
Online Academic Record Request System (OARRS)

STAFF HELP MANUAL

v.1.2

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APPLICANT INTERFACE

1. INFORMATION PAGE

When you access the OARRS link, you will be taken to the *Information Page* which contains a summary of pertinent information about the following:

- How to access the system
- Services
- Dispatch methods
- Payments

You will be able to access the [registration](#) and [login](#) links from this page

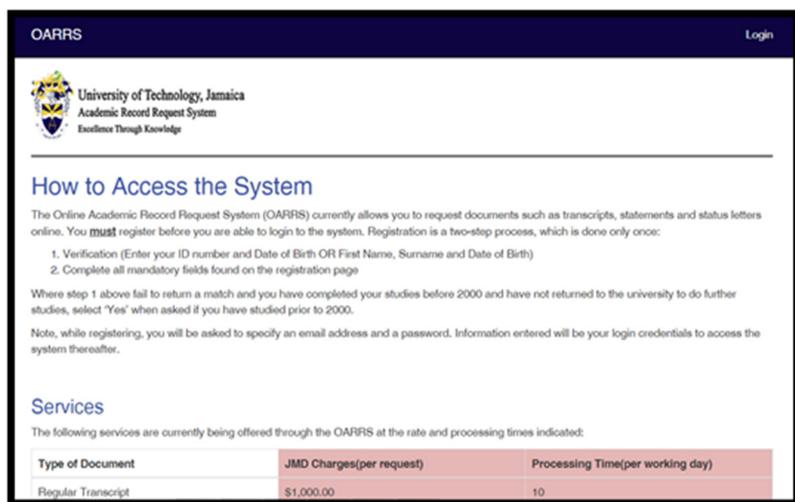


Figure 1: Information Page

2. REGISTRATION

You **must** register before you are able to login to the system. Registration is a two-step process, which is done only once:

1. Verification (Enter your ID number and Date of Birth OR First Name, Surname and Date of Birth)
2. Complete all mandatory fields found on the registration page

Where step 1 above fail to return a match and you have completed your studies before 2000 and have not returned to the university to do further studies, select 'Yes' when asked if you have studied prior to 2000.

Note, while registering, you will be asked to specify an email address and a password. Information entered will be your login credentials to access the system thereafter.

Verification

The OARRS requires that you input one of the following sets of information to access your records:

Method 1

- Student ID
- Date of Birth

Method 2

- First Name
- Surname
- Date of Birth

To complete the verification steps:

1. Select the ***I'm not a robot*** check box and respond to questions asked (if presented)
2. Enter information required for either Method 1 OR Method 2
3. Then select the ***Validation Check*** associated with the method you have selected

Figure 2: Validation Check

Note: Special characters (e.g. /, -, *, \ etc.) should be excluded when entering your Student ID.

Where a match is not found, you will receive the following messages:

Figure 4: Validation Check Error (1)

Figure 3: Validation Check Error (2)

If you attended the university before the year 2000; did not return to do anything else and you are confident that you have entered the correct information, select 'Yes' to the question asked in *Figure 3*. You will be directed to the *Registration* page, where you will be required to fill in all mandatory fields. If you select 'No' to the question asked in *Figure 3*, you will be required to re-enter the information and try again.

Once a match is found, you will be directed to the *Registration Confirmation* page.

Registration Confirmation

When a match is found from the *validation* check, the *Registration Confirmation* page containing information received from UTech, Ja.'s current Student Administration System will be displayed.

The Registration Confirmation page allows you to:

1. Specify your username i.e. your email address and create a password to access the system
2. Review your *student details*
3. Input your *contact information*

Course Name	Course Code	Start Date	End Date	Award Year	Certificate Recieved
Accelerated Bachelor of Science in Dental Hygiene	UBSADEHFX	27-Aug-2011	18-Aug-2013		No
Bachelor of Health Science in Health Services Administration	UPDHESAFX	21-May-2012	27-Sep-2017	2016/7	Yes

Figure 5: Registration Confirmation page

Registration Form

When the response to the question, “Did you attend the university before 2000?” is ‘Yes’, you will receive a blank page to be completed.

Once all mandatory fields have been completed, you may select the **confirm** button to register and create your account to access the system.

Course Name *	Course Code	Award Received? *
Bachelor of Education		

Course Start Date *	Course End Date *	Award Year *
		2016/7

Figure 6: Registration Form

Note: Before an account is created, you must agree to the Terms and Conditions of Use.

You will not be allowed to create an account if you have submitted a manual application form during the pilot phase

3. LOGIN

To login to the OARRS, enter the **email address** and **password** you entered when registering. If you forget your password, select the **Forgot Password** option.

Forgot Password

You will be required to enter the email address you entered when registering to use the system. An email with instructions for accessing the system will be sent to your email.

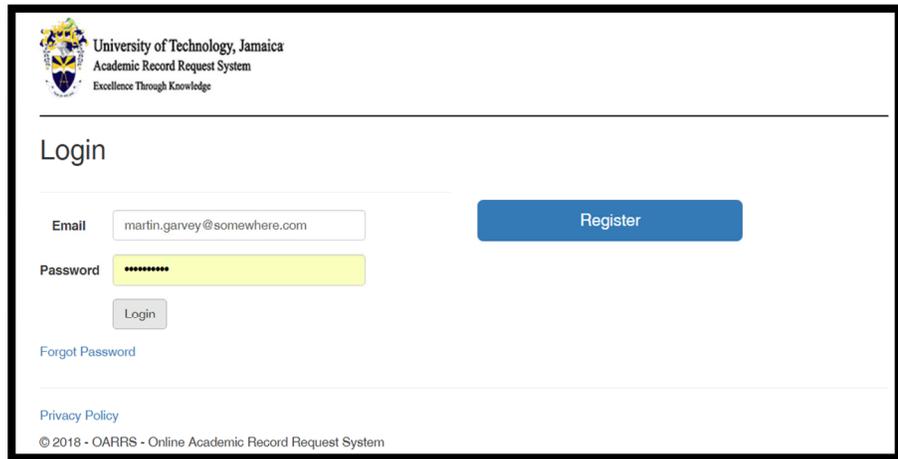
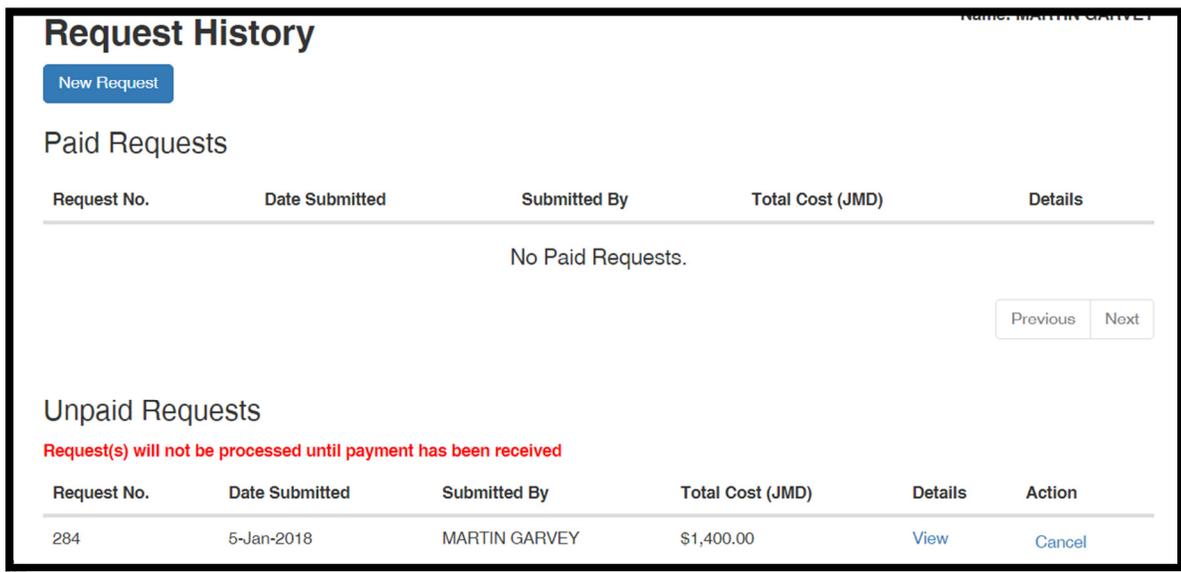


Figure 7: Login Page

4. REQUEST HISTORY

Once you are successfully logged into the system, you will be taken to the *Request History* page. Your requests will be grouped as follows:

- [Paid Requests](#)
- [Unpaid Requests](#)
- [Cancelled Requests](#)



Request No.	Date Submitted	Submitted By	Total Cost (JMD)	Details
No Paid Requests.				

Request No.	Date Submitted	Submitted By	Total Cost (JMD)	Details	Action
284	5-Jan-2018	MARTIN GARVEY	\$1,400.00	View	Cancel

Figure 8: Request History

Paid Requests

All requests for which payment have been received will be listed in this group. As the request is being processed, it will remain in this group. Come here to view the details of your requests along with its current status.

View Request

You will be able to view the details of your request by selecting the *view* option. From there, you will see the *Request No.*, *Service*, *Service Type*, *Receiving Institution*, *Dispatch Method*, *Status*, *Request Total* and *Payments Made*

Any notes added by the Student Records Staff while it is being processed can be viewed by selecting the **Notes** link.

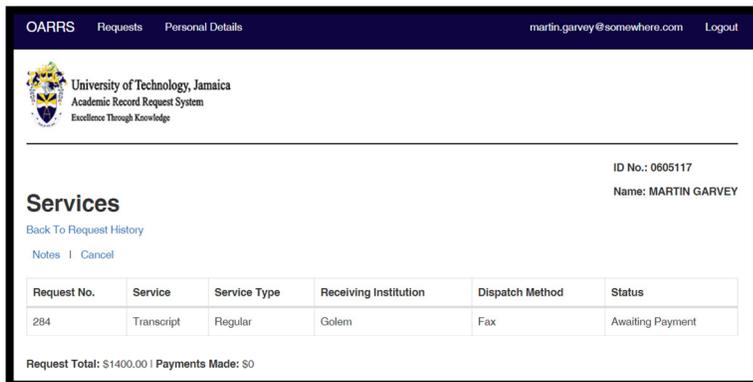


Figure 9: View Request

Unpaid Requests

All requests submitted but are awaiting payment will be placed in this list. Once payment has been received, the request will be placed in the [Paid Request](#) group. Note: **requests will not be processed until payment has been received.**

You will notice the total for ALL unpaid requests (*Request Total*), funds available to be applied to unpaid requests (*Funds Available*) and the total amount to be paid for all unpaid requests (*Total to be Paid*) are shown.

Cancel Request

The option to cancel a request is available once payment has not been received as yet.

To cancel a request:

1. Go to the *Unpaid Requests* list
2. Select **Cancel**
3. Select 'Yes' to confirm cancellation
4. The request will then move to the '[Cancelled](#)' group



Figure 10: Cancel Request

Pay Online

The option to pay using UTech Online Payment Gateway (*Pay Online*) is also available from this group. Note: The full amount shown as the **Total to be Paid** will be charged to your card using the Payment Gateway.

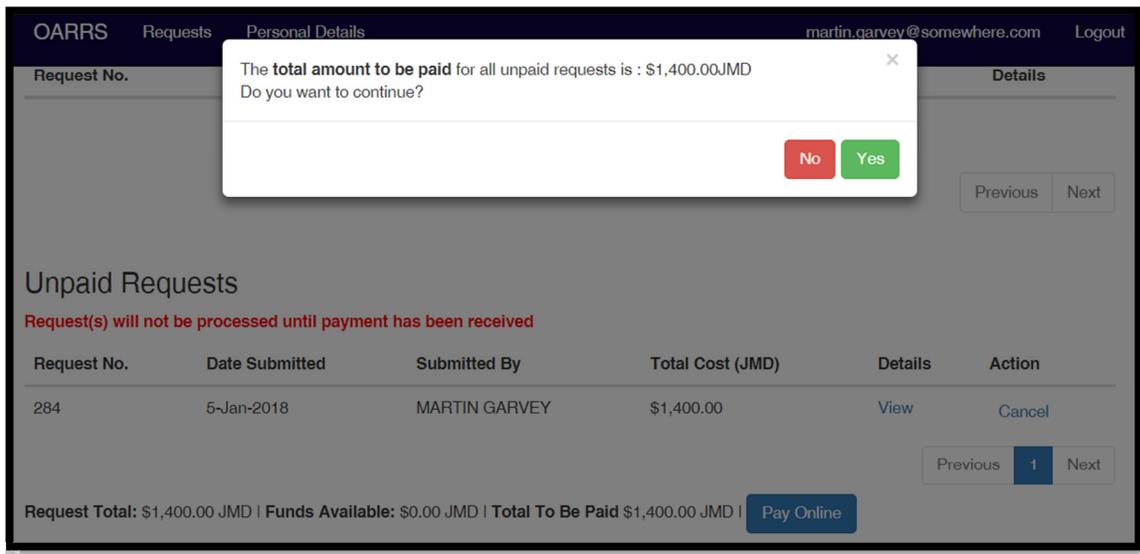


Figure 11: Pay Online (1) - Confirm Amount to be Paid

When the **Pay Online** option is selected:

1. You will be prompted to confirm the amount to paid. When 'Yes' is selected, you will be taken to the UTech Payment Gate

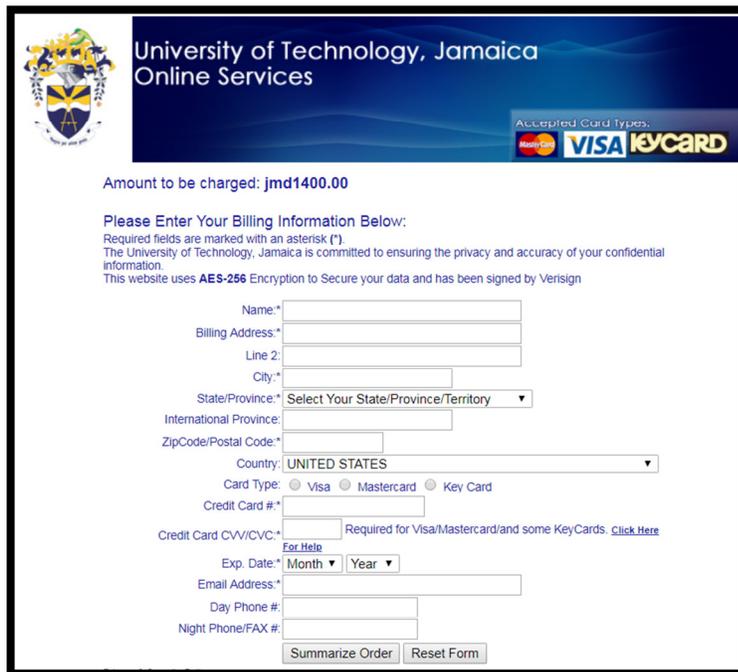


Figure 12: UTech's Payment Gateway

2. Fill in all mandatory fields
3. Then, select the **Summarize Order** button. Information entered will be shown. Once confirmed as being accurate your card will be charged.

Cancelled Requests

You are allowed to [cancel](#) your request once payment has not yet been received. All cancelled requests will be shown this list.

5. NEW REQUEST

After logging into the OARRS, select "New Request" from the Request History page.

Once you are in good financial standing with the university you will be permitted to continue making your request; otherwise you will receive a message indicating your outstanding balance.

To make a request select the:

1. **Service**
2. **Service Type**¹
3. **Dispatch Method** and
4. **Receiving Institution**
5. **Comments** (optional)

Select **Add** to display selection in the preview table. Only services shown in the preview table will be submitted.

Note: You may add multiple services to a request.

You may also remove a service from the table by selecting the remove link

You will notice a **running total** being maintained for services selected. Please see Information Page, which is displayed when the application is launched, for current rates for services and dispatch method offered.

Select the **submit** button when you are satisfied that the information supplied is accurate.

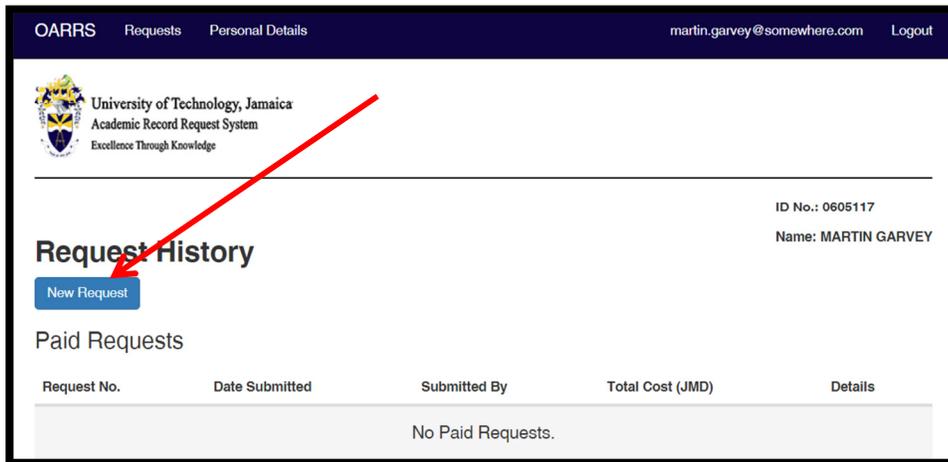


Figure 13: New Request

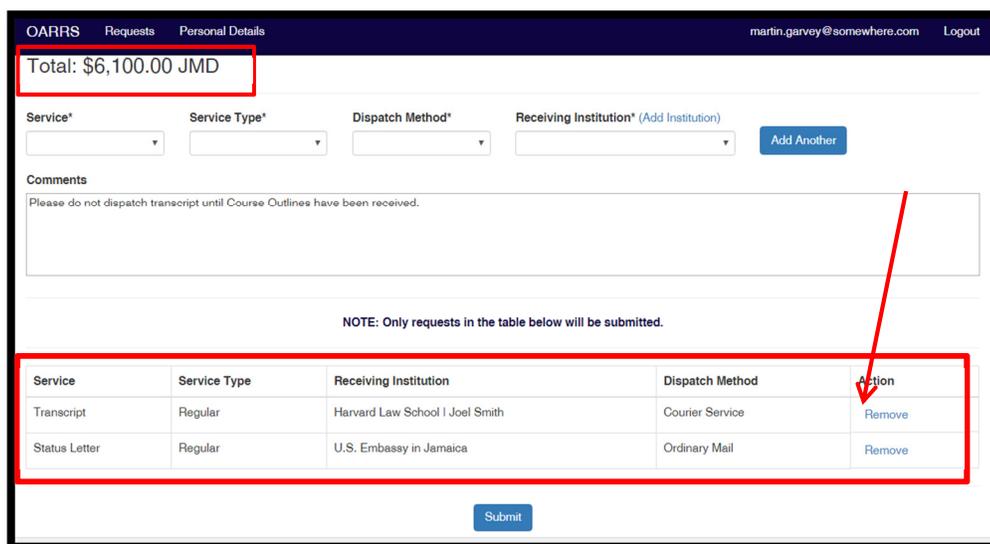


Figure 14: New Request - Preview Table

¹ Express service is only available to recent returning applicants and students who studied after 2000. The time it takes to process documents does not include time it takes for the document to reach its destination (only the time it takes for the document to be prepared)

Adding a Receiving Institution

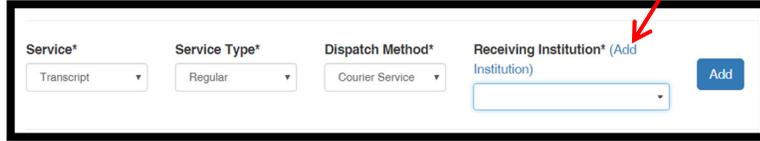
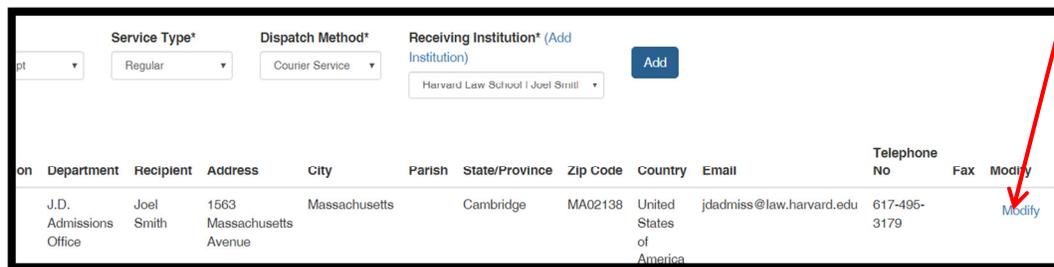


Figure 15: Add Institution Link

You will be allowed to add an institution to the **Receiving Institution** list by selecting the **Add Institution** link. The **Institution Form** will then be displayed.

All mandatory fields on the **Institution Form** need to be completed and saved.

Once an institution is saved, it will be accessible from the **Receiving Institution** list. You will be allowed to modify it, providing it is not linked to a submitted request.



Department	Recipient	Address	City	Parish	State/Province	Zip Code	Country	Email	Telephone No	Fax	Modify
J.D. Admissions Office	Joel Smith	1563 Massachusetts Avenue	Massachusetts	Cambridge	MA02138	United States of America	jdadmiss@law.harvard.edu	617-495-3179			Modify

Figure 16: Modify Institution

Note: the following fields are mandatory when courier service is selected:

- **Department,**
- **Recipient's name**
- **Zip code (for destinations outside of Jamaica and the Caribbean) and**
- **At least one (1) telephone number**

Courier service cannot be delivered to P.O. Box addresses

Submitted Requests

When the **submit** button is selected, you will receive the following:

- A confirmation on-screen message containing payment instructions
- A confirmation email, sent to the email address you entered when registering

You will be able to view your request from the **Request History** page. Please note, **requests will not be processed until payment has been received.**

If you were last enrolled at the university any time before 2000, please make your payment online using the [Pay Online](#) button available on the Request History page. No other method of payment will be accepted.

Please pay careful attention to your confirmation message and email as you will be instructed where payments should be made.

6. PAYMENT

If you were last enrolled at the university any time before 2000, please make your payment online using the [Pay Online](#) button available on the Request History page. No other method of payment will be accepted.

Please pay careful attention to your confirmation message and email as you will be instructed where payments should be made.

If you were last enrolled any time after 2000, Payment can be made at any of the following locations:

1. Paymaster
2. Bill Express
3. UTech Payment Gateway (Keycard, Visa, MasterCard Only) accessed from the [Request History](#) page

Please advise the Customer Service Agents at our external agencies that you are paying for an 'Academic Record' so payment can be properly tagged and delays minimized.

Payment will be applied to the requests in the order they were received. Your request will be processed once payment for service has been confirmed. Confirmation of payment requires 2 working days after payment.

If your request is still in the "Awaiting Payment" state for more than 2 days after payment has been made, please contact the Student Financial Services Unit at fincustomersupport@utech.edu.jm or visit the office which is located to the back of the Main Administration Building, between the hours of 8:00am-4:00pm Mondays to Fridays.

7. PERSONAL DETAILS

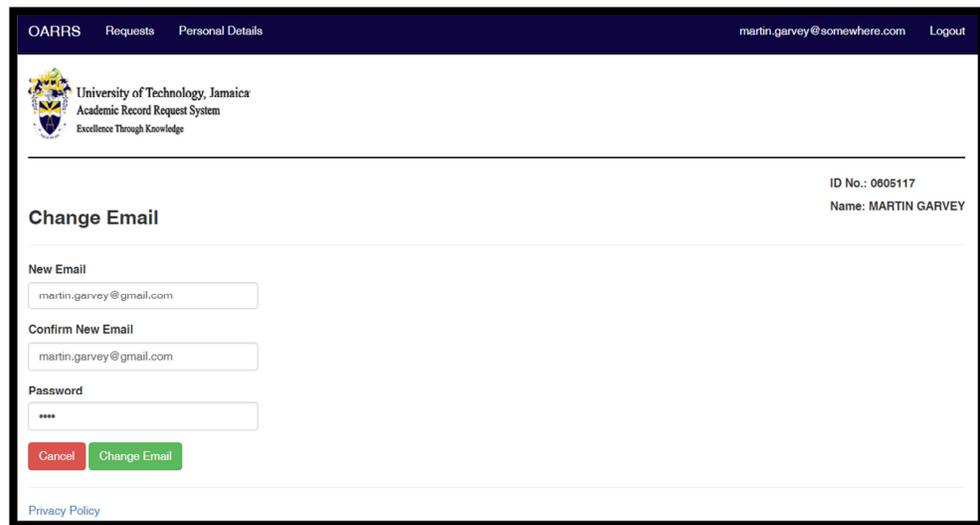
You will at any point be able to update your personal information (address and contact number) by selecting the **Personal Details** tab. You may also change your email address and/or password by selecting the links below:

[Change Email](#)

[Change Password](#)

Change Email

Enter your *new email*, *confirm new email* and *password* to change your email address:

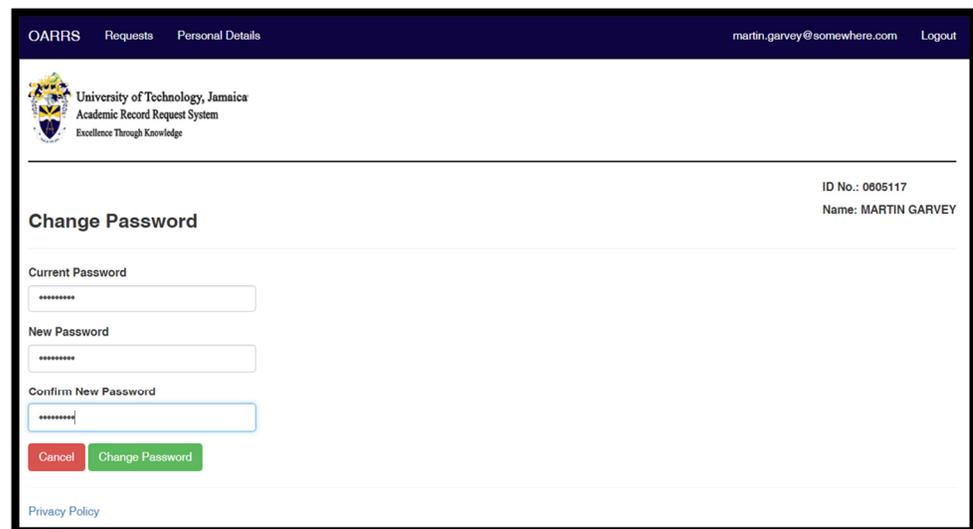


The screenshot shows the 'Change Email' form within the OARRS system. The header includes 'OARRS', 'Requests', and 'Personal Details' tabs, along with the user's email 'martin.garvey@somewhere.com' and a 'Logout' link. The main header features the University of Technology, Jamaica logo and the text 'Academic Record Request System' and 'Excellence Through Knowledge'. The form title is 'Change Email'. On the right, it displays 'ID No.: 0605117' and 'Name: MARTIN GARVEY'. The form contains three input fields: 'New Email' (with 'martin.garvey@gmail.com' entered), 'Confirm New Email' (with 'martin.garvey@gmail.com' entered), and 'Password' (with '****' entered). At the bottom, there are 'Cancel' and 'Change Email' buttons, and a 'Privacy Policy' link.

Figure 17: Change Email

Change Password

Enter your *current password*, *new password*, and *confirm new password* to change your password



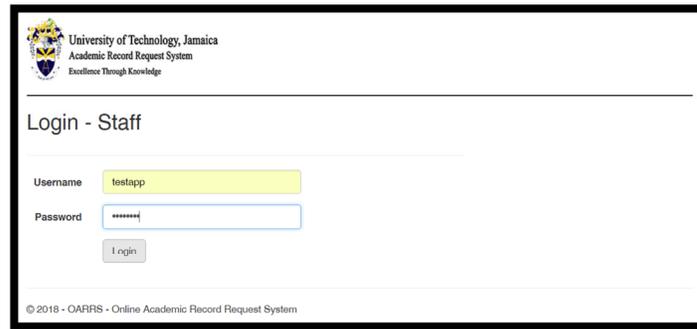
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Figure 18: Change Password

STAFF INTERFACE

8. STAFF LOGIN

Once the link to the OARRS is accessed, enter your **domain** credentials to access the system.



University of Technology, Jamaica
Academic Record Request System
Excellence Through Knowledge

Login - Staff

Username: testapp

Password: *****

Login

© 2018 - OARRS - Online Academic Record Request System

Figure 19: Staff Login Page

Once you are successfully authenticated, you will be taken to the [Existing Request Page](#). The following links are also available from the menu once you log into the system:

1. [Search](#)
2. [View Payment](#)
3. [Reports](#)
4. [Manual Applicants](#)

9. EXISTING REQUEST PAGE

The Existing Request page has the following groupings:

- My Requests
 - Regular
 - Express
 - New Requests
 - Regular
 - Express
- Available to staff who are responsible for retrieving files

Each table allows you to filter based on any column displayed.

Additionally, you are able to update a service from the Existing Request page by selecting a status from the **Next Status** list and the person to be assigned from the **Assigned To** list. The **update** link will save the change made.

OARRS Existing Request Search View Payment Reports Manual Applicants testapp Logout

Existing Requests

My Requests

Express

Search:

Request No.	Name	ID No.	No. of Days Assigned	Time Remaining	Service	Status	Next Status	Assigned To	Update	View
308	JERONIE NEMBHARD	1605666	163	-178	Transcript	Document Generated	Next Status Next Status	Choose Status First	Update	Select
192	Christophe Robinson	1001411	163	-197	Status Letter	Document Returned to Updater	Next Status Document Verified Document Returned to Updater	Choose Status First	Update	Select
401	JACE MYRIE	0801998	11	-154	Status Letter	Document Updated	Next Status	Choose Status First	Update	Select
308	JERONIE NEMBHARD	1605666	163	-178	Transcript	Document Verified	Next Status	Choose Status First	Update	Select
210	RUTH ROPER-ALLEN	0010434	53	-197	Transcript	File Retrieved	Next Status	Choose Status First	Update	Select
388	Christophe Robinson	1001411	53	-155	Statement	File Retrieved	Next Status	Choose Status First	Update	Select

Figure 20: Existing Request Page - Update Request

Processing Requests

Each request listed has a link (i.e Select) that when clicked, will take you to the [Update Request](#) page. The *Student Details, Institution, Request Details* and *Notes* are accessible from the Update Request Page.

The updating of requests is done from the Request Details section. The **Next Status** and **Assigned To** fields will be populated based on the current status of the request:

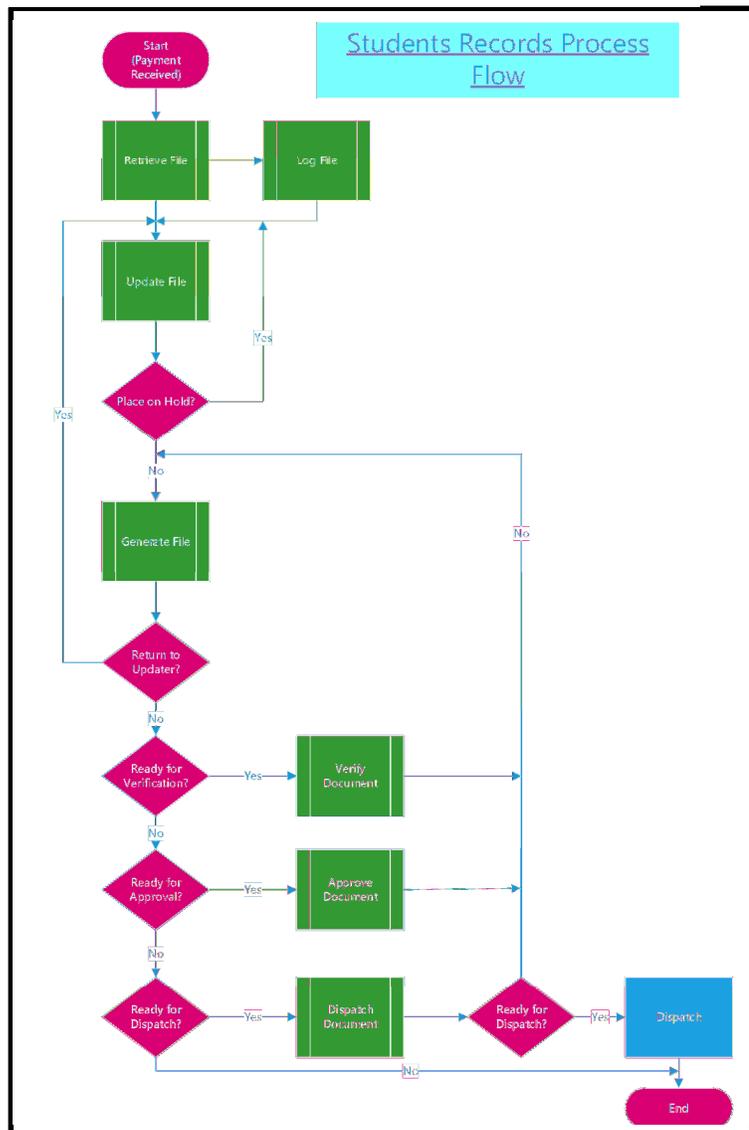


Table 1: Current Status and Next Status Mappings

Current Status	Next Status
Payment Received	File Retrieved
	Held
	Ready Log
File Retrieved	Held
	Ready to Log
	Assign to other Updater
	Document Updated
Held	Ready to Log
	Document Returned to Updater
	Document Ready for Dispatch
Document Ready to Log	Document Updated
Document Returned to Updater	Document Updated
	Ready to Log
	Held
Document Returned to Updater	Held
	Document Updated
Document Ready for Typist	Document Generated
	Document Returned to Updater
Document Generated	Document Verified
	Document Returned to Updater
Document Verified	Document Ready for Approval
Document Ready for Approval	Document Ready for Dispatch
Document Ready for Dispatch	Document Dispatched
	Held
	Document Returned to Typist
Document Returned to Typist	Document Returned to Updater
	Document Ready for Approval
Assign to other Updater	Held
	Ready to Log
	Assign to other Updater

Only users assigned to process requests in the current state will be allowed to move the request to the next state. Users with supervisor role will be able to update a request irrespective of its current state

Payment Received

Requests in the **Payment Received** state requires that the person responsible for processing requests in this state, utilizes the **Take Control** feature.

1. You will be prompted to indicate whether you wish to take control of all unassigned services related to the request

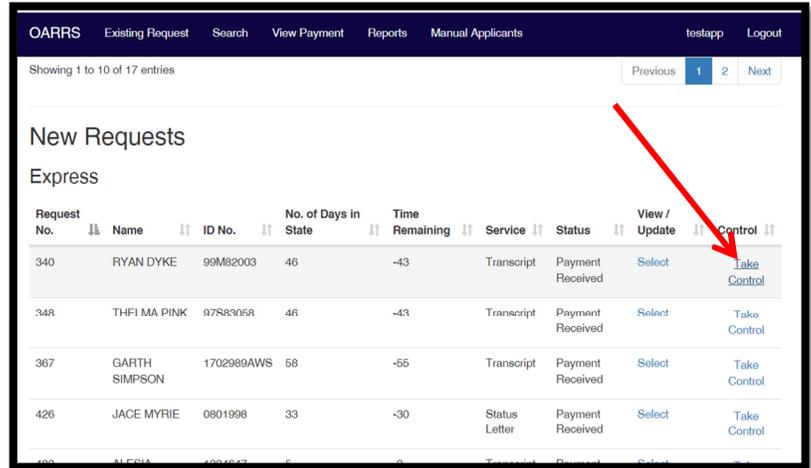


Figure 21: Existing Request – Take Control

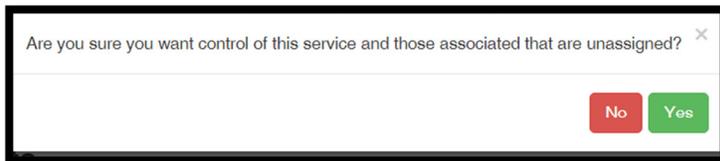


Figure 22: Take Control Feature Message

2. If you select 'Yes', all services linked to the request will be assigned to you and will be accessible from the **My Requests** list.
3. Once the request is selected from your **My Request** list, you will be able to indicate that the file has been retrieved (**File Retrieved**) from the [Update Request Page](#). A list of users will be available from the **Assign To** field for you to assign the request

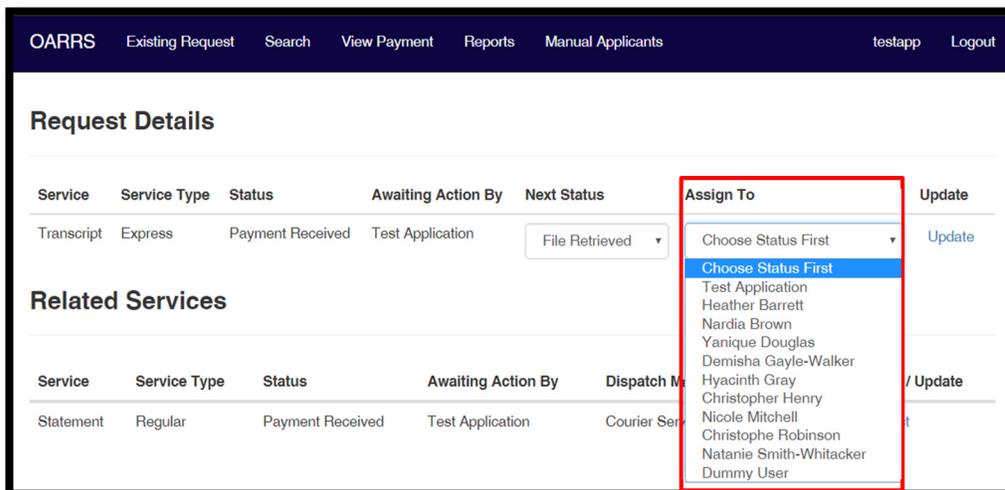


Figure 23: Assigned To List

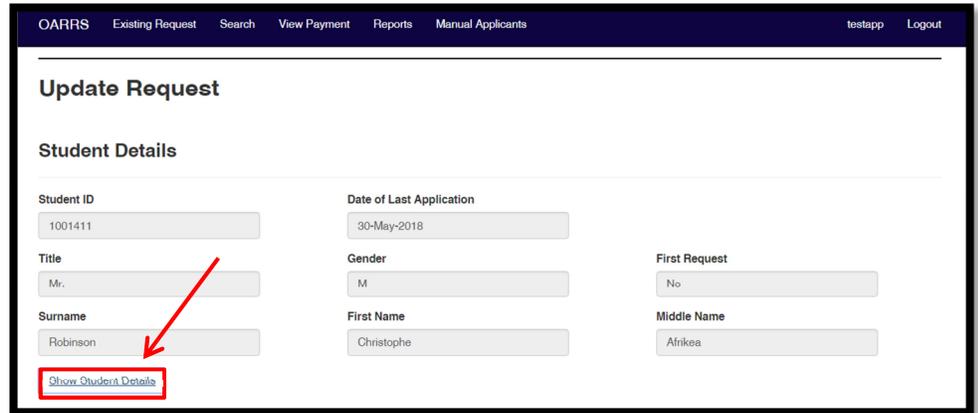
4. The status will be updated according to Table 2 mapping

Note: Steps 3 and 4 above applies to all processing states.

Update Request Page

The Update Request Page allows you to:

1. [Show Student Details](#)
2. [Update Service Request Status](#)
3. [Add/Edit Notes](#)



The screenshot shows the 'Update Request' page with a dark blue header containing navigation links: OARRS, Existing Request, Search, View Payment, Reports, Manual Applicants, testapp, and Logout. The main content area is titled 'Update Request' and contains a 'Student Details' section. The form includes fields for Student ID (1001411), Date of Last Application (30-May-2018), Title (Mr.), Gender (M), First Request (No), Surname (Robinson), First Name (Christophe), and Middle Name (Afrikea). A red arrow points to a 'Show Student Details' link at the bottom of the form, which is enclosed in a red rectangular box.

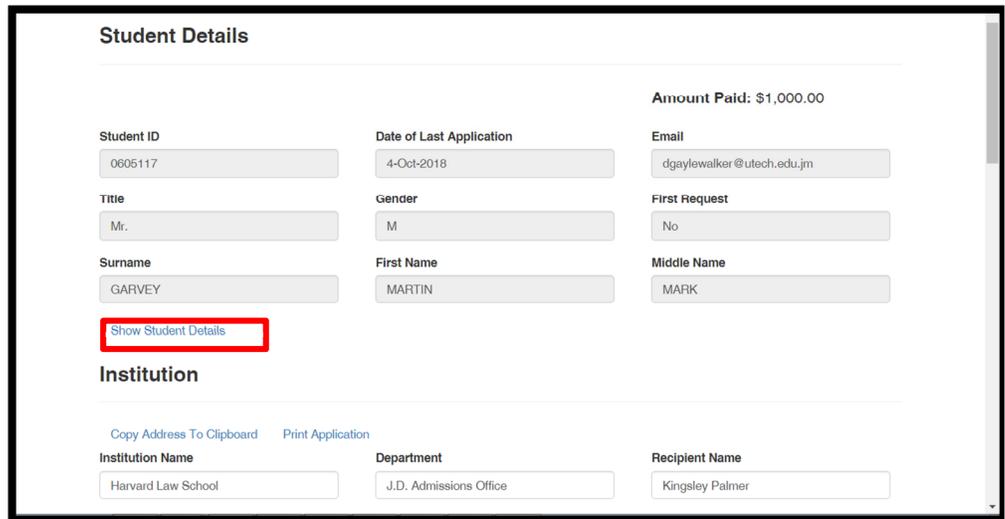
Show Student Details

Additional student information will be displayed when the *Show Student Details* link is selected.

Figure 24: Update Request - Show Student Details

Copy Address to Clipboard

The option to copy the address for a service is available by selecting the **Copy Address to Clipboard** link. When selected, the institution details will be available to be pasted in a text editor.



The screenshot shows the 'Student Details' page with a white background. It includes fields for Student ID (0605117), Date of Last Application (4-Oct-2018), Email (dgaylewalker@utech.edu.jm), Title (Mr.), Gender (M), First Request (No), Surname (GARVEY), First Name (MARTIN), and Middle Name (MARK). The 'Amount Paid: \$1,000.00' is displayed in the top right. Below the student details is a 'Show Student Details' link highlighted with a red box. Underneath is the 'Institution' section with links for 'Copy Address To Clipboard' and 'Print Application'. The institution details include Institution Name (Harvard Law School), Department (J.D. Admissions Office), and Recipient Name (Kingsley Palmer).

Figure 25: Update Request – Copy Address to Clipboard

Print Application

The application may be printed using the **Print Application** option.

When selected, the details of the application will be displayed.

Update Service Request Status

The status for each service linked to a request is updated by assigning the *Next Status* and selecting the person who is responsible for processing the service at the selected stage (Assign To).

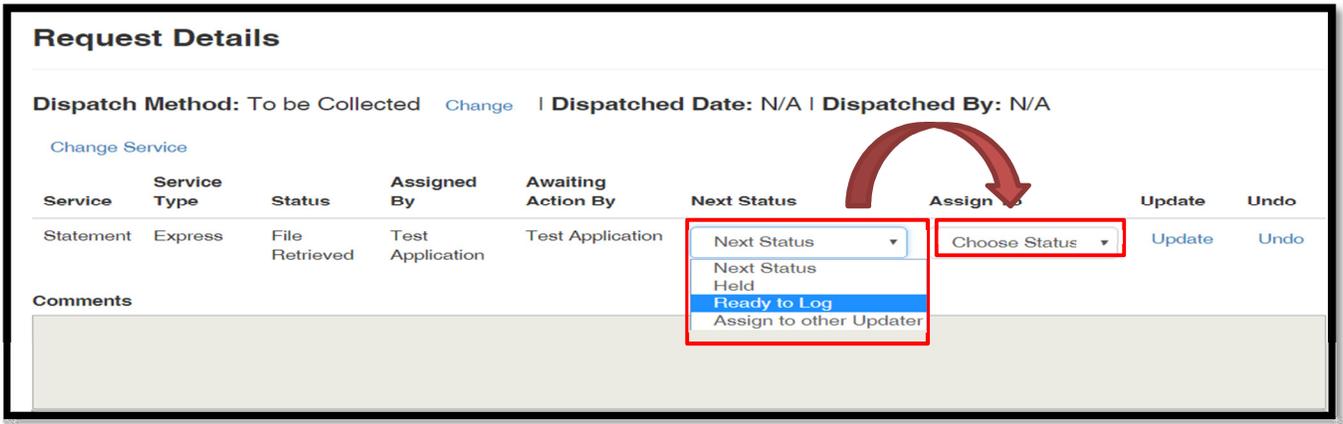


Figure 26: Update Request Page - Update Service Request Status

Undo

You have the ability to undo an assignment by selecting the **undo** button. The undo button will only be available for services you have assigned, that is, if you did not assign it to the person, you will not be able to undo it.

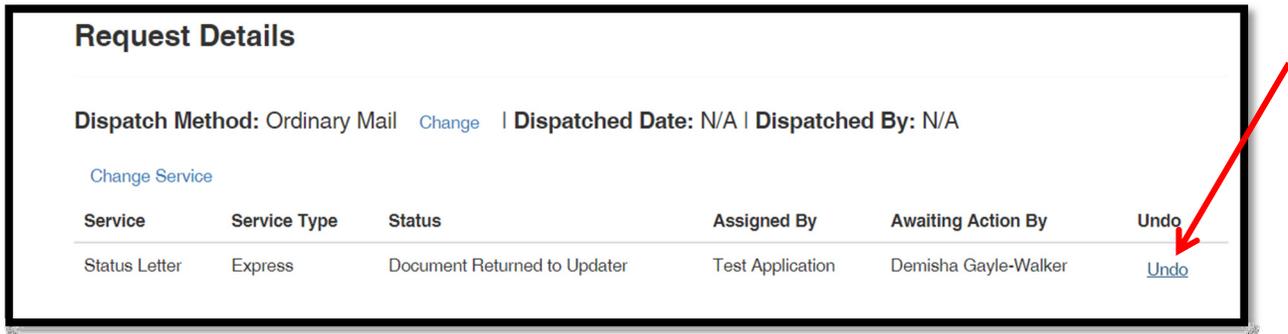


Figure 27: Update Request Page - Update Service Request Status

Change Dispatch Method

You will be able to change dispatch method on a request by selection the change option (illustrated below):



Figure 28: Update Request Page - Change Dispatch Method

When selected:

1. You will be prompted to select the *new* dispatch method and indicate whether the change should be applied to all services on the request:

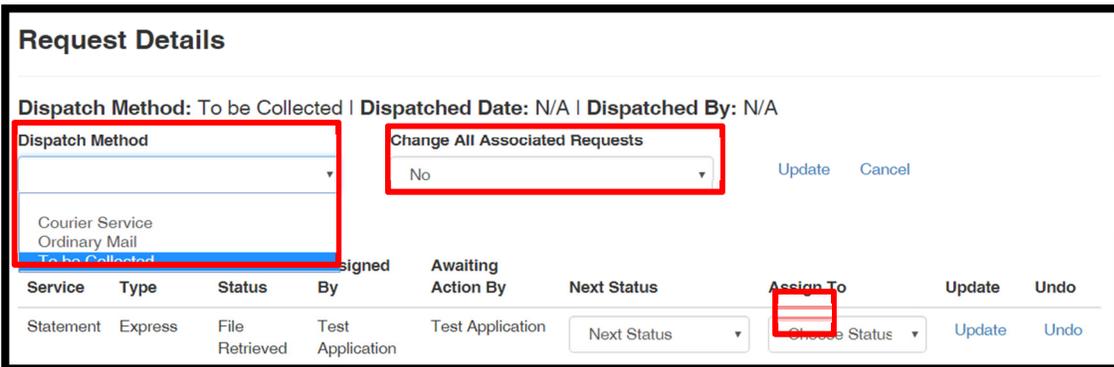


Figure 29: Update Request Page – Change Dispatch Method

2. Select **update** to save the change.
3. You will receive one of the following messages:
 - a. *“Successfully updated”* – shown when the applicant has enough funds to cover the change
 - b. *“Insufficient funds”* – shown when the applicant does not have enough funds to cover the requested change
 - c. *“Please refer this change to the System Administrator”* – this message will be displayed if the request being updated is not the last request paid for by the applicant.

Change Service

You will be able to change the **service** and/or **service type** on a request by selection the change option (illustrated below):



Figure 30: Update Request Page – Change Service

1. You will be prompted to select the *new* service and service type

Request Details

Dispatch Method: Ordinary Mail [Change](#) | Dispatched Date: N/A | Dispatched By: N/A

Service: Service Type: [Update](#) [Cancel](#)

Status	Assigned By	Awaiting Action By
Payment Received	SYSTEM	Not Assigned

Figure 31: Update Request Page – Change Service

2. Select **update** to save the change.
3. You will receive one of the following messages:
 - a. *“Successfully updated”* – shown when the applicant has enough funds to cover the change
 - b. *“Insufficient funds”* – shown when the applicant does not have enough funds to cover the requested change
 - c. *“Please refer this change to the System Administrator”* – this message will be displayed if the request being updated is not the last request paid for by the applicant.

Related Services

All services linked to a request will be shown in this table. You may select a service to view or update it without having to exit the page.

Service	Service Type	Status	Awaiting Action By	Dispatch Method	Institution	View / Update
Status Letter	Regular	Payment Received	Not Assigned	Ordinary Mail	United States Embassy	Select

Figure 32: Update Services - Related Services

Open Requests

All open requests linked this applicant will be shown in this table. That is, requests that have not been dispatched and have been paid for will be shown here.

Request No.	Service	Status	Next Status	Assigned To	Update	View
543	Transcript	Payment Received	N/A	N/A	N/A	Select
543	Statement	Payment Received	N/A	N/A	N/A	Select
547	Statement	Payment Received	N/A	N/A	N/A	Select

Showing 1 to 3 of 3 entries

Previous 1 Next

Figure 33: Update Services – Open Requests

Add/Edit Notes

Select New Notes to add notes to the applicant's request. You will be required to input whether the notes should be visible to the applicant, whether you wish to send an email to the applicant and the actual notation. Select **Save** to store note. Email will be sent immediately.

Notes

Visible To Applicant: Yes

Send Email: Yes

Notes: Please contact Ms. Add Lodge at 970-5020 to provide an accurate address

Cancel Save

Figure 34: Update Request Page - Add/Edit Notes

Note: Once *Visible to Applicant* and *Send Email* are set to 'Yes', you will not be able to modify after saving.

Select the Edit link to modify notes.

10. SEARCH

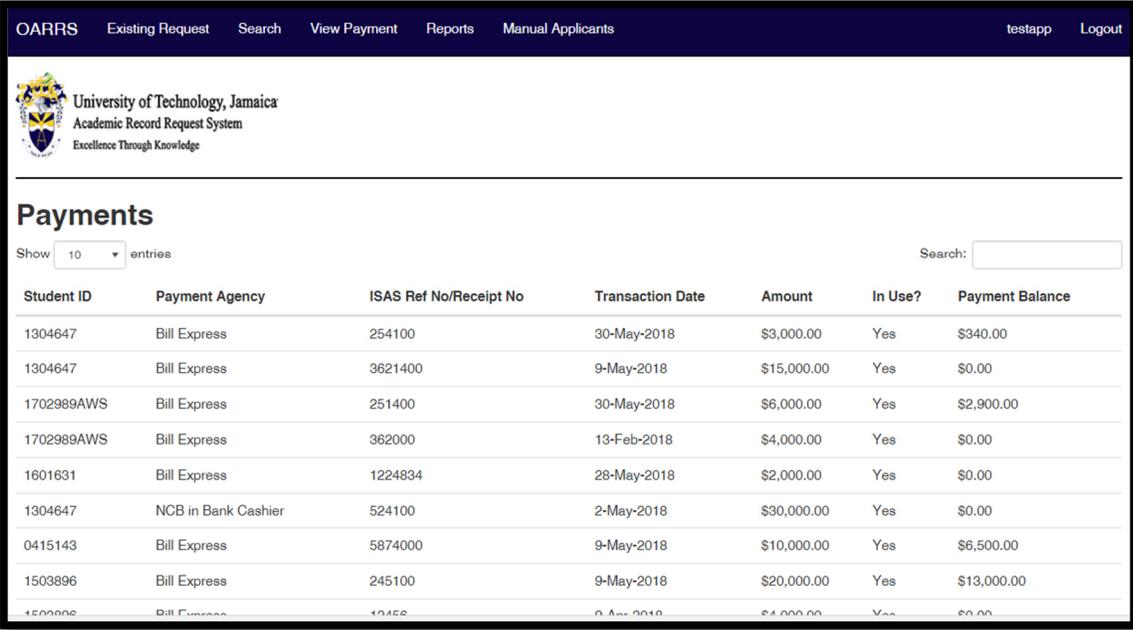
You will be able to **search** the OARRS database for any requests in any state using the following filter/search options:

- Start and End Date
- Search by Name, Request Number, ID Number or any text (partial search text allowed)
- Filter by Service Type, Service, Internal Status, External Status and Assignee

Note: Requests in the “awaiting payment” state for more than 30 days will be purged automatically. Applicant will also be sent an email when this is done.

11. VIEW PAYMENT

All payments imported into the OARRS database can be viewed from the **View Payment** link.



The screenshot shows the OARRS web interface. At the top, there is a navigation bar with links: Existing Request, Search, View Payment, Reports, Manual Applicants, testapp, and Logout. Below the navigation bar is the University of Technology, Jamaica logo and the text: University of Technology, Jamaica, Academic Record Request System, Excellence Through Knowledge. The main content area is titled 'Payments'. Below the title, there is a 'Show' dropdown menu set to '10' entries and a 'Search:' input field. The table below has the following columns: Student ID, Payment Agency, ISAS Ref No/Receipt No, Transaction Date, Amount, In Use?, and Payment Balance. The table contains 10 rows of payment data.

Student ID	Payment Agency	ISAS Ref No/Receipt No	Transaction Date	Amount	In Use?	Payment Balance
1304647	Bill Express	254100	30-May-2018	\$3,000.00	Yes	\$340.00
1304647	Bill Express	3621400	9-May-2018	\$15,000.00	Yes	\$0.00
1702989AWS	Bill Express	251400	30-May-2018	\$6,000.00	Yes	\$2,900.00
1702989AWS	Bill Express	362000	13-Feb-2018	\$4,000.00	Yes	\$0.00
1601631	Bill Express	1224834	28-May-2018	\$2,000.00	Yes	\$0.00
1304647	NCB in Bank Cashier	524100	2-May-2018	\$30,000.00	Yes	\$0.00
0415143	Bill Express	5874000	9-May-2018	\$10,000.00	Yes	\$6,500.00
1503896	Bill Express	245100	9-May-2018	\$20,000.00	Yes	\$13,000.00
1500000	Bill Express	124500	9-May-2018	\$4,000.00	Yes	\$0.00

Figure 35: View Payment

Note:

- **ISAS Ref No/ Receipt No:** a unique number assigned to each payment when imported to the Students Administration System (ISAS). This is not the receipt number found on the physical receipt.
- **Amount:** indicate the total paid at the payment agency or online
- **Payment Balance:** the amount remaining after funds have been applied to offset request(s) cost. The amount remaining will be used to cover subsequent requests.

12. REPORTS

The following reports are available from the **Reports** link:

1. Front Desk Report [requires start date and end date]; points to date payment was updated on the OARRS (i.e. payment received date)
2. Dispatch Report [requires start date and end date]; points to dispatch date
3. Typist Report [requires start date and end date]; points to date files were updated (i.e. Document Updated date)
4. Reconciliation Report: shows all applicants whose payment is insufficient to cover request total

13. MANUAL ENTRY

During the *soft launch* of the OARRS, both online and manual requests will be accepted. As such only one application submission mode will be accepted for each applicant. That is, where the applicant has submitted a request using the online modality, he/she will not be permitted to submit an application manually. As such, the ID Number for **all** applicants should be stored once they submit a paper-based application form.

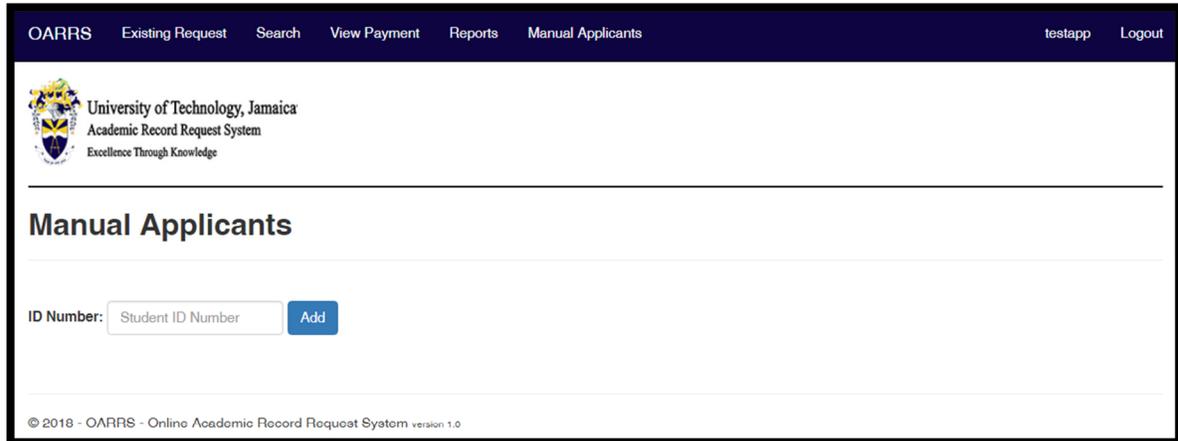


Figure 36: Manual Applicants

Applicant's ID number should be stored using the Manual Applicants page.

Enter *ID Number*, then select **Add**.

If the applicant has an account on the OARRS, the following message will be displayed:

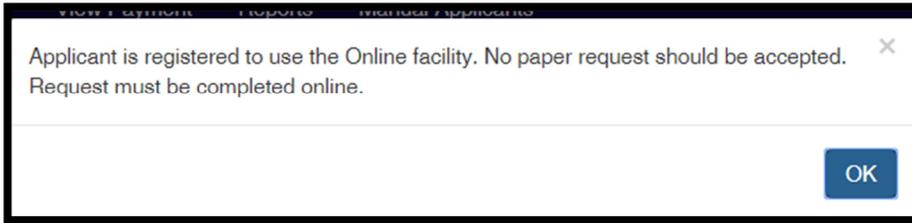


Figure 37: Manual Applicant Message

DO NOT ACCEPT APPLICATION IF YOU RECEIVED THE MESSAGE ABOVE.

Students who already have a manual application will receive the following message if they attempt to register on the OARRS:

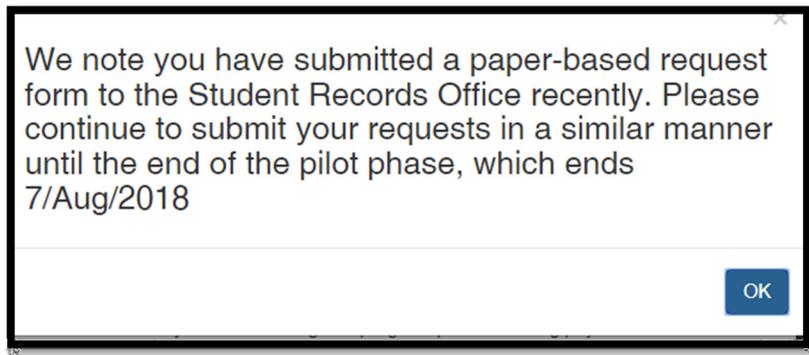


Figure 38: Manual Applicant Message 2