

Trinity College London

Centre Portal Guidelines

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Trinity Online Centre portal web address:

www.trinitycollege.co.uk/portal

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

Before you Enrol

You should create your Order first, see:
www.trinitycollege.com/CreateAnOrder

Enrolling Candidates

There are two ways to input solo enrolments: By entering candidates one by one directly into Trinity Online, or by using the mass enrolment spreadsheet, which enables you to collate information that you can then cut and paste directly into the mass enrolment page on Trinity Online. Both options are available from the 'Enrol Candidates' tab within your order. For information on using the mass enrolment spreadsheet see:

www.trinitycollege.com/EnrolmentsUsingSpreadsheet

Individual Enrolment

Video: [6. Individual Enrolment \(vimeo.com\)](#)

Digital Certificate

Please note that from September 2023, Trinity will be issuing digital certificates only (with an option to buy paper). Digital certificates are issued 24-48 hours after results are validated by Trinity. A digital certificate is an electronic document that shows proof of a qualification. It looks the same and carries the same validity as a paper certificate. It offers many benefits, such as fast and secure delivery and you can share it online as a link, PDF or QR code. Therefore, it is essential that when entering the candidate's details, you must enter the candidate's (or parent/ guardian if under 18) email address correctly, so the certificate can be sent directly to them. **Do not** use the email address of the exam centre or teacher. Failure to do so may result in the certificate being delayed. For more information on digital certificates please visit the [website](#).

| Status | First Name | Middle Name | Last Name | Date of Birth | Existing Candida... | Candidate Number | Ethnicity | Gender | ULN | Ensemble Name | Exter... ID | Exam Suite | Product |
|--------|------------|-------------|-----------|---------------|---------------------|------------------|-----------|--------|-----|---------------|-------------|------------|---------|
|--------|------------|-------------|-----------|---------------|---------------------|------------------|-----------|--------|-----|---------------|-------------|------------|---------|

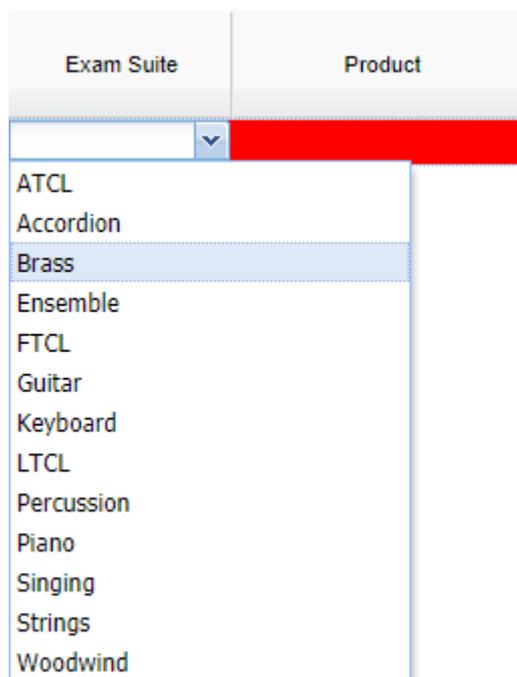


Within your order, you will see a section titled Enrol Candidates. At the top left of this section click on 'New'. This will create the first line for your enrolments.

You can click into each box in turn to enter details, or you can use the Tab key on your keyboard to move from left to right, and Shift-Tab to move back from right to left. You have the option to choose 'Unknown' from the calendar if the candidate has not provided a date of birth. The boxes highlighted in red are the bare minimum required to save your enrolments, but please consult your syllabus to ensure that you are aware of any requirements for the exam you are entering. For example, some exams have a minimum age and for these, a date of birth must be entered.

The Exam Suite, Product and Product Code columns are a little different from the others. You may use the Product Code on its own if you know it. This is normally two numbers plus two or three letters. For example, the code for Piano Grade 5 is '05PNO', or Individual Acting Skills Grade 2 is '02IAS'. If you enter the Product Code then the Exam Suite and Product will automatically populate under the relevant fields.

Alternatively, you can select the Exam Suite from the drop-down list (see right) and then select the exam you need from the drop-down list in the Product column.



Order: 1-4784401511

[Submit](#) [Invoice](#) [Process](#)

Order Information

| | | |
|-------------------|-------|--|
| Subject Area | Music | |
| Venue | | |
| Venue Number | | |
| Status* | Open | |
| Processing Status | | |

| | |
|----------------------|---|
| Requested Start Date | |
| Requested End Date | |
| Examiners Requested | 1 |

Pricing Details

| | |
|--------------------|--------|
| Total Gross Price | £60.00 |
| Centre Admin Fee | £0.00 |
| Total Net Price | £60.00 |
| Invoice Total | £0.00 |
| Payment Log Amount | £0.00 |
| Outstanding Amount | £0.00 |

[Orders](#) [Enrol Candidates](#) [Enrolment Details](#) [Attachments](#) [Examiner Visits](#) [Written Exam Events](#) [Tasks](#) [Commission %](#)

Mass Enrolment

[New](#) [Delete](#) [Clear Candidate](#) [Download Spreadsheet](#) [Save Enrolments](#)

| Candidate Number | Ethnicity | Gender | ULN | Ensemble Name | Exter... ID | Exam Suite | Product | Instrument/Subject | Product Code | Submitter Same as Candidate | Submitter First Name |
|------------------|-----------|--------|-----|---------------|-------------|---------------|-------------------------|--------------------|--------------|-----------------------------|----------------------|
| 13611 | | | | | | Guitar | Acoustic Guitar Grade 3 | | 03AGR | <input type="checkbox"/> | |
| | F | | | Piano | | Piano Grade 4 | | | Y | <input type="checkbox"/> | Submitter Last Name |

The applicant and school columns are optional. The applicant column may be used to keep track of who has entered each candidate and will enable the generation of an address labels file when exam materials are generated. If a School name should be printed on the candidates' certificates you should also tick the School on Cert column.

Mass Enrolment

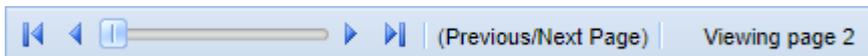
[New](#)
[Delete](#)
[Clear Candidate](#)
[Download Spreadsheet](#)
[Save Enrolments](#)

| | Status | First Name | Middle Name | Last Name | Date of Birth | Candidate Email Address | Existing Candida... | Candidate Number | Ethnicity | Gender | ULN | Ensemble Name | Ext ID |
|---|--------|------------|-------------|-----------|---------------|-------------------------|---------------------|------------------|--------------|--------|-----|---------------|--------|
| 1 | Test | | | Candidate | Unknown | | | | Other, Other | F | | | |

[\(Previous/Next Page\)](#) | Viewing page 1 | Displaying enrolments 1 - 1 of 1

From September 2023, Trinity will be issuing digital certificates only (with an option to buy paper). Therefore it is mandatory to enter an candidate email address, the email address must belong to the candidate (parent or guardian if under 18) so the certificate can be sent directly to them. **Do not** use the email address of the exam centre or teacher. Failure to do so may result in the certificate being delayed.

The candidates enrolled are broken into 'pages' of fifty candidates at a time to stop the system from slowing down. These pages can be clicked through using the arrow buttons at the bottom of the screen.



Please always remember to click Save Enrolments on a regular basis as you work, otherwise connection problems may cause data loss. We recommend saving after every two or three candidates.



After you click on Save Enrolments a box will pop up to tell you your data has been saved. The enrolments then show on screen with a padlock symbol next to the information to indicate that these are saved. Trinity Online will create Candidate Numbers when the enrolments are saved. At this point you can exit the system without any risk of losing the information and you can continue to add candidates into the order at a later stage.

At this point, candidates may be freely deleted or added to your order.

Existing Candidates

If a candidate has taken an exam with Trinity before you may have a candidate Number for them. This can be entered in the appropriate column and then if you click on the question mark and down arrow in the 'Existing Candidate?' column the system will retrieve the candidate's details. In the absence of a candidate number, you can enter an existing candidate's name and date of birth, in which case the system will attempt to match these details against existing records when you click the question mark.

It is important to do this to avoid creating duplicate data, and it's important to do this if the candidate has a re-entry permit or voucher to use.

Diploma Enrolment

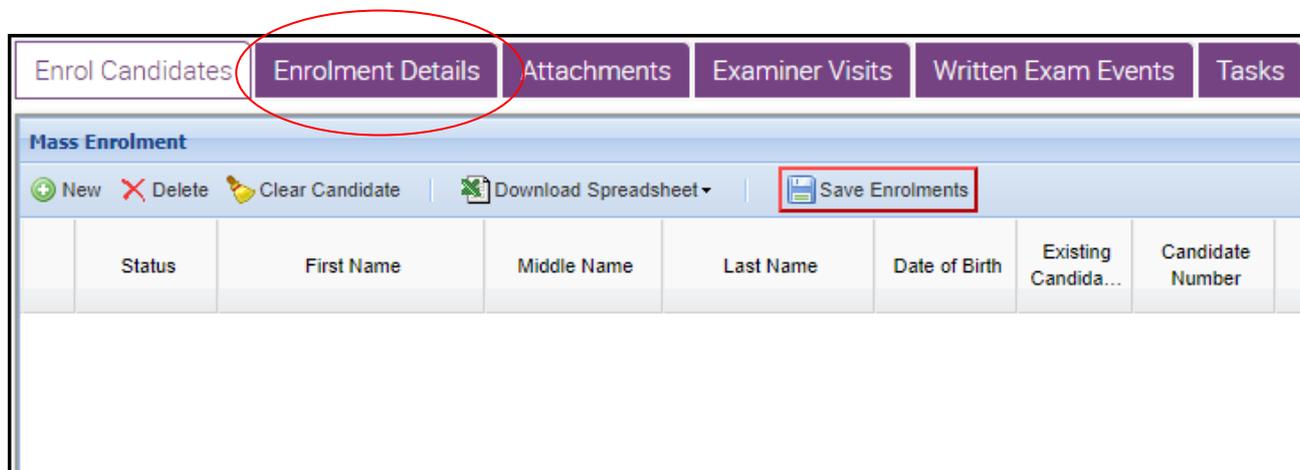
Diploma exam enrolment works slightly differently from most exams, for more information please see the separate guide:

www.trinitycollege.com/DiplomaEnrolments

After Enrolment

When you have enrolled candidates and saved you may select the 'Enrolment Details' tab to see your order with pricing information included. See the separate guides below for information on what you can do on this tab:

www.trinitycollege.com/UpdateOrderDetails



The screenshot shows a web interface with a top navigation bar containing tabs: 'Enrol Candidates', 'Enrolment Details' (highlighted with a red circle), 'Attachments', 'Examiner Visits', 'Written Exam Events', and 'Tasks'. Below the navigation bar is a 'Mass Enrolment' section with a toolbar containing buttons: '+ New', 'X Delete', 'Clear Candidate', 'Download Spreadsheet', and 'Save Enrolments' (highlighted with a red box). Below the toolbar is a table with the following columns: Status, First Name, Middle Name, Last Name, Date of Birth, Existing Candida..., and Candidate Number.

After enrolment is complete, and once any re-entry permits or discounts have been applied, you can then Submit the order using the button near the top of the screen.

Video: [10. Trinity Centre Portal: Submitting Your Order \(vimeo.com\)](https://vimeo.com/10)

If you run a private centre then you will now need to email your Trinity contact before going any further. They will issue an invoice for your enrolments and process the order ready for you to timetable your candidates. Please be aware that after Trinity has raised an invoice for your order it will not be possible to remove candidates. See these guides for further information:

www.trinitycollege.com/ExaminerVisits

www.trinitycollege.com/Timetables

If you run a public centre for Trinity you will be able to Invoice and Process the order yourself from the Enrol Candidates tab, and can then start on your timetable. See the guides linked above for further information on timetables.

Enrolment Columns in Detail

Mandatory columns

First, Middle and Last Names: These columns are self-explanatory; please enter the candidates' names. If the candidate does not have a middle name, please leave blank.

Date of birth: Please make sure the date of birth is entered in DD/MM/YYYY format, any variation will produce an error. If the date of birth is not known you can leave blank. Some exams have a maximum or minimum age limit, and in this case the date of birth must be included.

Gender: Please choose M or F option.

Exam Suite, Product and Product Code: There are two options for entering the Examination details, either by using both Exam Suite and Examination/Product Name, OR you can just fill in the Product Code.

- **Exam Suite:** It is best to think of this as the syllabus, for instance for a Trumpet exam the exam suite is Brass. Please choose from the drop-down list.
- **Product:** Please enter the subject and grade of the exam from the drop-down list.
- **Product Code:** Please note that the code should be the grade followed by the subject, for example, Guitar Grade 5 should be '05GTR', or Individual Acting Skills Grade 2 is '02IAS'.

Email address: Please note that from September 2023, Trinity will be issuing digital certificates only (with an option to buy paper). Digital certificates are issued 24-48 hours after results are validated by Trinity. Therefore, it is important that when entering the candidate's details, you must enter the candidate's (or parent/ guardian if under 18) email address correctly, so the certificate can be sent directly to them. **Do not** use the email address of the registered exam centre or teacher. Failure to do so may result in the certificate being delayed. For more information on digital certificates please visit the [website](#).

Optional columns

Applicant: Entering an applicant name can assist in keeping track of who entered each candidate for their exam and will enable the generation of an address labels file when exam materials are generated. For applicants only the first and last name will appear on the drop-down list; any titles, middle names or post-nominal qualifications will be omitted. These extra details may be entered on the Candidates & Contacts screen but will not appear in the drop-down list to save space on the screen. Applicants will need to be added to your centre to be recognised, see the separate guide for how to do this:

www.trinitycollege.com/ManagingContacts

School: Please enter the school name for the candidate here.

School on Cert.: Tick for the school name to appear on the certificate, or leave it unticked if the name is not to be shown on the certificate.

Venue: If you use several venues and wish to organise your timetable via this method you can add the venue name. Information added here is for your reference only and will not appear on the appointment slip. Only appointment slips for timetabled candidates will have the venue allocated for their exam. Venues will need to be registered on your centre to be recognised, see the separate guide for how to do this: www.trinitycollege.com/ManagingOrganisations

Other columns.

Some columns are titled '**Leave blank**'. Leave these columns blank. Do not delete these columns, and do not hide these columns.

Ethnicity: This is not mandatory and may be left blank.

ULN (Unique Learner Number): This is not mandatory, therefore please leave blank if you do not have the information.

Ensemble Name: Only used for Pair and Group exams. See the separate guide on groups for further information:
www.trinitycollege.com/EnrollingGroups

Minimum Age Verification: If the exam requires a minimum age then the age of the candidate should be confirmed and tick included in this column to confirm they are old enough. For exams where there is no minimum age this is not relevant, so leave blank.

External ID: If you wish to include your own reference number then you may do so here.

First Language: This information is required for some exam types, but not for others. Consult your syllabus for further information. Music, Rock & Pop and Drama exams never require this information.

All columns to the right of Venue may be left as they are. There is no need to complete any of this information for Music, Rock & Pop or Drama exams.