CRM Recruit

Agent Guide

Purpose for this Guide

The purpose of this training guide is to support international agents in their use of the TU Dublin CRM Recruit Application system, this guide provides details of how new Agent Managers and Agents can be set up on the system post the initial set up and launch of CRM Recruit.

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Introduction to CRM Recruit

Browser Requirements:

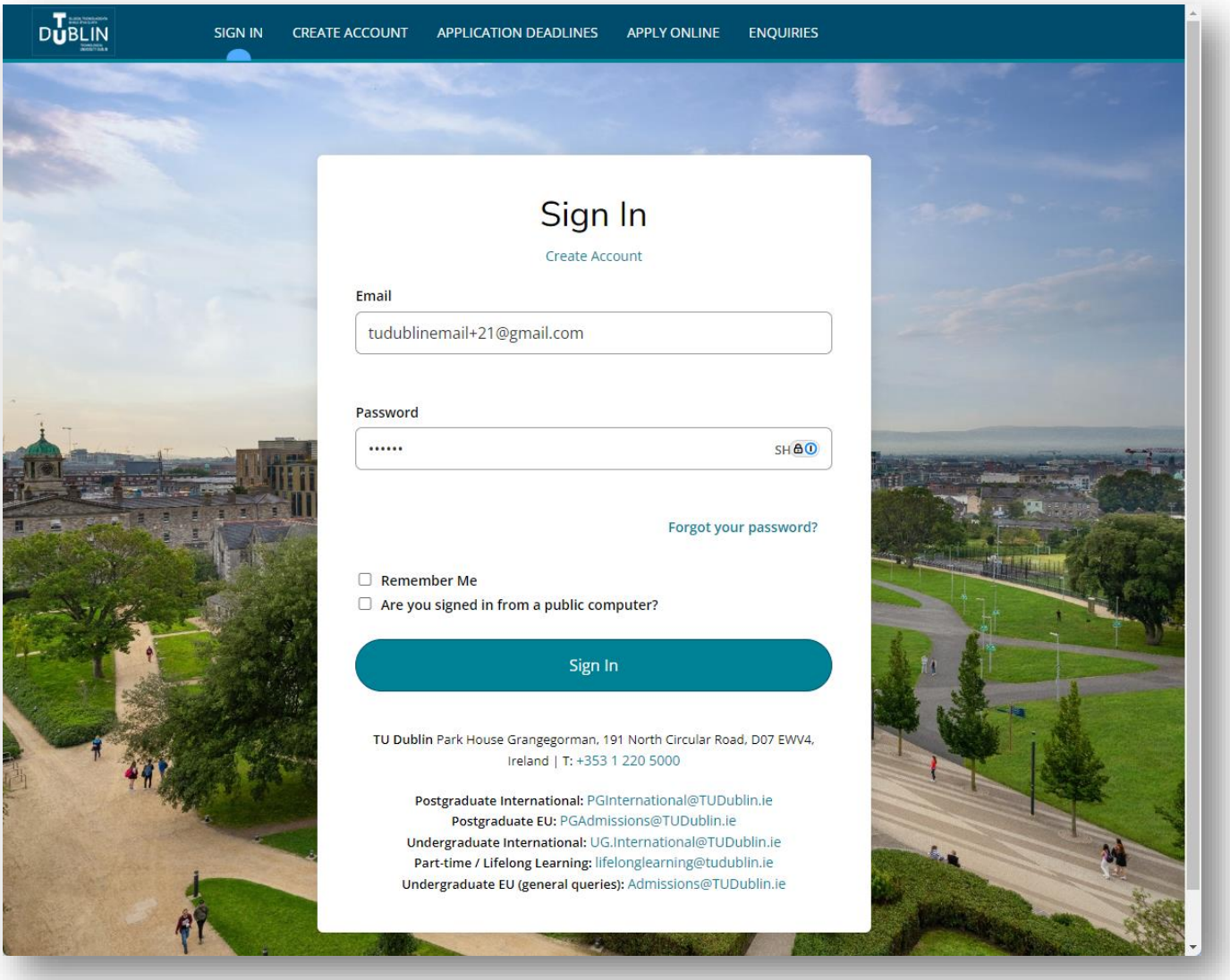
The most recent versions of the following browsers are supported and work well with CRM Recruit: Google Chrome, Mozilla Firefox, Microsoft Edge, or Apple Safari (iOS and macOS only). User Access and Set up:

User Access

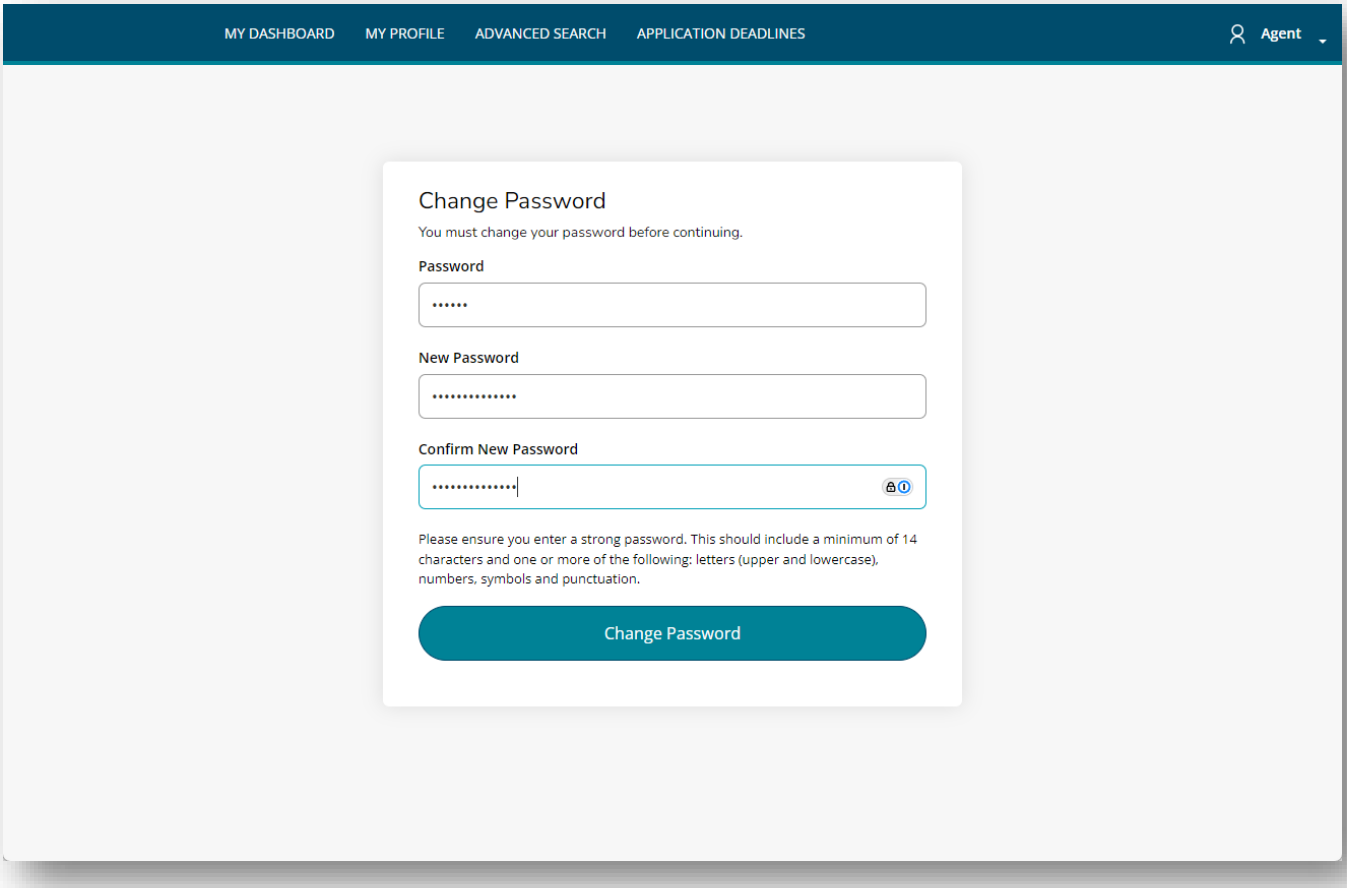
Existing agencies and Agent Managers working with TU Dublin will be issued with login details to the new CRM Recruit system prior to its launch on 6/11/2024.

Login to CRM Recruit:

To access the CRM Recruit platform please use the below link and enter the password.
https://tudie.elluciancrmrecruit.com/Apply/



You will be prompted to change your initial password on your first login.



Account Request & Set up

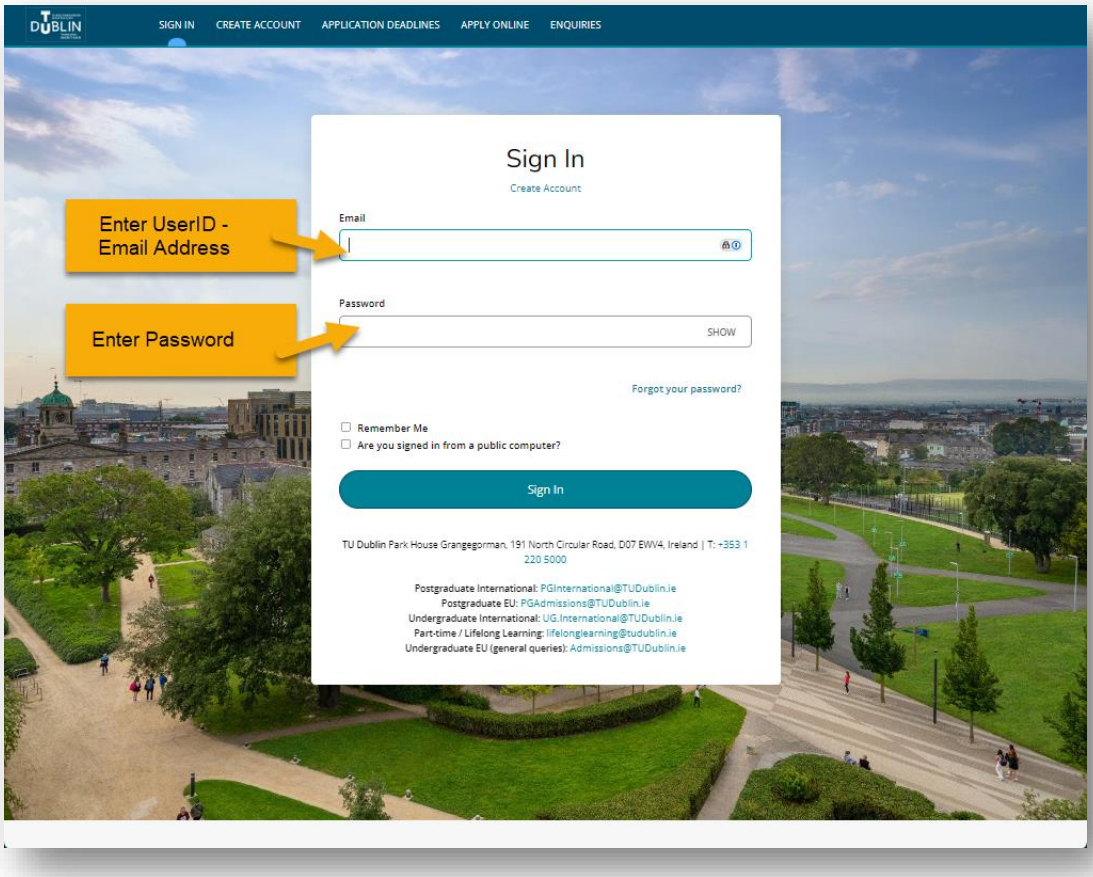
Agent Manager Setup

The International Office will issue an e-mail to the Agent /Agent Manager with a link to access their account. When initially logging in with the username the Agent /Agent Manager will be prompted to reset their password. See "Login to CRM Recruit" section.

How to Login

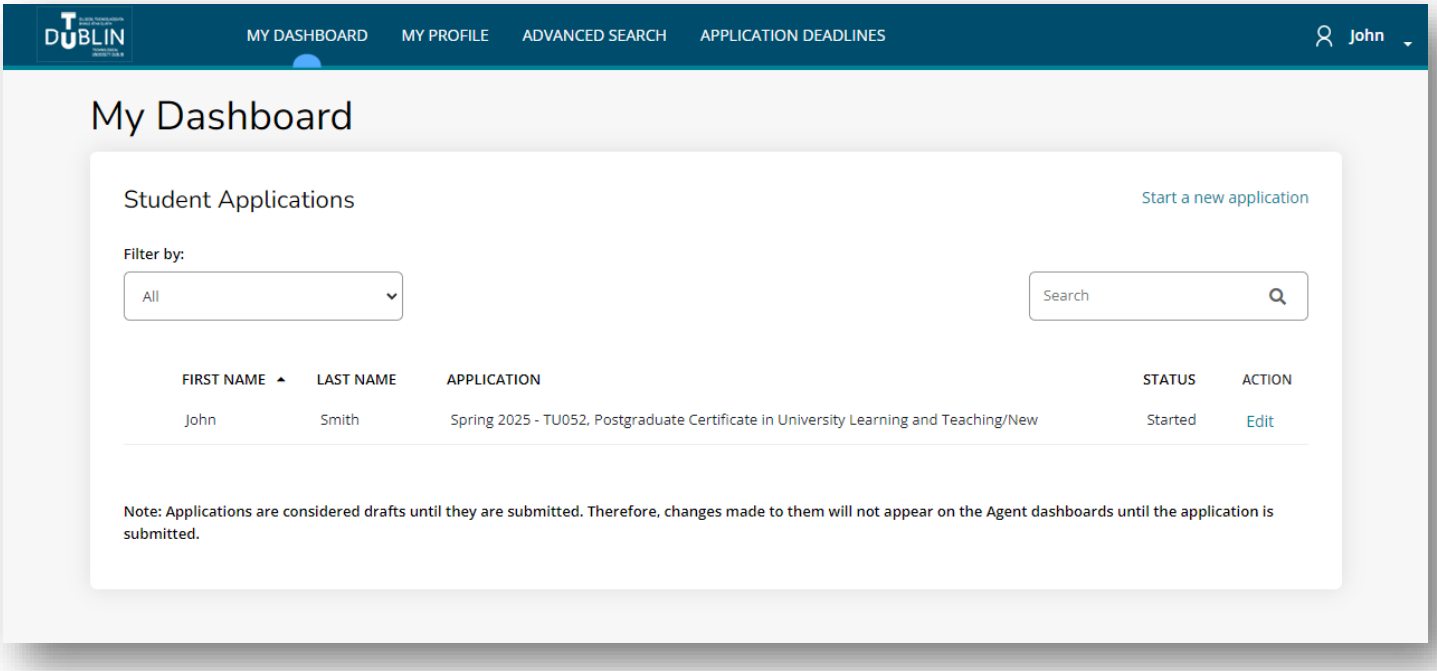
Access the CRM Recruit Account sign in page https://tudie.elluciancrmrecruit.com/Apply/ with your username and password.

Enter your username (your e-mail address) & password provided and select 'Sign In' button.



Agent Dashboard Functionality

This is the Agents initial view once login is successful.



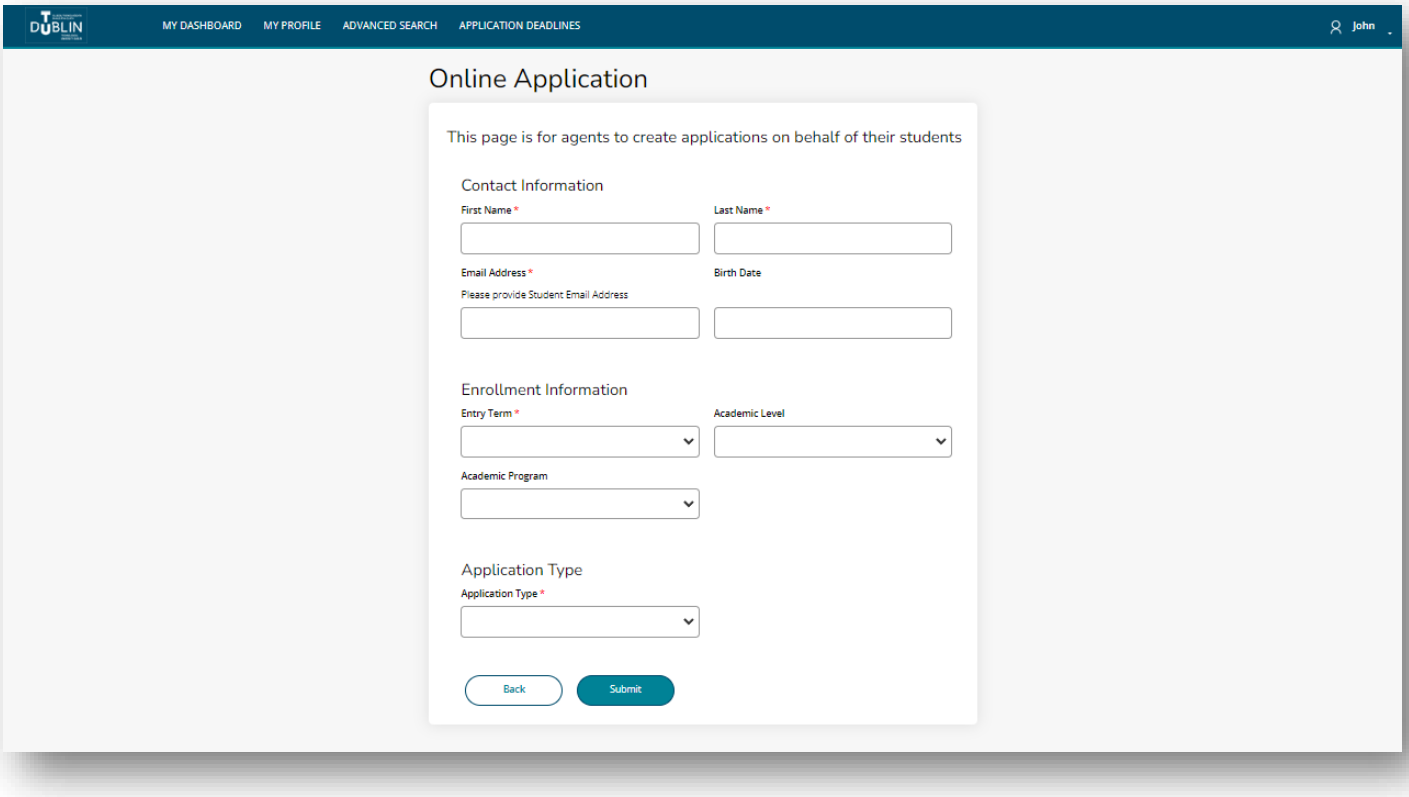
Start a New Application

There are two steps in creating an Online Application will create a new application header once Submitted. Next step is complete the Full Application & Supplement Items & Documentation.

Note: All fields marked with * are mandatory fields and must be completed.

Online Application

To start a New Online Application, you need Contact & Enrollment Information for the student. Once data entered you can Submit the Online Application. The student email address & date of birth are extremely important as they are used to communicate and verify the students given them access to the application.



Once application is submitted you will be presented with the Full Application Form at any stage you are allowed to Save the application and can return to edit the application at another time.

Full Application

The full application requires several sections to be completed, including:

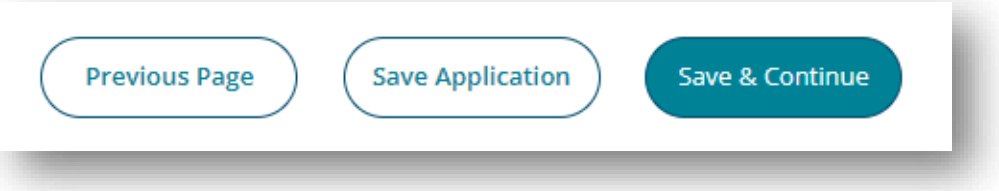
Review Section:

- Study Plans
- Personal Information
- Qualifications
- Confirmation

Additionally, **Supplemental Items** and **Recommendation Requests** may also be required.

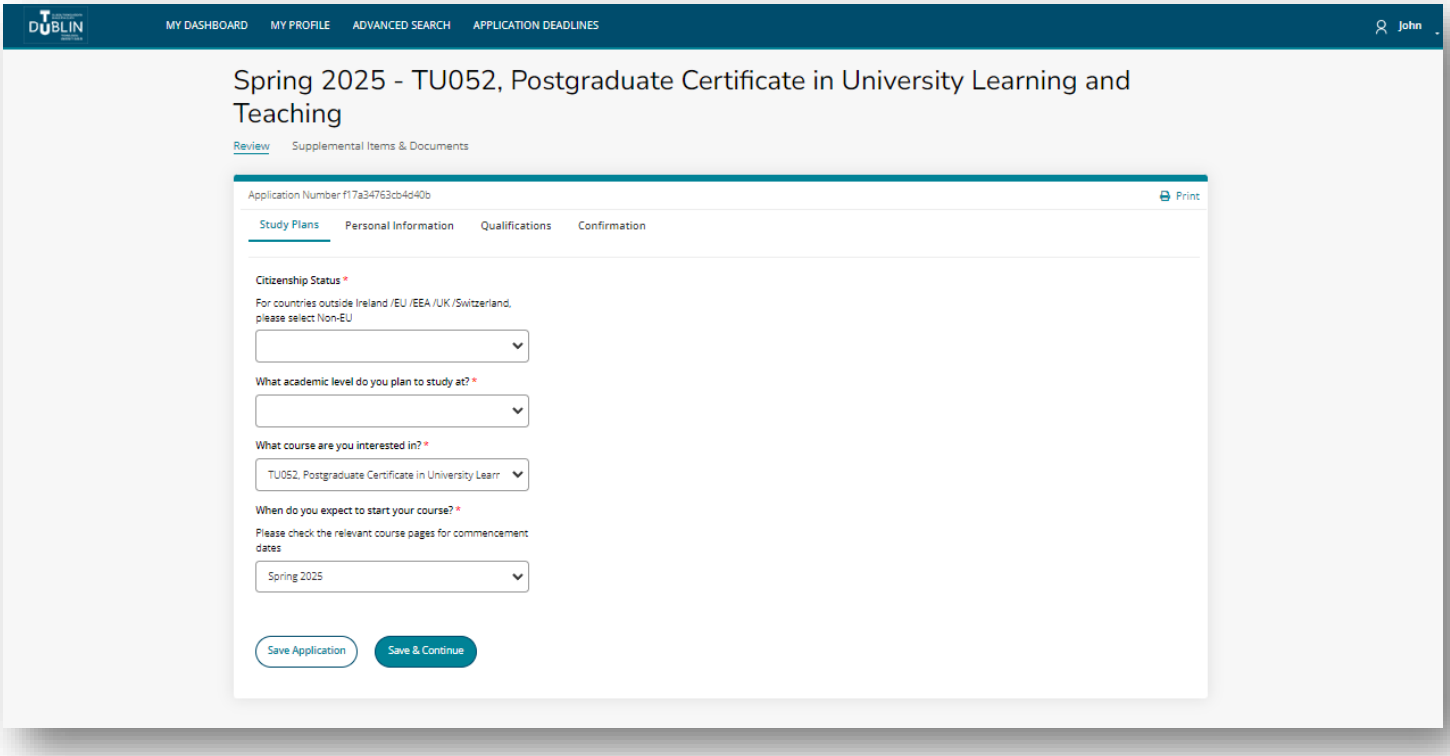
Navigation Buttons on the Application Review screens:

- ***Previous Page***: Takes you to the previous page.
- ***Save Application***: Saves your entered data, allowing you to return and edit the application later.
- ***Save & Continue***: Saves your entered data and allows you to proceed with editing the application.



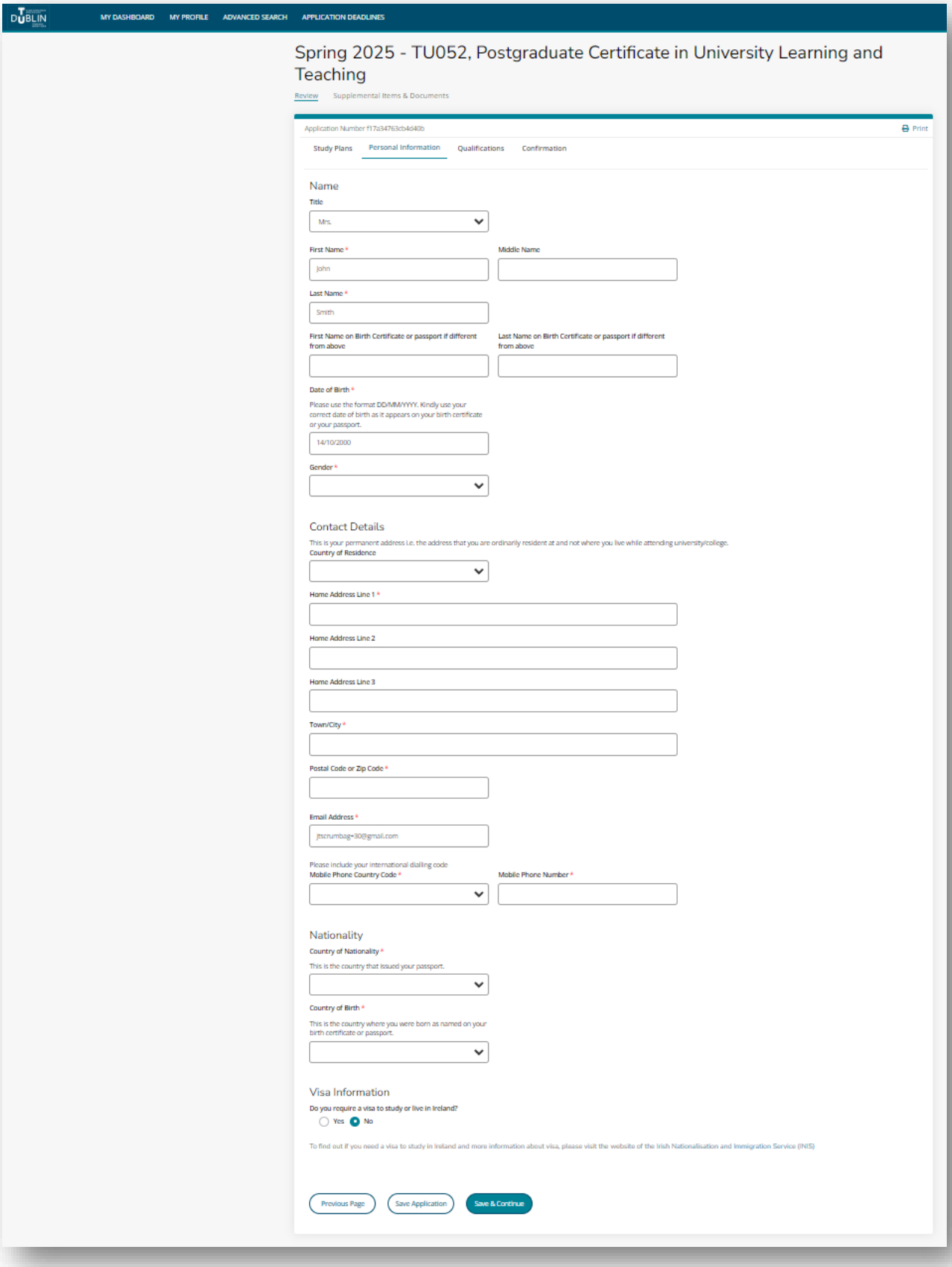
Review: Study Plans

Next, the student's citizenship, intended academic level, course, and expected start date will be automatically populated from the online application.



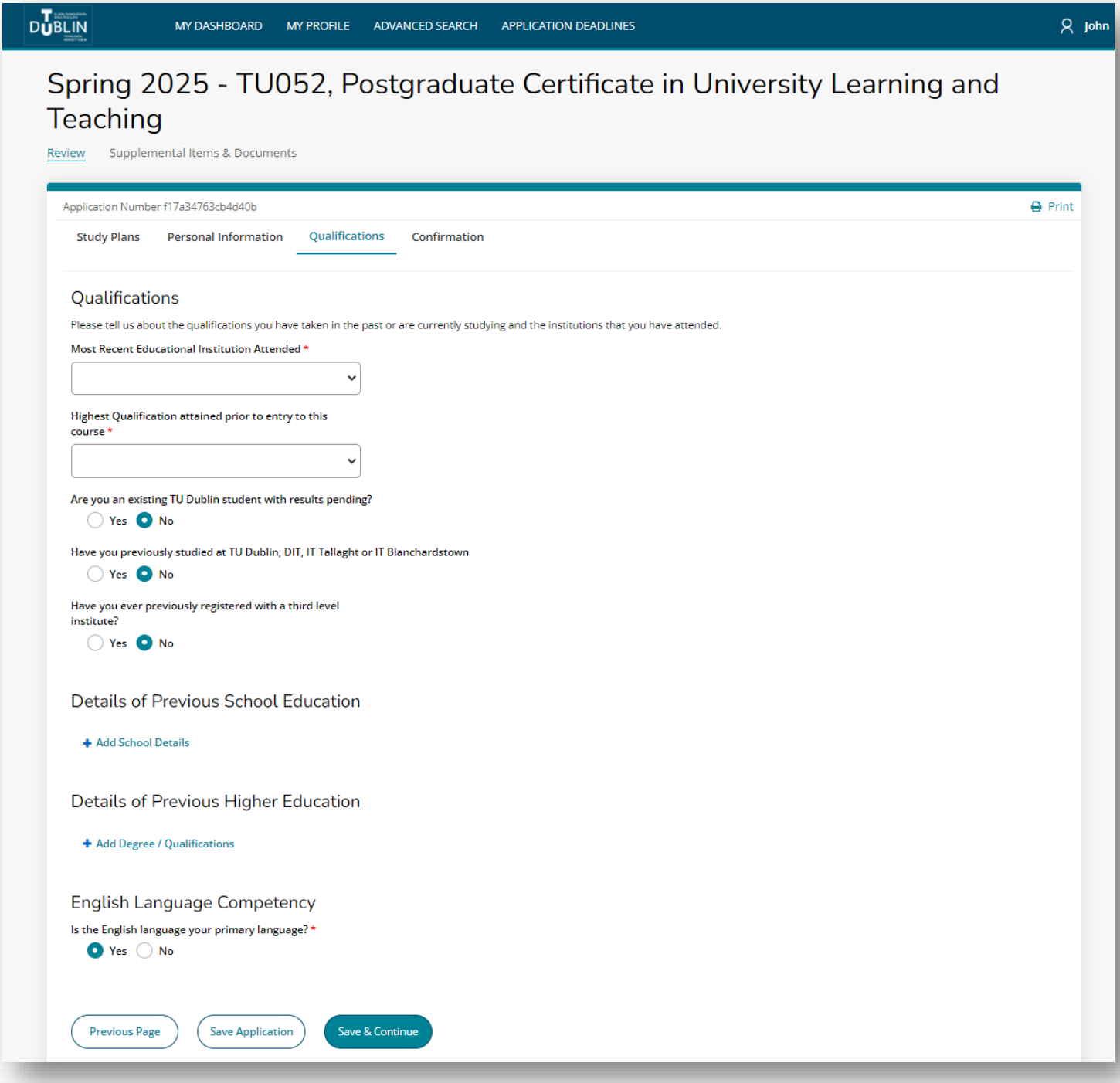
Review: Personal Information

The student's personal and contact details are fully expanded.



Review: Qualifications

The student's past qualifications, history of attending TU Dublin or other higher education institutions, and level of English language proficiency



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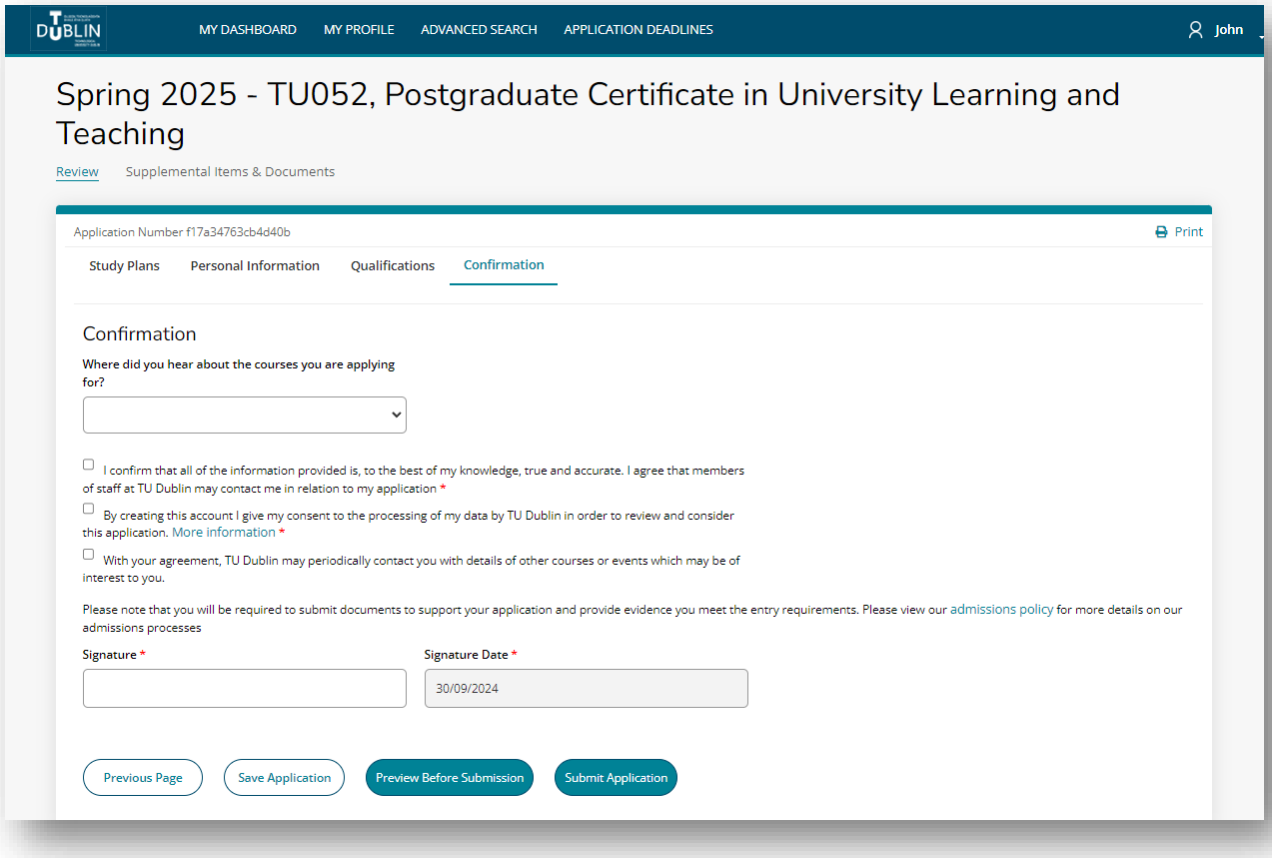
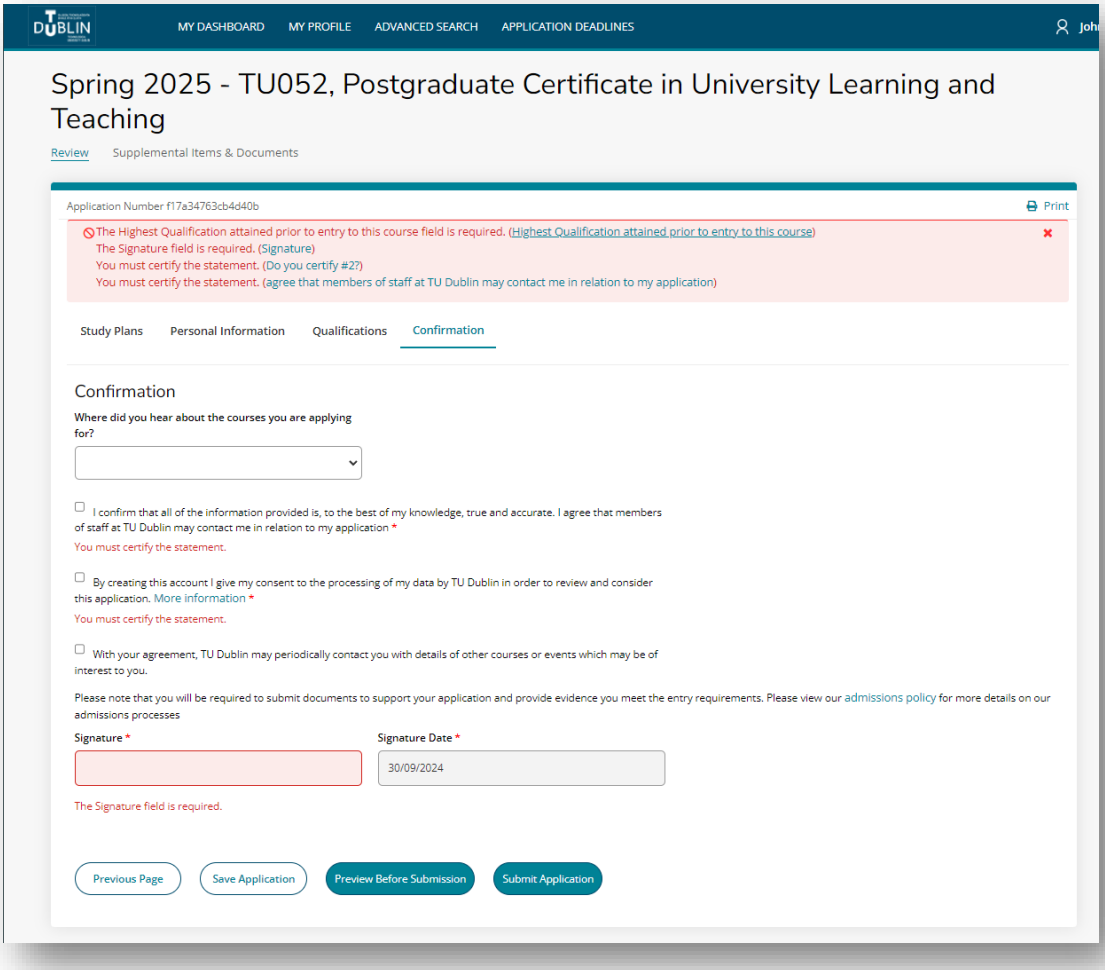
Review: Confirmation

In the Confirmation section, students are asked how they learned about studying at TU Dublin and to verify that the information provided in their application is accurate. By confirming, students also grant TU Dublin permission to contact them regarding course details.



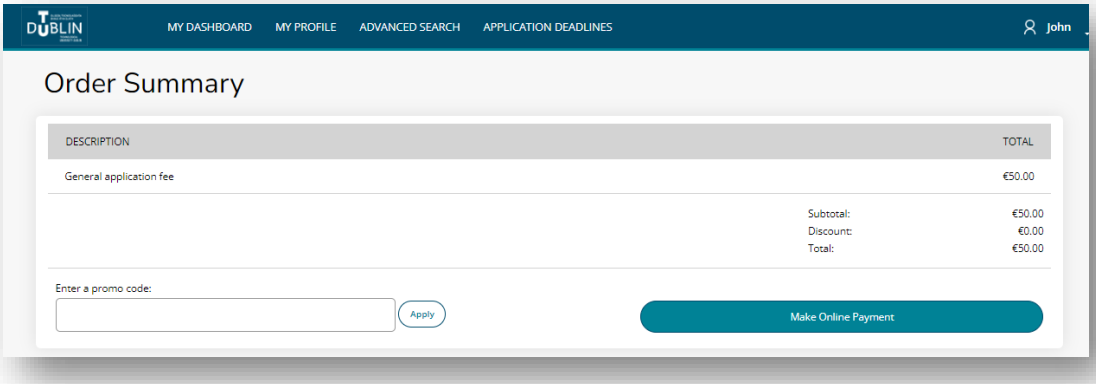
"*Preview Before Submission*" button will highlight any mandatory fields not completed in the application



"*Submit Application*" button will display the Order Summary screen

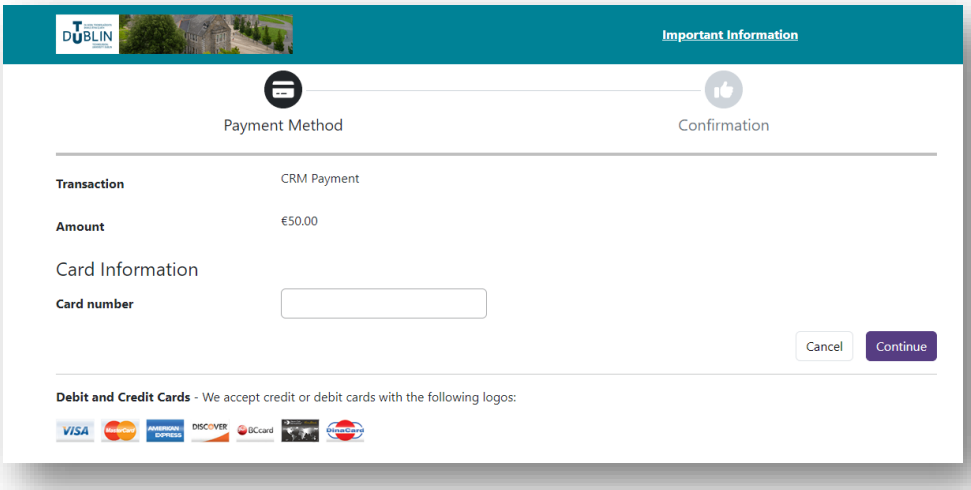
Order Summary

This will allow the payment of the Application Fee, the applicant can access the application from their My Account and make the payment.

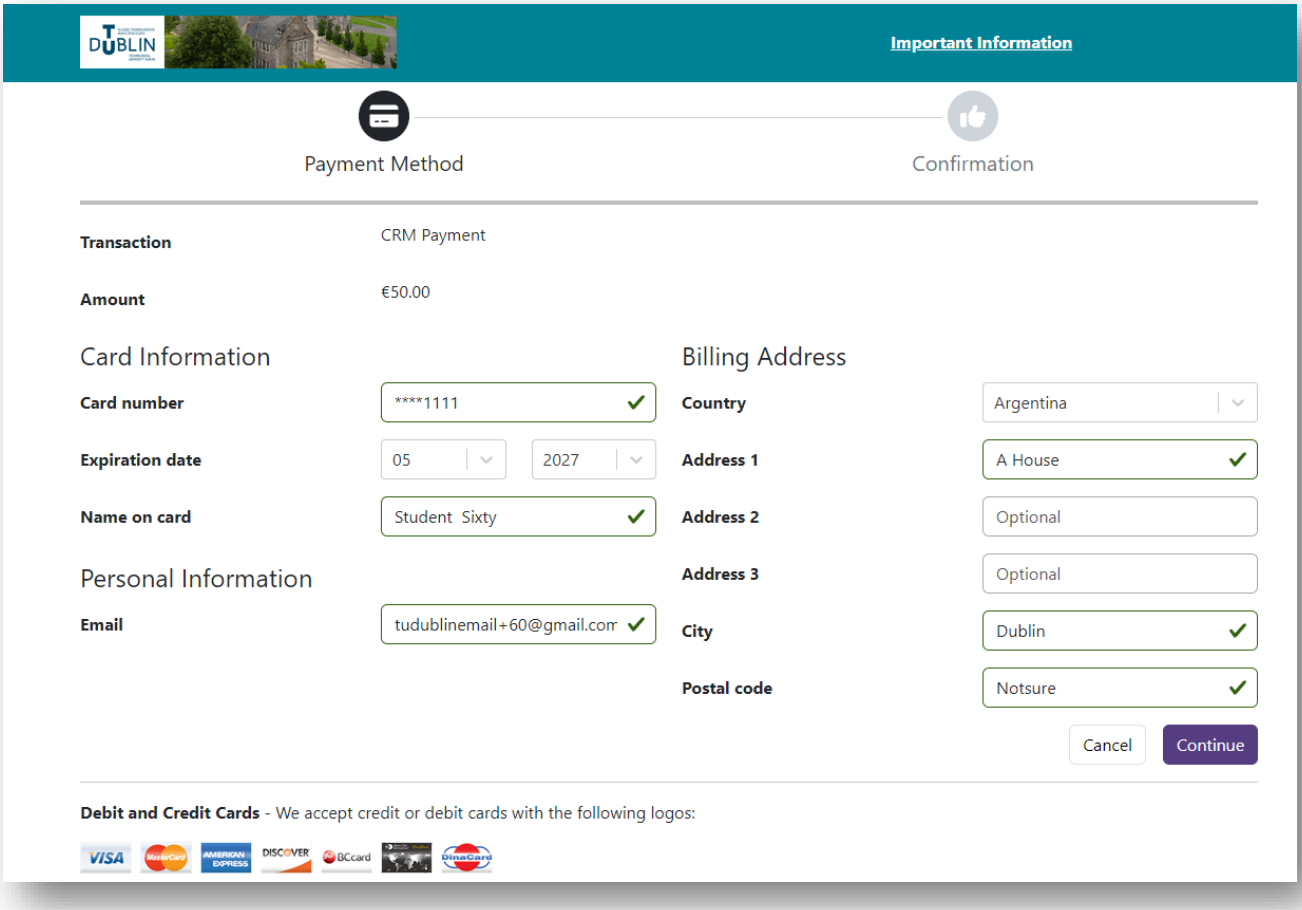


You can enter a discount code / promo code and select the ***Apply*** button, if valid it will be applied.

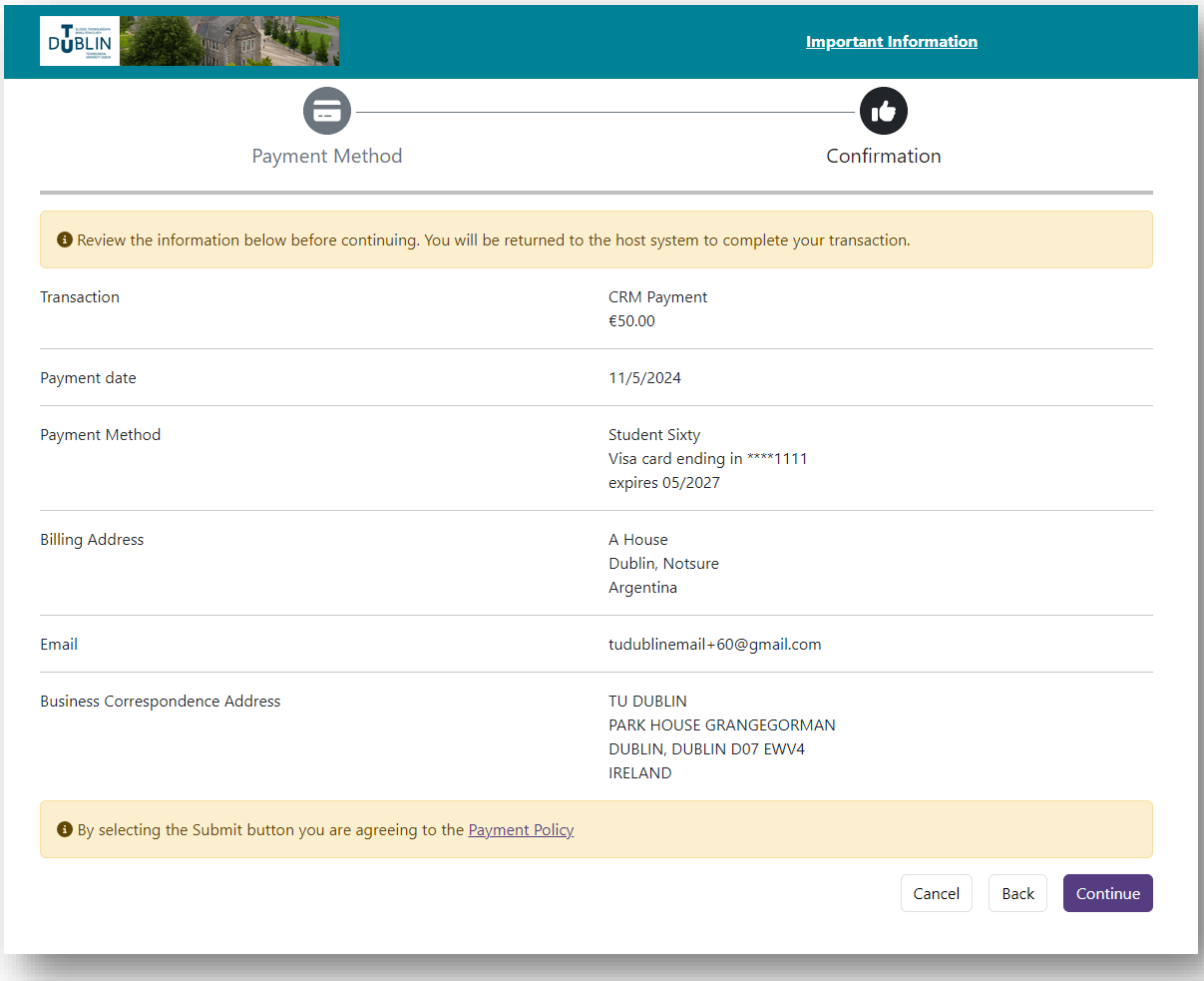
Make Online Payment will bring up the merchant screen for you to enter your card number.



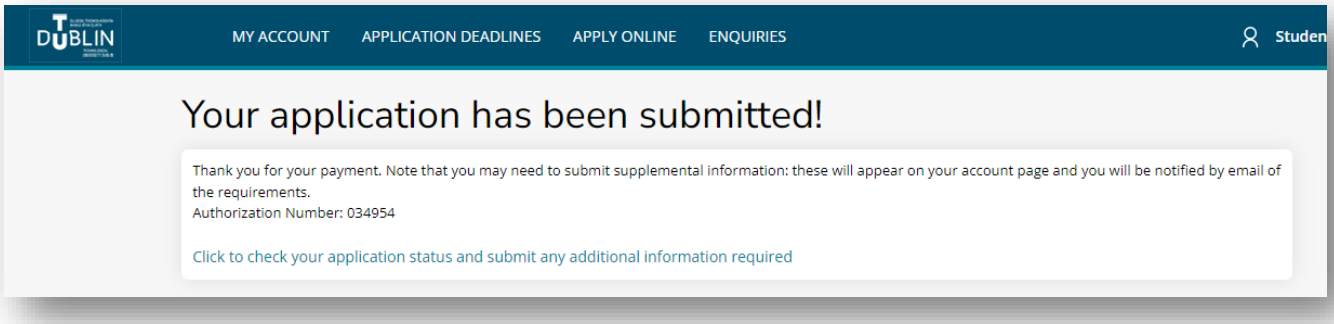
Continue will bring up personal information and billing address from your application you will need to enter in the **Expiration Date** from your card.



Confirmation screen will display the details of your payment

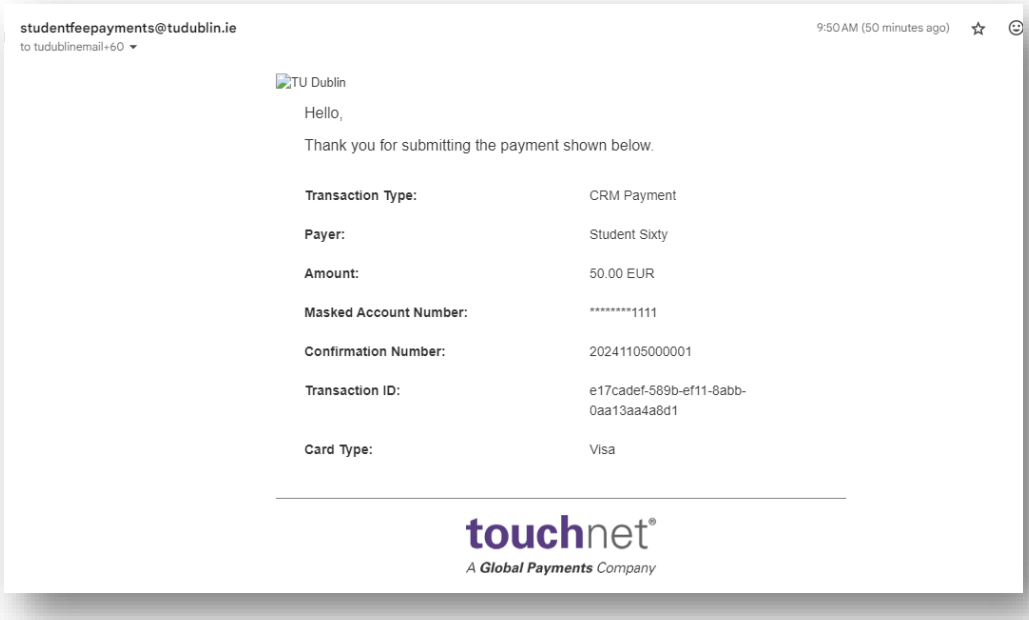


Selecting **Continue** will display a confirmation message indicating that your application has been successfully submitted. This message will confirm that your application is now complete and provide any next steps or additional information you may need.



Receipt

You will receive a receipt from our payment gateway partner to your email address



studentfeepayments@tudublin.ie
to tudublinemail+60

9:50 AM (50 minutes ago)

TU Dublin

Hello,

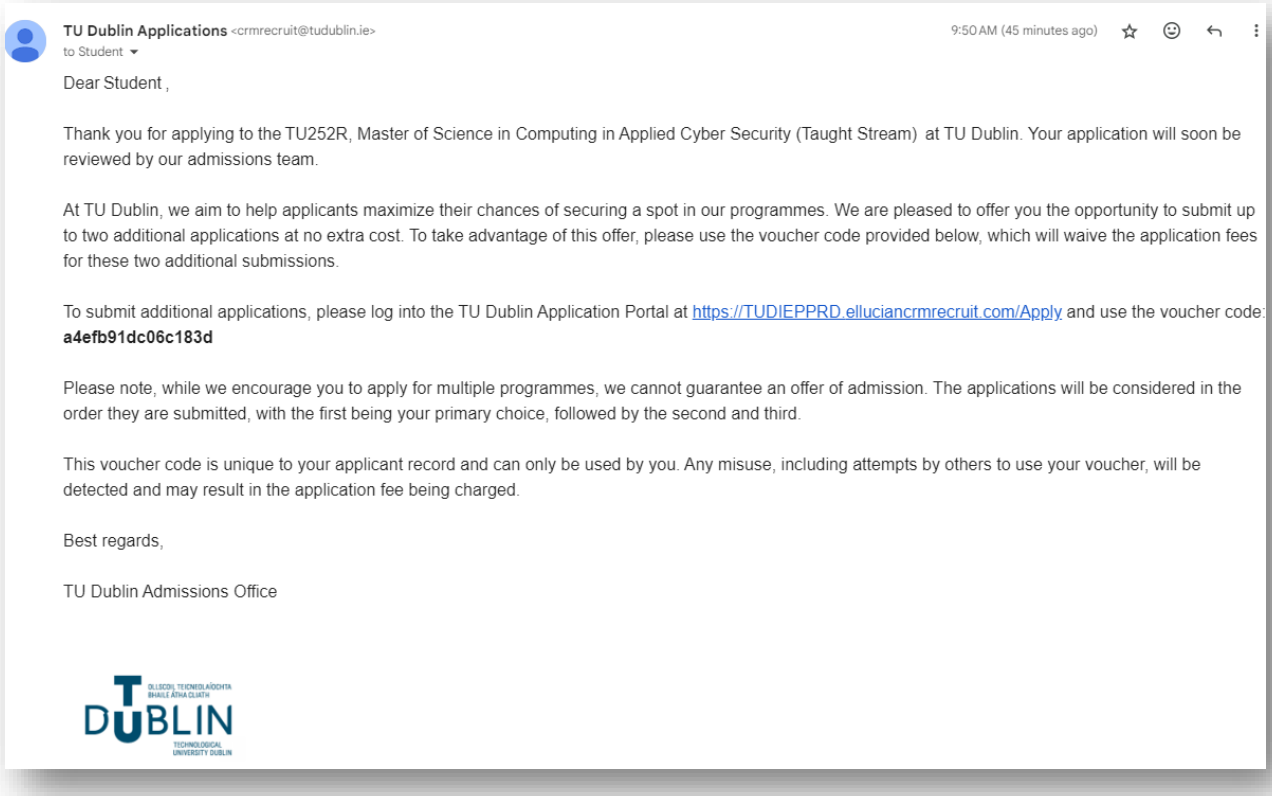
Thank you for submitting the payment shown below.

Transaction Type:	CRM Payment
Payer:	Student Sixty
Amount:	50.00 EUR
Masked Account Number:	********1111
Confirmation Number:	20241105000001
Transaction ID:	e17cadef-589b-ef11-8abb-0aa13aa4a8d1
Card Type:	Visa

touchnet®
*A **Global Payments** Company*

Voucher

You will also receive an email from TU Dublin containing a voucher code that allows you to submit two additional applications without paying the application fee.



TU Dublin Applications <crmrecruit@tudublin.ie> 9:50 AM (45 minutes ago)
to Student

Dear Student ,

Thank you for applying to the TU252R, Master of Science in Computing in Applied Cyber Security (Taught Stream) at TU Dublin. Your application will soon be reviewed by our admissions team.

At TU Dublin, we aim to help applicants maximize their chances of securing a spot in our programmes. We are pleased to offer you the opportunity to submit up to two additional applications at no extra cost. To take advantage of this offer, please use the voucher code provided below, which will waive the application fees for these two additional submissions.

To submit additional applications, please log into the TU Dublin Application Portal at https://TUDIEPPRD.elluciancrmrecruit.com/Apply and use the voucher code:
a4efb91dc06c183d

Please note, while we encourage you to apply for multiple programmes, we cannot guarantee an offer of admission. The applications will be considered in the order they are submitted, with the first being your primary choice, followed by the second and third.

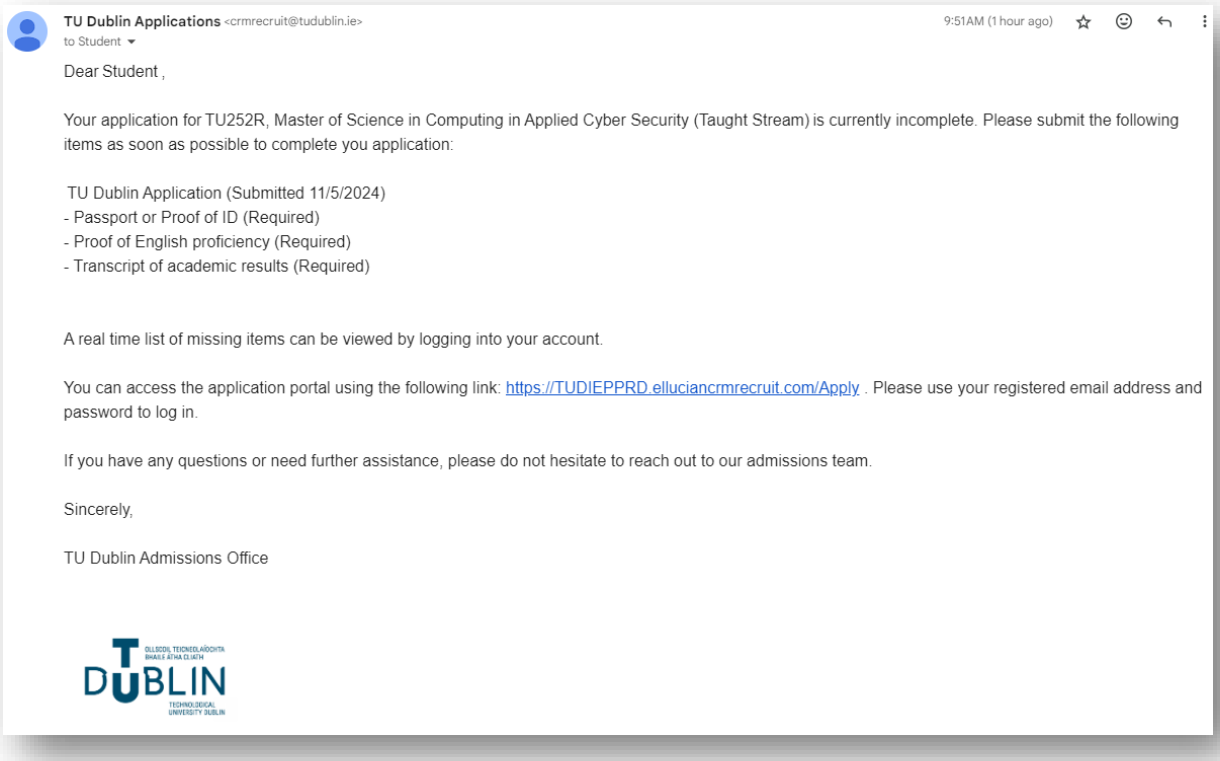
This voucher code is unique to your applicant record and can only be used by you. Any misuse, including attempts by others to use your voucher, will be detected and may result in the application fee being charged.

Best regards,

TU Dublin Admissions Office

Review Application

If your application requires supplemental items, you will receive an email outlining the necessary actions to complete your application. This email will resemble the example below. You can either click the link provided in the email or log in to your TU Dublin account to address the required items.



TU Dublin Applications <crmrecruit@tudublin.ie> 9:51AM (1 hour ago)
to Student

Dear Student ,

Your application for TU252R, Master of Science in Computing in Applied Cyber Security (Taught Stream) is currently incomplete. Please submit the following items as soon as possible to complete you application:

TU Dublin Application (Submitted 11/5/2024)
- Passport or Proof of ID (Required)
- Proof of English proficiency (Required)
- Transcript of academic results (Required)

A real time list of missing items can be viewed by logging into your account.

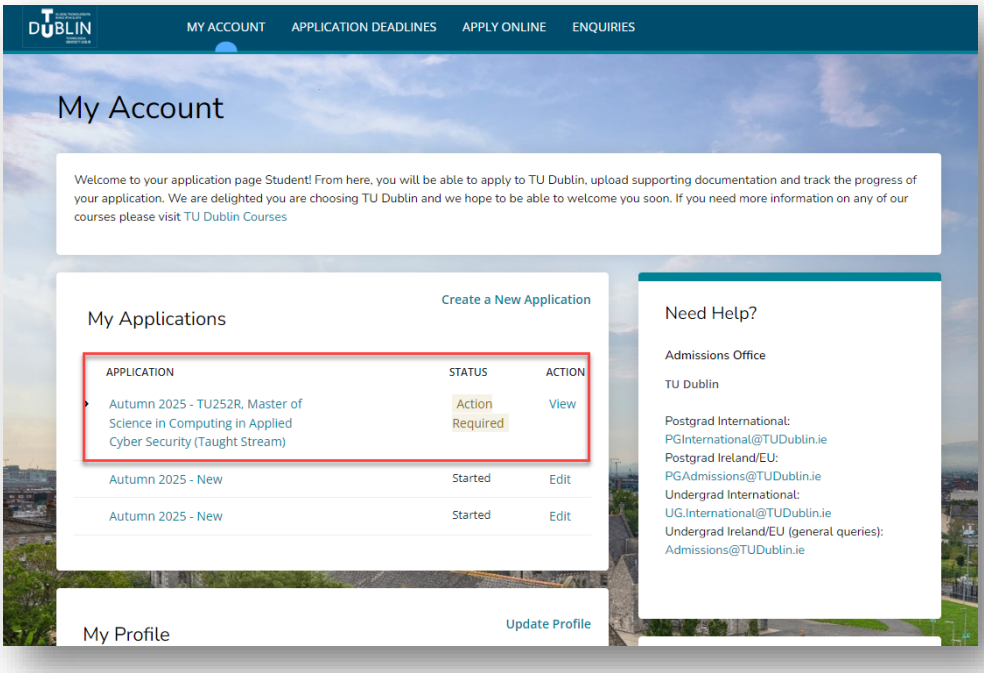
You can access the application portal using the following link: https://TUDIEPPRD.elluciancrmrecruit.com/Apply . Please use your registered email address and password to log in.

If you have any questions or need further assistance, please do not hesitate to reach out to our admissions team.

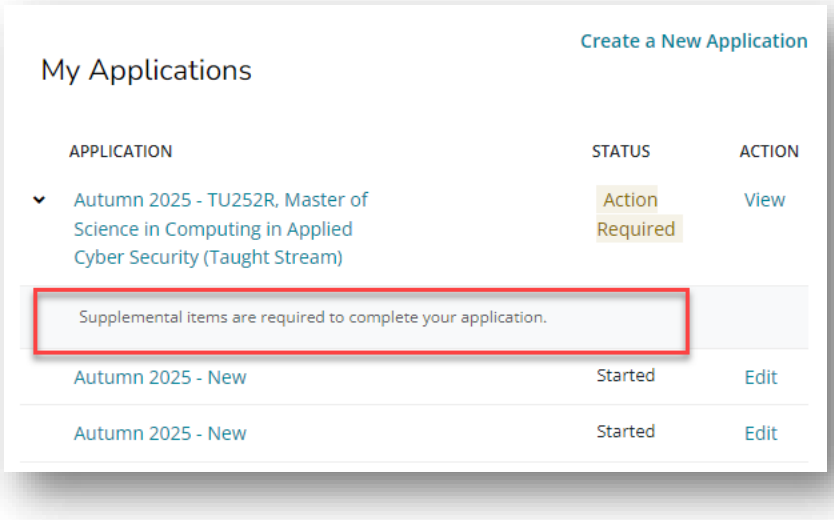
Sincerely,

TU Dublin Admissions Office

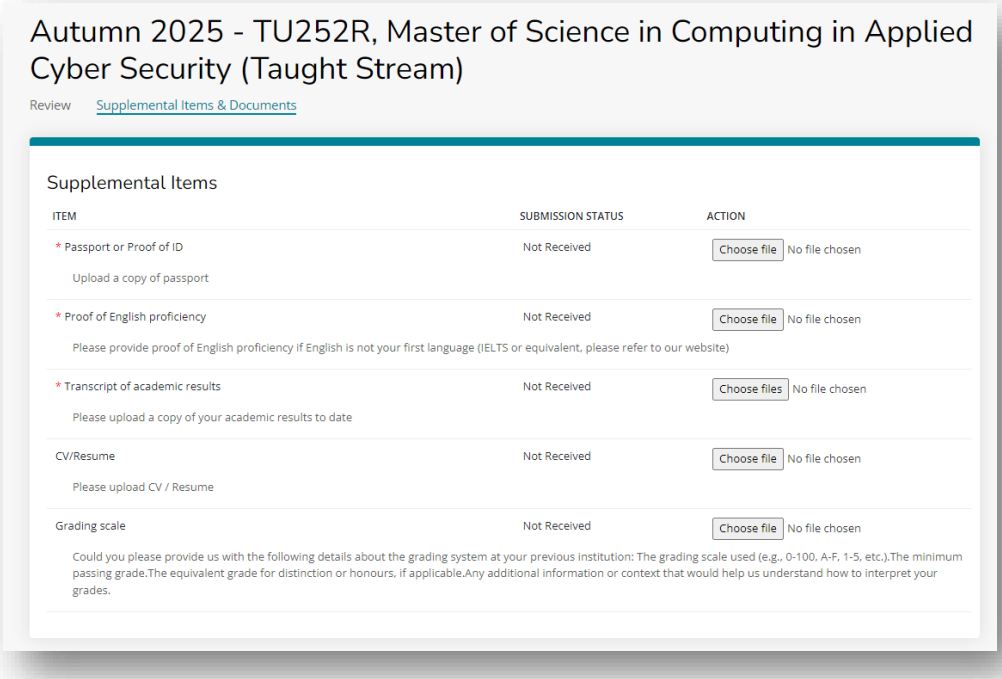
In **My Account** in the **My Applications** section you can view your applications, the status of your application is **Action Required** this application requires your attention for one or more items.



Selecting status **Action Required** will display what is required to complete your application.

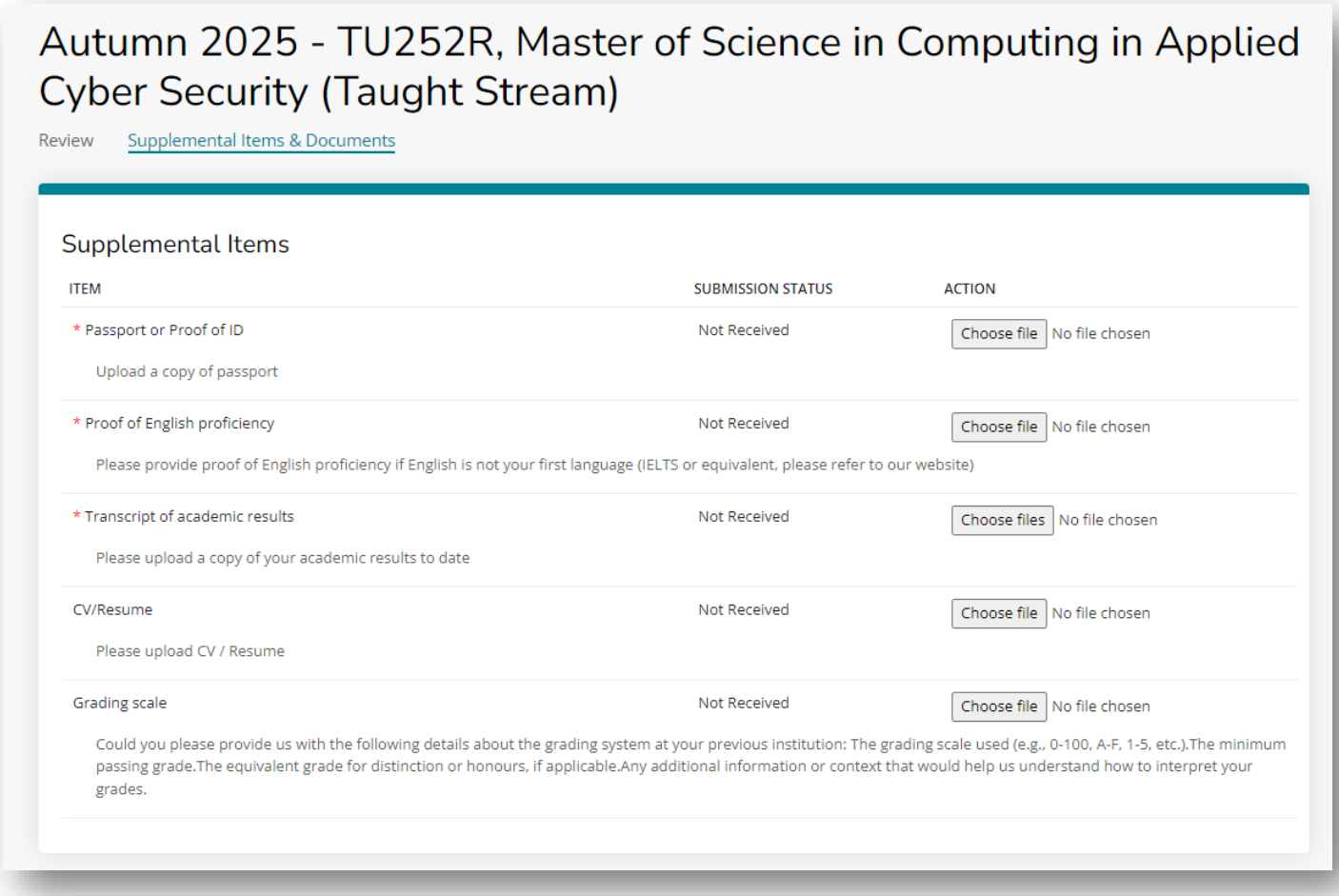


Selecting action **View** will display the Supplemental Items & Documents required

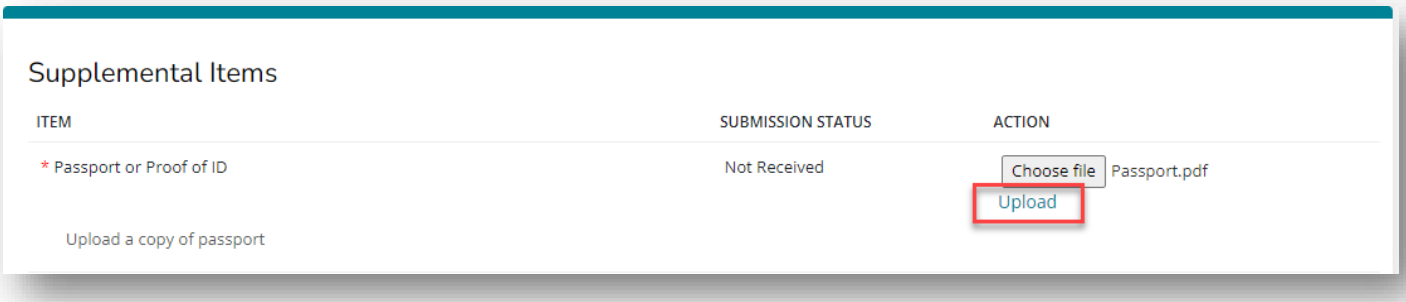

Autumn 2025 - TU252R, Master of Science in Computing in Applied Cyber Security (Taught Stream)
Review
Supplemental Items & Documents
Supplemental Items
ITEM
SUBMISSION STATUS
ACTION
* Passport or Proof of ID
Not Received
Choose file
No file chosen
Upload a copy of passport
* Proof of English proficiency
Not Received
Choose file
No file chosen
Please provide proof of English proficiency if English is not your first language (IELTS or equivalent, please refer to our website)
* Transcript of academic results
Not Received
Choose files
No file chosen
Please upload a copy of your academic results to date
CV/Resume
Not Received
Choose file
No file chosen
Please upload CV / Resume
Grading scale
Not Received
Choose file
No file chosen
Could you please provide us with the following details about the grading system at your previous institution: The grading scale used (e.g., 0-100, A-F, 1-5, etc.).The minimum passing grade.The equivalent grade for distinction or honours, if applicable.Any additional information or context that would help us understand how to interpret your grades.

Supplemental Items

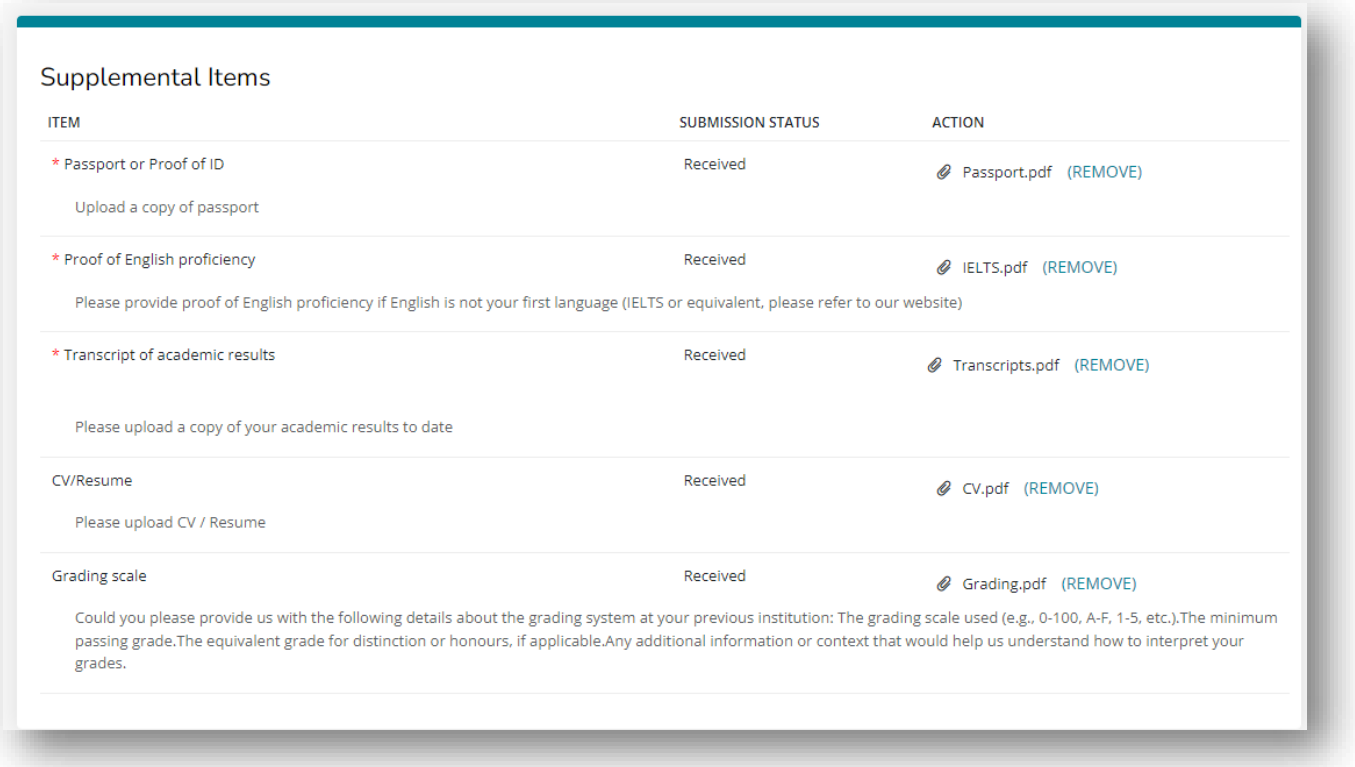
Each Item requires an action, in the example below proof of Passport ID, proof of English proficiency, Academic results, CV/Resume and Grading scale are required.



Select **Choose File** and upload the relevant document from your device, now select **Upload** to complete the process.



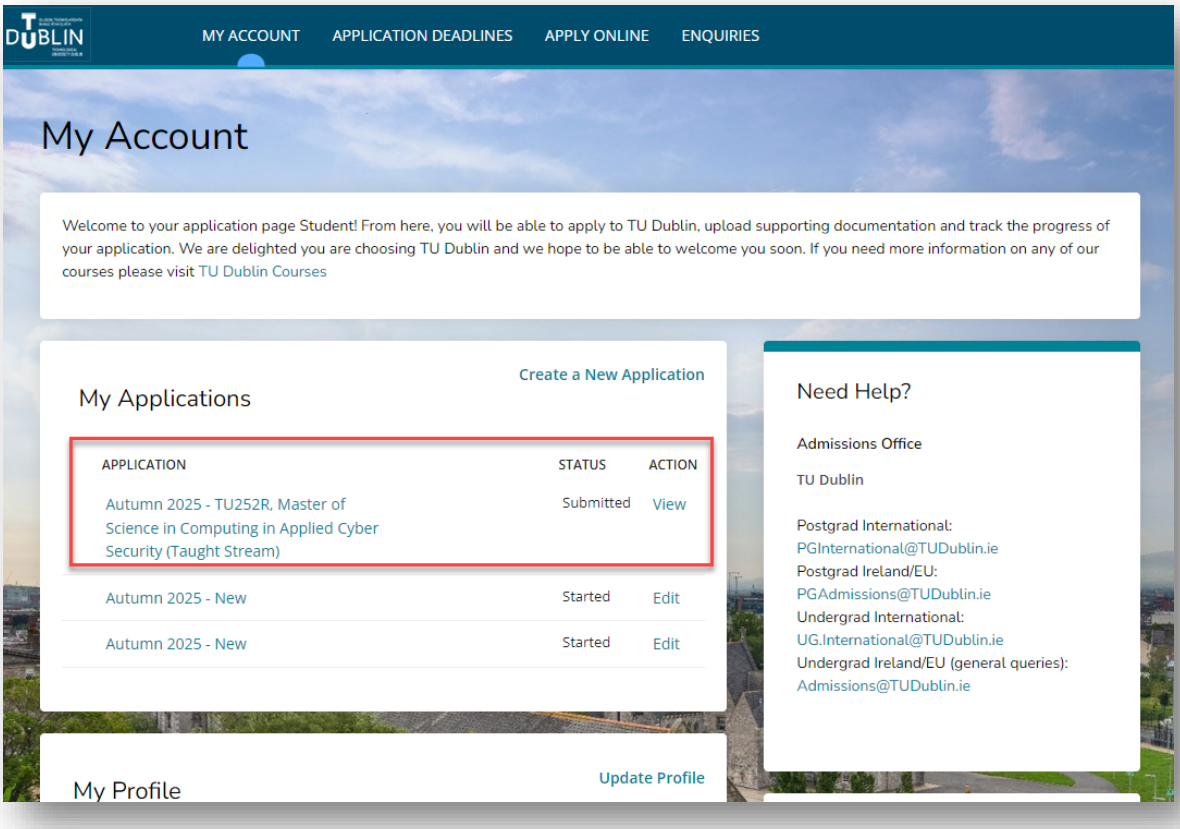
Once all Supplemental items are uploaded and Submission status is received.



Supplemental Items

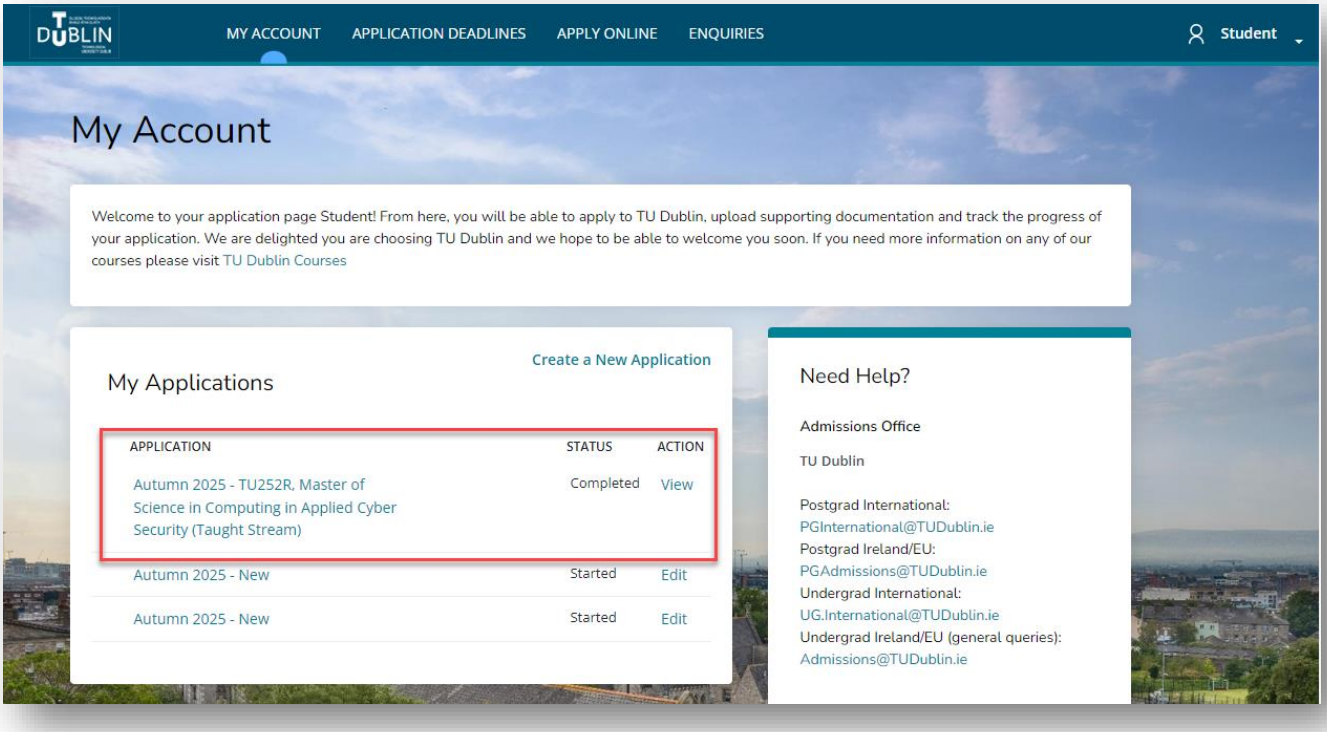
ITEM	SUBMISSION STATUS	ACTION
* Passport or Proof of ID Upload a copy of passport	Received	Passport.pdf (REMOVE)
* Proof of English proficiency Please provide proof of English proficiency if English is not your first language (IELTS or equivalent, please refer to our website)	Received	IELTS.pdf (REMOVE)
* Transcript of academic results Please upload a copy of your academic results to date	Received	Transcripts.pdf (REMOVE)
CV/Resume Please upload CV / Resume	Received	CV.pdf (REMOVE)
Grading scale Could you please provide us with the following details about the grading system at your previous institution: The grading scale used (e.g., 0-100, A-F, 1-5, etc.).The minimum passing grade.The equivalent grade for distinction or honours, if applicable.Any additional information or context that would help us understand how to interpret your grades.	Received	Grading.pdf (REMOVE)

In **My Account** your application status is now at Submitted status.



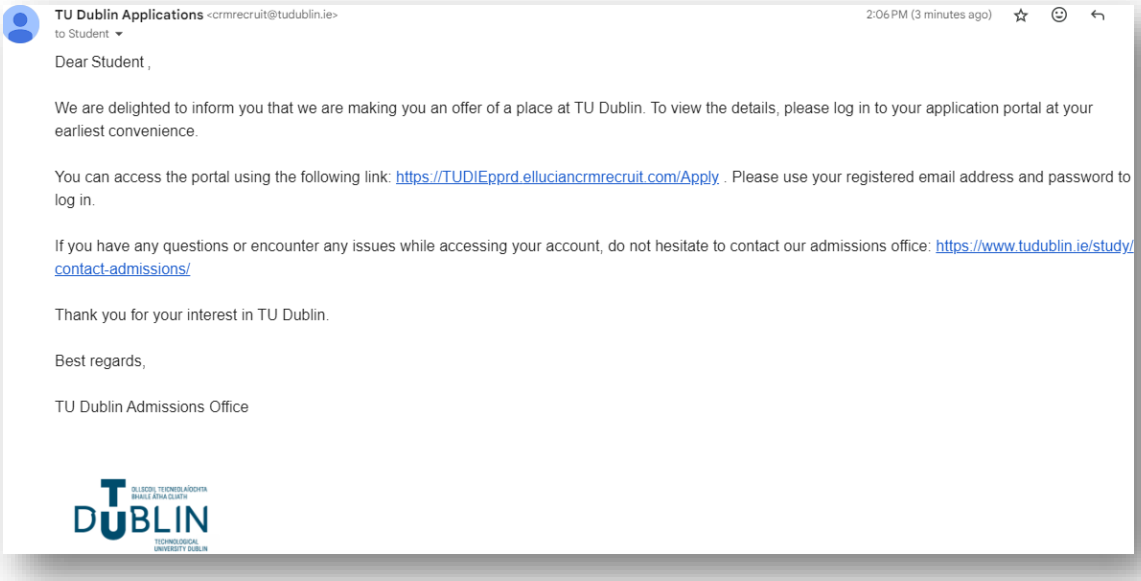
Application Status

The TU Dublin Admissions team will review your application. If they determine that you have successfully completed the application process, your application status will change from **Submitted** to **Completed**. Following this, your application will be evaluated by TU Dublin's academic assessors in the next stage of the application review process.



Offer Letter

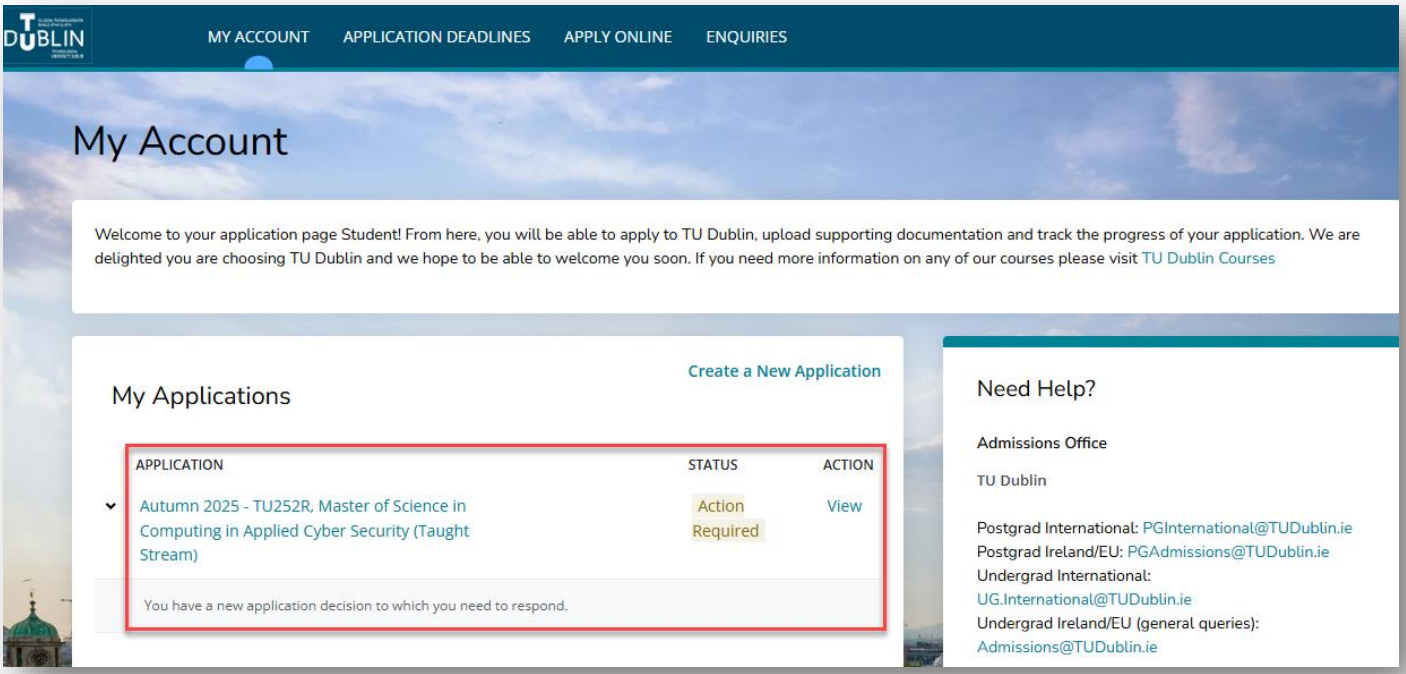
If your application is successful, you will receive an Offer Letter, example below.



EU Applicants

NB: For **Non-EU Applicants** please click on link Non-EU Applicants to proceed.

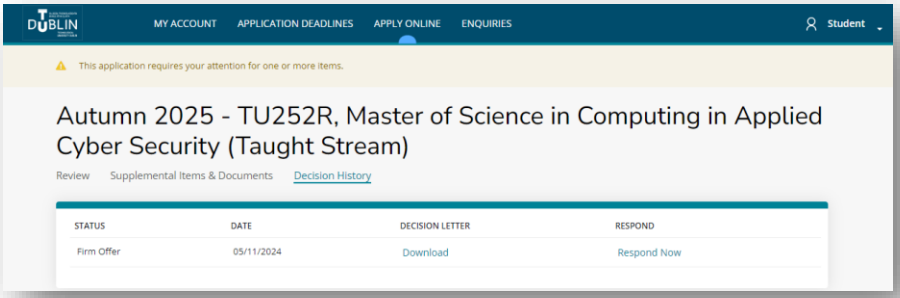
In your **My Account** section the Application status is now at **Action Required.**



The **Action Required** section allows you to view any outstanding requirements or additional documents. Selecting **View** will open a new section called **Decision History**, where you can review updates and decisions made regarding your application.

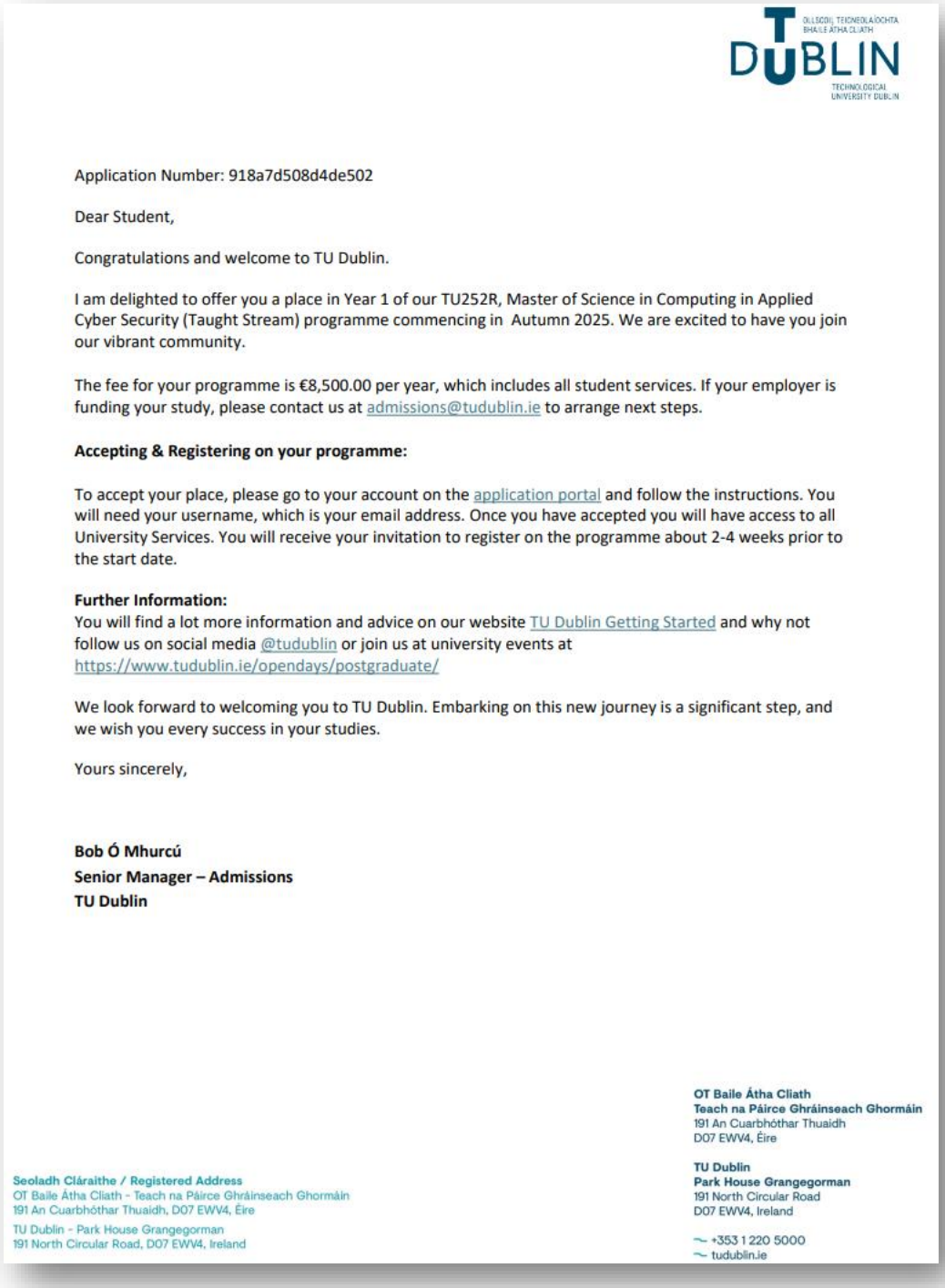
Decision History

The warning message alerts you that multiple items require your attention. Please review each tab to ensure your application is complete.



Respond Now will take you to the **Application Response** page, allowing you to either **Accept** or **Decline** the offer.

Download will allow you to obtain your Offer Letter which contains Payment and Registration information. Sample below



Application Number: 918a7d508d4de502

Dear Student,

Congratulations and welcome to TU Dublin.

I am delighted to offer you a place in Year 1 of our TU252R, Master of Science in Computing in Applied Cyber Security (Taught Stream) programme commencing in Autumn 2025. We are excited to have you join our vibrant community.

The fee for your programme is €8,500.00 per year, which includes all student services. If your employer is funding your study, please contact us at admissions@tudublin.ie to arrange next steps.

Accepting & Registering on your programme:

To accept your place, please go to your account on the application portal and follow the instructions. You will need your username, which is your email address. Once you have accepted you will have access to all University Services. You will receive your invitation to register on the programme about 2-4 weeks prior to the start date.

Further Information:
You will find a lot more information and advice on our website TU Dublin Getting Started and why not follow us on social media @tudublin or join us at university events at https://www.tudublin.ie/opendays/postgraduate/

We look forward to welcoming you to TU Dublin. Embarking on this new journey is a significant step, and we wish you every success in your studies.

Yours sincerely,

Bob Ó Mhurcú
Senior Manager – Admissions
TU Dublin

Seoladh Cláraithe / Registered Address
OT Baile Átha Cliath - Teach na Páirce Ghráinseach Ghormáin
191 An Cuarbhóthar Thuaidh, D07 EWV4, Éire

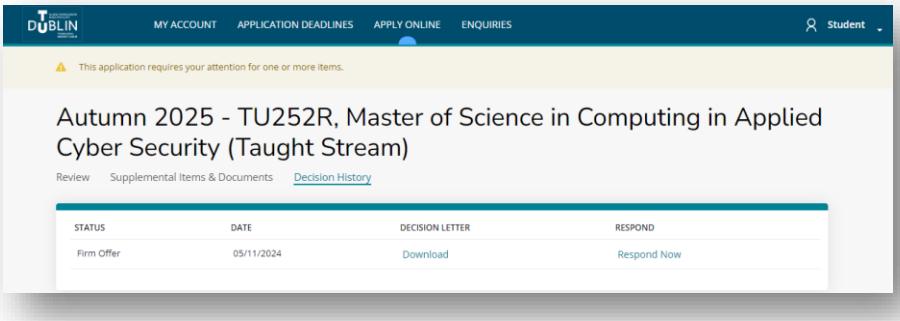
TU Dublin - Park House Grangegorman
191 North Circular Road, D07 EWV4, Ireland

OT Baile Átha Cliath
Teach na Páirce Ghráinseach Ghormáin
191 An Cuarbhóthar Thuaidh
D07 EWV4, Éire

TU Dublin
Park House Grangegorman
191 North Circular Road
D07 EWV4, Ireland

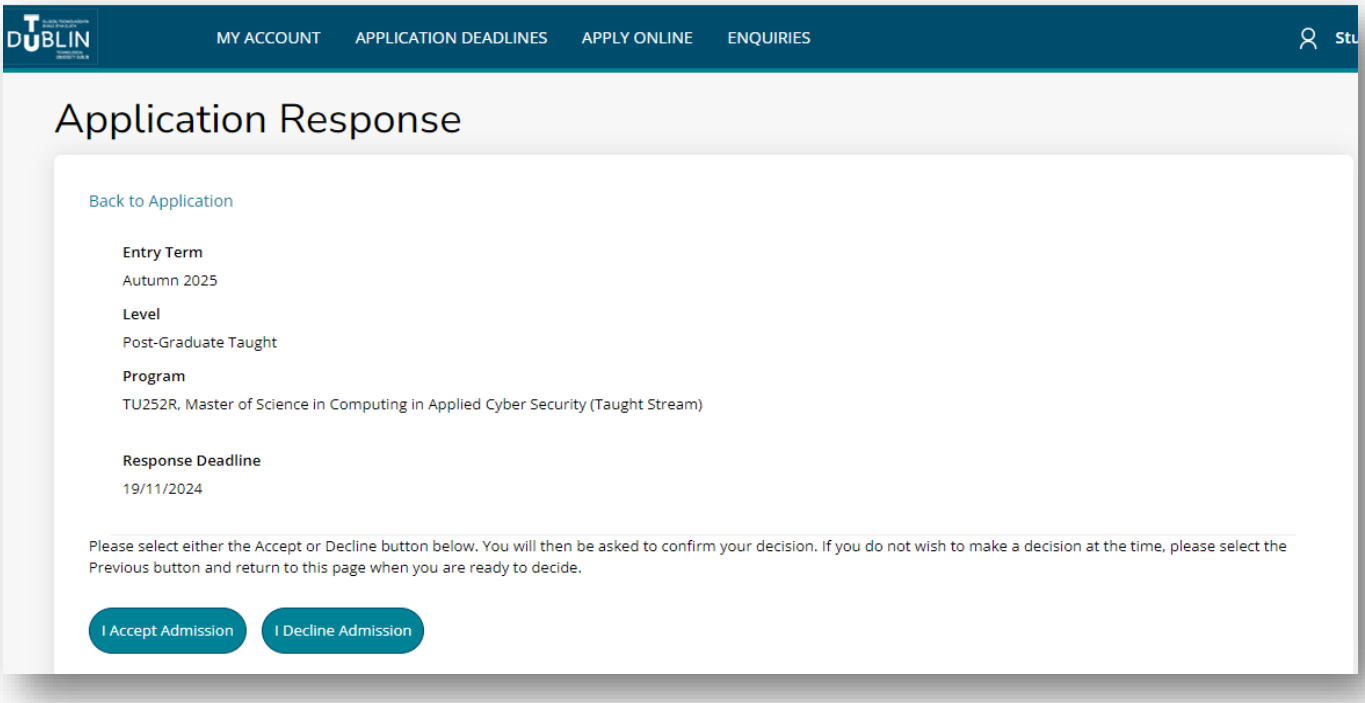
~ +353 1 220 5000
~ tudublin.ie

Sample Offer Letter



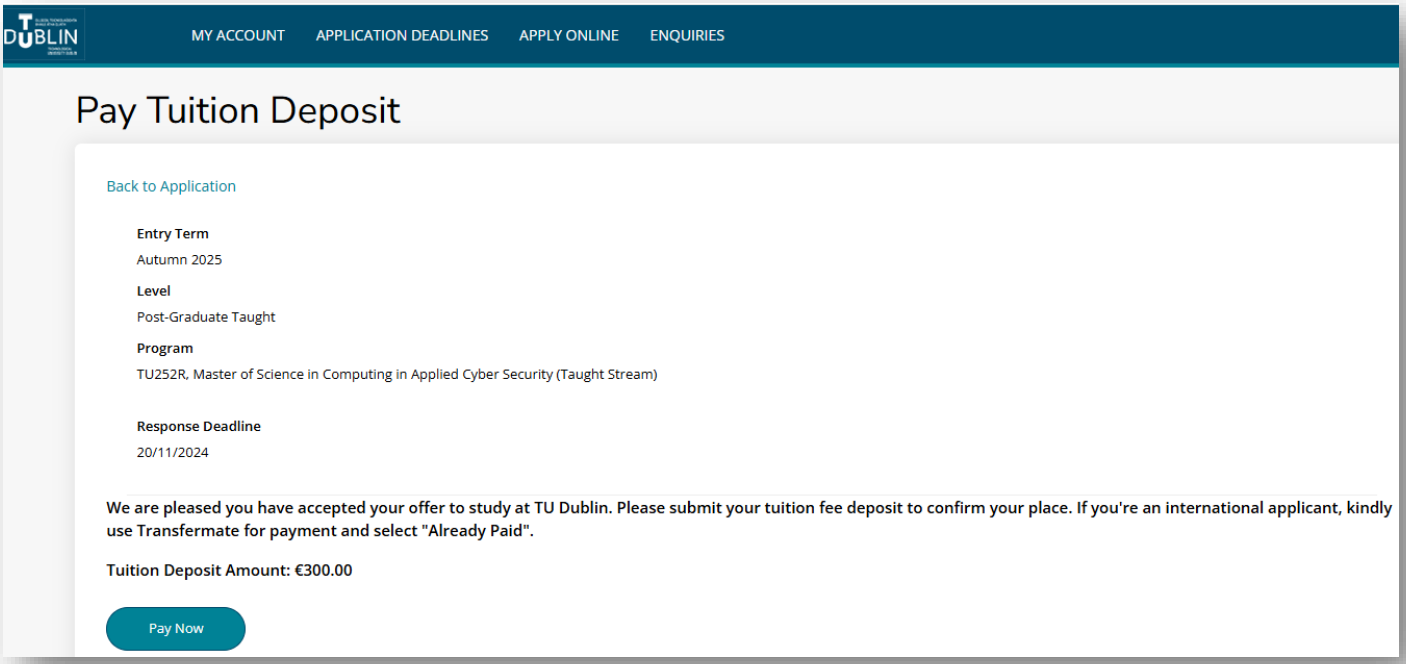
Select **Respond Now** and select **I Accept Admission** if you wish to accept your offer, or select **I Decline Admission** if you wish to decline offer. If you do not wish to make a decision at this time, please select **Back to Application** and return to this page when you are ready to decide.

Application Response

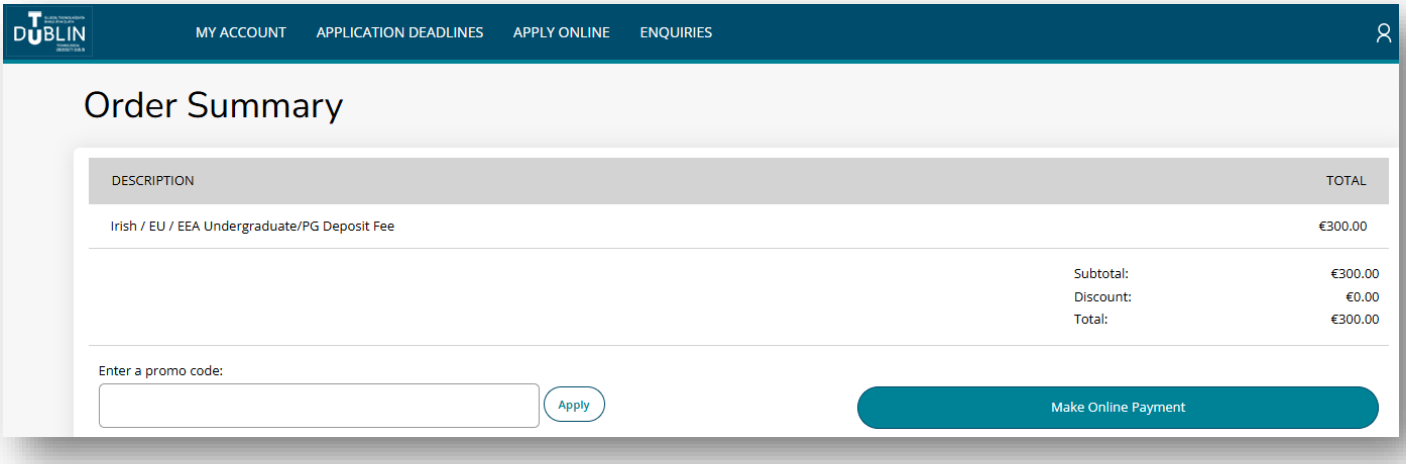


Selecting **I Accept Admission** will take you to the **Pay Tuition Deposit** page.
Selecting **I Decline Admission** will stop and close the application.

Pay Tuition Deposit

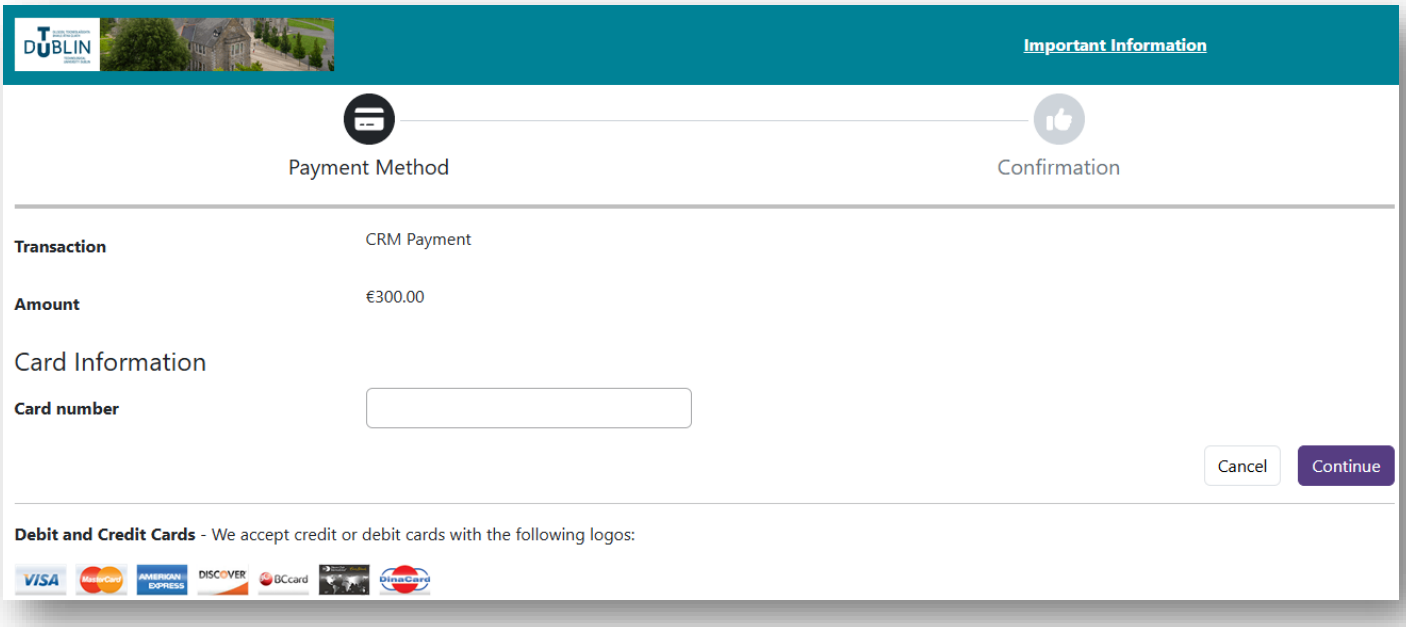


Select **Pay Now** to submit your tuition fee deposit to confirm your place.

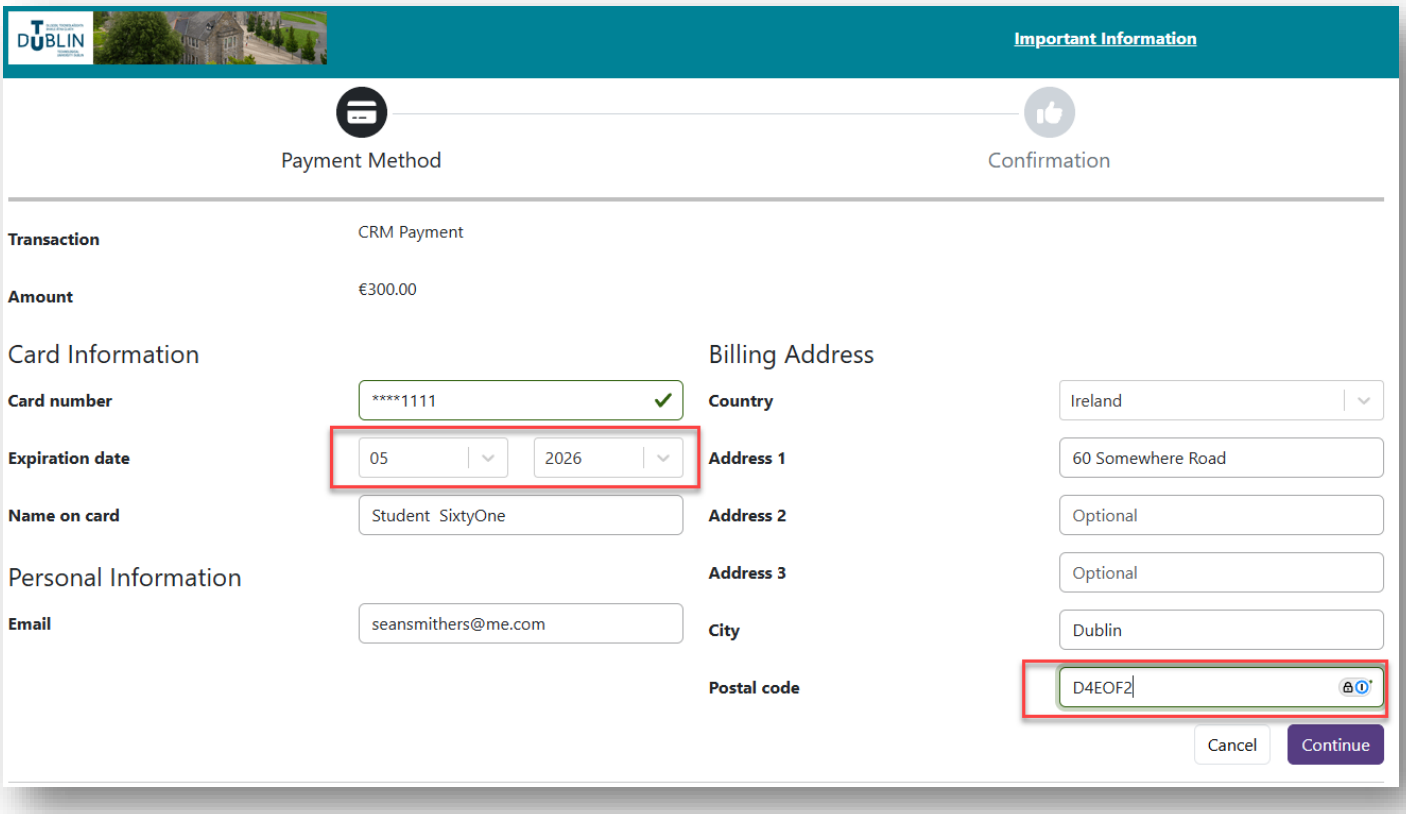


If you have a promo code, enter it now. Then, select **Make Online Payment** to complete your deposit.

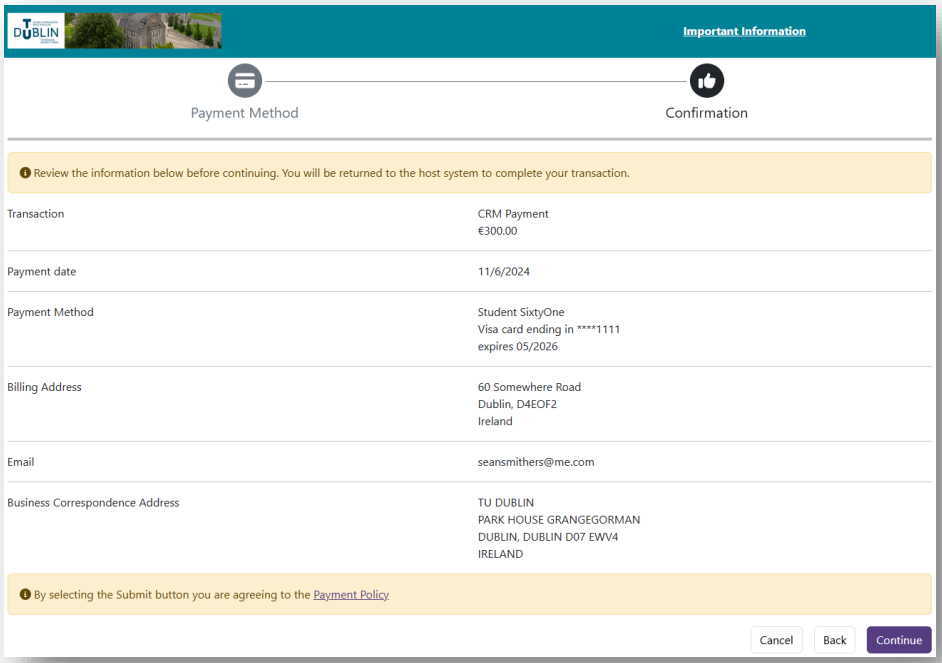
Enter the card number you'd like to use for payment.



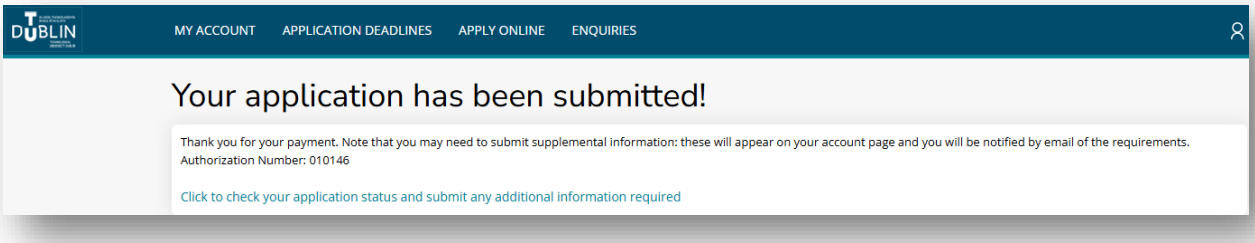
Enter the card number's **Expiration Date** and confirm the billing address **Postal code.**



Please review the payment information before continuing.

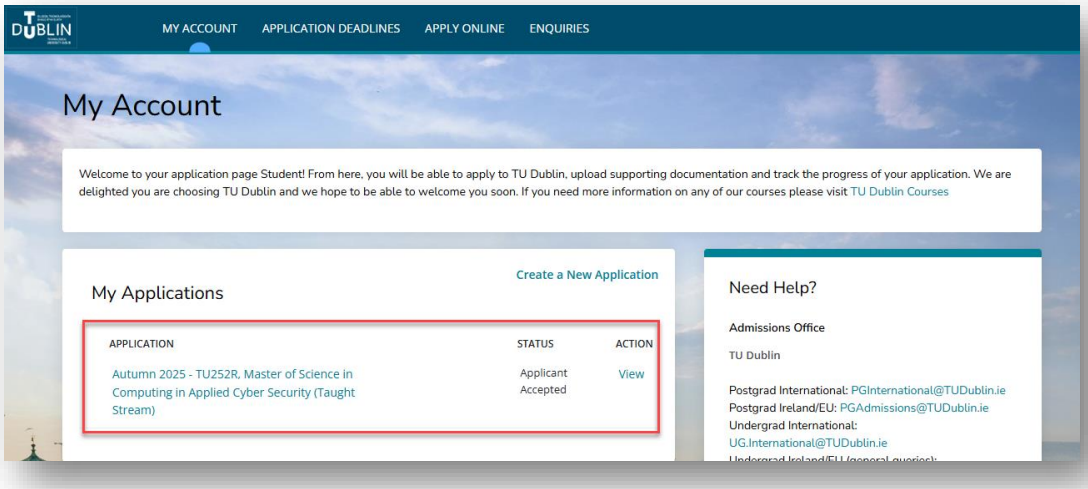


Your application is now submitted, you can check your Application status in **My Account**



Applicant Accepted

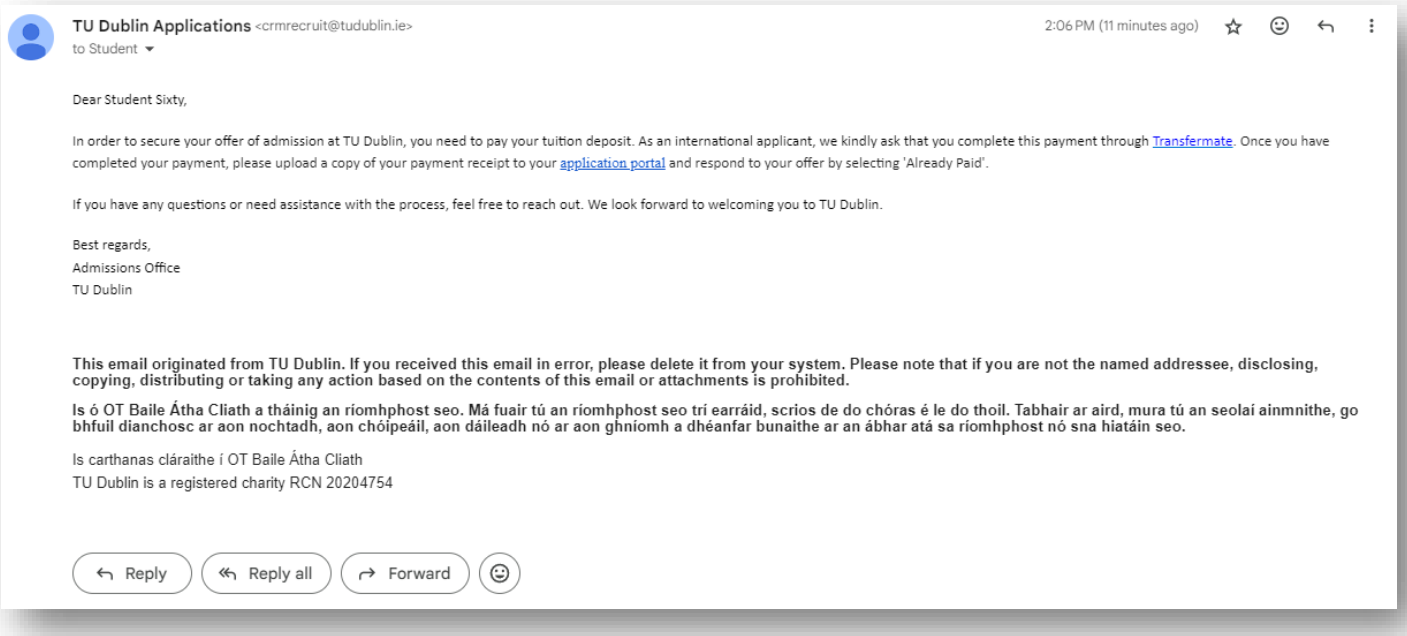
Your Application status is now at **Applicant Accepted.**



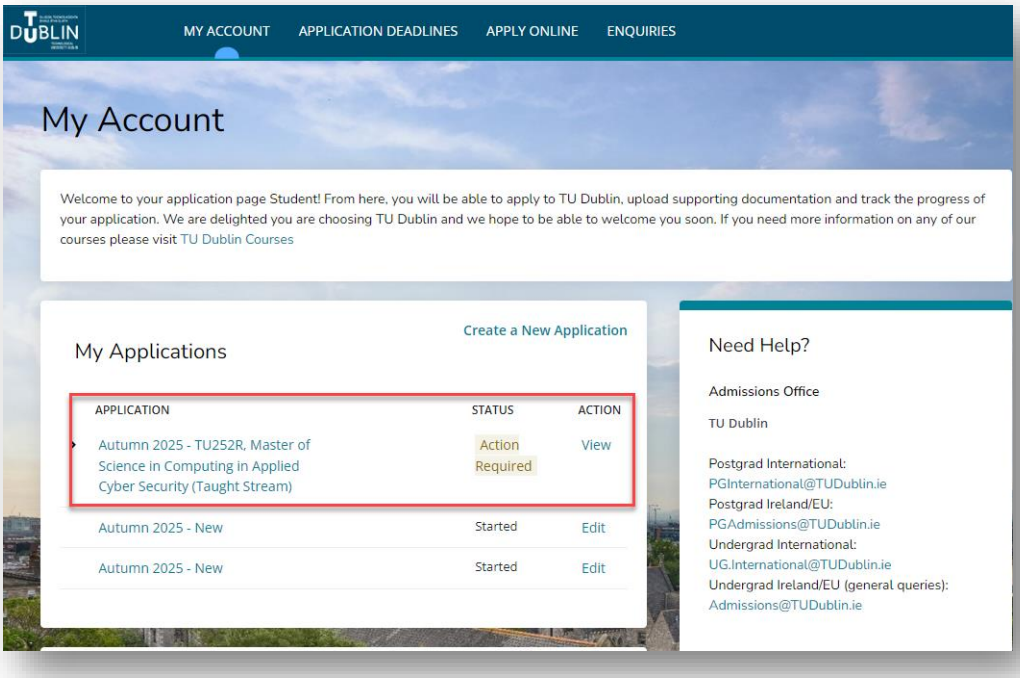
Non-EU Applicants

Non-EU Applicants we kindly ask that you complete this payment through Transfermate.

Once you have completed your payment, please upload a copy of your payment receipt to your application portal and respond to your offer by selecting 'Already Paid'. We will step through the process below



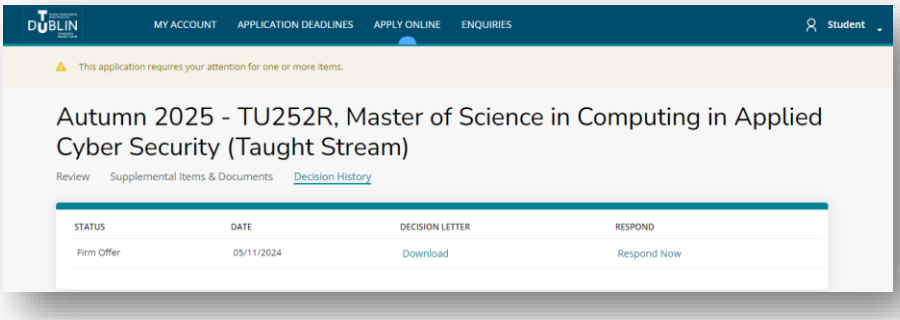
In your **My Account** section the Application status is now at **Action Required.**



The **Action Required** section allows you to view any outstanding requirements or additional documents. Selecting **View** will open a new section called **Decision History**, where you can review updates and decisions made regarding your application.

Decision History

The warning message alerts you that multiple items require your attention. Please review each tab to ensure your application is complete.



Respond Now will take you to the **Application Response** page, allowing you to either **Accept** or **Decline** the offer.

Download will allow you to obtain your Offer Letter which contains Payment, VISA, Accommodation Registration and Immigration information. Sample below

Application Number: a4efb91dc06c183d

Dear Student,

Congratulations and welcome to TU Dublin.

I am delighted to inform you that we are offering you a place in Year 1 of our TU252R, Master of Science in Computing in Applied Cyber Security (Taught Stream) programme for the 2025/26 academic year, commencing on 01/09/2025. We are excited to have you join our vibrant community.

The fee for your programme is €14,500.00 per year, which includes all student services. Please note that Medical Insurance is not included in our fees.

To formally accept your place, please head to your account on the application portal and follow the instructions. You will need your username, which is your email address.

Follow the Steps:		**Click the Icon:**
1.	To guarantee your place, please accept your offer and pay 50% of your tuition fee. Your place is only guaranteed when we receive this payment. Places on all programmes are filled on a first-come, first-served basis. The easiest and quickest way to pay your fees is through our payment partner	PAY WITH TRANSFERMATE
2.	If you require a visa, it is important to prepare and submit your application as soon as possible. For more information, please contact your local Irish embassy or consulate in your home country.	Irish Embassies abroad
3.	We recommend consulting our Accommodation guide for information and guidance on sourcing good quality accommodation. Dublin is a busy and vibrant European Capital City, so we suggest you secure your accommodation early and before arriving in Ireland.	Accommodation & Living in Dublin
4.	You will receive your Invitation to Register via email approximately one month before the programme commences. We suggest registering immediately so you have access to all University services.	Registration & Commencement
5.	Upon arrival, all non-EU nationals are required by law to register with the Irish Immigration Service to obtain their student visa card. After paying your fees, you can schedule an appointment up to nine weeks in advance. You must be registered with TU Dublin in advance of your appointment.	Irish Immigration Service

You will find a lot more information and advice on our website TU Dublin.ie/International and why not follow us on social media @tudublin or join us at our online events at tudublin.ie/opendays

We look forward to welcoming you to TU Dublin. Embarking on this new journey is a significant step, and we wish you every success in your studies.

Yours sincerely,

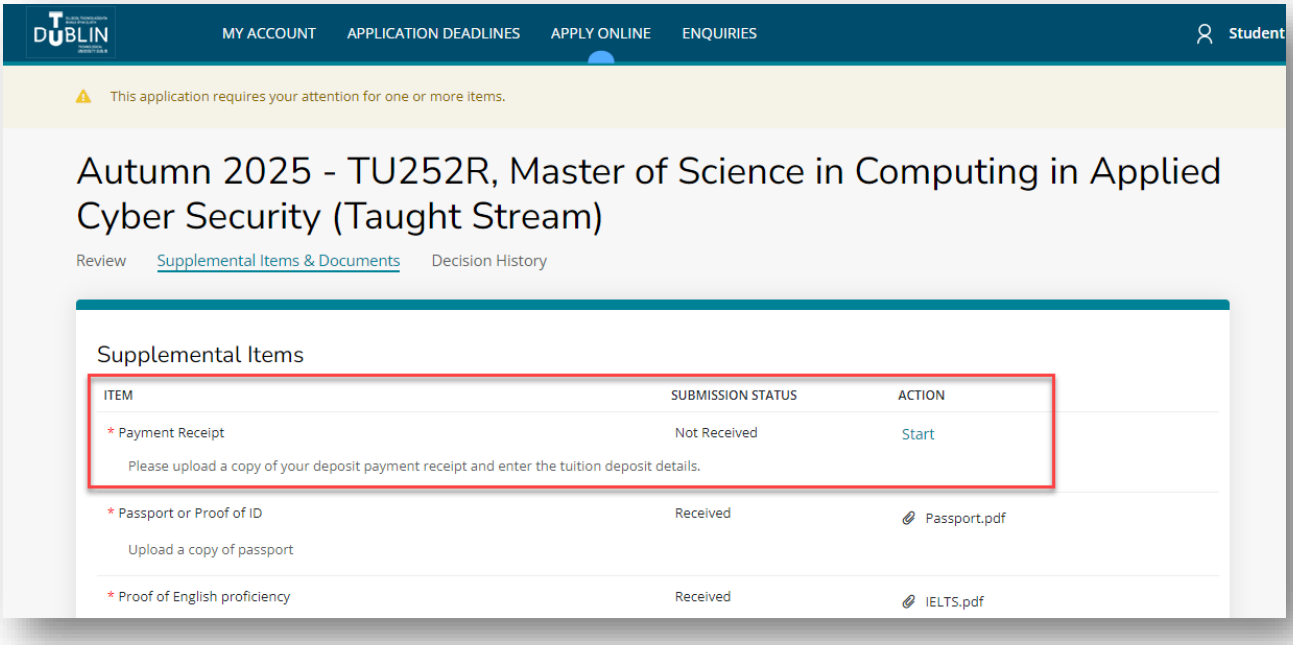
Bob Ó Mhurcú
Senior Manager - Admissions
TU Dublin

OT Baile Átha Cliath
Teach na Páirce Ghráinseach Ghormáin
191 An Cuarbhóthar Thuaidh
D07 EWV4, Éire

TU Dublin
Park House Grangegorman
191 North Circular Road
D07 EWV4, Ireland

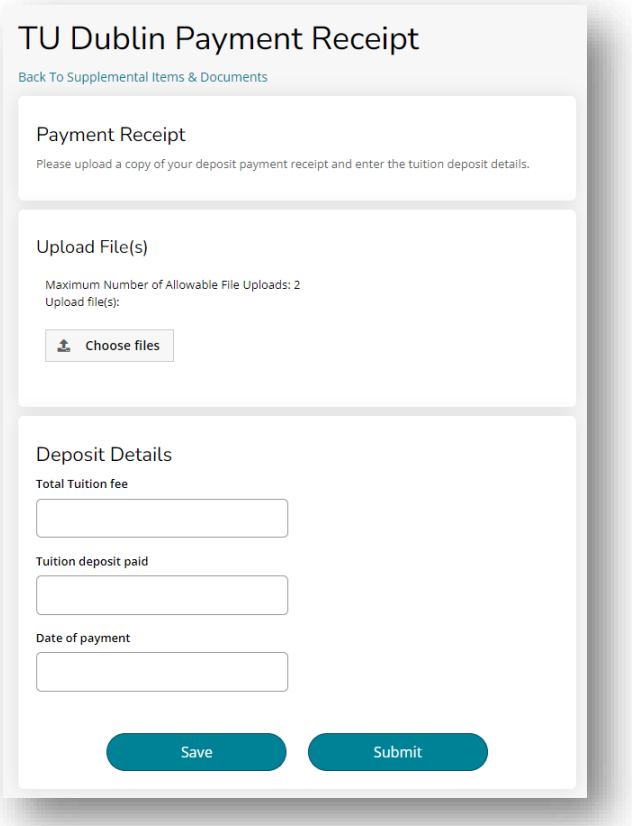
Seoladh Cláraithe / Registered Address
OT Baile Átha Cliath - Teach na Páirce Ghráinseach Ghormáin
191 An Cuarbhóthar Thuaidh, D07 EWV4, Éire

Select the **Supplemental & Documents** tab to view and upload any additional documents or materials required

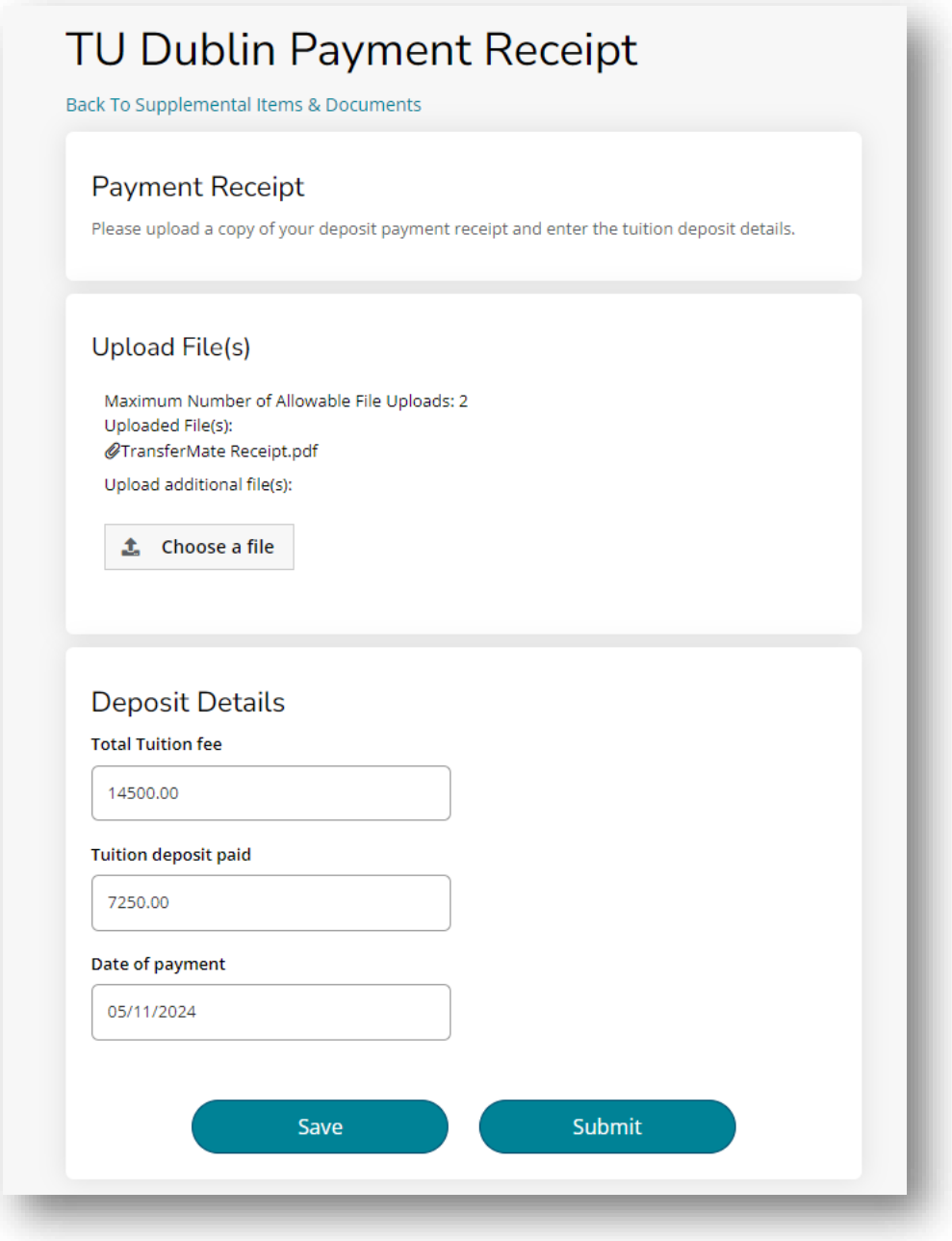


Payment receipt

We now have a new **Supplemental item** to Upload in this case it's the payment receipt from TransferMate, select **Start.**

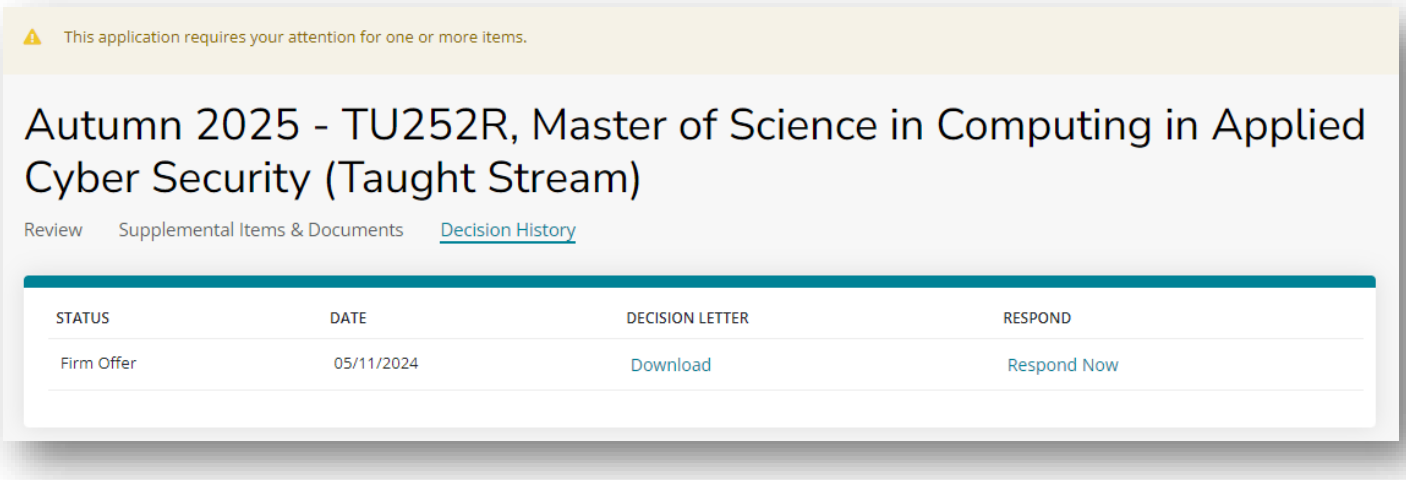


To attach TransferMate receipt select **Choose files** and select your receipt from your device, then select the **Upload** option.



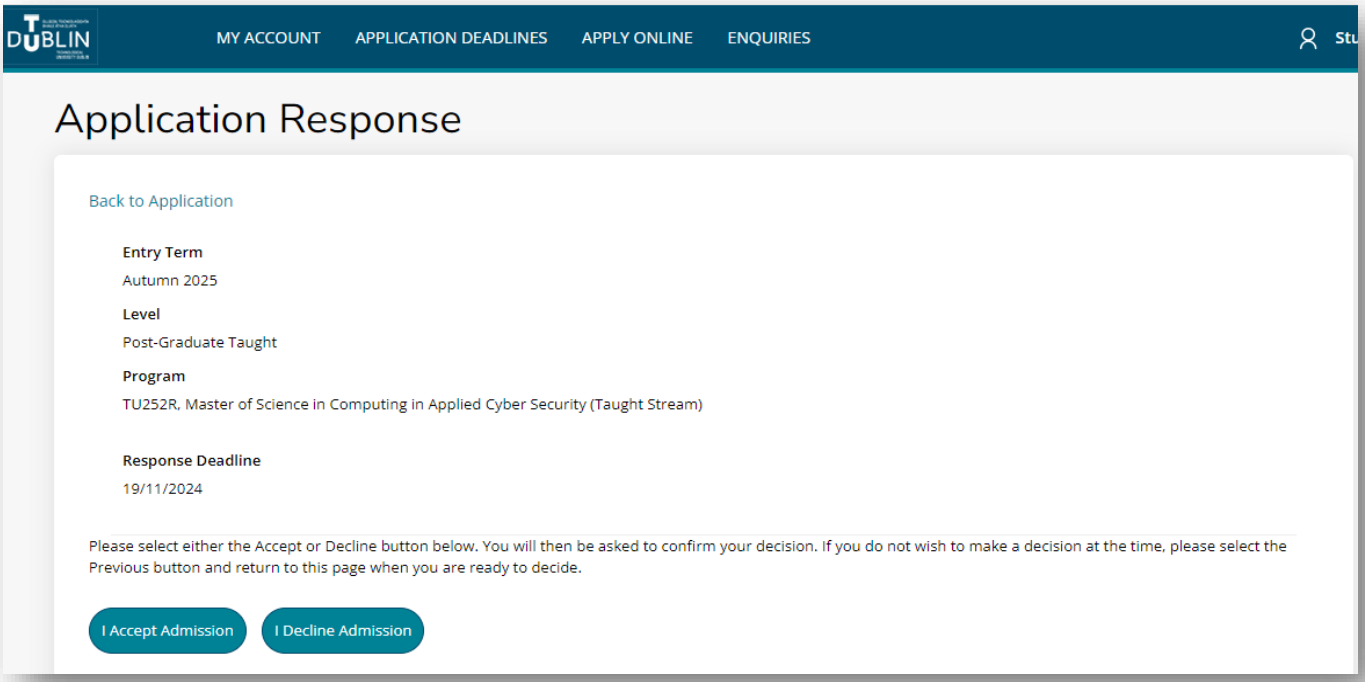
- **Total Tuition Fee –** This amount can be found in your Offer Letter.
- **Tuition Deposit Paid –** A minimum deposit of 50% of the total tuition fee is required to secure your place.
- **Date of Payment –** Enter the date the tuition deposit was paid.
- **Save** – Save your progress to return and complete it later.
- **Submit** – Submit the payment information to confirm this stage of your application.

Return to **Decision History** tab



Application Response

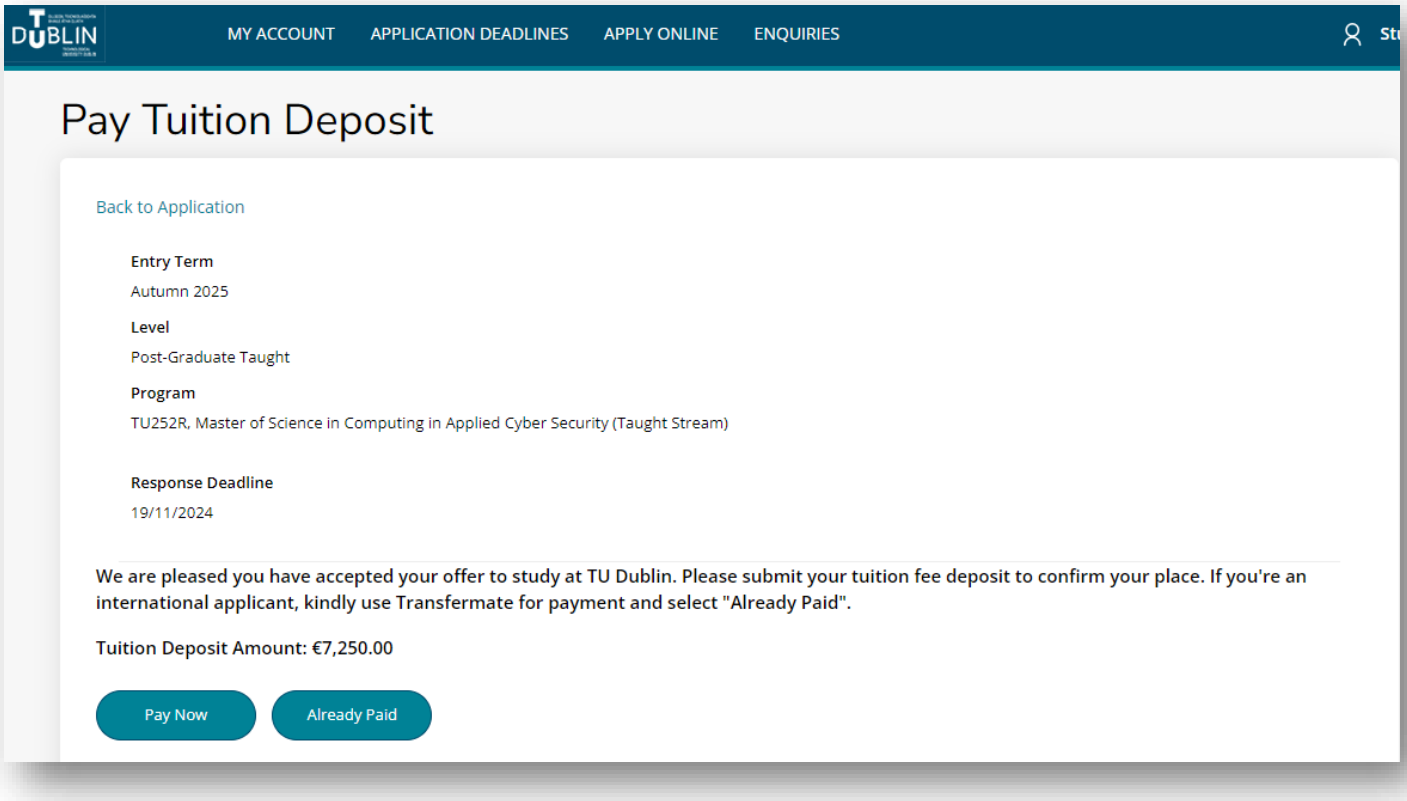
Select **Respond Now** and select I **Accept Admission** if you wish to accept your offer, or select **I Decline Admission** if you wish to decline offer. If you do not wish to make a decision at this time, please select **Back to Application** and return to this page when you are ready to decide.



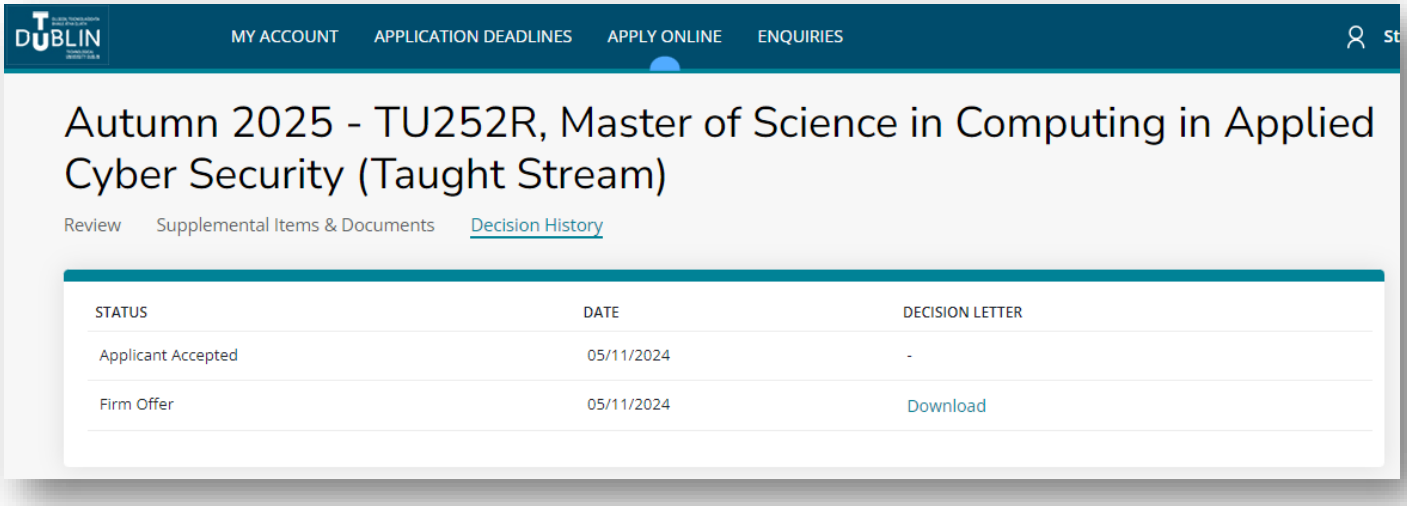
Selecting **I Accept Admission** will take you to the **Pay Tuition Deposit** page.
Selecting **I Decline Admission** will stop and close the application.

Pay Tuition Deposit

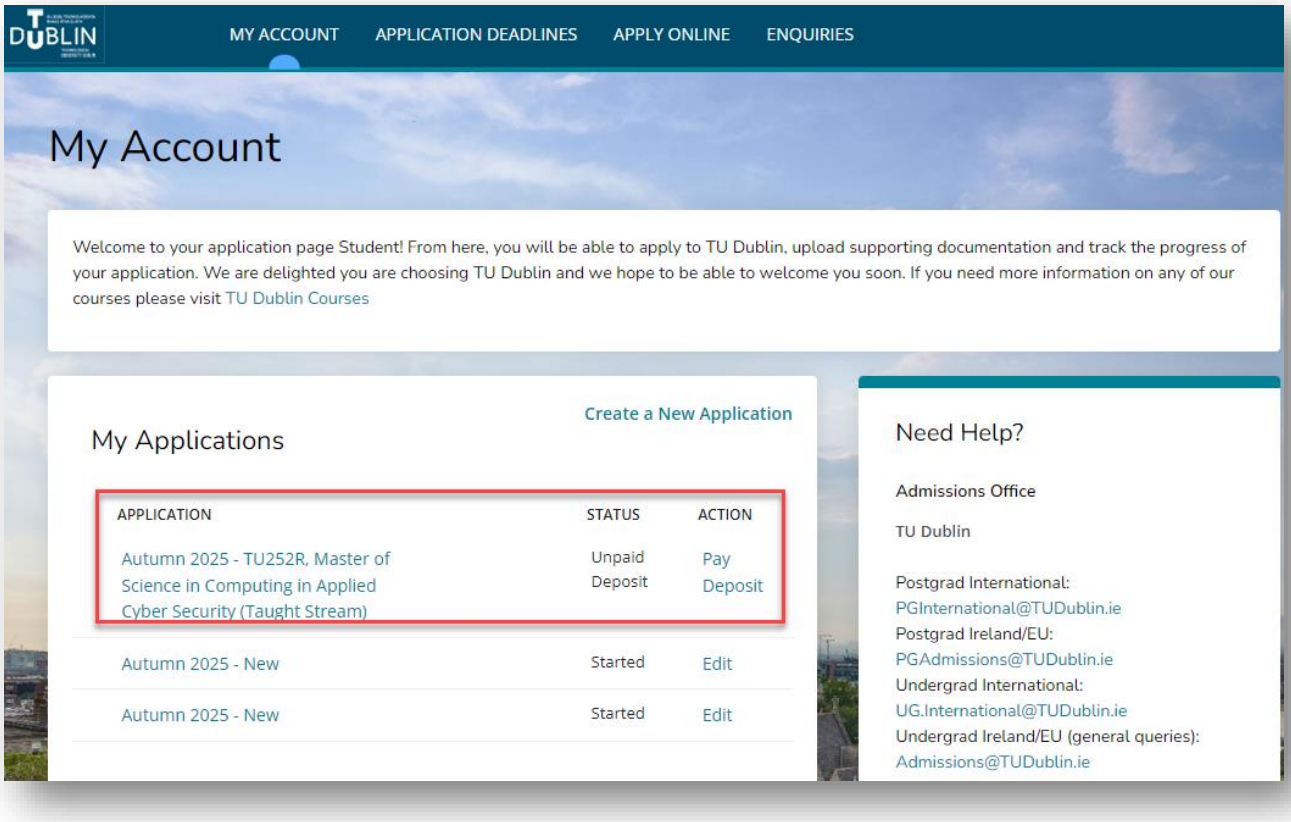
Non-EU Applicants select **Already Paid** once they have submitted their TransferMate receipt.



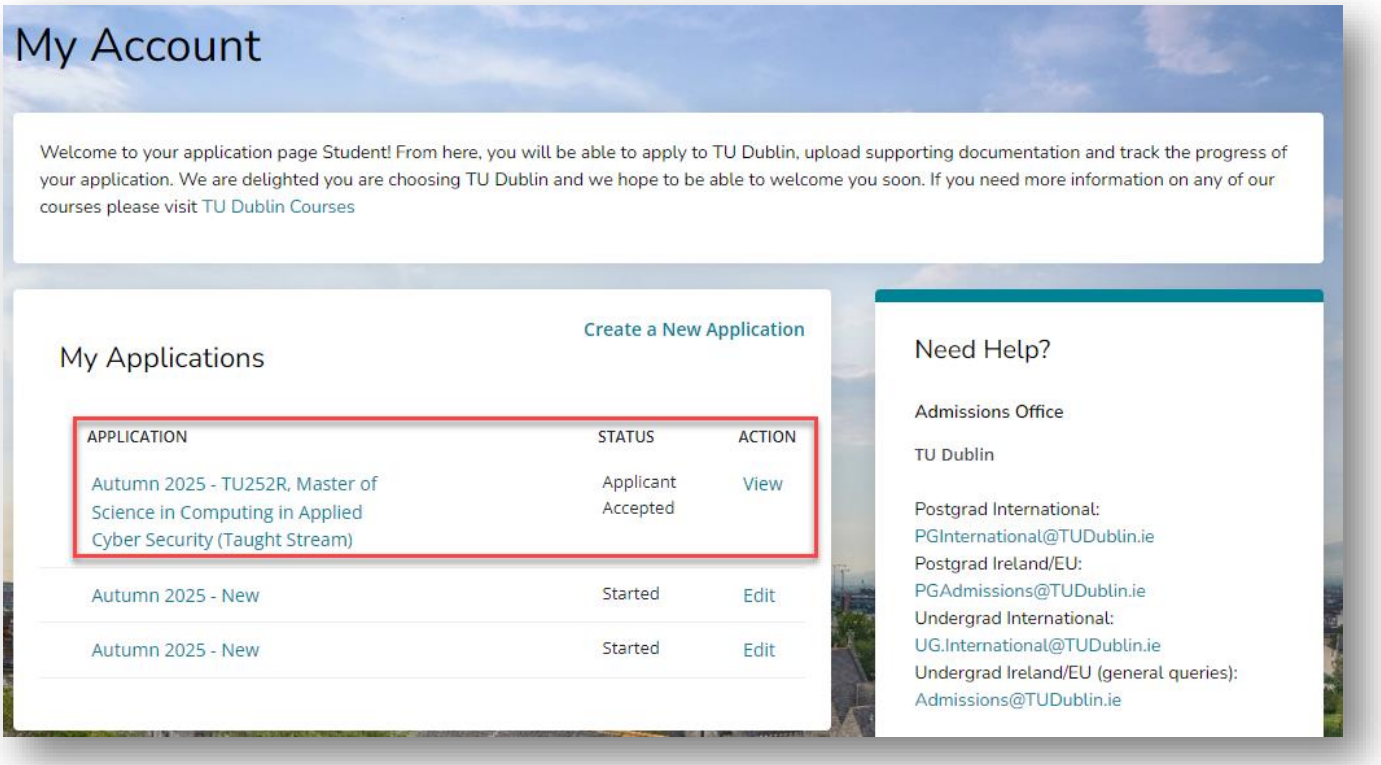
The **Decision History** tab is now updated with **Applicant Accepted.**



In your **My Account** section the Application status is now at **Unpaid Deposit**, TU Dublin Administration team are required to validate your deposit.



Once TU Dublin Administration team validates your deposit, your application status changes to **Applicant Accepted.**

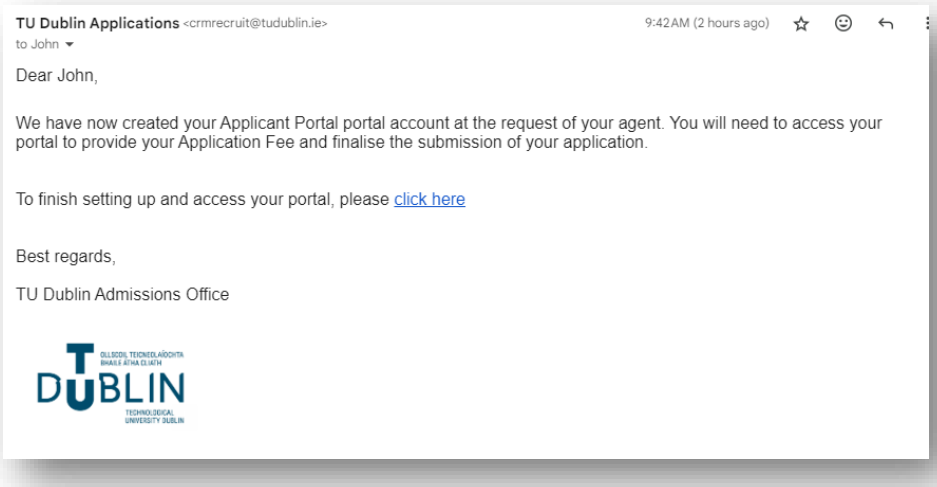


Student Activation

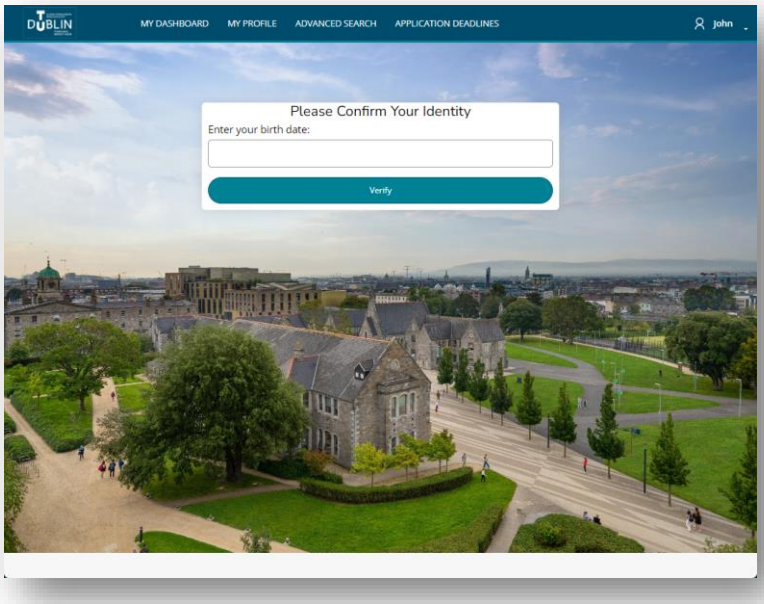
There are instances where an Agent may create an application on behalf of a student, but the student still needs to verify their details or pay the application fee (if no voucher code is available for the programme). In other cases, the Agent may handle the entire process, from creation to submission, without requiring any input from the student.

In both scenarios, the student will receive an email granting them access to their account. The level of access depends on the status of the application. For example, if the Agent has already submitted the application, the student will have limited access to make changes. However, if the student accesses their account while the application is still in progress, they will be able to update fields, make payments, and complete other necessary actions.

Sample email sent to students includes a link to access their application.



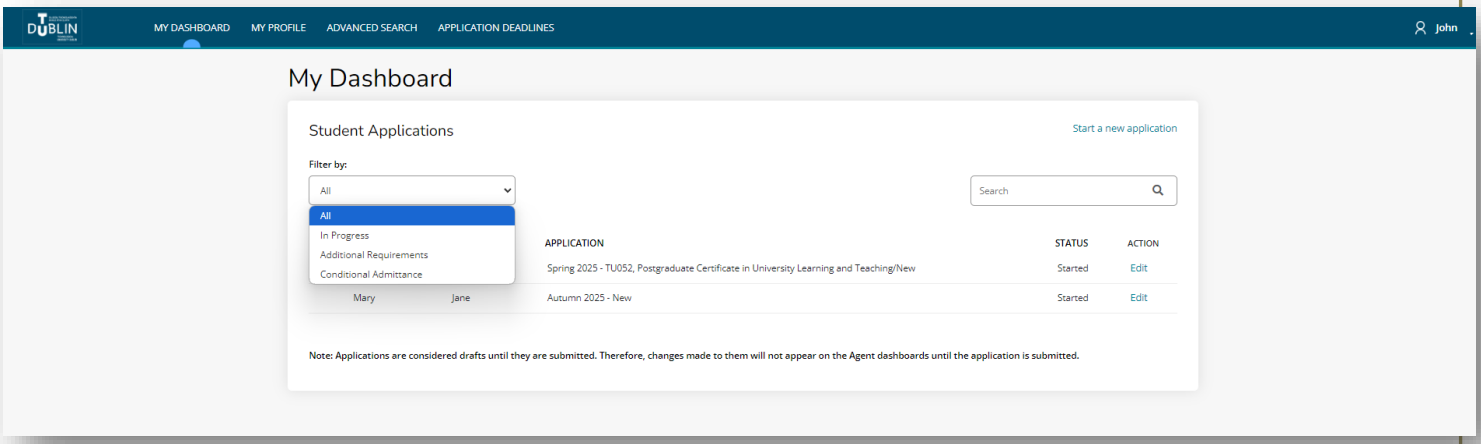
A screen will be displayed for the student to verify their date of birth.



Filter By

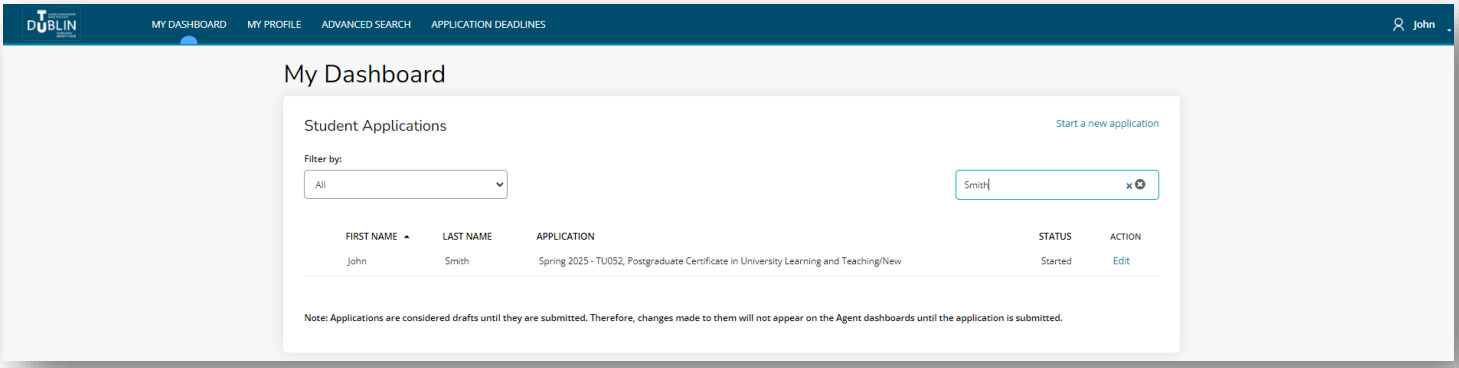
You can use "*Filter by*" to display applications on your dashboard by status, below are the statuses.

- In Progress
- Additional Requirements
- Conditional Admittance



Search

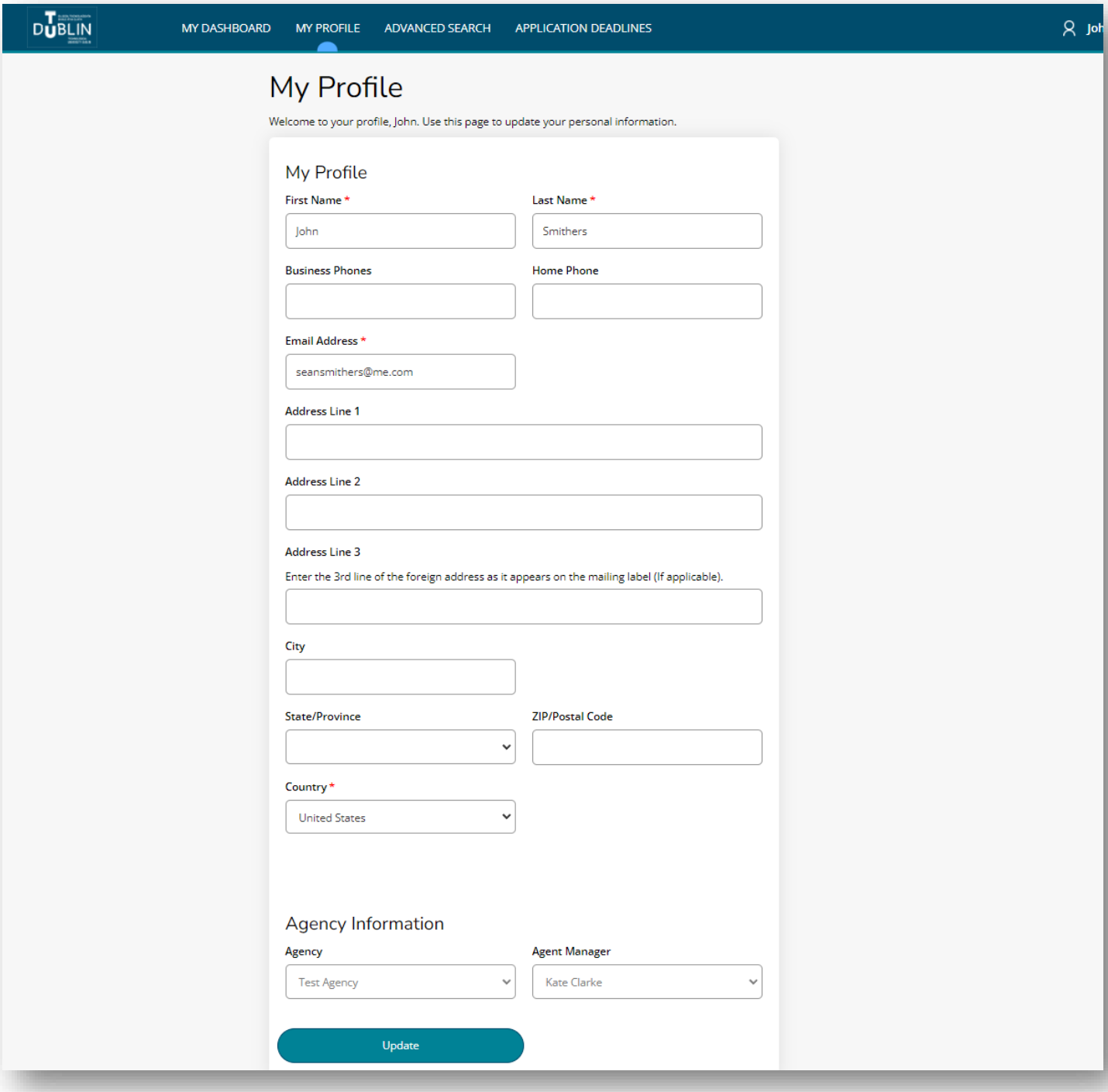
You can use the "*Search*" function it's a basic search that searches both First Name and Last Name.



My Profile

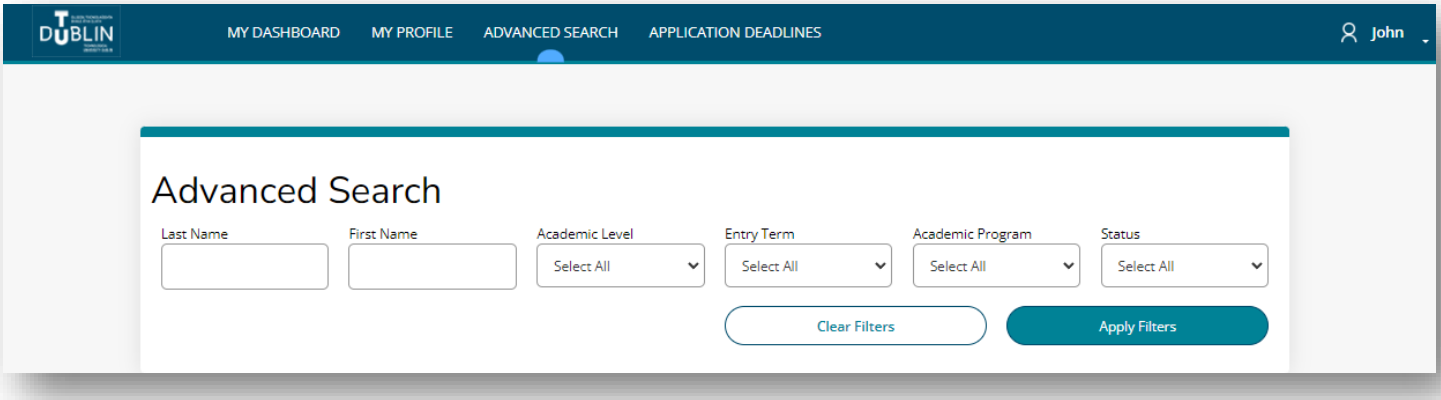
Agents can update their profiles by navigating to the 'My Profile' tab. All information can be edited, except for the *Agency* and *Agent Manager* fields.

If an Agent needs to update their assigned Agency or Agent Manager, they should contact the TU Dublin International Office for assistance.



Advance Search

Using the ***Advanced Search*** option, Agents can search for one or more of their applications.

The screen below illustrates that Agents can search by various criteria, including:

- First Name
- Last Name
- Academic Level
- Entry Term
- Academic Programmeme
- Status