

Trinity College London

# Centre Portal Guidelines

Music and Drama

Navigation and Home

Centre Details

Managing Organisations

Managing Contacts

Creating an Order

Individual Enrolment

Individual Digital Enrolment - Classical & Jazz/ Rock & Pop

Individual Digital Enrolment – Drama & Speech

Mass Enrolment

Digital Mass Enrolment – Classical & Jazz/ Rock & Pop

Digital Mass Enrolment - Drama and Speech

Diploma Enrolment

Group Enrolment

Written Exam Enrolment

## Re-opening Orders

Enrolment Details

Invoices

Examiner Visits

Timetables

Material Printing

Email Correction for Digital Certificates – Classical & Jazz/ Rock & Pop

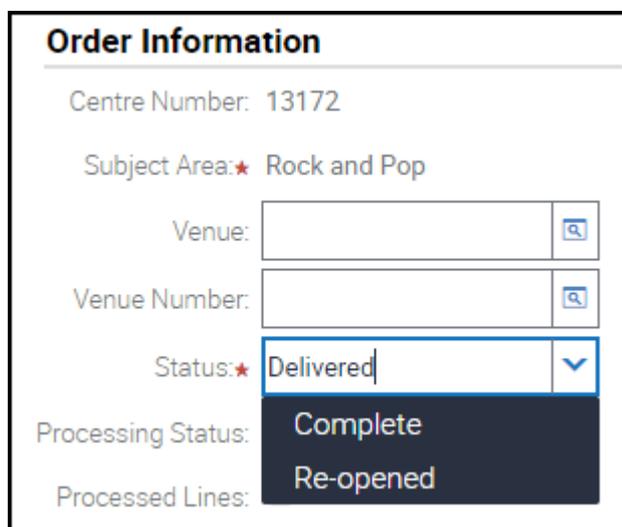
Trinity Online Centre portal web address:

[www.trinitycollege.co.uk/portal](http://www.trinitycollege.co.uk/portal)

NB: If you have a touchscreen-enabled device please disable it before logging in.

### Changes to Orders

After you have submitted your order any additional entries will require your order to be re-opened. There are also some changes that will require the order to be re-opened. This is done from the order screen. Use the Status drop-down menu to select 'Re-Opened'.



The screenshot shows a form titled "Order Information" with the following fields and values:

- Centre Number: 13172
- Subject Area: ★ Rock and Pop
- Venue: [Empty text box with search icon]
- Venue Number: [Empty text box with search icon]
- Status: ★ Delivered (dropdown menu is open)
- Processing Status: Complete
- Processed Lines: Re-opened

The dropdown menu for Status is open, showing two options: "Complete" and "Re-opened".

After this please click to the home page and back into the order to make sure that your screen is completely updated. So long as the Save Enrolments button in the "Candidate Enrolment" section is not greyed out you will be able to continue enrolling new candidates. If you still encounter problems, then logging out and back into Trinity Online should resolve them.

Note that re-opening an order changes the order status to re-opened. However, there is also a status shown on the enrolment screen for each candidate in the order and re-opening the order will not change this status. Once an order has been invoiced certain changes to candidates or exams will not be possible. Contact your coordinator at Trinity for any further information required.

### **What can I change when I re-open an order?**

After you have submitted your order the changes you can make to your enrolments will be limited. If you are in any doubt about whether you can make a change to your order then please get in touch with your contact at Trinity who will advise. Some of the most common requests are below:

A candidate's first or last name: **No.** Due to data security and integrity issues you will need to make any requests for changes to candidate names to your contact at Trinity.

A candidate's middle name: **Yes.** You can make this change from the Candidates & Contacts page without re-opening your order.

A candidate's Date of Birth: **Yes.** You can make this change from the Candidates & Contacts page without re-opening your order.

A candidate's Exam: **No.** This will require a cancellation of the original exam and re-enrolment. However, you can re-enrol the candidate for the correct exam and then get in touch with your contact at Trinity.

A candidate's Applicant or School: **Yes.** You will need to re-open the order but then can freely change these details. Remember to Save Enrolments after you have made your changes.

A candidate's ULN (Unique Learner Number): **No.** You will need to get in touch with your contact at Trinity to add this.