NZCCRF

User Guide

Contents

Logging In

To log in to the New Zealand Common Confidential Reference Form (NZCCRF), go to www.ccrf.ac.nz and log in using your work email address and the password we have provided you.

If you do not have access to the site, this could be for one of several reasons:

+ **You do not know your log in details**
  Contact your school's Superuser. They can give your log in details to you, or you can use the password reset function. You can ask any institution to find out your schools Superuser.
+ **You do not have a user set up**
  In this instance you will need to contact your schools Superuser; they can set you up with access.
+ **Your school is not registered with NZCCRF**
  If your school (New Zealand only) is not registered with NZCCRF email us at mail@ccrf.ac.nz and we can help get your school set up.

Note: The passwords are auto-generated by our system and cannot be changed to something of your own preference; please keep a copy of your password somewhere safe.
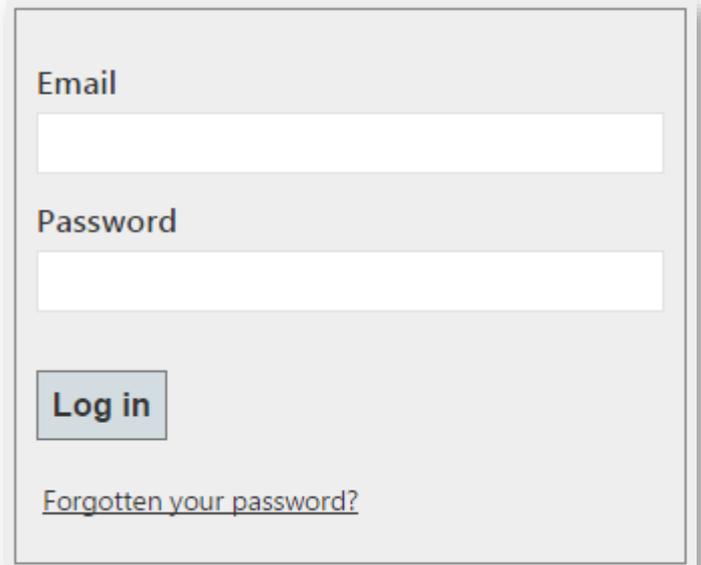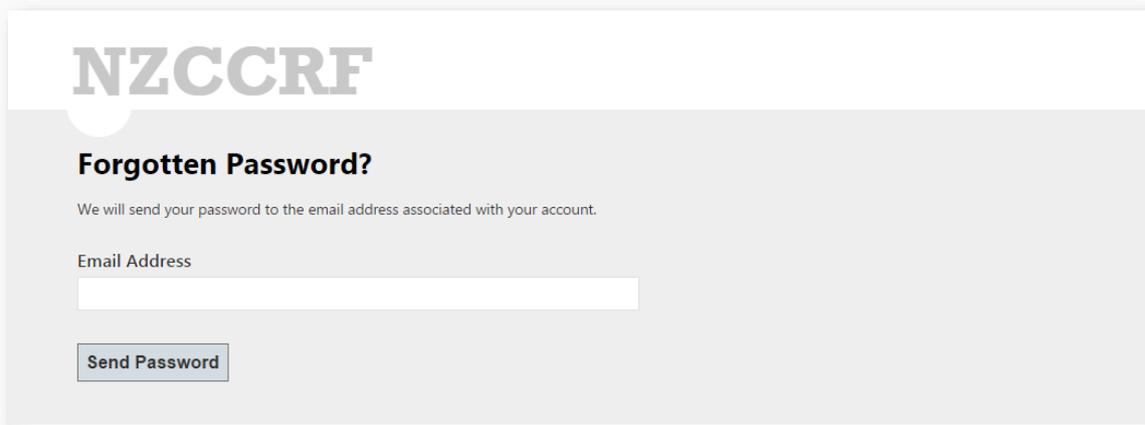
Email

Password

Log in

Forgotten your password?

Password Reset

If you have forgotten your password or if you need it reset for security reasons, you can have it reset by clicking the "Forgotten your Password?" link (found on the front page, see image at top of page). Clicking that link will redirect you to a separate page where you can enter your work email address and have a new password sent to you.

NZCCRF

Forgotten Password?

We will send your password to the email address associated with your account.

Email Address

Send Password

Note: This will generate a new password every time you click 'Send Password'. So please be patient before clicking 'Send Password' again.

The Dashboard

After logging in, you will be directed to your dashboard. Here you will see the start of a list of the reference requests submitted to your school.

+ **New Reference Button:** Click this to create a manual reference without receiving a request from a student.
+ **Student Name Field:** Enter a name into this field if you need to search for a specific student.
+ **Year Drop Down Box**: Use this to filter by application year.
  Note: _This is the year the student intends to attend Tertiary Education. For example, if the reference was submitted in September 2017 its year would most likely be "2018."_
+ **Order By Drop Down Box**: This dropdown provides options to sort the list.

+ **Search Button:** After typing into the Student Name field, click this to apply your filter selection.
+ **Refresh Button:** Click this to reset your filter selection.
+ **Bottom-left drop down box:** By default this is set to 10, this will change how many references you will see in your dashboard at one time.
+ **Page Navigation Section**: You can either manually enter the page you want to go to by typing it in the box or use the arrows. The inner arrows move one page forward or back. The outer arrows go to the first or last page.

The Student Form

The student form is a public site (www.ccrf.ac.nz/students) where students can fill in their details to request a reference from their school. Here they also select the institutions they are applying for accommodation through.

When the student submits the form, a reference is generated for that school, and a reference request email is sent to that school's Superuser.

Note: _It is preferred that students fill this form out_ **after** _they have submitted their accommodation application to the institution._

NZCCRF
Student Registration for Accommodation References

This form is for New Zealand schools only. If your school was outside of New Zealand please contact the institution you are applying to

MY DETAILS

Please fill in all fields in this section:

Enter your NSN number or Candidate Code — NSN number or Candidate Code

Date you were born — Day Please select▾ Month Please select▾ Year YYYY

Family name / last name — Last name

Given name(s) / first name(s) — First name(s)

What is your gender? — ○ Male ○ Female

The city / region your school is in — Please select ▾

MY APPLICATION

You can add the following details at any point up to the application deadline:

What year do you plan to start university? — Please select▾

Through which institution will you be applying for accommodation?
- ☐ Massey University – Albany (Auckland)
- ☐ The University of Auckland
- ☐ The University of Waikato
- ☐ Massey University – Manawatu (Palmerston North)
- ☐ Massey University – Wellington
- ☐ Victoria University of Wellington
- ☐ 222 Willis (WelTec)
- ☐ University of Canterbury
- ☐ Lincoln University
- ☐ The University of Otago
- ☐ Otago Polytechnic

Your reference will not be submitted without any institutions selected. Please contact your school or complete the student form again to edit your institutions at a later date. If your institution is not listed here, please contact their accommodation office for their form. If you have any other enquiries please email mail@ccrf.ac.nz

DISCLAIMER

This reference is being requested on the understanding that it will remain confidential to those concerned with considering applications for the type of accommodation specified by the applicant and those who may subsequently be entrusted with the applicant's pastoral care, and will not be used for any other purpose.

The Official Information Act 1982 and the Privacy Act 1993 provide protections for evaluative material and the University will decline to release or allow access to such material when requested by other parties to the full extent authorised by those provisions.

SUBMIT

Creating a New Reference (Manually)

If you do not want students to fill out the student form themselves, you can create an individual reference manually. After logging in, click the 'New Reference' button in the top left of the dashboard.   ✚ New Reference

You will then need to complete Section A. You will need to enter all of the details so please ensure you have the student's correct NSN.

Once all the Applicant Details (Section A) are completed, you need to click Save & Close before continuing to the Referee Comments (Section B).

After you have completed Section B, you will also need to select the institutions that the student is applying to. You must select at least one institution to submit the reference.

Note: It is preferred to have the students fill out the form so their name and other personal details match their accommodation application. You will also be responsible for collecting evidence of permission to give the confidential reference as per the disclaimer on the Student Form.

Completing a Reference

If you have received a reference request email from NZCCRF (or forwarded from your school's Superuser), that means a student at your school has filled out their details on the student form.
You should have received a link in the email that will take you directly to that student's reference (after Logging In

Alternatively, you can find that student by using the search field, or filtering the list.

Section A: Applicant Details

This contains the personal details of the student.
Please check these details, as incorrect information (typo, first and last names switched, or wrong NSN) may prevent the institution from matching the reference with their accommodation application.
Click the right arrow to proceed to Section B.

Section B: Referee Comments

This is where you will fill in your reference for the student.

1. First we ask for a brief statement and a rating from 1-5 for five questions.

2. Next, we ask for any concerns or special requirements that we should be aware of. This is very helpful for institutions to provide the right support and care as they transition into tertiary accommodation.

2. Concerns / special needs that we should be aware of so that appropriate support can be provided? (e.g. health problems, anxiety, depression, home situation, disability, eating disorders)

Recent trauma with family bereavement, may have trouble with transition to university.

3. Following is the student's anticipated outcome for their final year of secondary school. Use the pre-defined options provided in each dropdown box and only provide one set of qualifications: NCEA, IB or CIE.

3. Anticipated overall outcome for Year 13 study in NCEA Level 3 or other qualifications (New Zealand schools only)

NCEA Results: Mostly Excellence

International Baccalaureate (IB):

Cambridge International Examinations (CIE)(Grade + Score):
Grade:
UCAS Tariff Score:

4. Please select from the drop down the applicant's overall suitability for tertiary accommodation. If 'Other' is selected a mandatory comments box will appear.

4.Applicant's suitability for tertiary accommodation:

Other

5. Last is a comments box for any additional information you would like the institution to know about the student.

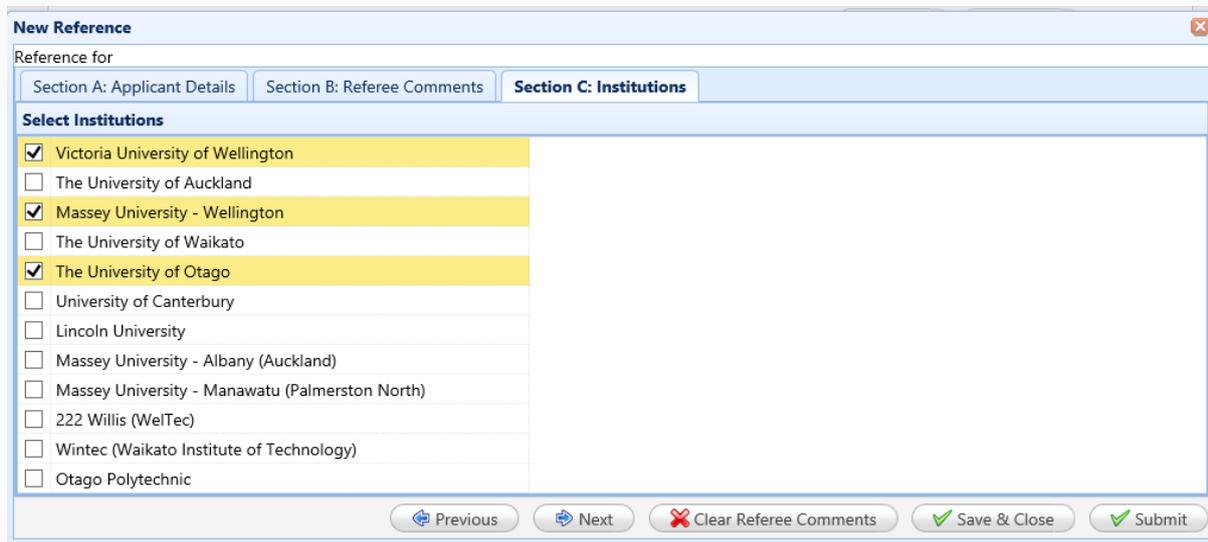**5. General Comments:**

I expect good things from this student.

Click the right arrow to proceed to Section C.

Note: Each field is limited to 500 characters (letters) so be careful when writing; if you try to Save / Submit a reference that exceeds that limitation it will not work.

Section C: Institutions

This is another section that is filled out for you if the reference was created via the student form. It displays the list of institutions that the reference will be emailed to when submitted.

If the student asks for this to be changed (Institutions to be added / removed) this can be done by ticking or unticking the selection. If the reference has already been submitted, please see our Editing a Submitted Reference section.

Once you have filled out all the sections, you can click submit and it will be emailed it to the marked institutions. You will also receive an email with a link to the final reference in a PDF.
Once submitted to the institutions Section A & B cannot be edited. If you do not want to submit it just yet, you can click "Save & Close" and submit later.

Note: If you have typed into any fields on section B it will auto-save after approximately 5 minutes, however we recommend using Save & Close if you are stopping.

Editing a Submitted Reference

Once you have submitted a reference you cannot edit Section A or Section B when you open up the reference in the Dashboard.

We allow Section C to be updated at any time as it allows you to add new institutions to submit the reference to if the student then applies to more later.

If the reference has to be changed, you will need to email mail@ccrf.ac.nz to have the reference reset.
We strongly recommend contacting the individual Tertiary institutions that the first (incorrect) reference was submitted to and asking them to use the latest reference.

Updating Institutions – Student Form

Students can also update their institutions at any time themselves. Visit the student form again and ask them to complete the fields in My Details. The form should preload with their previous details.

MY DETAILS

Please fill in all fields in this section:

Enter your NSN number or Candidate Code	987654321
Date you were born	Day 23 Month Feb Year 1989
Family name / last name	Bart
Given name(s) / first name(s)	Simpson
What is your gender?	◉ Male ○ Female
The city / region your school is in	Wellington
School	Springfield Elementary

After selecting the year, it will also load their current selected institutions. They should select the additional institutions and click Submit

MY APPLICATION

You can add the following details at any point up to the application deadline:

What year do you plan to start university?   2018

Through which institution will you be applying for accommodation?

☐ Massey University - Albany (Auckland)
☑ The University of Auckland
☑ The University of Waikato
☐ Massey University - Manawatu (Palmerston North)
☑ Massey University - Wellington
☑ Victoria University of Wellington
☑ 222 Willis (WelTec)
☐ University of Canterbury
☑ Lincoln University
☐ The University of Otago
☐ Otago Polytechnic

Continued on next page

If the reference is yet to be submitted

An email will be sent to the school saying that the reference has been updated. When the reference is submitted by the school, it will be sent to the updated institutions.

> **THANK YOU FOR YOUR APPLICATION**
>
> Your data has been updated
>
> We have sent your application details to your school.

If the reference has already been submitted

The reference will automatically be submitted to the newly selected Institutions.

> **THANK YOU FOR YOUR APPLICATION**
>
> Your reference has already been completed by your school so it has been submitted to your newly selected institutions.

Reports Section

The reports section is a detailed list of all submitted references. This can be useful when looking up a student by NSN. You can filter this information by year or by institution, followed by clicking submit.

Reports [export this data as an Excel spreadsheet]

Export all students

Search	Reports
report*	Export all students
start year	2018

SUBMIT   CANCEL   CLEAR

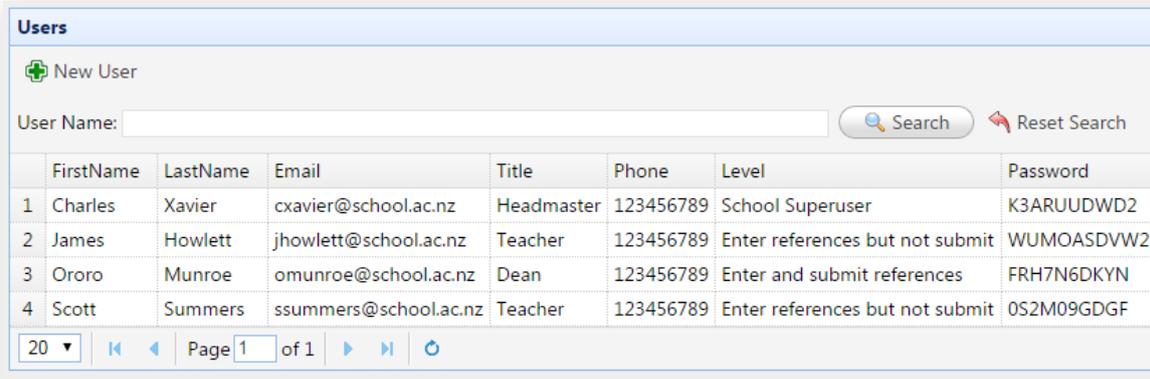| Start Year	Family Name	First Name	DateSubmitted	NSN Number	Institutions	Referee
2018	***** (TEST)	mmm	25/05/2017 1:40:45 p.m.	41223	Victoria University of Wellington	Katharine Findlay
2018	NoInstituions	Matt	16/05/2017 10:09:32 a.m.	0211115850	Victoria University of Wellington	Katharine Findlay

You can also export this information to an excel spreadsheet once you have applied your filter.

If you are responsible for submitting a large number of references, we recommend using the reports function to keep track of students or to easily check a full list of submitted references.

Login Management

At the launch of the online NZCCRF, we only had one user per school. We have now established the functionality for multiple users per school. One staff member will be the Superuser who will be responsible for managing additional users in the school.
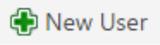
When the Superuser logs in, they will have a 'Manage Users' link in the top right corner. It will bring up the User dashboard.
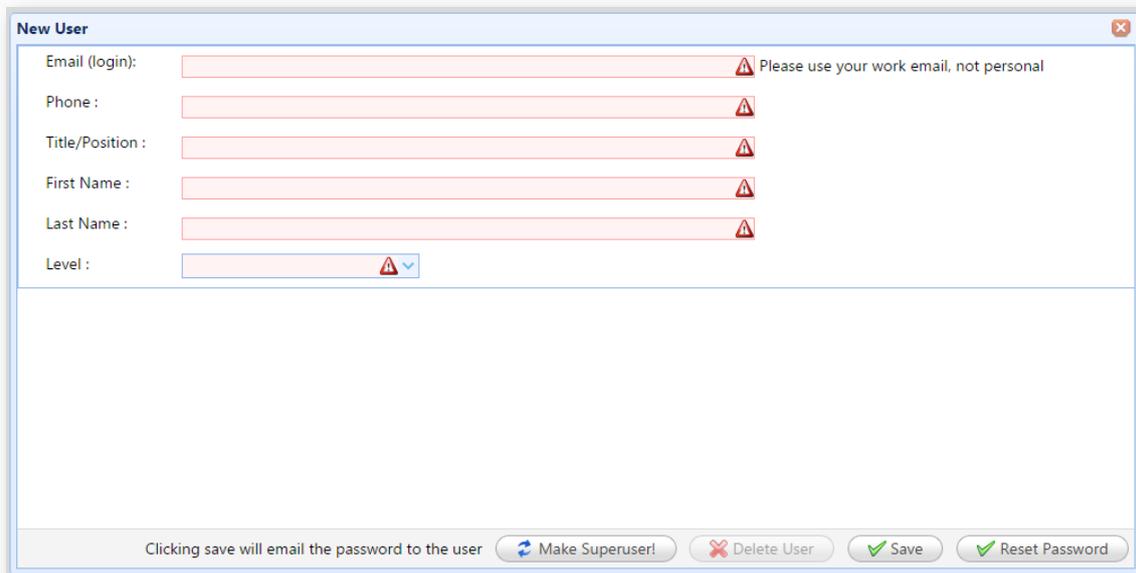

Add a New User

To add a new user, click Manage Logins in the top right corner. This is only visible to the Superuser.

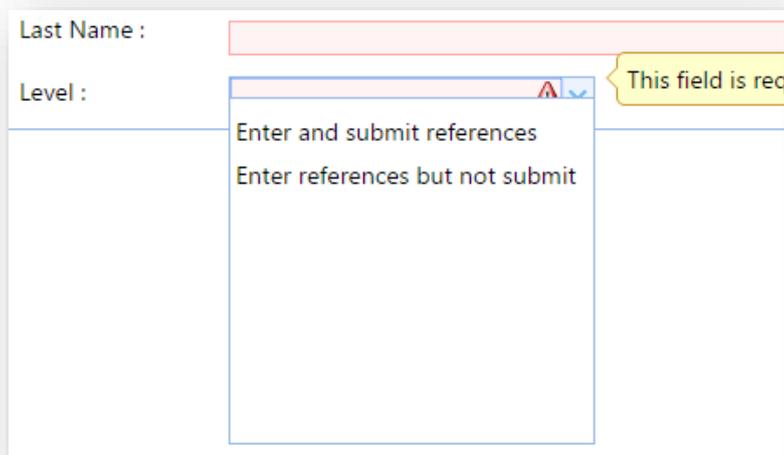Click the New User button. It will bring up the form below.

Fill out all of the fields and select their permission level. When this user submits the reference, these will be the referee contact details sent to the institutions.

Click Save and that staff member will be emailed their password.

Permission Levels

There are three levels of security you can define for you school's users:

1. **Enter and submit references** - This user can do all tasks except manage other users.
2. **Enter references but not submit** – This user is restricted to just filling out the reference information. They will only be able to Save & Close references. This user will require one of the other two type of users to submit each of their references.
3. **School Superuser** - There can only be one Superuser per school. Please click the Make Superuser button if you would like to transfer the responsibility of Superuser.

Delete user

If a staff member leaves your school or no longer requires access to the NZCCRF, you can delete their user by opening them in Manage Logins and clicking the Delete User button.
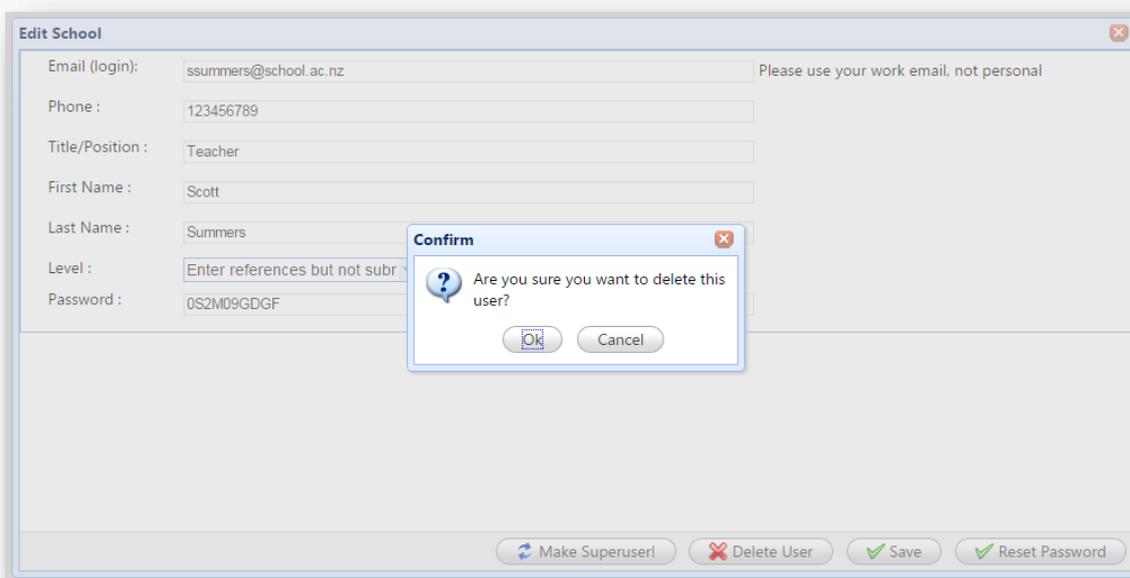
If they require access again, you can fill out the New User form.

Make Superuser

If you are no longer responsible for NZCCRF at your school, create a New User and click .
They will now receive the email when a student completes the Student Registration form.
Once they have Superuser permissions they will have the ability to delete your account.

Troubleshooting

Most issues with NZCCRF are resolved by updating your browser.

How to Update Internet Explorer

1. Open the desktop, and then tap or click the Internet Explorer icon on the taskbar.
2. Tap or click the Tools button (or tap or click Help in the menu bar), and then tap or click About Internet Explorer.
3. Select the Install new versions automatically check box, and then tap or click OK.

How to Update Chrome

1. Open Chrome
2. Click the Chrome menu on the browser toolbar.
3. Select Update Google Chrome.
4. In the confirmation dialog that appears, click Restart. The browser saves your opened tabs and windows and reopens them automatically when it restarts.

How to Update Mozilla Firefox

1. Open Mozilla Firefox
2. Click the menu button , click help and select About Firefox.
3. The About Firefox window will open and Firefox will begin checking for updates and downloading them automatically.
4. When the updates are ready to be installed, click Restart Firefox to Update.

How to Update Safari

You can keep Safari up to date by keeping OS X up to date. Safari is included with OS X.

1. To get the most recent version of Safari, install the most recent version of OS X from the Mac App Store. To keep Safari updated for your version of OS X, install all available Safari and OS X updates.

The screen is stuck on 'Saving'

If your dashboard is getting stuck saving, this can be caused by the following:

+ Typing your own responses instead of using the options from fields with drop down options.
+ Comments over 500 characters
+ Using an out of date browser.

Creating a reference manually; 'Reference already exists' error

+ When making a reference manually you need to Save & Close the reference after entering only the fields in Section A.
+ The system will prevent you from creating two references with the same Applicant Details. Before creating a reference manually please search if the student has already requested one.
We strongly recommend students request the reference themselves via www.ccrf.ac.nz/students

Note: If you are still having issues please check our other help documents at *www.ccrf.ac.nz/help*

Tips for the busiest time of the year

The biggest influx of applications for accommodation occurs August-October. Last year the CCRF system processed just over 15,000 CCRF references. This makes the weeks leading up to the cut-off date October 1st a hectic time for all. We have some tips to make the process easier for everyone.

✛ **Be prepared for the last minute and late submissions:** There will always be someone who is late or leaves things to the last minute so be prepared for the last minute emails and be aware of students who you know have not yet requested a reference.

✛ **Make sure you have someone to cover you:** This year will be slightly different as we will be introducing the ability to have multiple users but last year we had a lot of users away on leave, or who had left their job without passing on the log in details to their successor. This resulted in a lot of Out-of-Office emails and emails from parents and students. Please make sure there is always a staff member who can be called upon to fill out a reference if you are on leave and to let us know if you are leaving your position.

✛ **Changing Institutions**: Students traditionally apply to multiple institutions at this time of year so remember that you can re-submit the reference you have previously submitted after adding their new intended institution in section C.

✛ **It is preferred by the Institutions** that the students only request a reference after they have applied for accommodation. If an Institution receives a reference about a student who has not yet applied with them, they cannot act on that reference and it increases the chances of mistakes occurring within the process.

Who to Contact

For all general enquires surrounding NZCCRF, you can contact us via email: mail@ccrf.ac.nz

If you query is about accommodation or about the application process, it is best to contact the individual tertiary institution directly:

✛ Lincoln University: accomm@lincoln.ac.nz
✛ Massey University: Albany (Auckland): accommodation.albany@massey.ac.nz
✛ Massey University - Manawatū: accommodation.manawatu@massey.ac.nz
✛ Massey University – Wellington: accommodation.wellington@massey.ac.nz
✛ The University of Auckland : accom@auckland.ac.nz
✛ The University of Waikato: accom@waikato.ac.nz
✛ University of Canterbury: accommodation@canterbury.ac.nz
✛ The University of Otago: accommodation@otago.ac.nz
✛ Victoria University of Wellington: accommodation@vuw.ac.nz
✛ 222 Willis (WelTec): accommodation@222willis.co.nz
✛ Otago Polytechnic: ccrfop.accommodation@otago.ac.nz or liaison@op.ac.nz