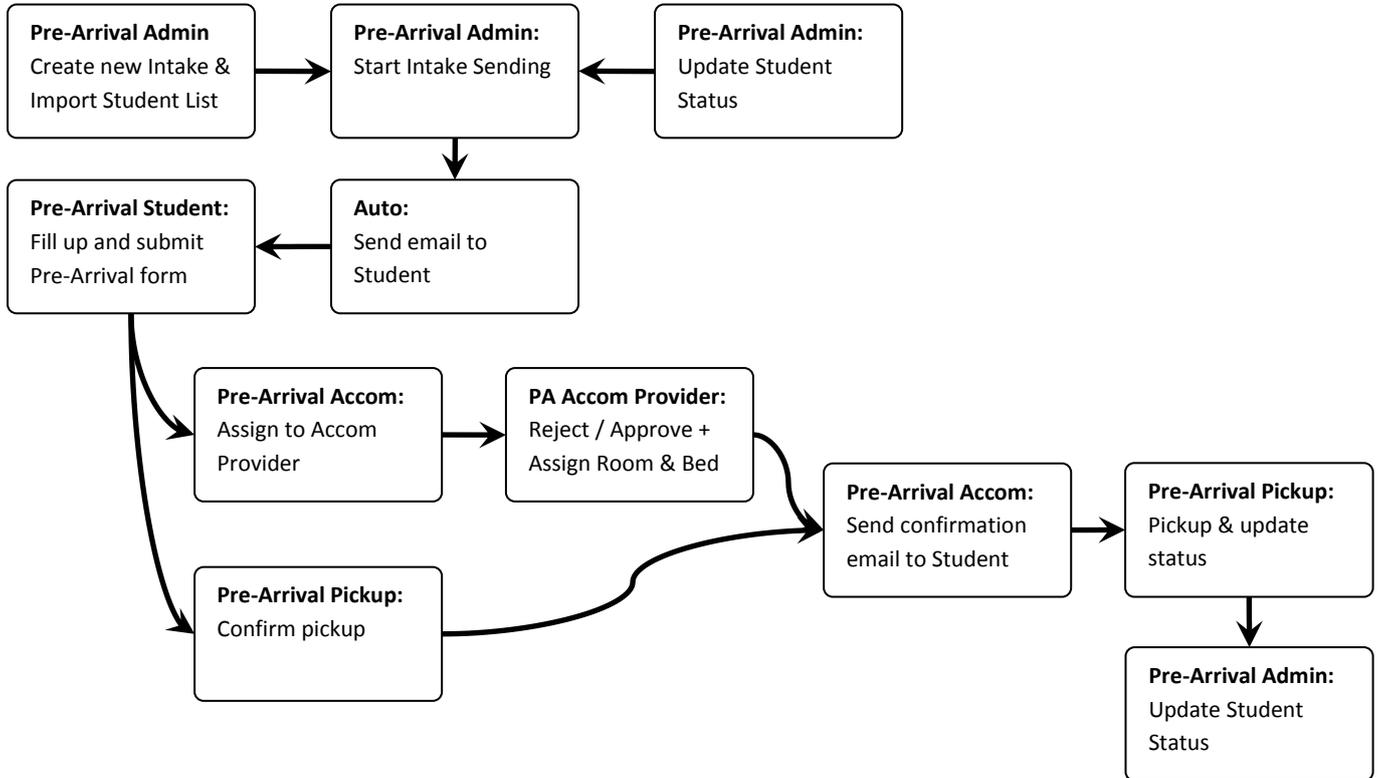


Pre-Arrival Guide for Staff

Overview

Pre-Arrival consists of the main process below, carried out by the following roles – pre-arrival admin (admissions), pre-arrival accommodation, pre-arrival accommodation provider (external), pre-arrival pickup team and pre-arrival students.



The various processes are described below, with sample screenshots on how to complete these tasks.

Overall – Logging in

Step 1. Select **Log In** button. Enter Login ID, Password and click  (Figure 1).

[User guide](#)

Login as: Staff Existing Student
 Pre Arrival (New) Student

Login ID:

Password:

Figure 1. Login page

Step 2. Upon successfully logging into to the JCU system, you will be directed to your home page. Click on the Pre-Arrival icon if you are not in the Pre-Arrival module page.



Figure 2. Pre-Arrival Module

Pre-Arrival Admin - Create new Intake & Import Student List

Step 1. Click on “Import Student List”



Figure 3 – Import Student Intake List

Step 2. The import page will pop-up. Select an existing Intake if already present, or select “- New -” if the intake is new.

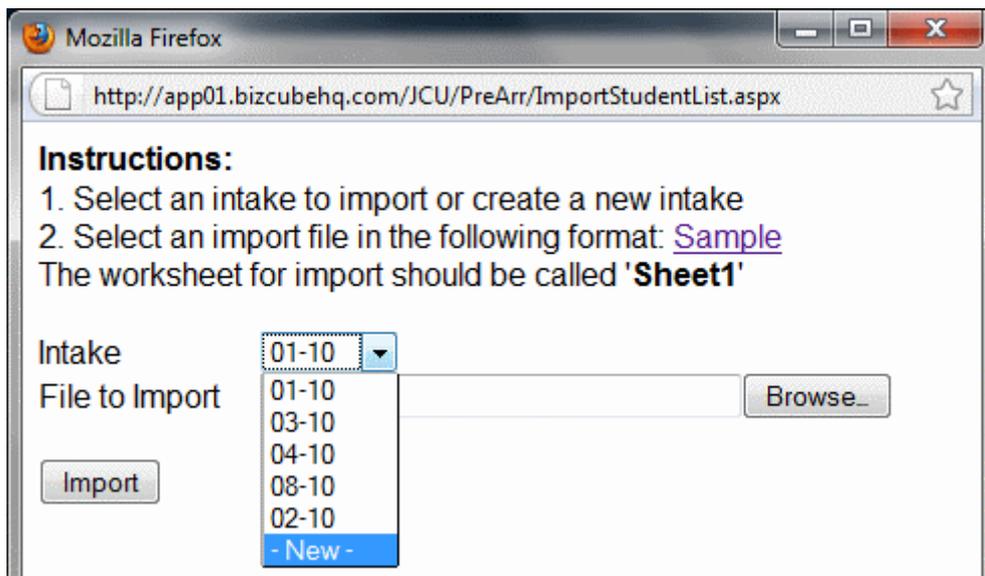


Figure 4 – Import Student List Page

Step 3. For a new intake, fill in the Intake name as well as the Commencement Date.

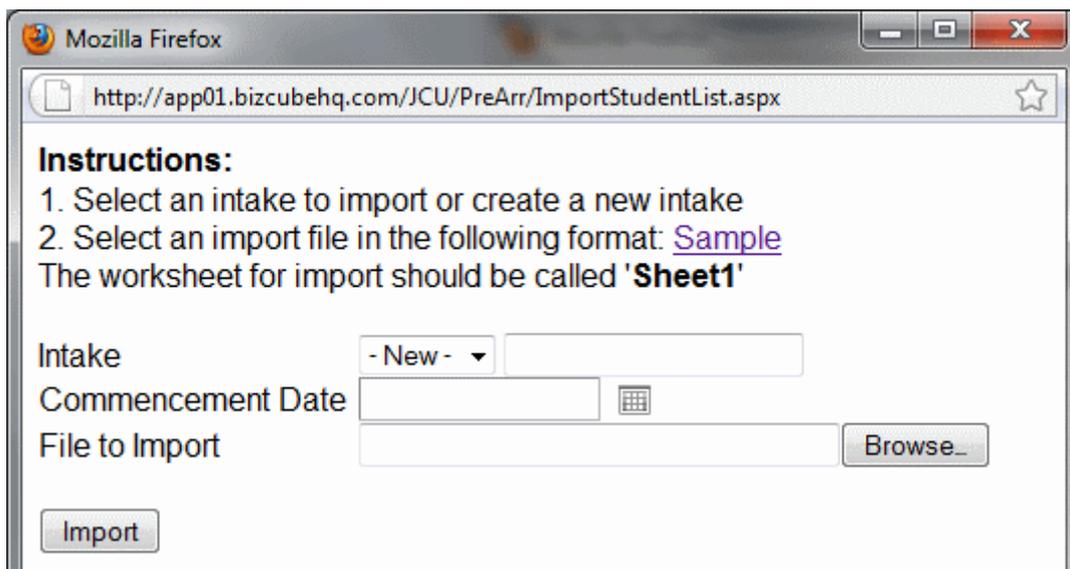


Figure 5 – Import Student List Page, Create New Intake

Step 4. Click “Browse” to select the intake excel file to import, then click “Import” to import the file. Your data will be imported or updated as appropriate.

Step 5. To refresh the intake list or pre-arrival data, click on the Pre-Arrival icon above. You should now see your intake data below.

Pre Arrival List 04-10
[Import student list](#)

	Application	Accommodation Pending	Pickup Pending
Total	4	0	1

Requestor: Arrival Date: and
 Location: Check-in Date: and
 Accommodation Type: Any Accommodation Status: Any Pickup Status: Any Generate

<input type="checkbox"/>	SID	Name	Sex	Passport No	Nationality	Date of Birth	Age	Agent	ICA	ELPP	Main Program	Dropoff Point	Primary Email	Arrival Date	Arrival Day	Reporting
<input type="checkbox"/>	08223	Kelvin Liu	M	G9867687	China	2 Jul 1987	22		P			Jln Lanjut Apt	accommodations@jcu.edu.sg			Student Pending View
<input type="checkbox"/>	08356	Pui Leng	F	G7635490	China	4 Dec 1993	16		P			NIL	accommodations@jcu.edu.sg			Student Pending View
<input type="checkbox"/>	08123	Christina Sim	F	G8739487	China	1 Jan 1990	20		P			SIC Hostel	accommodations@jcu.edu.sg	14 Jun 2010	Mon	Student Pending View

Figure 6 – Pre-Arrival Admin Intake Page

Pre-Arrival Admin – Start Intake Sending

Step 1. When you are ready to start the sending of emails to the students in the intake click on **“Send Pre-Arrival Notification”**. Note: If you DO NOT see this button, it means that the intake send is already active. Once started, the intake send will auto-send students a reminder to fill up their application form every 3 days.

The screenshot shows the JCU Pre-Arrival Admin interface. At the top left is the JCU SINGAPORE logo. At the top right, it says 'PreArr Admin (Test)' with a 'Log Out' button. Below the logo is a 'Home' link. The main heading is 'Pre Arrival List' with a dropdown menu showing '03-10'. There is a link for 'Import student list'. Below this is a summary table:

	Application	Accommodation Pending	Pickup Pending
Total	1	0	0

Below the summary table are search filters for Requestor, Arrival Date, Location, Check-in Date, Accommodation Type, Accommodation Status, and Pickup Status. A 'Generate' button is located to the right of these filters. Below the filters are several buttons: 'Withdrawn', 'Deferred', 'Reported', 'Absent', and 'Send Pre Arrival Notification'. The 'Send Pre Arrival Notification' button is circled in red. Below the buttons is a table with the following columns: SID, Name, Sex, Passport No, Nationality, Date of Birth, Age, Agent, ICA, ELPP, Main Program, Dropoff Point, Primary Email, Arrival Date, Arrival Day, Reporting, and Action.

SID	Name	Sex	Passport No	Nationality	Date of Birth	Age	Agent	ICA	ELPP	Main Program	Dropoff Point	Primary Email	Arrival Date	Arrival Day	Reporting	Action
99998	Test Student	M		China	1 Jan 1990	20		P			NIL	paul@bizcube.com.sg			Student Pending	View/Change

Figure 7 – Send Pre Arrival Notification

Pre-Arrival Admin – Update Student Status

Step 1. To update the student status to “Withdrawn”, “Deferred”, “Reported” or “Absent”, simply check the box next to the student SID / Name and then click on the appropriate button above. Once you confirm, the student status of all checked students will be updated.

The screenshot shows the 'Pre Arrival List' interface. At the top left is the JCU Singapore logo. The page title is 'Pre Arrival List' with a dropdown menu set to '04-10'. Below the title is a summary table:

	Application	Accommodation Pending	Pickup Pending
Total	4	0	1

Below the summary table are search filters for Requestor, Location, Arrival Date, Check-in Date, Accommodation Type, Accommodation Status, and Pickup Status. A 'Generate' button is located to the right of these filters. Below the filters are four buttons: 'Withdrawn', 'Deferred', 'Reported', and 'Absent', which are circled in red. Below these buttons is a table of students with columns for SID, Name, Sex, Passport, Nationality, Age, Agent, ICA, ELPP, Main, Dropoff, Primary Email, Arrival Date, Arrival Day, and Reporting. A dialog box is overlaid on the table, asking 'Are you sure you want to set all checked student status to reported?' with 'OK' and 'Cancel' buttons.

Figure 8 – Update student status

Pre-Arrival Accommodation – View Pending Records

Step 1. To view pending records for processing, click on the appropriate number as shown in the figure below, or select an appropriate status from the dropdown menu to filter for and click “**Generate**”

Pre Arrival List 04-10

[Import student list](#)

	Application	Accommodation Pending	Pickup Pending
Total	4	1	1

Requestor: Arrival Date: and

Location: Check-in Date: and

Accommodation Type: Any Accommodation Status: Any Pickup Status: Any **Generate**

Assign Student Accom **Assign Family Accom**

<input type="checkbox"/>	SID	Name	Sex	Passport No	Nationality	Date of Birth	Age	Aqent	ICA	ELPP	Main Program	Arrival Date	Arrival Time	Pickup Location	Arrival Reference	Check-Date	Student Accom	Family Accom	Pickup	Action
<input type="checkbox"/>	08223	Kelvin Liu	M	G9867687	China	2 Jul 1987	22		P					NIL		22 Jun 2010	Assignment Pending	No Service	No Service	View/Change Assign Cancel Accom
<input type="checkbox"/>	08356	Pui Leng	F	G7635490	China	4 Dec 1993	16		P					NIL			Student Pending	Student Pending	Student Pending	View/Change Assign Cancel Accom

Figure 9 – Filter records in list

Pre-Arrival Accommodation – Assign to Accommodation Provider (Mass)

Step 1. To do a mass assignment to accommodation provider, simply check the records you want to assign and click on “**Assign Student Accom**” or “**Assign Family Accom**” as appropriate.

Pre Arrival List 04-10

[Import student list](#)

	Application	Accommodation Pending	Pickup Pending
Total	4	1	1

Requestor: Arrival Date: and

Location: Check-in Date: and

Accommodation Type: Any Accommodation Status: Any Pickup Status: Any **Generate**

Assign Student Accom **Assign Family Accom**

<input type="checkbox"/>	SID	Name	Sex	Passport No	Nationality	Date of Birth	Age	Aqent	ICA	ELPP	Main Program	Arrival Date	Arrival Time	Pickup Location	Arrival Reference	Check-Date	Student Accom	Family Accom	Pickup	Action
<input type="checkbox"/>	08223	Kelvin Liu	M	G9867687	China	2 Jul 1987	22		P					NIL		22 Jun 2010	Assignment Pending	No Service	No Service	View/Change Assign Cancel Accom
<input type="checkbox"/>	08356	Pui Leng	F	G7635490	China	4 Dec 1993	16		P					NIL			Student Pending	Student Pending	Student Pending	View/Change Assign Cancel Accom

Figure 10 – Mass accommodation assignment to Accommodation Provider

Pre-Arrival Accommodation – Assign / Change Accommodation Provider (One by one)

Step 1. To do individual assignment to accommodation provider or to change the assigned accommodation provider you will have to do it on a case-by-case individual basis. To do so, simply click on the “**Assign**” link to the right of the record.

Pre Arrival List 04-10 [Import student list](#)

	Application	Accommodation Pending	Pickup Pending
Total	4	1	1

Requestor: [] Arrival Date: [] and []
 Location: [] Check-in Date: [] and []
 Accommodation Type: Any Accommodation Status: Any Pickup Status: Any **Generate**

Assign Student Accom **Assign Family Accom**

<input type="checkbox"/>	SID	Name	Sex	Passport No	Nationality	Date of Birth	Age	Aqent	ICA	ELPP	Main Program	Arrival Date	Arrival Time	Pickup Location	Arrival Reference	Check-Date	Student Accom	Family Accom	Pickup	Action
<input type="checkbox"/>	08223	Kelvin Liu	M	G9867687	China	2 Jul 1987	22		P					NIL		22 Jun 2010	Assignment Pending	No Service	No Service	View/Change Assign Cancel Accom
<input type="checkbox"/>	08356	Pui Leng	F	G7635490	China	4 Dec 1993	16		P					NIL			Student Pending	Student Pending	Student Pending	View/Change Assign Cancel Accom

Figure 11 – Individual accommodation assignment to Accommodation Provider

Step 2. The accommodation form will pop-up and you can scroll down to the appropriate section as shown below. Click on “**Assign to provider**” to directly assign to the provider.

SECTION 5: Accommodation Request - Student

Service Apartment: Jln Lanjut Apt Room Type: Twin-sharing (6 Mths \$3900.00)
 Check-in date: 22 Jun 2010

Figure 12 – Assign to accommodation provider (individual)

Pre-Arrival Accommodation – Notify Accommodation Provider

Step 1. Once you have finished assignment to the Accommodation provider(s), you will need to notify them that there are pending records to be processed. The Accommodation providers should login to JCU Pre-Arrival system to confirm the room & bed number reservations OR reject the reservations.

To notify the accommodation providers, simply click on the “Send Provider Notification” button

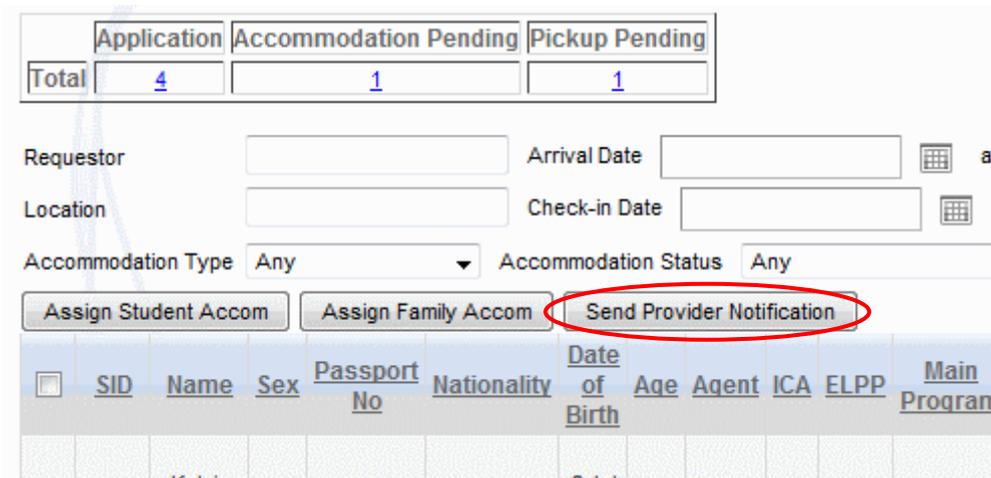


Figure 13 – Notifying accommodation providers

Pre-Arrival Accommodation – Send confirmation email to Student

Step 1. Once the pickup team has confirmed pickup and the accommodation providers have confirmed the room reservation, you can notify students of the confirmations.

To notify the students, simply click on the **“Send Confirmation Notification”** button – note that this will send the confirmation notice to all students that have a confirmation notice pending.

The screenshot shows a web application interface for managing accommodation requests. At the top, there is a summary table:

	Application	Accommodation Pending	Pickup Pending
Total	4	1	1

Below the summary table are filter fields for Requestor, Location, Arrival Date, and Check-in Date, along with dropdown menus for Accommodation Type, Accommodation Status, and Pickup Status. A 'Generate' button is located to the right of these filters. Below the filters are three buttons: 'Assign Student Accom', 'Assign Family Accom', and 'Send Confirmation Notification', which is circled in red. Below the buttons is a table of request details:

ICA	ELPP	Main Program	Arrival Date	Arrival Time	Pickup Location	Arrival Reference	Check-in Date	Accommodation Type	Accommodation Location	Room Type	Reporting	Student Accom	Family Accom	Pickup	Action
P					NIL		22 Jun 2010	Service Apartment	Jln Lanjut Apt	Twin-sharing	Reported	Acknowledgement Pending	No Service	No Service	View/Change Assign Cancel Accom
P					NIL						Reported	Student Pending	Student Pending	Student Pending	View/Change Assign Cancel Accom

Figure 14 – Send confirmation notification

Pre-Arrival Pickup – Confirm Pickup

Step 1. The pickup team has to confirm and assign the pickup person once the student has submitted their form and pickup is required.

To confirm and assign the pickup team, first, select (tick the checkbox) all the students that you wish to assign to a particular pickup team member. (see below)

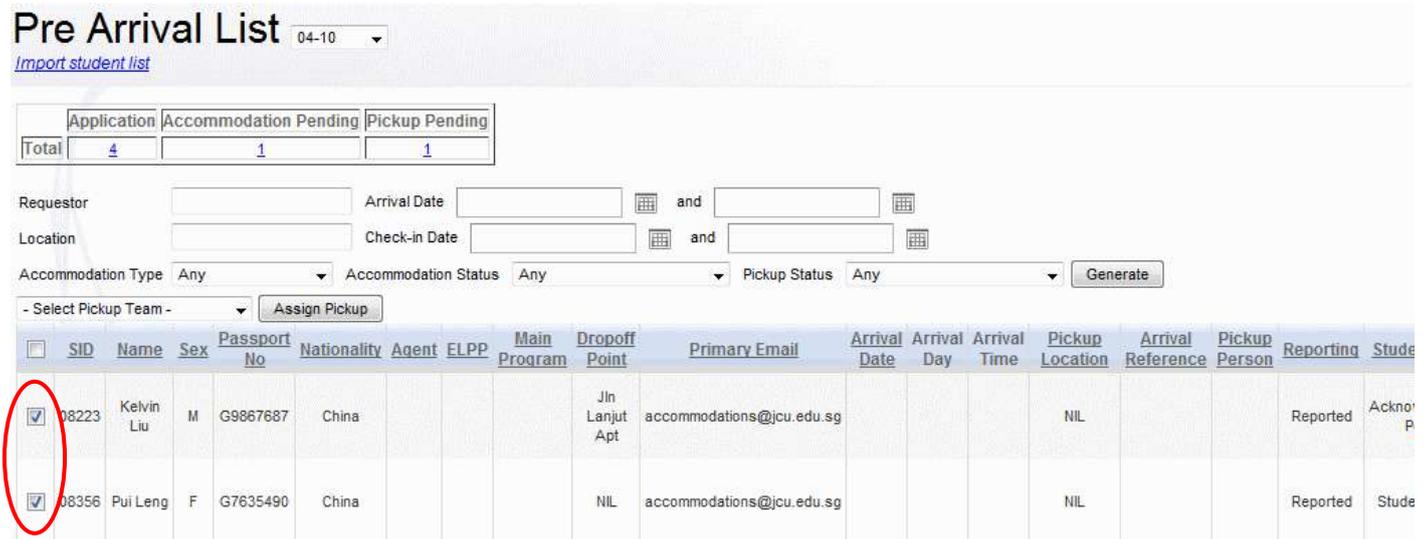


Figure 15 – Select students to assign pickup team member

Step 2. Next, select the pickup team member from the drop down box and click “Assign Pickup”. Click “OK” to confirm and the pickup team will be assigned.

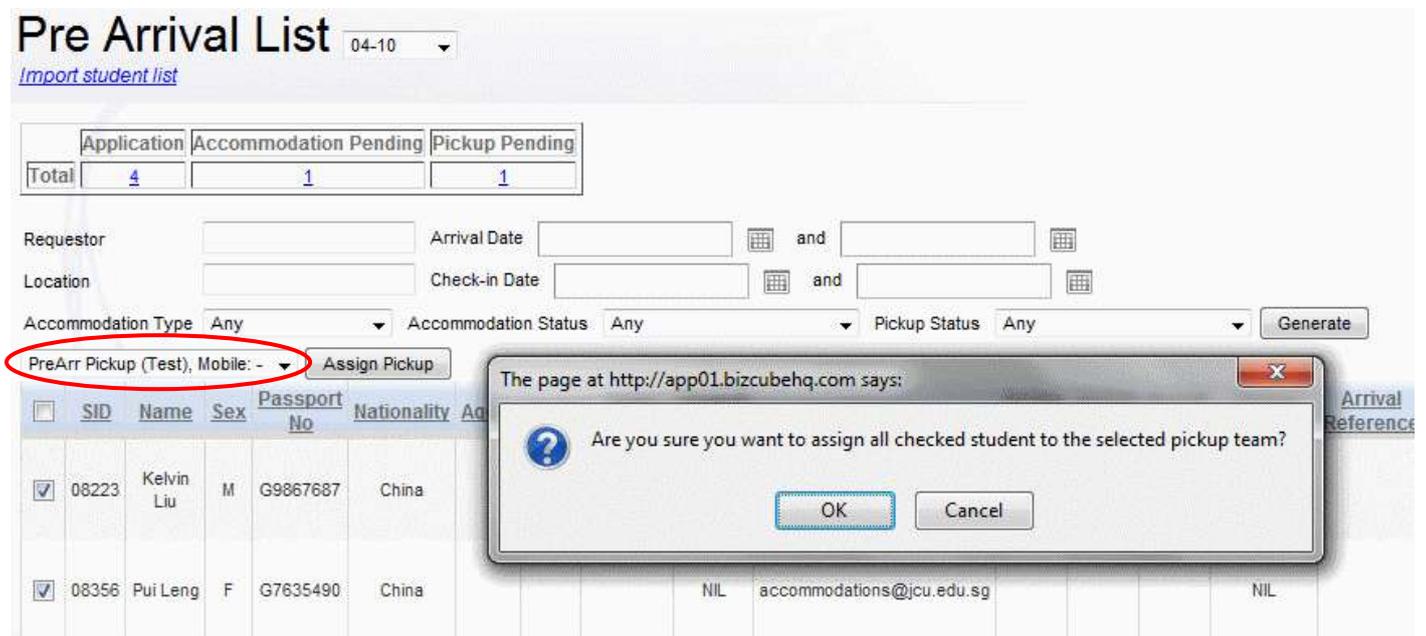


Figure 16 – Assign pickup team (step 2)