

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)

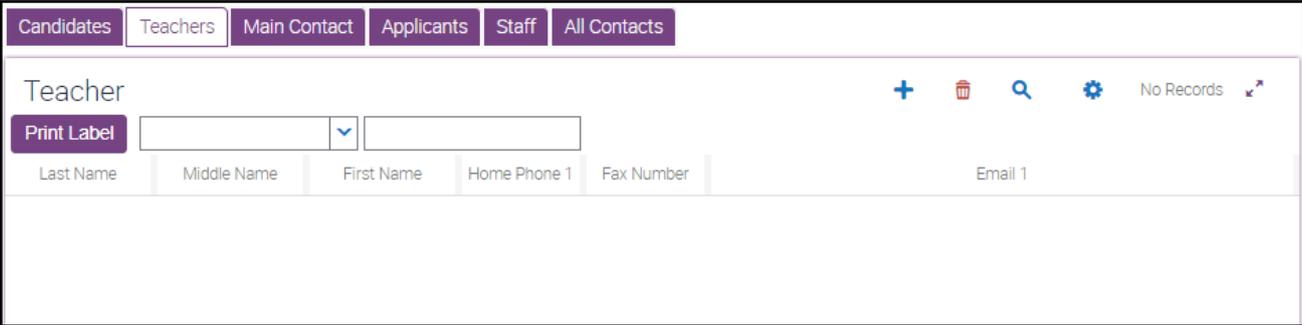
NB: If you have a touchscreen-enabled device please disable it before logging in.

## Overview

Please note that candidates do not have to be created here before being enrolled – the enrolment process will automatically handle the creation of candidate records for you.

The contacts for your centre include centre staff and applicants. You may also maintain a list of teachers here if you wish. Contacts associated with your centre can be managed under the 'Candidates and Contacts' tab. You can also reach the same area by clicking on the 'Add Teacher/Applicant' link in the action box on the Home Page.

From the 'Candidates and Contacts' tab click on the relevant sub tab (Teachers, Main Contact, Applicants or Staff) to view existing or add new contacts.



The screenshot shows a web interface with a top navigation bar containing tabs: Candidates, Teachers, Main Contact (selected), Applicants, Staff, and All Contacts. Below the tabs, the page title is 'Teacher'. To the right of the title are icons for adding (+), deleting (trash), searching (magnifying glass), and settings (gear), followed by the text 'No Records'. Below this is a 'Print Label' button and a dropdown menu. Underneath are input fields for 'Last Name', 'Middle Name', 'First Name', 'Home Phone 1', 'Fax Number', and 'Email 1'. The main content area below these fields is currently empty.



You can also use the query button to search for specific individuals using, for example, a last name.

Applicants may be added on the appropriate tab, and if you do add them here please keep contact information up to date to avoid adding duplicate records.

Please be aware that from September 2018 teacher details may no longer be added to candidate certificates. Teacher details may still be added to the appropriate tab if you wish to keep a list online, but they will not be available to add at the enrolment stage.

### Amending details for an existing contact

Any changes to candidate names will need to be processed through your Trinity coordinator.

Once you have located in the list the contact you wish to amend details for, click on the line to view details to the right-hand side. You can make changes to those details displayed in a box, whilst details with no box around them may not be altered. There is no save button, changes will be saved when you click onto a new record in the left-hand side list.

Video: [03. Trinity Centre Portal: Managing Contacts \(vimeo.com\)](#)

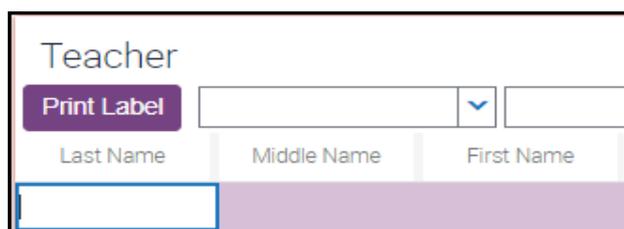
There is an 'All Contacts' tab where you can view a full list of all contacts associated with your centre, however, please note that on this tab no changes may be made from here. Changes to teacher, main contact, applicant, or staff details should be made from the dedicated tabs.

In early 2018 there were some issues with the applicant and teacher tabs that required using the "All Contacts" tab as a workaround. These issues have been corrected in March 2018; using the "All Contacts" tab should no longer be necessary.

### Add a new contact

- + From the 'Candidates and Contacts' tab, click on the relevant sub tab (Main Contact, Applicants or Staff) and then click on the "New" button.

Next complete the contact's first and second names in the relevant boxes in the left-hand side list, then all the contact details (address, email and telephone numbers) are entered on the right-hand side of the screen.



The screenshot shows a form titled "Teacher". On the left side, there are three input fields for "Last Name", "Middle Name", and "First Name". The "Last Name" field is highlighted with a blue border. Above these fields is a "Print Label" button and a dropdown menu. The right side of the form is a large purple-shaded area for entering contact details.

## Roles

A contact at a centre can have more than one 'role', for example, a teacher could also be a member of the centre staff with an administrative role or could be the centre representative ('Main Contact'). It is not necessary to create new records for each role, you can add the different roles to the contact details.

Video: [16. Trinity Centre Portal: Adding Contact Roles \(vimeo.com\)](#)

A contact's roles appear at the bottom of the screen showing their details.

Roles	
	Role
	Candidate
	Teacher



To add an additional role, click on the New button and choose from the drop-down list. The changes will save automatically.



To remove an incorrectly assigned role select the incorrect line and click the Delete button.

## Printing labels

From December 2018 the easiest way to generate address labels is by including applicant names when enrolling candidates. If you do this, then the portal can produce an address label file as part of the material generation process. This will include the address of each applicant with candidates enrolled in the order, formatted 2x4 on A4. Trinity expects that this will mainly be used by Trinity's public centre representatives, however the file will also be available to private centres if useful. Please see the separate guide for more information on generating and printing exam materials: [www.trinitycollege.com/MaterialPrinting](http://www.trinitycollege.com/MaterialPrinting)

The creation of this file depends on an applicant being included when enrolling each candidate. It also requires that the address be included when each applicant record is created.

You may wish to print address labels separately. To do this, find the contacts you wish to print labels for within the appropriate list (for example Applicants). You can select multiple contacts by holding the Ctrl key on your keyboard whilst clicking.

Video: [15. Trinity Centre Portal: Printing Labels \(vimeo.com\)](https://vimeo.com/15. Trinity Centre Portal: Printing Labels)

Once you have selected all required contacts you can click the 'Print Label' button which will layout the addresses for you, eight per page. If you have large numbers of labels to produce then we recommend producing eight or sixteen at a time to avoid any connection or server glitches causing you to lose your selection.

To collect your labels file, return to the 'Home' screen and select 'Print labels' in the action box. On the next page the most recently generated file should normally be at the top of the list. Click on the file name to open your address labels.

Please note that if you perform a search for a contact when selecting labels you will lose the currently selected contacts, so it will be best to avoid doing so.

## Candidate results

Any exam results held for a candidate will be available from the centre portal. These are accessed from the 'Exam Results' sub-tab just below the 'Candidates' tab on the 'Candidates and Contacts' page.



A screenshot of a table titled 'Marks'. The table has columns for 'Section #', 'Section', 'Mark', and 'Max'. The data is as follows:

Section #	Section	Mark	Max
1	Piece 1	14	
2	Piece 2	15	
3	Piece 3	16	
4	Technical Work	7	
5	Sight Reading	6	

At the bottom of the table, there are navigation arrows: a double left arrow, a single left arrow, a single right arrow, and a double right arrow.

Be aware that for qualifications with more than five sections, you will need to use the arrows at the bottom to scroll through.

It is worth noting that candidates who have taken several exams may have several Candidate IDs. If you do not find the information you expect immediately then it's likely that the candidate may have exam results held against more than one record. Please be aware that only results for exams taken at your centre will be available through your centre portal login.

Candidate results will not normally be available until after the exam certificates are issued several weeks after the exam.