THE UNIVERSITY OF THE WEST INDIES

CRM RECRUIT

GRADUATE STUDIES & RESEARCH RECRUITMENT AND ADMISSIONS PORTAL

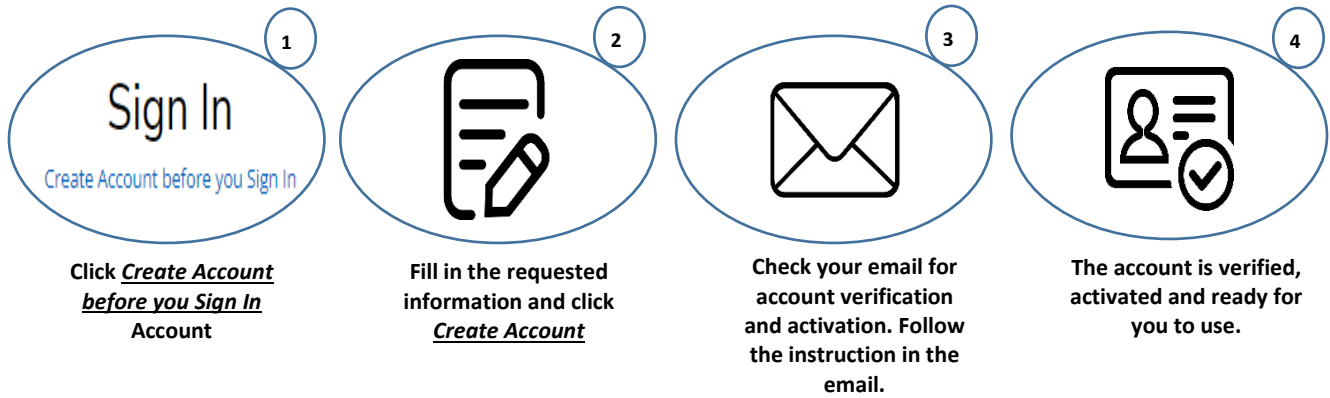## USER GUIDE

UWI
ST. AUGUSTINE
CAMPUS

TABLE OF CONTENTS

CREATE AN ACCOUNT SUMMARY

1 Sign In
Create Account before you Sign In

Click *Create Account before you Sign In* Account

2

Fill in the requested information and click *Create Account*

3

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

4

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**':

Create Account

G Sign in with Google

Contact Information

First Name *

Last Name *

Email Address *

Confirm Email Address *

Mobile Phone *

Other Phone

Demographic Information

Birth Date (mm/dd/yyyy) *

Birth Country *

Country of Nationality *

T&T Birth Certificate PIN *

Country of Residence *

Account Information

This password must be in line with the UWI password policy which is:- - A minimum of eight characters or more; - At least one special character (!, @, $, * etc)
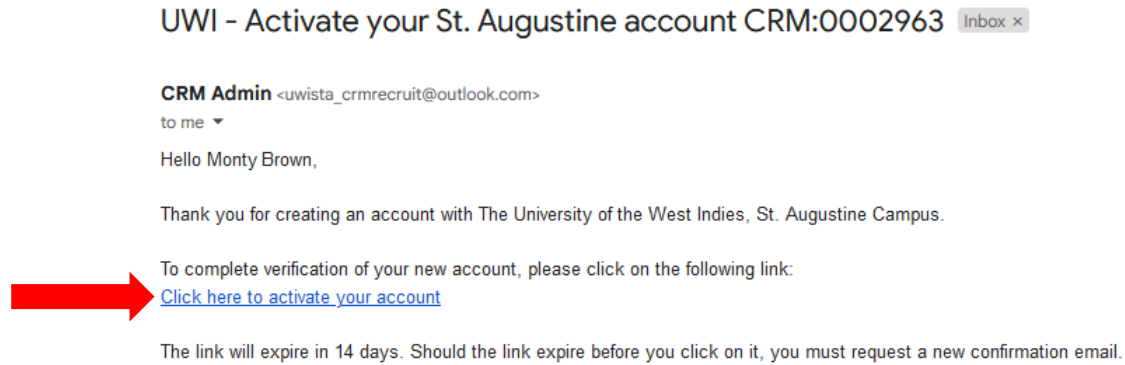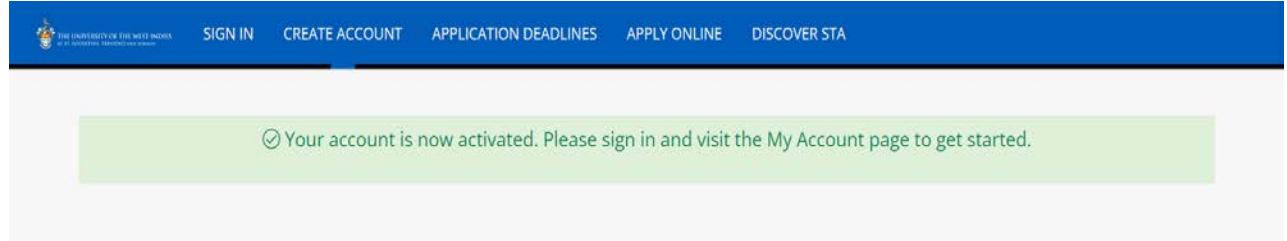
Password *

Confirm Password *

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:

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.

Sign In

Create Account before you Sign In

Email

uwicrmtest50@hotmail.com

Password

············   SHOW

Forgot your password?

☐ Remember Me

☐ Are you signed in from a public computer?

Sign In

OR

f Connect with Facebook

G Sign in with Google

The University of the West Indies
St. Augustine Campus
St. Augustine
Trinidad and Tobago, W.I.
Tel: (868) 662-2002 | Fax: (868) 663-9684
http://www.sta.uwi.edu. All Rights Reserved.
© Copyright 2012-2021 | Disclaimer | Privacy Statement

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

Welcome, Joy to The UWI, St. Augustine Campus. At the St. Augustine Campus, we offer our students world-class programmes and facilities within a vibrant, cosmopolitan community. We look forward to you joining us.

My Applications

You do not currently have any applications.

Create a New Application

STA Events

View Upcoming Events

You are not currently registered for any events.

Need Help?

Application Portal User Guides

- Graduate Studies
- Undergraduate

Admissions Offices

Lloyd Braithwaite Bldg.
St Augustine Campus
Trinidad and Tobago, W.I.
Main Phone: (868) 662-2002

Undergraduate: Ext. 82154, 82157
Email: ugapply@sta.uwi.edu

Postgraduate: Ext. 82209, 82616
Email: postgrad@sta.uwi.edu

International Office: Ext. 82180, 82635, 83856
Email: internationaloffice@sta.uwi.edu

Arthur Lok Jack Global School of Business
The UWI St Augustine Campus
Tel: (868) 299-0218 ext.: 348, 192
Email: admissions@lokjackgsb.edu.tt
Website: www.lokjackgsb.edu.tt

Update Profile

Contact Information

First Name *
Joy

Last Name *
Test

Email Address
uwicrmtest68@hotmail.com

Confirm Email Address
uwicrmtest68@hotmail.com

Mobile Phone *
868-123-6874

Other Phone
868-123-4789

Our Graduates

Future Caribbean leaders - among the best and brightest in the world!

Demographic Information

Birth Date (mm/dd/yyyy) *
9/27/2000

Birth Country *
TRINIDAD & TOBAGO

Country of Nationality *
TRINIDAD & TOBAGO

T&T Birth Certificate PIN *
1234567890

Country of Residence *
TRINIDAD & TOBAGO

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**':

Reset your Password CRM:0002962 Inbox ×

CRM Admin <uwista_crmrecruit@outlook.com>
to me

Hi Monty Brown,

Please click the link below to reset your password.

Reset Password

Having trouble viewing this email? Copy and paste the following link into your browser:

https://uwitest.elluciancrmrecruit.com/Apply/Account/ResetPasswordStep2?t=kTZohpev2kilSXnjEh6bS4w5zThN0OZT

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

Reset Password

### Enter your new password

This password must be in line with the UWI password policy which is:- - A minimum of eight characters or more; - At least one special character (!, @, $, * etc)

New Password

	SHOW

Confirm New Password

	SHOW

Reset password

Need Help?

📞 868-662-2002   ✉ ugapply@sta.uwi.edu; postgrad@sta.uwi.edu

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

Reset Password

Your password has been reset.

Go to sign in

Need Help?

📞 868-662-2002   ✉ ugapply@sta.uwi.edu; postgrad@sta.uwi.edu

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 postgrad@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
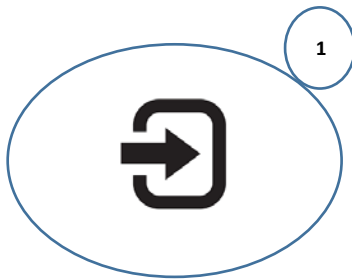
1 Sign In to your Account

2 Create A New Application
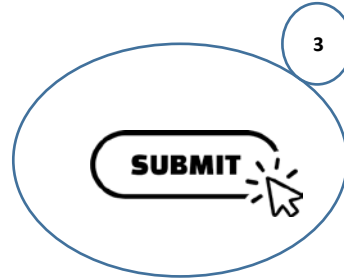
3 Submit application

4 Pay Application Fee online with Credit or Debit Card
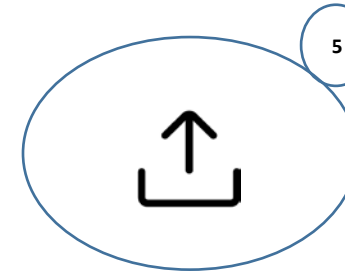
5 Upload Supplemental Items and Documents
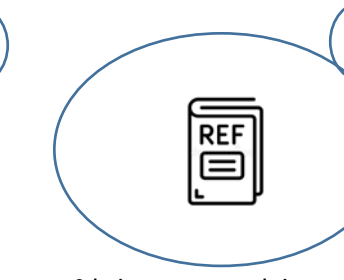
6 Submit your recommendation requests

7 Monitor application's progress
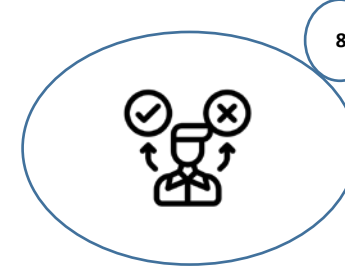
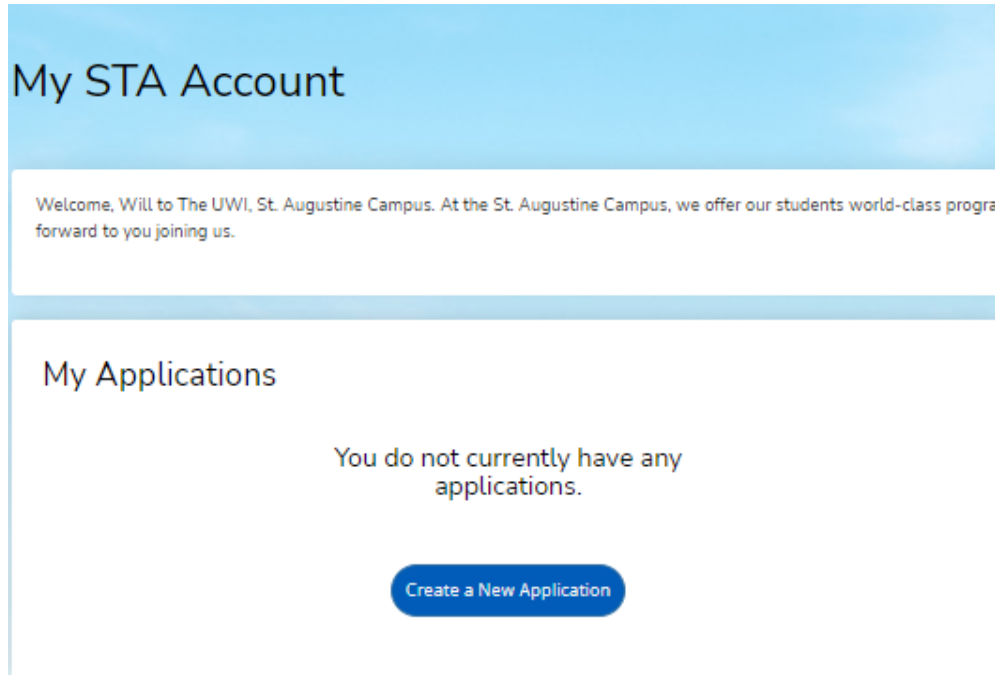**8** Review application decision and download Decision Letter
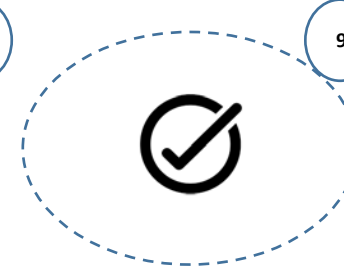
9 Respond to an offer of admission

An applicant can ONLY submit one (1) application per Academic Term with a Primary 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 information below is displayed for the user to select '**Start a new Graduate Application**' under '**Your New Career awaits**':
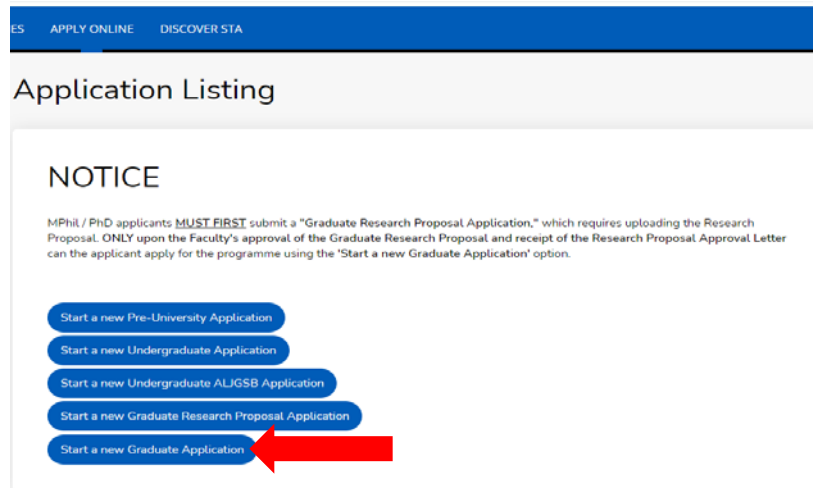
After '**Select an area of interest**' will display with the **Academic Level**. Select the **Academic Programme**, **Entry Term**, **Career Goal** (optional) and '**Submit**':

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 four (4) tabs before the **Application Form** can be submitted:

January 2023 - Master of Marketing Management

Review   Supplemental Items & Documents

Application Number 5a9fad8d0eb80c90   🖨 Print
                                                                                        Withdraw

Plans   Personal   Academics   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 *   Academic Programme *

[Graduate   ⌄]   [Master of Marketing Management   ⌄]

Campus Location *   Entry Term *

[⌄]   [January 2023   ⌄]

Enrollment Status *   Career Goal

[⌄]   [⌄]

The UWI Related Information

Are you interested in campus housing?   If you are a scholarship or bursary recipient, please
                                                    indicate the type of award that you received?
◯ Yes ⦿ No
                                                    [⌄]

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 Responsibility For Fees   How did you learn about The UWI? *

[⌄]   [⌄]

(Save Application)   (Save & Continue)

PERSONAL TAB

January 2023 - Master of Marketing Management

Supplemental Items & Documents

Application Number 6a5be31f9062f4b3

🖨 Print
Withdraw

Plans   Personal   Academics   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.

Name

Prefix

Ms.

First Name *

Teyanna

Middle Name

Last Name *

Taylor

Suffix

Is your present name different from your birth certificate and is not due to marriage?

○ Yes ● No

Are you the first in you family to attend university?

○ Yes ● No

Permanent Address

Country *

TRINIDAD & TOBAGO

State/Province/Borough/County *

Arima

Address Line 1 *

lime street

Address Line 2

Lemon Avenue

Town/Village/City *

Malabar

If you know your ZIP/Postal Code, please update it here.

00000

Contact Details

Home Phone

868-999-1234

Mobile Phone *

868-667-1234

Email Address *

uwicrmtest21@hotmail.com

Demographics

Birth Date (mm/dd/yyyy) *

2/6/2020

Country of Birth *

TRINIDAD & TOBAGO

Country of Nationality *

TRINIDAD & TOBAGO

T&T Birth Certificate PIN *

0147885000

Do you have dual citizenship?

● Yes   ○ No

Dual Citizenship Country *

TRINIDAD & TOBAGO

Which citizenship are you declaring for this application? *

TRINIDAD & TOBAGO

Gender *

Female

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 seven 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 *

[   ]

Household Income

Monthly Household Income in TTD

[▾]

[Previous Page]   [Save Application]   [Save & Continue]

ACADEMICS TAB

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

January 2023 - Master of Marketing Management

Review   Supplemental Items & Documents

Application Number 6a5be31f9062f4b3

🖨 Print
Withdraw

Plans   Personal   Academics   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.

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

| Acadia Divinity College | × |

Graduated *

| Yes ⌄ |

Transcript GPA

| 3.50 |

Attended From Month *

| September ⌄ |

Attended From Year *

| 2013 |

Attended To Month *

| June ⌄ |

Attended To Year *

| 2017 |

Degree Obtained or Expected *

| Bachelor of Commerce ⌄ |

Degree Date

| 7/10/2017 |

+ Add College

TOEFL Test Scores

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

(Previous Page)   (Save Application)   (Save & Continue)

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 four (4) 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.

Certification

Please affirm the following before you submit your application.
Do you certify the following? *

I understand that once my application has been submitted it may NOT be altered in any way.

Yes

Do you certify the following? *

I certify that all of the information submitted in the application is my own work, factually true, and honestly presented. I authorize all colleges/universities attended to release all requested records and authorize review of my application. I understand that I may be subject to a range of possible disciplinary actions, including admission revocation or expulsion, should the information I certified be false.

Yes

Do you certify the following? *

I understand that certified copies are documents where the originals have been seen and verified, with copies stamped and signed as a true copy by either a Notary Public OR Commissioner of Affidavit OR Justice of the Peace.

Yes

The electronic signature consists simply of your name, typed by you on your keyboard. The signature is your confirmation that the application you have filled out is your own work and the information is factually true. Once you type in your name, this will count as your electronic signature.

Signature *	Signature Date *
T.Taylor	9/26/2022

(Edit Application)   (Submit Application)

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
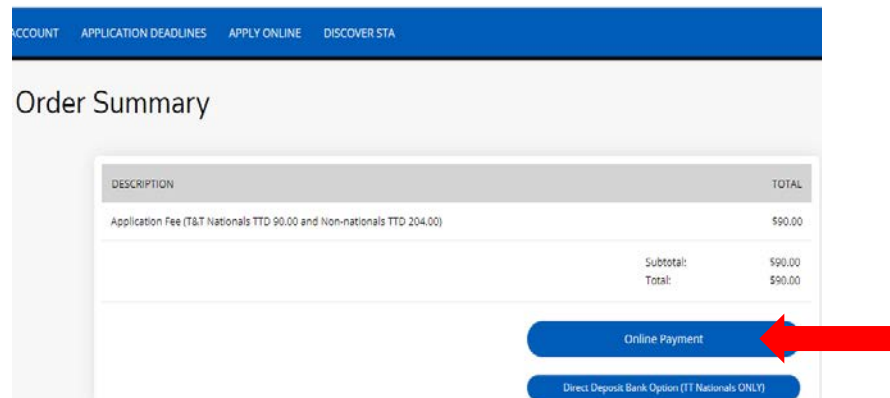
The Application Fee can be paid using:

- **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:

Apply Online

Thank you for your payment. Your application has been submitted!

Authorization Number: 105113

Click to check your application status

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:

THE UNIVERSITY OF THE WEST INDIES
AT ST. AUGUSTINE. TRINIDAD AND TOBAGO

Help

Payment Method ———————————————————— Confirmation

❗ **Payment declined.** Try a different payment method or cancel.   ✕

ℹ Review the information below before continuing. You will be returned to the host system to complete your transaction.

Transaction	CRM Payment TTD 1.00
Payment date	8/25/22
Payment method	Jen Brown Visa card ending in ****1111 expires 04/2024
Billing address	Not provided
Email	serty@hotmail.com

Return Policy

Inquire about a refund

Print

ℹ By selecting the Continue button you are agreeing to the Payment Policy.

Cancel   Back   Continue

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)**:
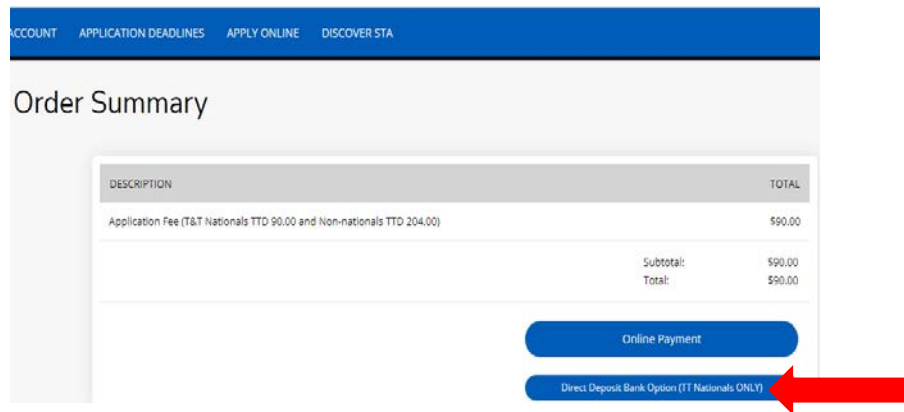
The **My STA Account** page will display the information below:
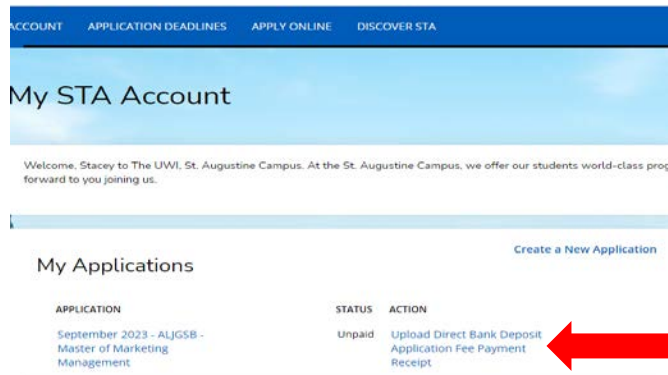
Under **Action** select '**Upload Direct Bank Deposit Application Fee Payment Receipt**'.

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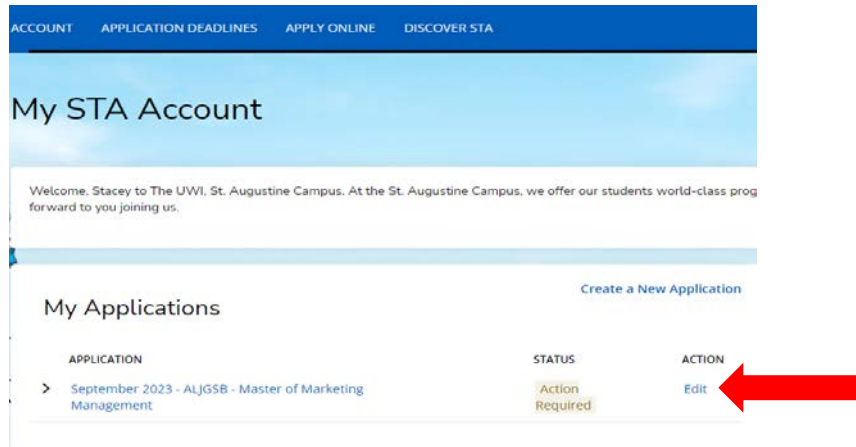
Pay the Application Fee at any branch of Republic Bank Limited, Trinidad and Tobago using the bank's UWI Application Processing Fee deposit slip. Ensure that the bank's representative signs and stamps the slip.

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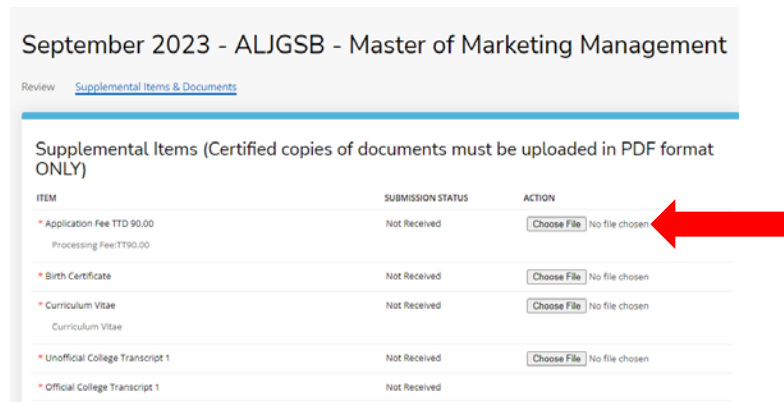
Each **Item must be uploaded as a single PDF file**.

For the application status of '**Action Required – Supplemental items are required to complete your application**' the user selects '**View**' which displays the '**Supplemental Items and Documents**' page:

January 2023 - Master of Marketing Management

Review   Supplemental Items & Documents

Supplemental Items

ITEM	SUBMISSION STATUS	ACTION
* Birth Certificate	Not Received	Choose File No file chosen
* Curriculum Vitae Curriculum Vitae	Not Received	Choose File No file chosen
* Unofficial College Transcript 1 -	Not Received	Choose File No file chosen
* Official College Transcript 1 -	Not Received	

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 – SUBMITING YOUR RECOMMENDATION REQUESTS

Go to Supplemental Items and Documents → **Recommendation Requests** section → select **Start**:

Enter the **Recommender Name**, **Recommender Email** and if you wish, leave a personal note → select **Submit Request**:

Recommendation Request

Recommendation Request

Recommender Name *

Stacey Seales

Recommender Email *

stacey.seales@sta.uwi.edu

☑ **I waive my right to access the requested recommendation** *

Use the space below to include a personal note in the notification email that is delivered

[   ]

Submit Request

When **Submit Request** is selected **Recommender, Status, Status Date, Action** under the **Recommendation Requests** section is updated:

Recommendation Requests

REQUEST	RECOMMENDER	STATUS	STATUS DATE	ACTION
* GR Reference 1	Stacey Seales	Sent	9/26/2022	Cancel
* GR Reference 2	Kathy Nurse	Sent	9/26/2022	Cancel

Select Cancel if you wish to remove the **Recommendation Requests**

Recommendation Requests

REQUEST	RECOMMENDER	STATUS	STATUS DATE	ACTION
* GR Reference 1	Stacey Seales	Sent	9/26/2022	Cancel
* GR Reference 2	Kathy Nurse	Sent	9/26/2022	Cancel
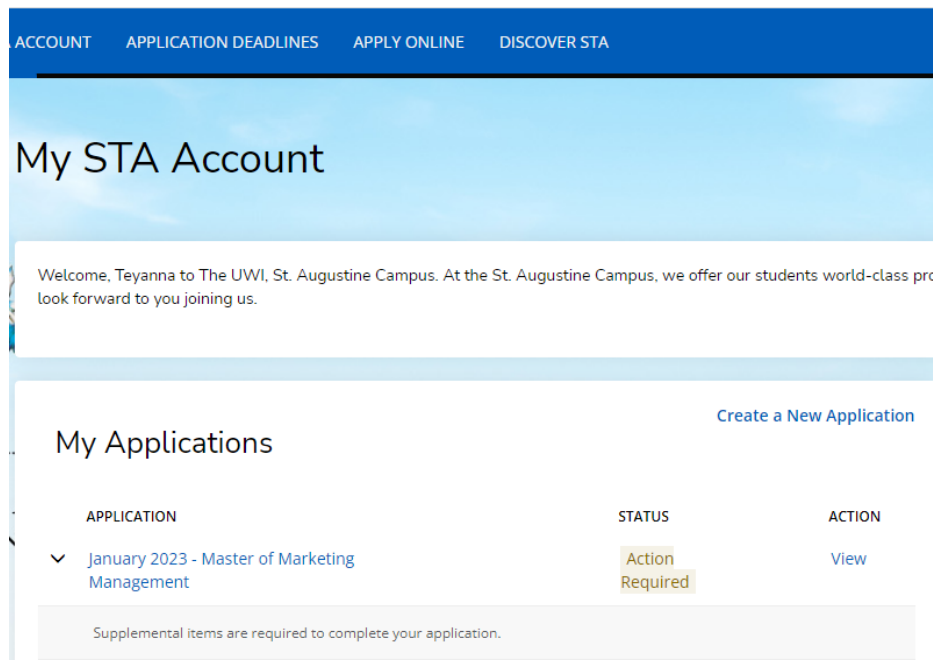
When the **Recommendation Requests** are approved by the Recommenders the **Status**, **Status Date**, **Action** under the **Recommendation Requests** section is updated:

Recommendation Requests

REQUEST	RECOMMENDER	STATUS	STATUS DATE	ACTION
* GR Reference 1	Stacey Seales	Completed	9/26/2022	
* GR Reference 2	Kathy Nurse	Completed	9/26/2022	

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
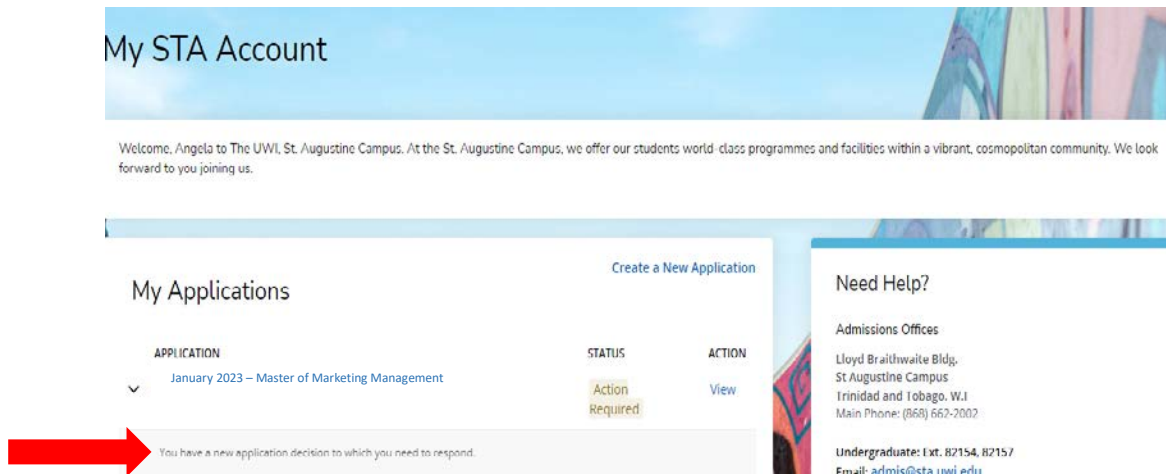
Decision Types:

Admit – All matriculation requirements have been met for a firm offer. 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:

My STA Account

Welcome, Morris to The UWI, St. Augustine Campus. At the St. Augustine Campus, we offer our students world-class prog
forward to you joining us.

Create a New Application

My Applications

APPLICATION	STATUS	ACTION
January 2023 – Master of Marketing Management	Action Required	View

Supplemental items are required to complete your application.

One or more required conditions have not been met.

You have a new application decision to which you need to respond.

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

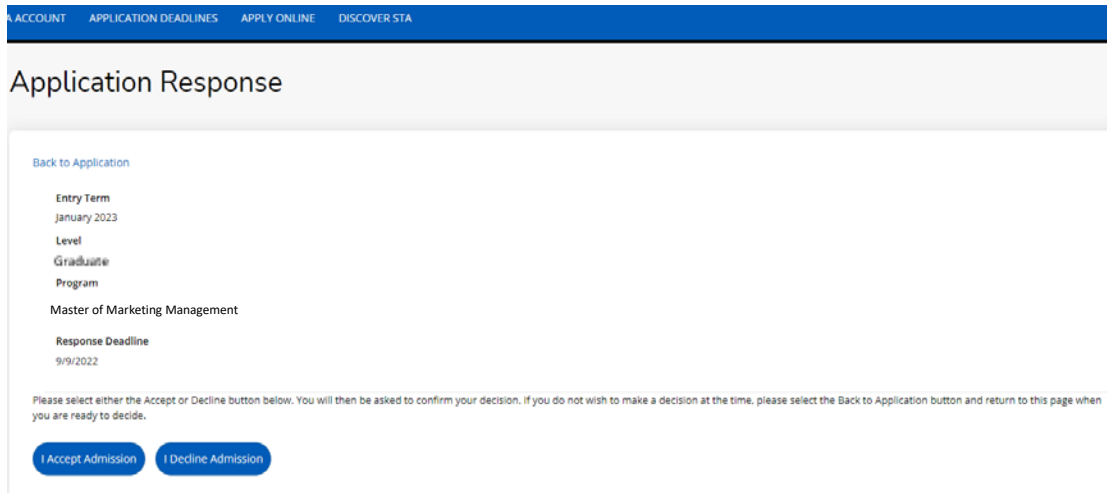ACCOUNT   APPLICATION DEADLINES   APPLY ONLINE   DISCOVER STA

⚠ This application requires your attention for one or more items.

January 2023 – Master of Marketing Management

Review   Supplemental Items & Documents   Decision History

STATUS	DATE	DECISION LETTER	RESPOND
Offered	8/26/2022	Download	Respond Now

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

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

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:

January 2023 – Master of Marketing Management

STATUS	DATE	DECISION LETTER
Applicant Accepted	8/26/2022	Download
Offered	8/26/2022	Download

GR Acceptance Letter. PDF

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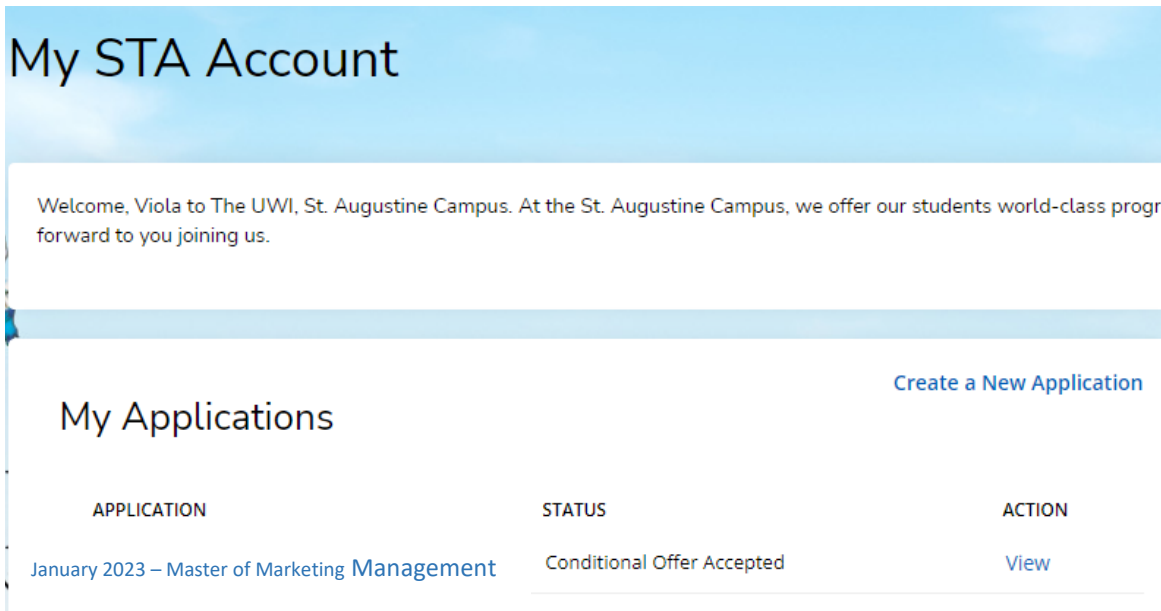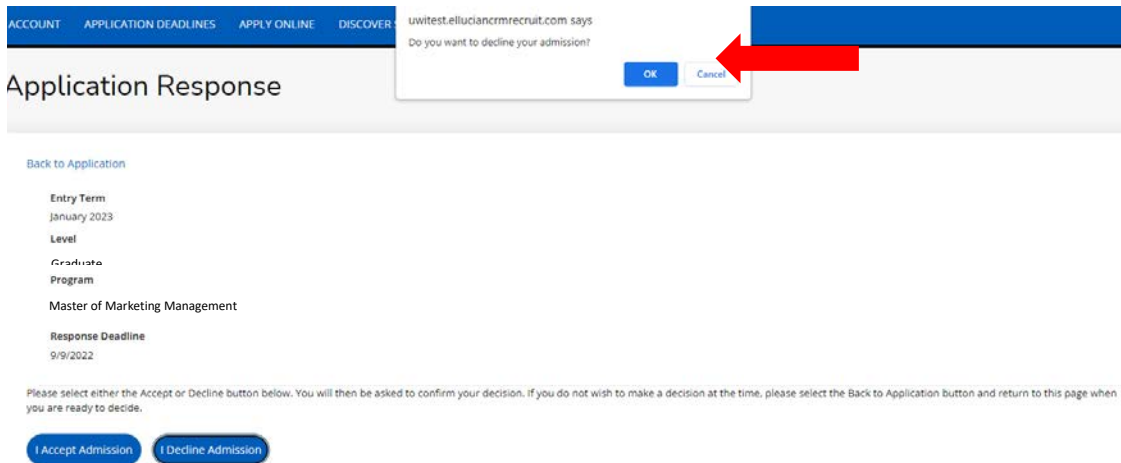
For a **Conditional Admit** decision, when the user returns to the **My STA Account** page the 'My Applications – Status' will display 'Conditional Offer Accepted' as displayed below:

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

Application Response

Back to Application

Entry Term
January 2023

Level
Graduate

Program
Master of Marketing Management

Response Deadline
9/12/2022

We are sorry to hear that you will not be attending the University of the West Indies, St Augustine Campus, and wish you all best in your future endeavors.

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

January 2023 – Master of Marketing Management

Review   Supplemental Items & Documents   Decision History

STATUS	DATE	DECISION LETTER
Applicant Declined Offer	8/26/2022	Download
Offered	8/26/2022	Download

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**:


January 2023 – Master of Marketing Management

Review   Supplemental Items & Documents   Decision History

STATUS	DATE	DECISION LETTER
Conditional Offer Declined	8/29/2022	Download
Conditional Admittance	8/29/2022	Download

For an **Admit** decision, when the user returns to the **My STA Account** page the ʼ**My Applications – Status**ʼ will show '**Applicant Declined Offer**' as displayed below:
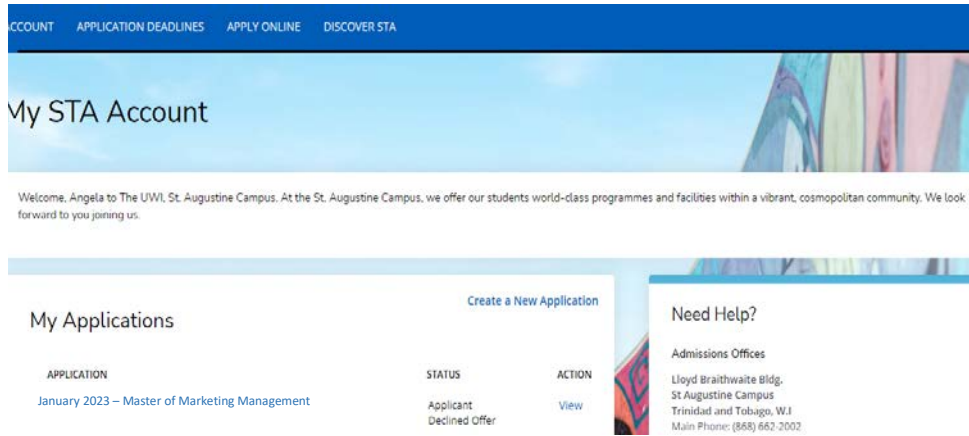
For a **Conditional Admit** decision, when the user returns to the **My STA Account** page the ʼ**My Applications – Status**ʼ will show '**Conditional Offer Declined**' as displayed below:
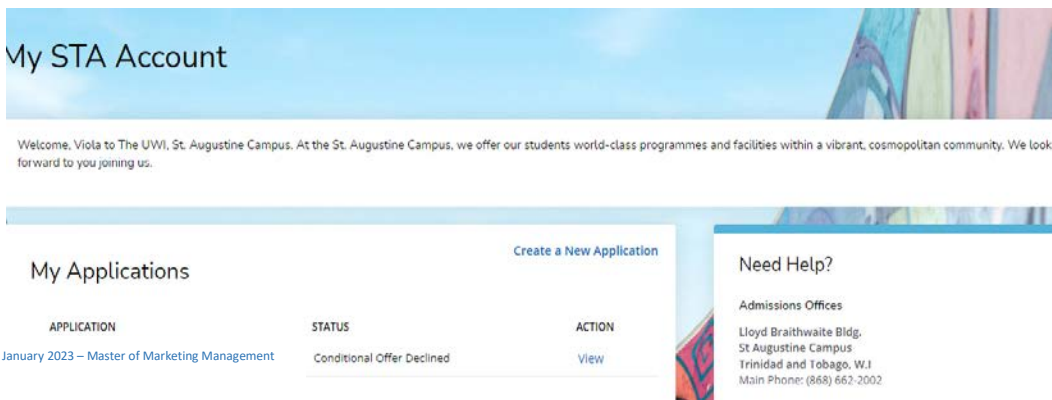
The Registry
The UWI St. Augustine Campus
October 14, 2022
(Updated February 05, 2024)

UWI

ST. AUGUSTINE
CAMPUS