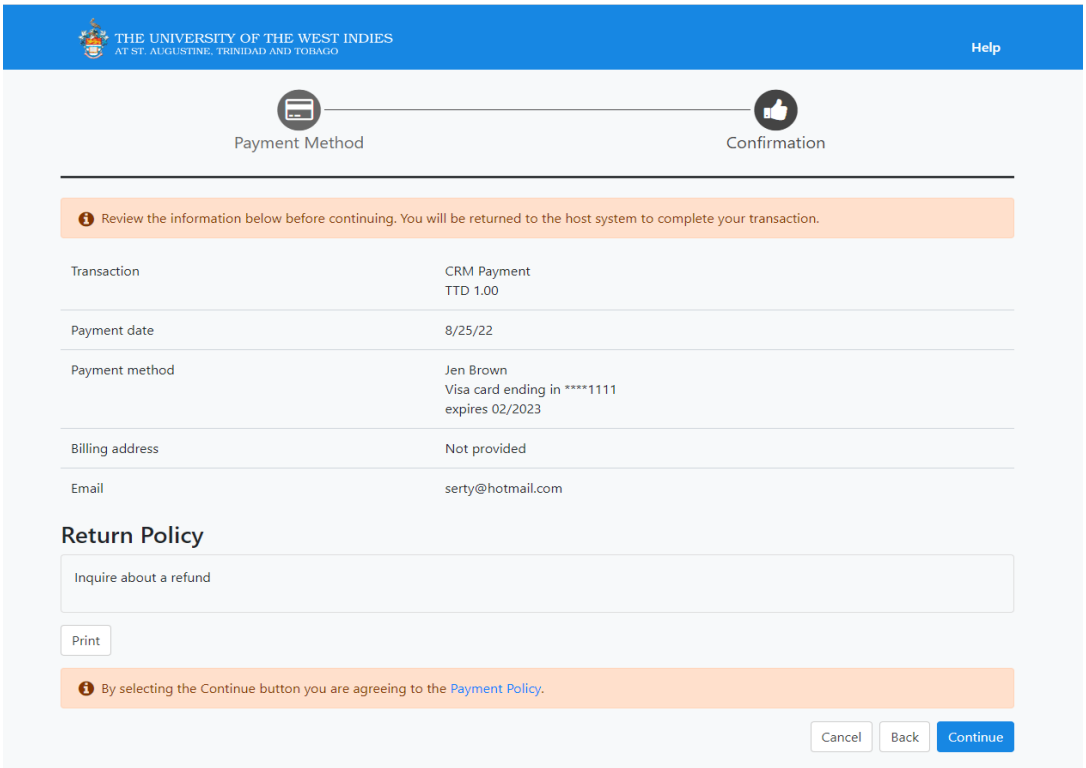
When '**Submit Application**' is selected, the '**Order Summary**' displays for payment of the **Application Fee** → select '**Online Payment**':



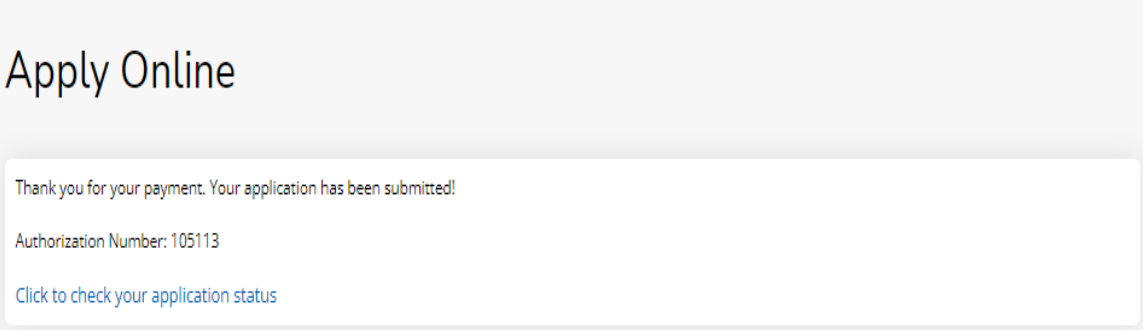
Enter the required information as displayed below → select '**Continue**':



The user is then prompted to review their information → select '**Continue**':



The payment is then processed, if successful the below displays and the user is required to select '**Click to check your application status**' to return to their **My STA Account** page:

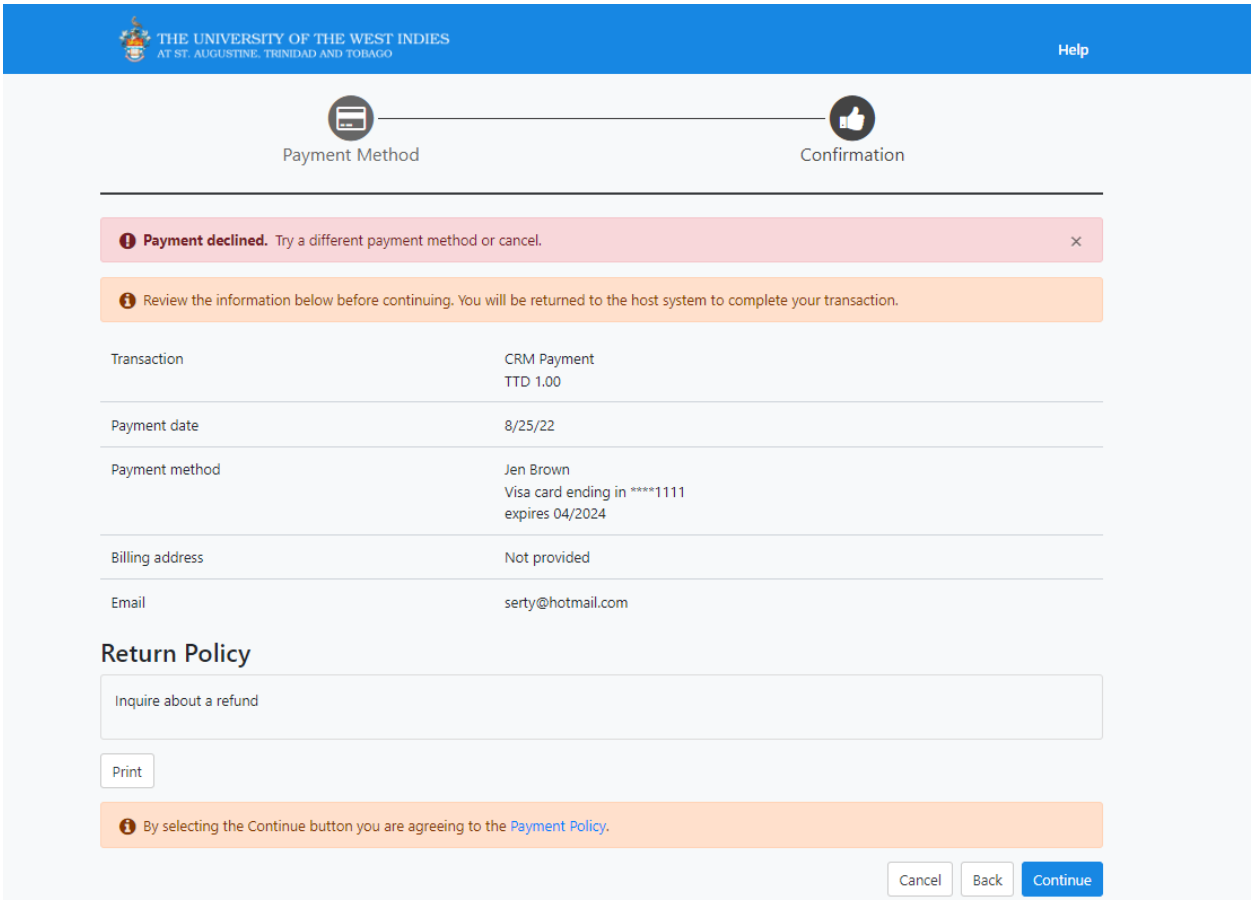


An email confirming payment is sent to the email address entered on the payment gateway:

Hello,
Thank you for submitting the payment shown below.

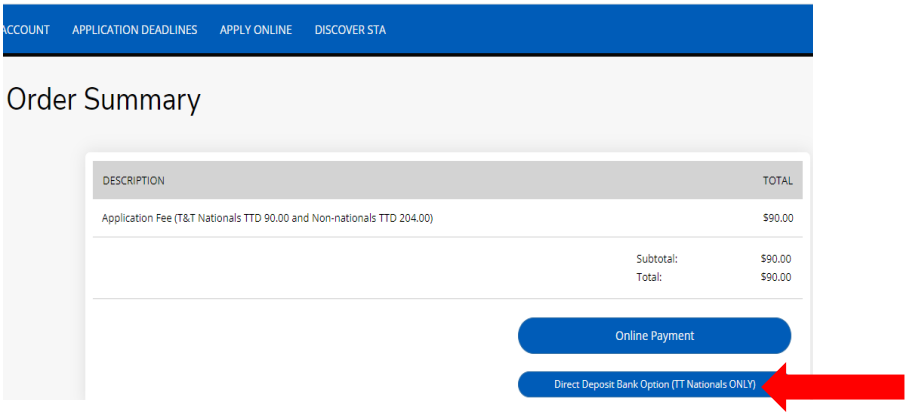
Transaction Type:	CRM Payment
Payer:	Niah Hypolite
Amount:	14.00 USD
Masked Account Number:	********1111
Confirmation Number:	20220720000003
Transaction ID:	0eecd338-4f08-ed11-8a01-0a1a1f83a603
Card Type:	Visa

If the payment is declined the below displays and the user is required re-do the payment process:

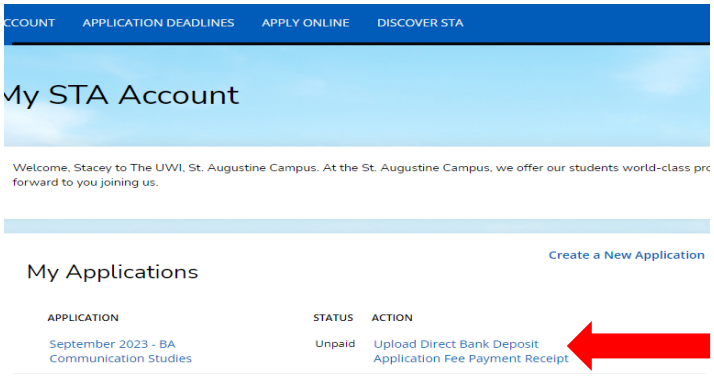


DIRECT BANK DEPOSIT OPTION (TT NATIONALS ONLY)

When '**Submit Application**' is selected, the '**Order Summary**' displays for payment of the **Application Fee** → select '**Direct Deposit Bank Option (TT Nationals ONLY)**:

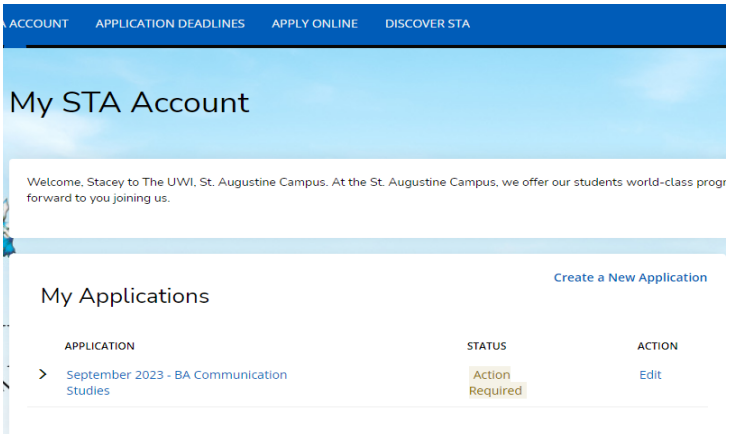


The **My STA Account** page will display the information below:



Under **Action** select '**Upload Direct Bank Deposit Application Fee Payment Receipt**'.

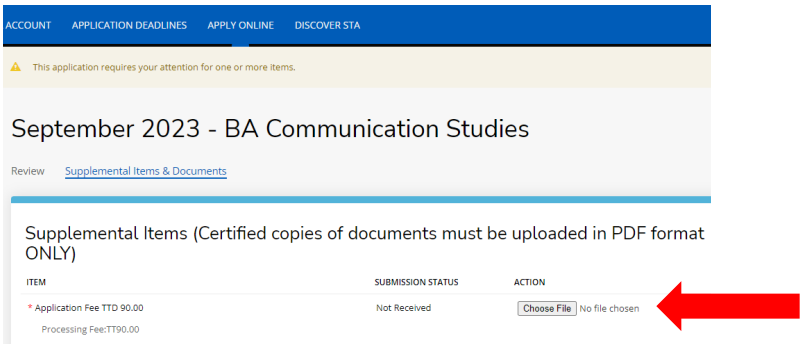
The below will then display:



Pay the Application Fee at any branch of Republic Bank Limited, Trinidad and Tobago using the bank's UWI Application Processing Fee deposit slip. Ensure that the bank's representative signs and stamps the slip.

After payment of the Application Fee at Republic Bank Limited, the user must '**Sign In**' to their account → under **Action** select '**Edit'.**

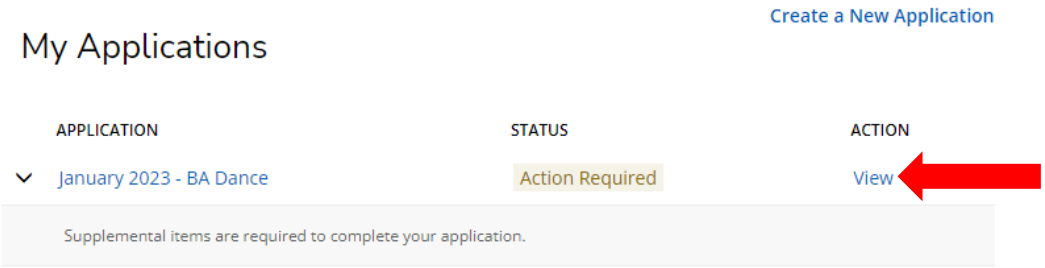
The below will then display for the user to upload the '**Application Fee Payment Receipt**'. Select '**Choose File**' under **Action** and attach the respective document → select '**You must Click Here To Upload File**' for the document to be uploaded:



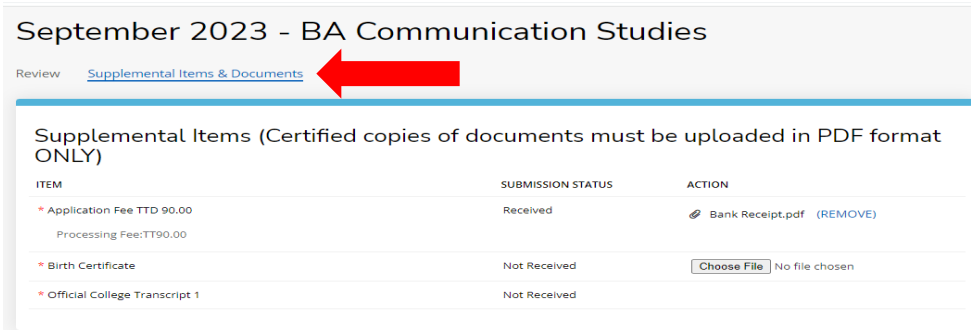
STEP 3 – UPLOAD YOUR SUPPLEMENTAL ITEMS AND DOCUMENTS

Each **Item must be uploaded as a single PDF file**.

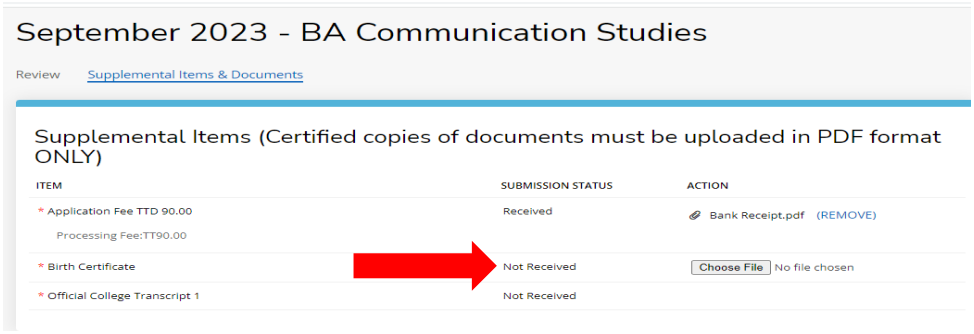
For the application status of '**Action Required – Supplemental items are required to complete your application**' the user selects '**View**':



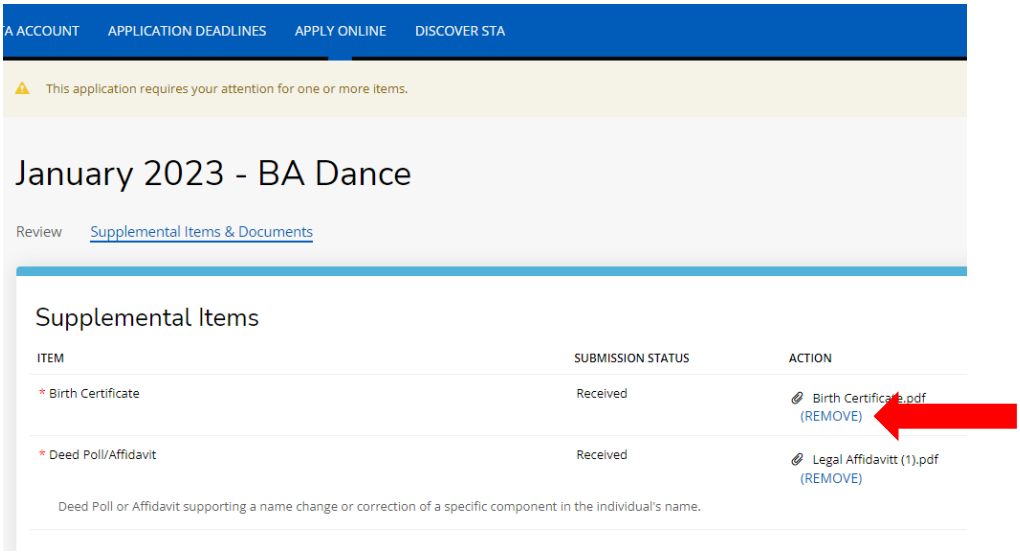
The '**Supplemental Items and Documents**' page will display:



To upload a Supplemental Item with the **Submission Status** of '**Not Received**' the user selects '**Choose File**' under **Action** and attach the respective document → select '**You must Click Here To Upload File**' for the document before choosing another file:

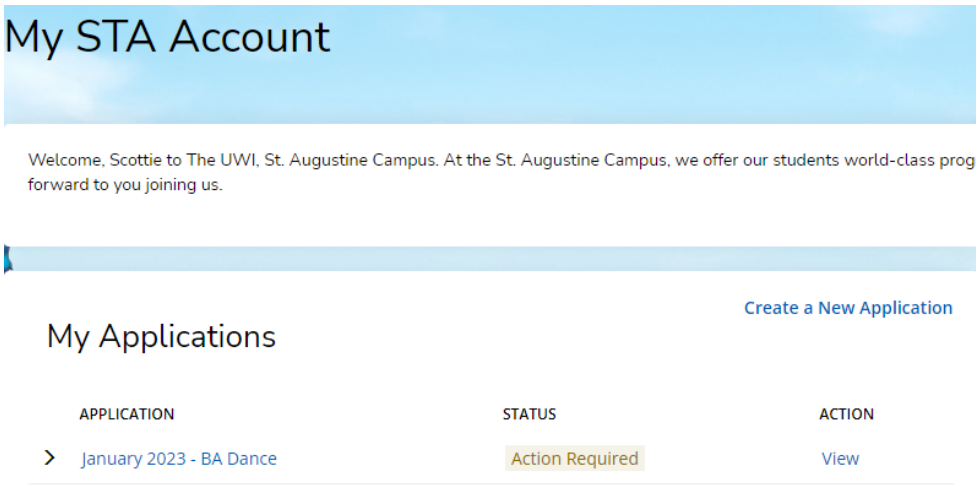


After uploading the file the **Submission Status** then changes from '**Not Received**' to '**Received**'. To remove the document select **Remove**:



STEP 4 – VIEW YOUR APPLICATION STATUS

When '**Click to check your application status**' is selected, the **My STA Account** page populates and '**My Applications – Status**' displays:



The statuses of an application are:

1. **Started** – The application is incomplete. This status indicates that the prospective student has begun to fill out the application but has not yet completed it. The applicant is not required to complete the entire application at one time
2. **Action Required** – Some action is required by the applicant regarding the application i.e. to submit supplemental items and documents or to respond to an offer of admission
3. **Submitted** – The application has been completed, the Application Fee paid and for each of the applicant's supplemental items and documents the submission status is received
4. **Withdrawn** – The applicant is no longer interested in submitting an application for consideration and has withdrawn the application
5. **Completed** – All required supplemental items and documents have been received and the application is ready for review. This status is set after verifying the application and the uploaded supplemental items and documents
6. **Applicant Accepted** – Offer was accepted by the applicant
7. **Applicant Declined Offer** – Offer was declined by the applicant
8. **Unsuccessful** – Applicant failed to meet the matriculation requirement(s)
9. **Deferred** – The applicant's request to defer entry to the next academic year has been approved

STEP 5 – VIEW YOUR APPLICATION DECISION

Decision Types:

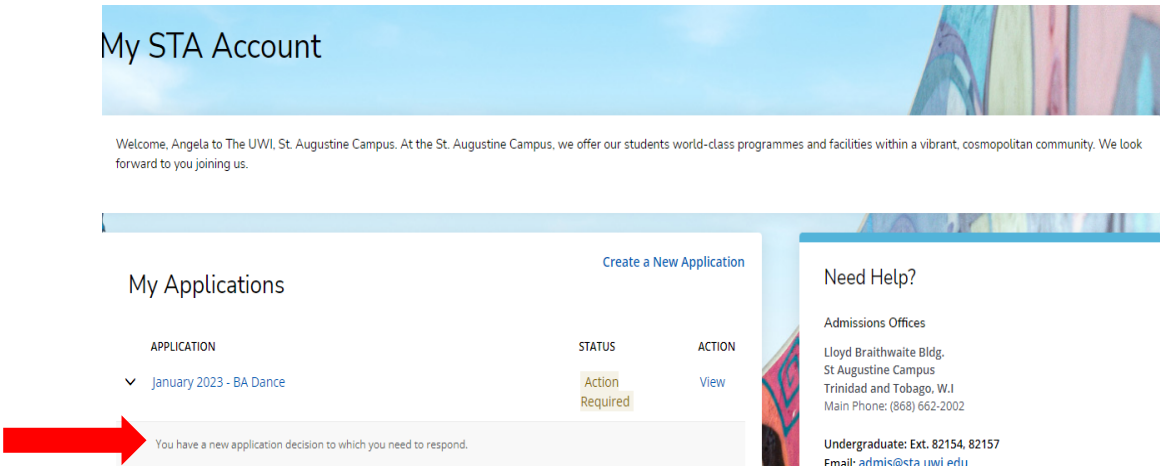
Admit – All matriculation requirements have been met for a firm offer. The application **Decision History - Status** displays '**Offered**'

Admit Deferred – All matriculation requirements have been met for a firm offer for the Bachelor of Medicine, Bachelor of Surgery (MBBS) programme however, entry is approved for the succeeding academic year. The application **Decision History - Status** displays '**Offered**'

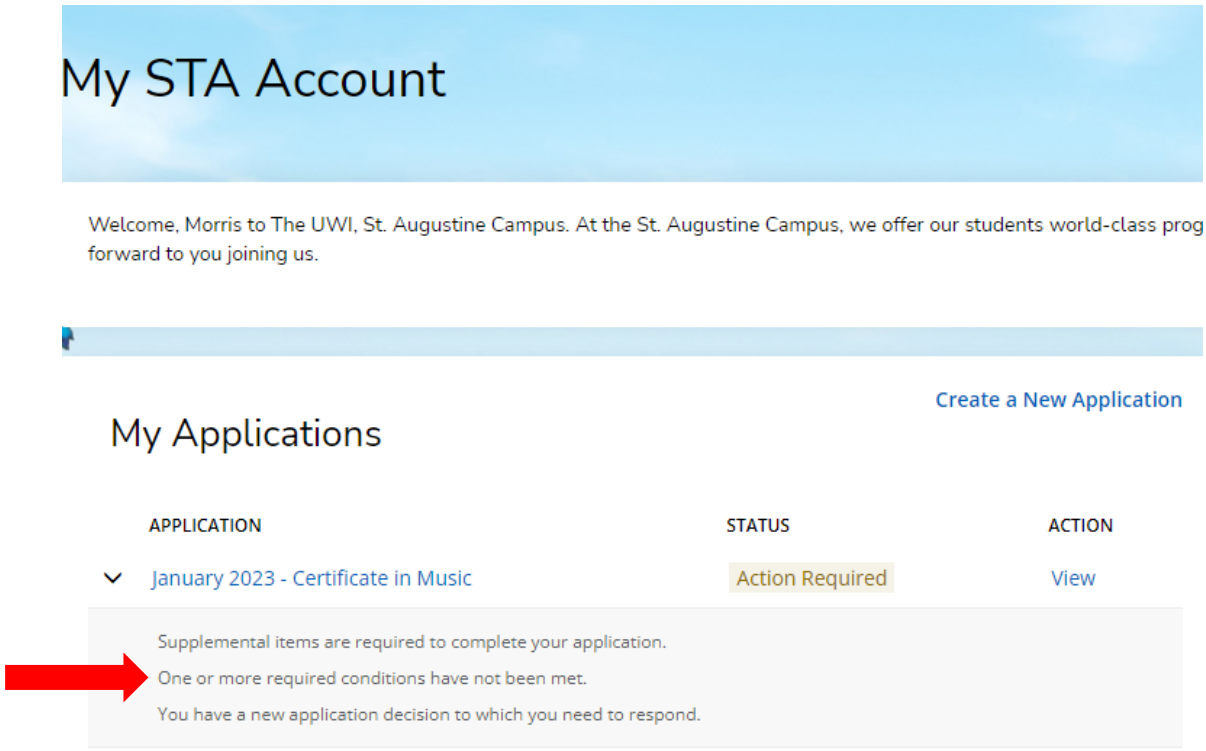
Conditional Admit – specific requirement(s) outstanding for the current application cycle, which must be fulfilled before a firm offer can issued. The application **Decision History - Status** displays '**Conditional Admittance**'

Unsuccessful - Applicant failed to meet the matriculation requirement(s). The application **Decision History - Status** displays '**Unsuccessful**'

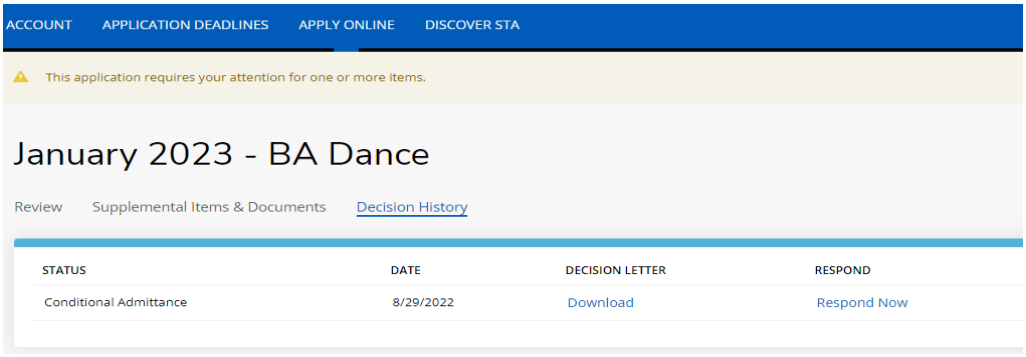
For an **Admit** decision, the **Status** '**Action Required**' will display:



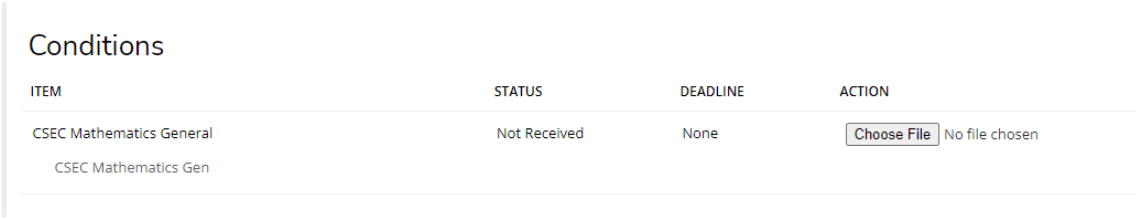
For a **Conditional Admit** decision, the **Status** '**Action Required**' will display:



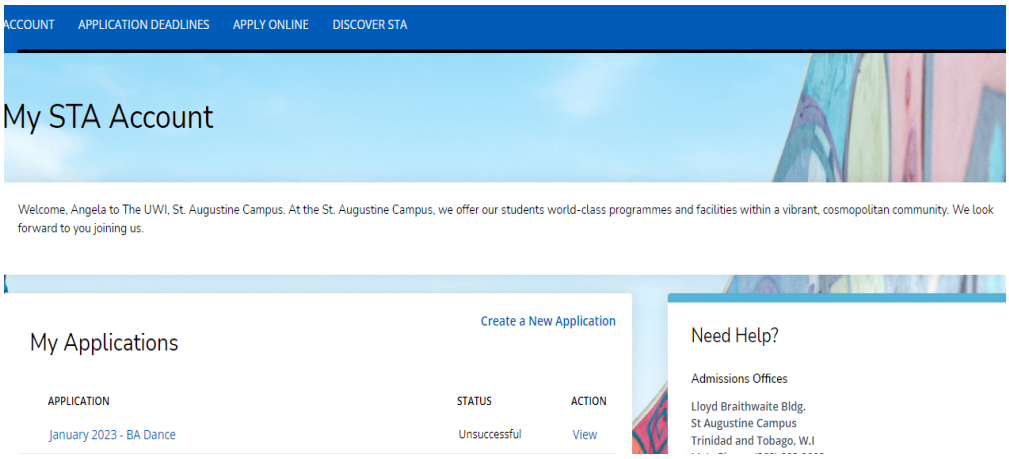
When '**View**' is selected, **Decision History** is displayed:



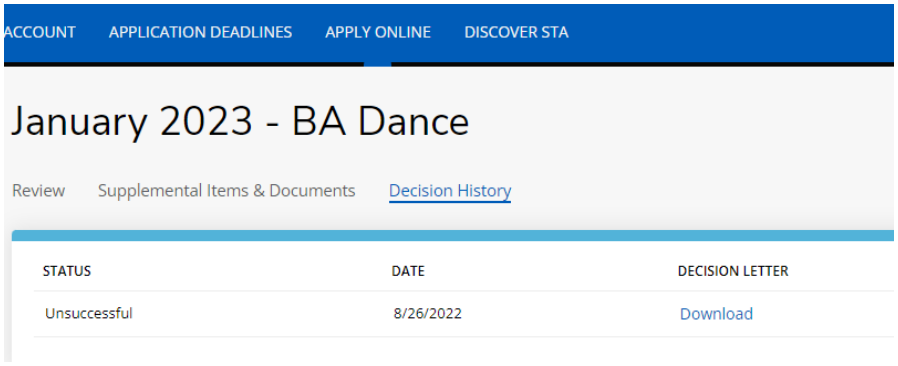
To view the required condition(s) go to **Supplemental Items and Documents** → scroll down to **Conditions** → when the results for the examination is officially released upload the respective **Preliminary Result Slip** under **Action**:



For an **Unsuccessful** decision, the **Status** will display '**Unsuccessful**':

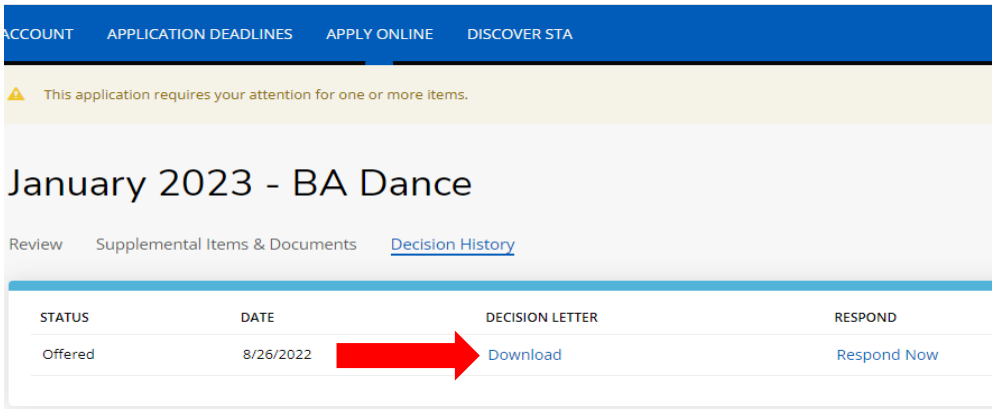


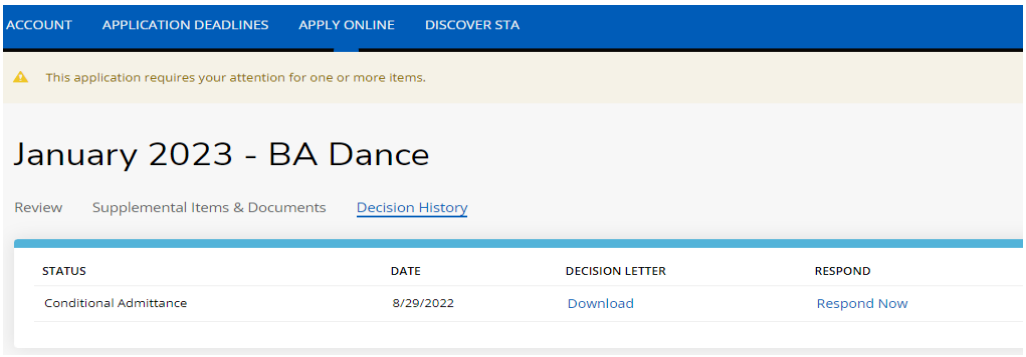
When '**View**' is selected, **Decision History** is displayed:

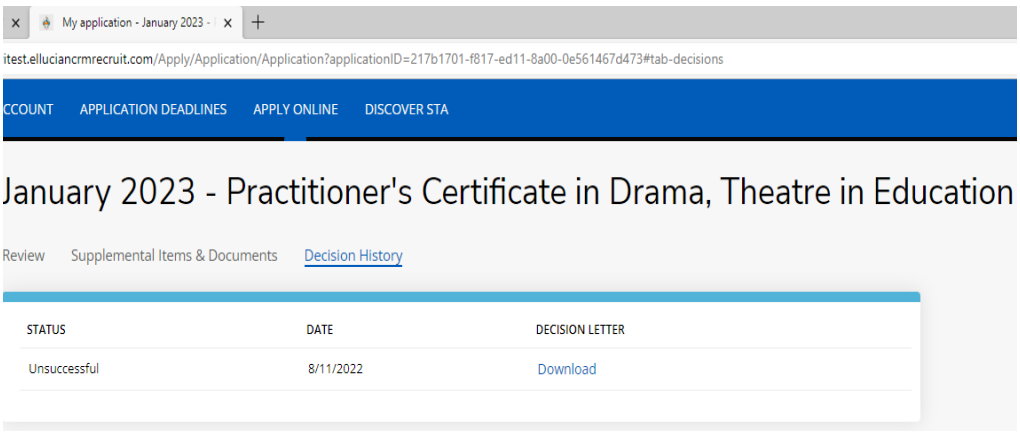


STEP 6 – ACCESSING YOUR DECISION LETTER

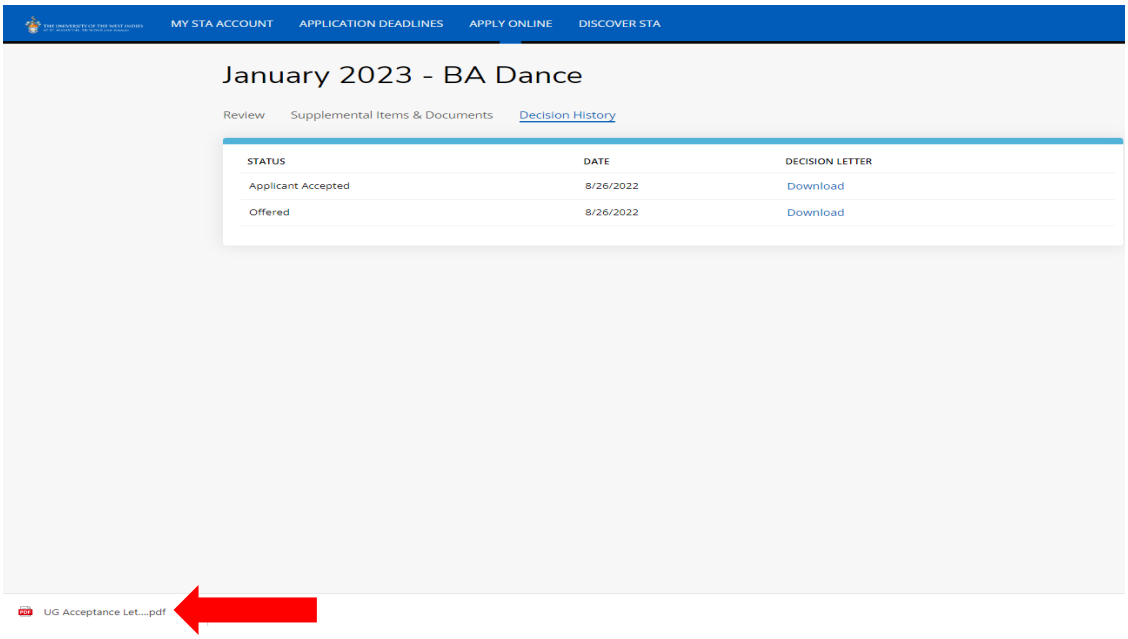
The user selects '**Download**' under **Decision Letter** to save and view the letter:





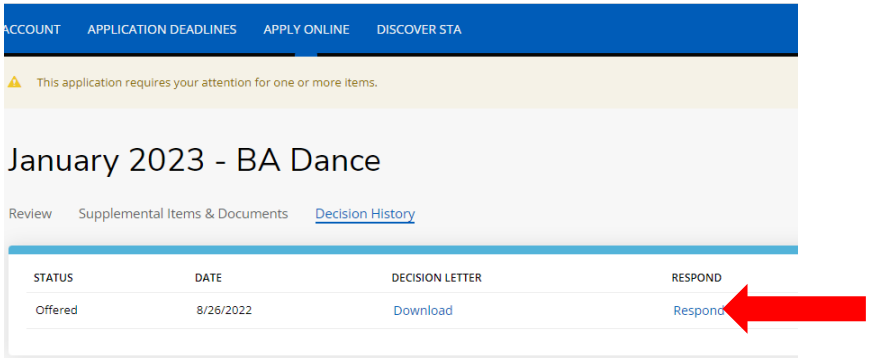


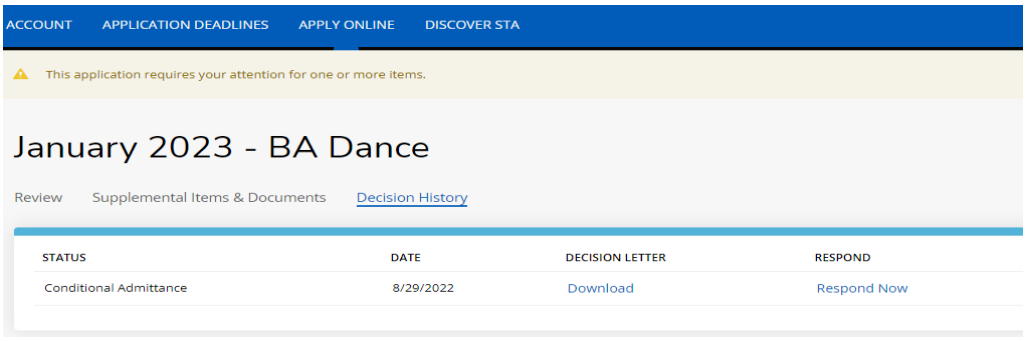
When the letter is downloaded, it will display as a PDF document:



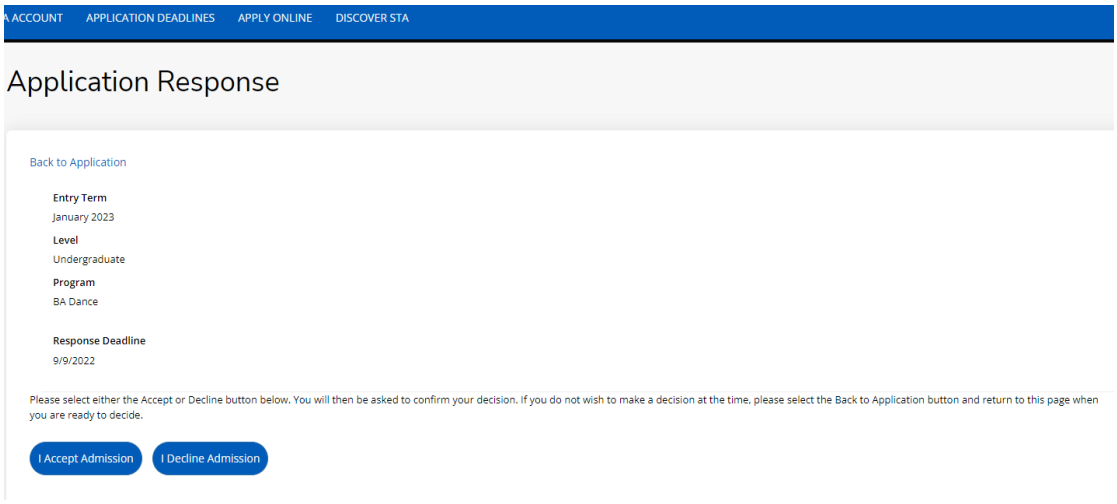
STEP 7 – RESPONDING TO THE OFFER

For an **Admit** and **Conditional Admit** decision, the user must select '**Respond Now**' under **Respond**.



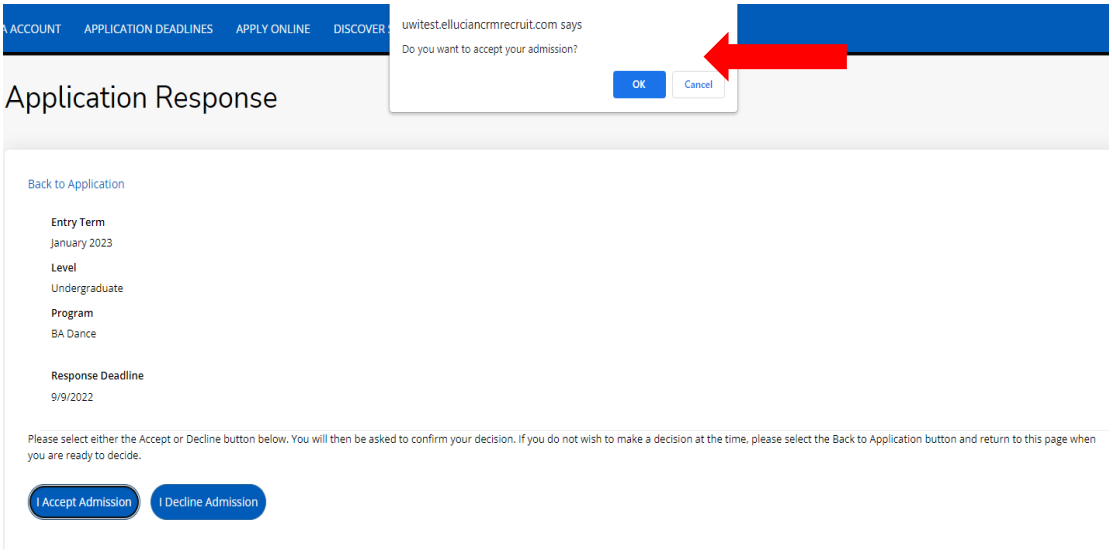


When '**Respond Now**' is selected the information below is displayed:

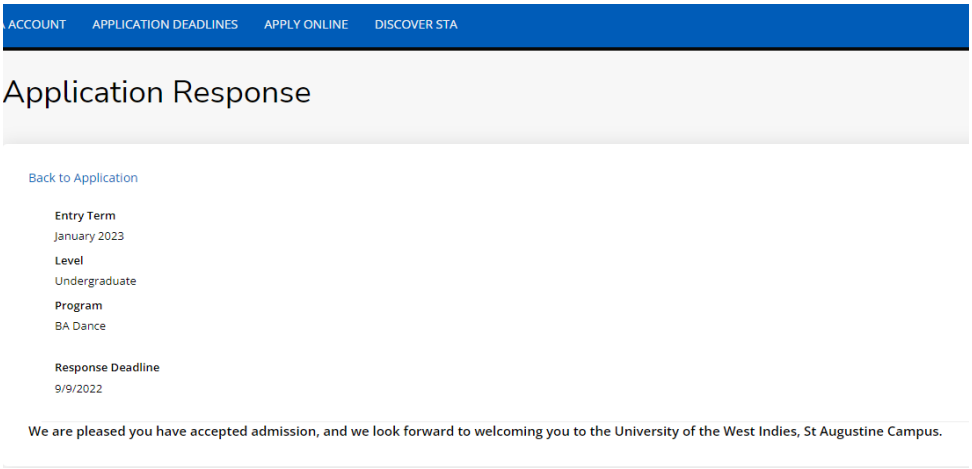


The user can select '**I Accept Admission**' or '**I Decline Admission**'.

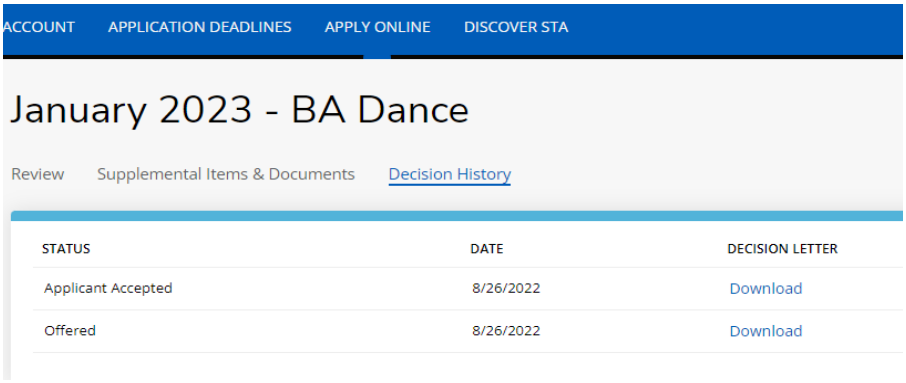
When '**I Accept Admission**' is selected the below information displays for the user to confirm the decision:



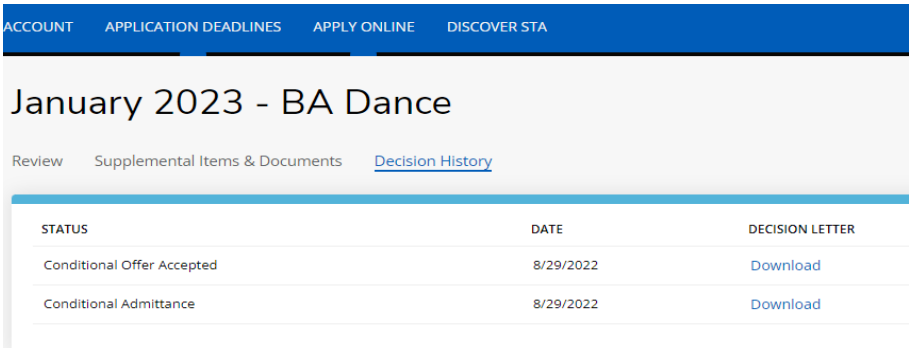
When the decision is confirmed the information below is displayed:



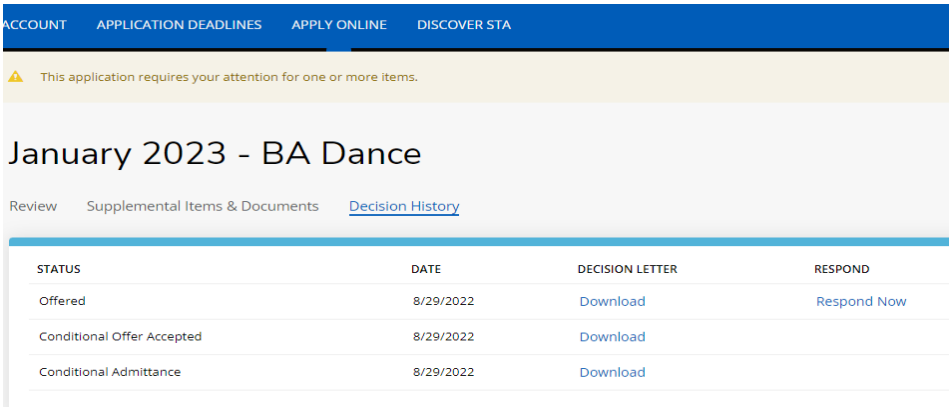
For an **Admit** decision, the **Decision History** tab displays '**Applicant Accepted**' under **Status**. The user can select '**Download**' under **Decision Letter** to save and view the **Acceptance Letter** as displayed below:



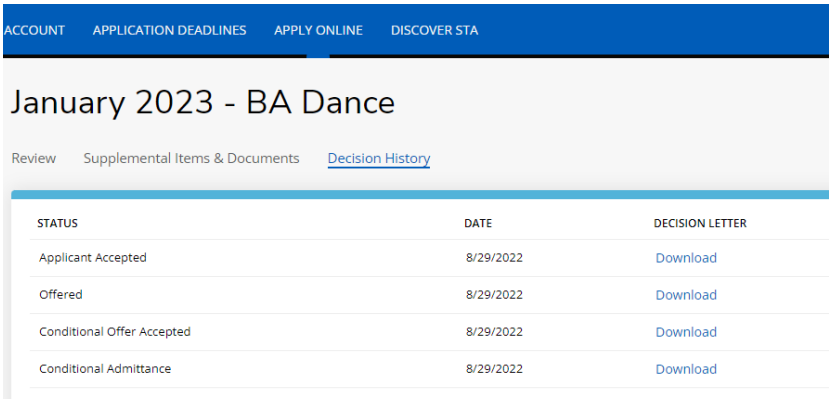
For a **Conditional Admit** decision, the **Decision History** tab displays '**Conditional Offer Accepted'** under **Status**. The user can select '**Download**' under **Decision Letter** to again access the **Conditional Offer Letter** as displayed below:



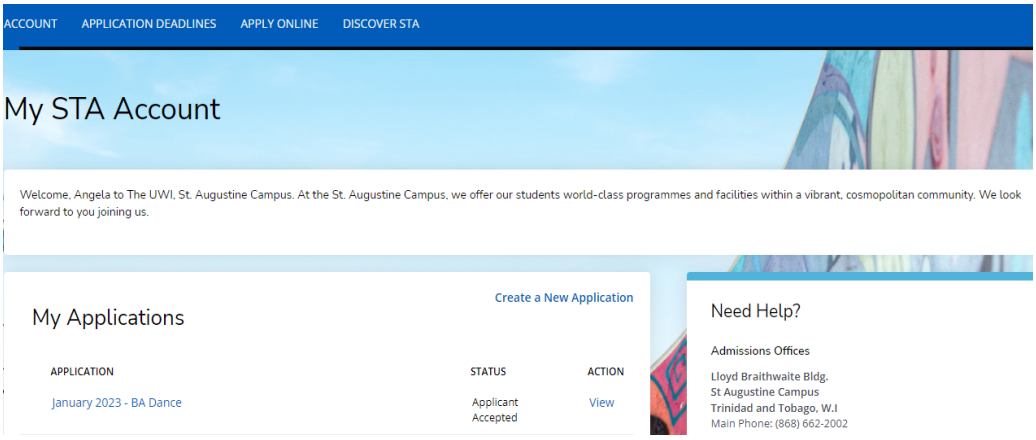
When the condition(s) for a **Conditional Admit** have been met, an **Admit** decision is then entered. The **Decision History** tab displays '**Offered'** under **Status**. The user can select '**Download**' under **Decision Letter** to access the **Offer Letter** as displayed below:



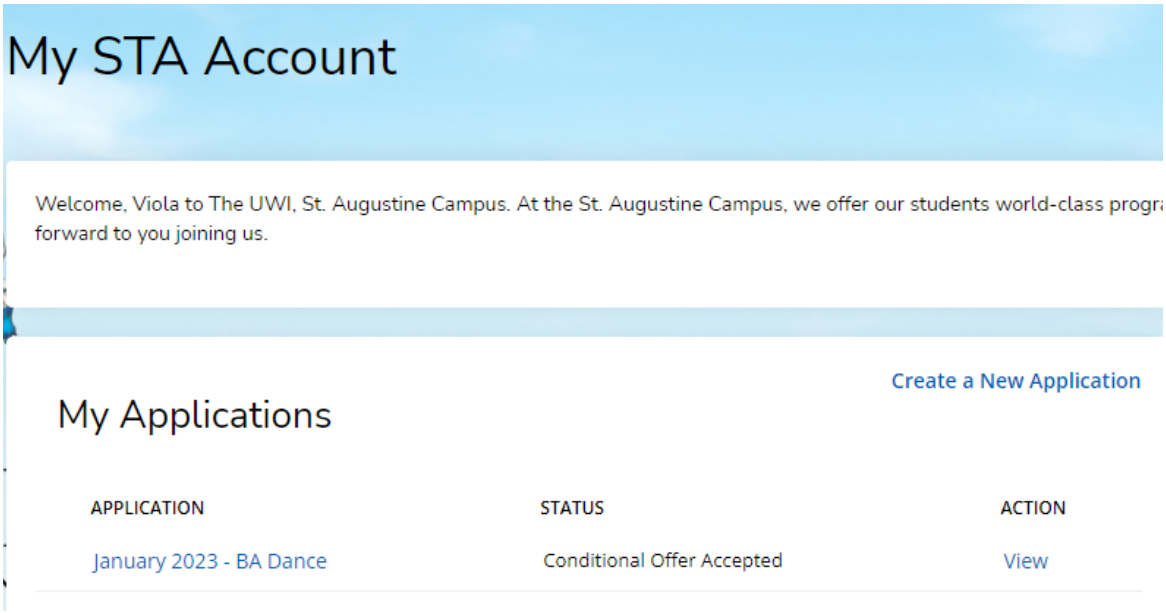
When the user accepts the Offer the **Decision History** tab displays '**Applicant Accepted**' under **Status.** The user can select '**Download**' under **Decision Letter** to save and view the **Acceptance Letter** as displayed below:



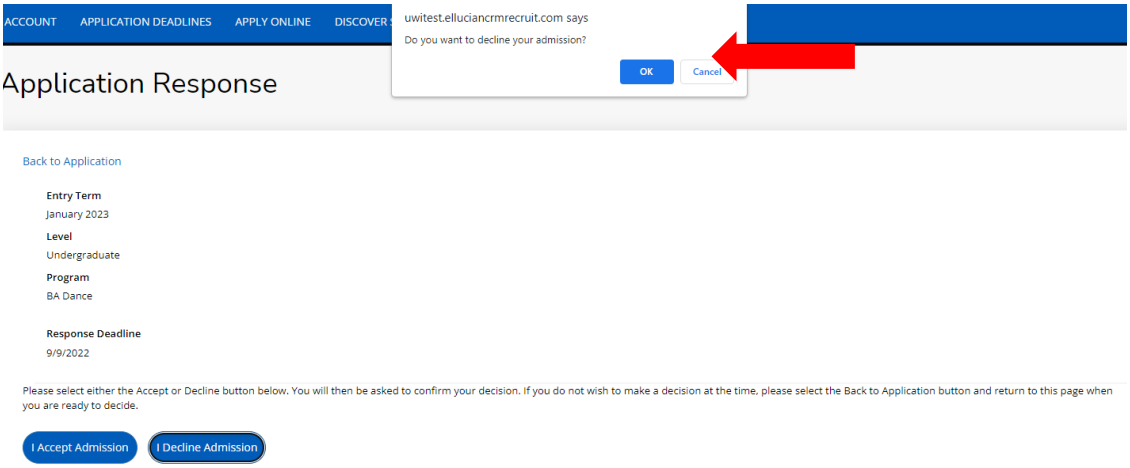
For an **Admit** decision, when the user returns to the **My STA Account** page the '**My Applications – Status**' will display '**Applicant Accepted**' as displayed below:

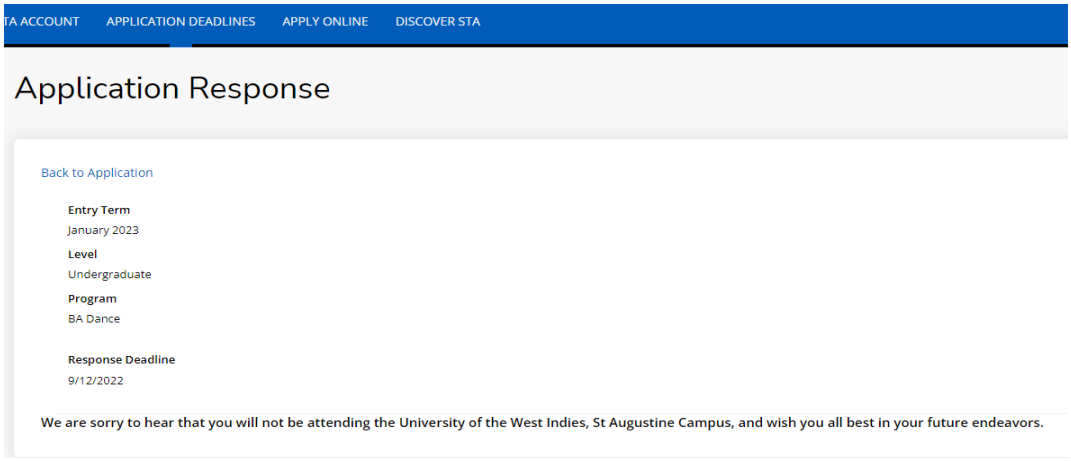


For a **Conditional Admit** decision, when the user returns to the **My STA Account** page the '**My Applications – Status**' will display '**Conditional Offer Accepted**' as displayed below:

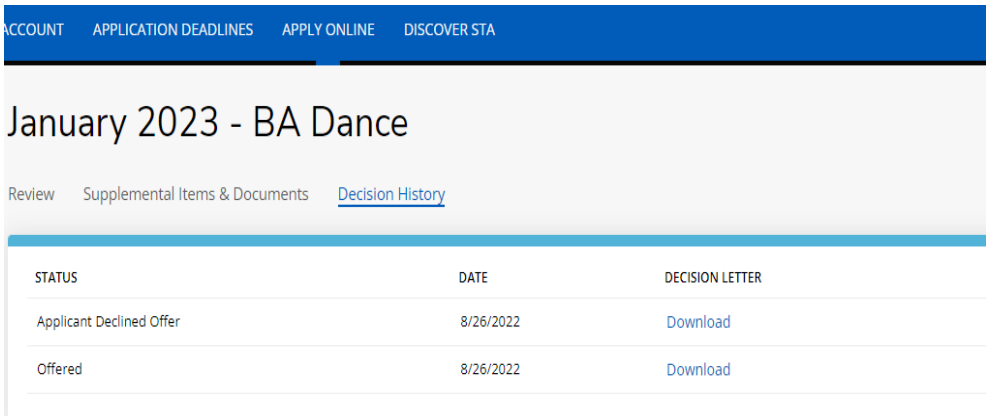


When '**I Decline Admission**' is selected the below information displays for the user to confirm the decision:

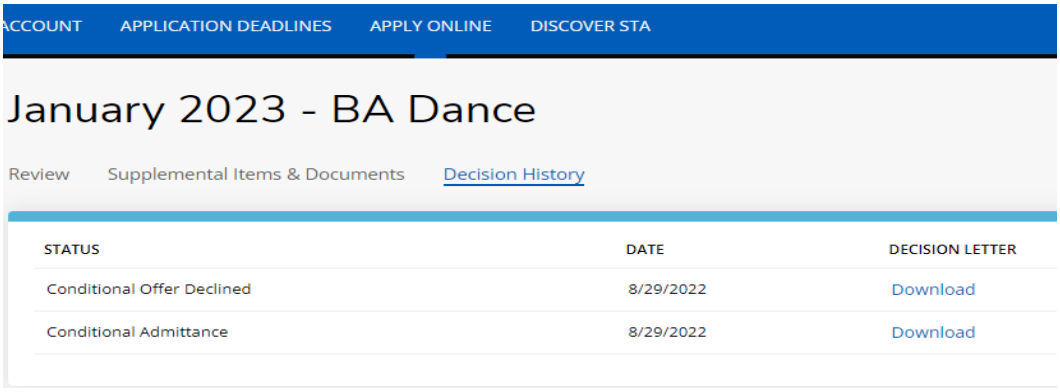




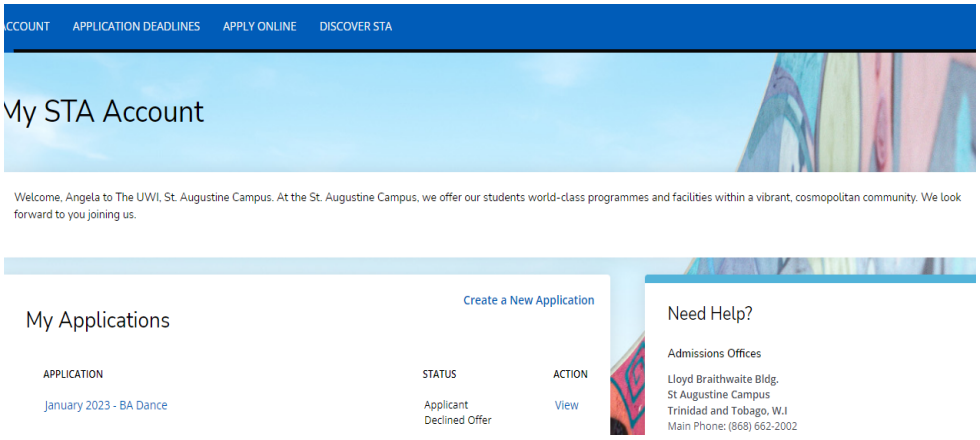
For an **Admit** decision, when the decision is confirmed the below information is displayed. The **Decision History** tab displays '**Applicant Declined Offer**' under **Status**:



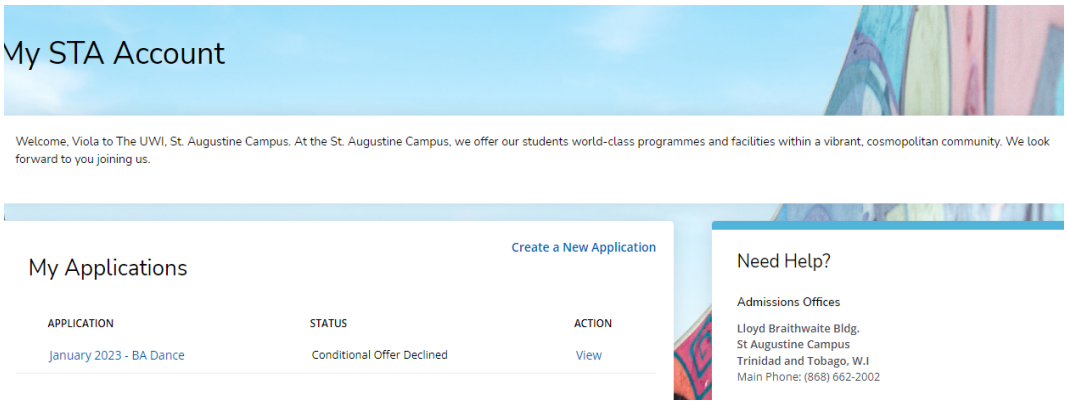
For a **Conditional Admit** decision, when the decision is confirmed the below information is displayed. The **Decision History** tab displays '**Conditional Offer Declined**' under **Status**:



For an **Admit** decision, when the user returns to the **My STA Account** page the '**My Applications – Status**' will show '**Applicant Declined Offer**' as displayed below:



For a **Conditional Admit** decision, when the user returns to the **My STA Account** page the '**My Applications – Status**' will show '**Conditional Offer Declined**' as displayed below:



The Registry
The UWI St. Augustine Campus
October 14, 2022
(Updated May 07, 2024)

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