# Trinity College London Centre Portal Guidelines

### Music and Drama

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

#### 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.

#### **Digital Certificates**

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 Trinity validates results. 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. **Please 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 <u>website</u>.

#### Who this Guidance is for

This guidance is for centres that need to correct the Digital Certificate email address on an order that has already been submitted, invoiced and processed.

A step by step video showing this guidance is also available **<u>here</u>**:

In the event that you need to change email address of the exam teacher or the centre to a parents or guardian's address for the candidate **before the date of the exam**, please use the following steps:

#### 1) Re – Open the Order (from Processed Status)

Go to your processed order from the home screen and Click on the order number of your selected enrolment (shown by the green arrow):

Actions Book a GESE exam										
Manage enrolments for a G	ESE or Trinity Stars exam									
Add Teacher/Applicant										
Print labels										
Book a Trinity Stars exam										
My Enrolments										
Order	Status	Exam Date	Centre	Centre Number	Subject Area					
-5246172901	Processed	15/05/2024 09:00:00	Stockport	180	Music					

This will take you to the Enrol Candidates tab (shown halfway down the screen):

Orders Enrol Candidates Enrolment Details Attachments Examiner Visits Written Exam Events Tasks Commission %
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You should now be able to see your enrolments and order details.

The save enrolments button on your processed order will be unavailable at this time (shown below by the red arrow) but you will be able to click the down arrow on the "status" field (indicated by the green arrow)

mber Ig Status	Shacklefor 1-1291625 Processed				sted End Date	15/05/2024 17:00			Ce	ntre Admin Fee	(024		
				Examin							(£34	5.12)	
ig Status	Processed				iers Requested	1			To	tal Net Price	£1,09	92.88	
ig Status		~	~						Inv	oice Total	£1,09	92.88	-
	Processed	~							Pa	yment Log Amou	nt £0.0	D	-
		V	$\overline{}$						Ou	tstanding Amour	t £1,09	92.88	_
Enrol	Candidates	nrolment Details	Attachmen	te Evamin	or Visite	Evam Events	Facke 1	Commission 9	_				
Eniloi	Candidates		Attachimen	Examin	ler vists r	Examevents		John Mission /	•				_
rolment													
× Delete	Section Candidate	Download Spre	eadsheet -	Save Enrol	ments								
Status	First Name	Middle Nam	ie La	ast Name	Date of Birth	Candidate Email Address			Ethni	city Gender	ULN	Ensemble Name	E
rocessed	Generic		🖻 s	Student1	🖹 Unknown	institution@incorrectemail.c	٢	1- 5247092941	Ê				
rocessed	🖹 Test		٢	Name2	🖹 Unknown	institution@incorrectemail.c	Ø	â 1-	٢	٢			
rocessed	Additional		٢	Pupil	🖹 Unknown	institution@incorrectemail.c	$\bigcirc$	â 1-	٢	٢			
rocessed	🖺 Trial		۵	Name2	🖹 Unknown	institution@incorrectemail.c	Ø	â 1-	٢	٢			
rocessed	Sample			Person	🖹 Unknown	institution@incorrectemail.c	0	1-	٢	٢			
rocessed	Practical		🖹 s	Student2	🖹 Unknown	institution@incorrectemail.c	$\bigcirc$	🙆 1-	٢	۵			
rocessed	Example		۵	Name3	🖹 Unknown	institution@incorrectemail.c	$\odot$	â 1-	Ê	٢			
rocessed	secondary			Pupil1	🖹 Unknown	institution@incorrectemail.c		â 1-	Ê	٢			
rocessed	🖹 Trial		Ê	Name2	🖹 Unknown	instructor@musiclessonsdiv	. 🔘	5247092969 1-	ŝ	٢			
	_		Ê	Person		-	Ŭ	5247092973	Ê	٢			
						-		5247092977	â				
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T T T T T T T	olment       X Delete       Status       rocessed       rocessed	olment Delete Clear Candidate Status First Name rocessed © Generic rocessed © Test rocessed © Additional rocessed © Sample rocessed © Practical rocessed © Example rocessed © Secondary rocessed © Sample rocessed © Sample rocessed © Sample rocessed © Sample rocessed © Sample rocessed © Sample	olment  Clear Candidate  Clear Candidate  Clear Candidate  Clear Candidate  Cocessed  Cocessed	olment Clear Candidate Middle Name Li Status First Name Middle Name Li occessed © Generic © S occessed © Test © occessed © Additional © occessed © Sample © occessed © Practical © occessed © Practical © occessed © Sample © occessed © Musical ©	Olment       Middle Name       Last Name         Status       First Name       Middle Name       Last Name         Status       First Name       Middle Name       Last Name         occessed       Generic       Student1         occessed       Test       Student2         occessed       Additional       Pupil         occessed       Sample       Person         occessed       Practical       Student2         occessed       Example       Name3         occessed       Secondary       Pupil         occessed       Sample       Pupil         occessed       Secondary       Pupil         occessed       Sample       Pupil         occessed       Secondary       Pupil         occessed       Sample       Student3	Image: Status       First Name       Middle Name       Last Name       Date of Birth         Status       First Name       Middle Name       Last Name       Date of Birth         scessed       Generic       Student1       Unknown         scessed       Test       Student1       Unknown         scessed       Additional       Student1       Unknown         scessed       Additional       Pupil       Unknown         scessed       Sample       Person       Unknown         scessed       Sample       Student2       Unknown         scessed       Sample       Name2       Unknown         scessed       Sample       Name3       Unknown         scessed       Secondary       Pupil1       Unknown         scessed       Secondary       Pupil1       Unknown         scessed       Sample       Person       Unknown         scessed       Sample       Person	Image: Save Enrolments         Status       First Name       Middle Name       Last Name       Date of Birth       Candidate Email Address         Status       First Name       Middle Name       Last Name       Date of Birth       Candidate Email Address         socessed       Generic       Student1       Gunknown       Institution@incorrectemail.c         socessed       Test       Gunknown       Institution@incorrectemail.c         socessed       Additional       Gunknown       Institution@incorrectemail.c         socessed       Additional       Gunknown       Institution@incorrectemail.c         socessed       Sample       Pupil       Unknown       Institution@incorrectemail.c         socessed       Sample       Person       Unknown       Institution@incorrectemail.c         socessed       Practical       Gunknown       Institution@incorrectemail.c         socessed       Sacondary       Sudent2       Unknown       Institution@incorrectemail.c         socessed       Secondary       Fupil       Unknown       Institution@incorrectemail.c         socessed       Sample       Name2       Unknown       Institution@incorrectemail.c         socessed       Sample       Pupil1       U	Olment         Status       First Name       Middle Name       Last Name       Date of Birth       Candidate Email Address       Existing Candidate         socessed       Generic       ©       Student1       © Unknown       institution@incorrectemail.c       ©         socessed       Test       ©       Name2       © Unknown       institution@incorrectemail.c       ©         socessed       Additional       ©       Pupil       © Unknown       institution@incorrectemail.c       ©         socessed       Additional       ©       Pupil       © Unknown       institution@incorrectemail.c       ©         socessed       Sample       ©       Person       © Unknown       institution@incorrectemail.c       ©         socessed       Sample       ©       Student2       © Unknown       institution@incorrectemail.c       ©         socessed       Practical       ©       Student2       © Unknown       institution@incorrectemail.c       ©         socessed       Secondary       ©       Pupil1       © Unknown       institution@incorrectemail.c       ©         socessed       Trial       ©       Name2       © Unknown       institution@incorrectemail.c       ©	olment         Status       First Name       Middle Name       Last Name       Date of Birth       Candidate Email Address       Existing Candida       Candidate Number         Status       First Name       Middle Name       Last Name       Date of Birth       Candidate Email Address       Existing Candida       Candidate Number         scessed       Generic       ©       Student1       ©       Unknown       institution@incorrectemail.c       ©       1. 5247092945         scessed       Test       ©       Name2       ©       Unknown       institution@incorrectemail.c       ©       1. 5247092945         scessed       Additional       ©       Pupil       ©       Unknown       institution@incorrectemail.c       ©       1. 5247092957         scessed       Sample       ©       Person       ©       Unknown       institution@incorrectemail.c       ©       1. 5247092957         scessed       Sample       ©       Name3       ©       Unknown       institution@incorrectemail.c       ©       1. 5247092969         scessed       Secondary       ©       Name3       ©       Unknown       institution@incorrectemail.c       ©       1. 5247092969       5247092969       5247092969       5	Olment         Colese       Clear Candidate       Download Spreadsheet -       Save Enrolments         Status       First Name       Middle Name       Last Name       Date of Birth       Candidate Email Address       Existing Candida       Candidate Number       Ethni Entrol         socessed       ©       Generic       ©       Student1       ©       Unknown       institution@incorrectemail.c       ©       ©       1.       6       5247092943       6         socessed       ©       Additional       ©       Pupil       Unknown       institution@incorrectemail.c       ©       ©       1.       6       5247092943       6	Olment         Status       First Name       Middle Name       Last Name       Date of Birth       Candidate Email Address       Existing Candida       Candidate Number       Ethnicity       Gender         Status       First Name       Middle Name       Last Name       Date of Birth       Candidate Email Address       Existing Candida       Candidate Number       Ethnicity       Gender         scessed       Generic       Generic       Student1       Unknown       institution@incorrectemail.c       Gender       1.       5247092941       Gender         scessed       Test       Name2       Unknown       institution@incorrectemail.c       Gender       1.       5247092949       Gender         scessed       Trial       Gender       Unknown       institution@incorrectemail.c       Gender       1.       S247092949       Gender         scessed       Sample       Person       Unknown       institution@incorrectemail.c       Gender       1.       S247092949       Gender         scessed       Sample       Person       Unknown       institution@incorrectemail.c       Gender       S247092965       Gender         scessed       Secondary       Sudent2       Unknown       institution@incorrectemail.c       Gendo	Johnent         Order       Candidate       Prist Name       Middle Name       Last Name       Date of Birth       Candidate Email Address       Existing Candida       Candidate       Ethnicity       Gender       ULN         Status       First Name       Middle Name       Last Name       Date of Birth       Candidate Email Address       Existing Candida       Candidate       Ethnicity       Gender       ULN         occssed       Generic       Student1       Unknown       institution@incorrectemail.c       ©       S.1.       S.       S.	Johnent         Statu       First Name       Middle Name       Last Name       Date of Birth       Candidate Email Address       Existing Candidate       Candidate Number       Ethnicity       Gender       ULN       Ensemble Name         occessed       Generic       Image: Student1       Unknown       institution@incorrectemail.c       Image: Student1       Image: Student2       Image: Student2

Change the status tab in the top left hand corner of the screen from "**Processed**" to "**Re-opened**":

Status★	Processed	~			
Processing Status	Ready to Deliver				
	Re-opened				

#### 2) Update the Order (from Re-Opened status)

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At this point the save changes button will still be unavailable (red arrow), so click on the enrolment details tab (shown by the green arrow).

Orders	Enrol Candidates	Enrolment Details	Attachments	Examiner Visits	Exam Events	Tasks	Commission %
Mass Enrol	Iment						
🔘 New 💙	< Delete 🛛 🏷 Clear Candid	ate Download	adsheet -	Save Enrolments			

Following this, click on the Enrol Candidates Tab again in which the save enrolments tab will now be available:

Orders	Enrol Candidates	Enrolment Details	Attachments	Examiner Visits	Written Exam Events	Tasks	Commission %			
Mass Enrol	Mass Enrolment									
🔘 New 🔀	🔇 Delete 🏾 🏷 Clear Candid	ate Nownload Spre	eadsheet -	Save Enrolments	ζ	1	1 1			

Before clicking on the save enrolments button please update your candidates email addresses in the mass enrolment window:

Mass	Enrolment										
🕓 Ne	🔾 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
1	Processed	Generic	(	Student1	🖹 Unknown	institution@incorrectemail.co.uk	٢	1-5247092941	٢	٢	
2	Processed	Test	(	Name2	Unknown	institution@incorrectemail.co.uk	$\bigcirc$	1-5247092945	۵		
3	Processed	Additional	(	Pupil	<sup>€</sup> ₩	institution@incorrectemail.co.uk	$\bigcirc$	1-5247092949	۵		
4	Processed	Trial	(	Name2	own	institution@incorrectemail.co.uk	0	1-5247092953	٢	۵	

Clicking on the Candidate Email Address will allow you to directly correct and overwrite the information of each candidate.

The line being adjusted will be highlighted with a flashing cursor in the Candidate email address field as shown below:

M	Mass Enrolment										
0	New 🗙 Delete	🏷 Clear Candidate 🛛 🕷	Download Spreadsh	eet • Bave Enrolm	ents						
	Status	First Name	Middle Name	Last Name	Date of Birth	Candidate Email Address	Existing Candida	Candidate Number	Ethnicity	Gender	ULN
	1 Processed	Generic Generic	ĺ	Student1	Unknown	institution@incorrectemail.co.uk	0	1-5247092941	2	٢	

Once the email addresses for the required candidates have been updated, please press the Save Enrolments button as indicated (by the green arrow) in the image below:

Mass	Enrolment									
📀 N	ew 🗙 Delete	🏷 Clear Candidate	Download Spreadsheet -	Save B	Enrolments					
	Status	First Name	Middle Name	Last Name	Date of Birth	Candidate Email Address	Existing Candida	Candidate Number	Ethnicity	Gende
1	Processed	Generic	۲	Student1	🖹 Unknown	actualparent1@homeaddress.co.uk	٢	1-5247092941	٢	٢
2	Processed	🖹 Test		Name2	🖲 Unknown	Guardian01@testname.co.uk	٢	1-5247092945	۲	
3	Processed	Additional		Pupil	🖲 Unknown	AdditionalPupil@icandidate-email.co.uk	$\bigcirc$	1-5247092949	٢	۵

Once the data has been saved a "Data Saved" dialog box will appear as follows:

Orde	ers Enrol	Candidates	Enrolment Details	Attachme	ents Exam	niner Visits	Written Exam Events	Tasks	Commiss	ion %		
	Enrolment	🏷 Clear Candida	ate 🛛 🕷 Download Sp	readsheet •	Save En		Pass 🗙 Data saved.					
	Status	First Na	me Middle Na	ne	Last Name	Date of	OK idate Email A	ddress	Existing Candida	Candidate Number	Ethnicity	Gender
1	Processed	Generi	ic	٢	Student1	🖹 Unknow	n actualparent1@homead	dress.co.uk	٢	1-5247092941	۲	
2	Processed	Test		۵	Name2	🖹 Unknow	n guardian01@testnar	ne.co.uk	٢	1-5247092945		
3	Processed	Addition	nal	۲	Pupil	🖹 Unknow	n additionalpupil@icandidat	e-email.co.uk	0	1-5247092949	۲	٢

Click OK to remove it.

#### 3) Reprocess the Order (from Re-opened Status)

Now the order has been updated all that is required is to reprocess the order. At the top of the screen under the order number are 3 buttons as shown:

Enrolments	;	
Order	: 1-5246	5172901
Submit	Invoice	Process

Click on the Submit button to reprocess the order.

If a similar change is required either **On or after the date of the exam**,

Follow steps 1 to 3 **and contact your Regional Co-ordinator as soon as possible**, with the order number and the details of the candidates (including name and candidate number) so the digital certificates can be re-issued as required.