

MIEconnect

USER MANUAL

# Visitor guide

For everyone

24 guides in 7 chapters · 19 November 2026

# Contents


1 Getting started 4

Welcome to MIE Connect 5
Sign in and sign out 5
Use the Help Centre 7

2 Calls and meetings 12

Join a call with your counsellor 13

3 Partner portal 17

Join as a partner agency 18

4 University portal 21

Open a student's documents 22

5 Website and booking 25

Find your way round the website 26
How applying works, from your first question to travel 30
Search, compare and shortlist courses 34
Explore universities, scholarships and destinations 41
Find your courses in about ten questions 46
Ask a counsellor to contact you 50
Book a free call with a counsellor 55
Ask Saathi, our assistant 60
Register for an event 64
Create an account, sign in and sign out 66
For parents, guardians and sponsors 70

6 The phone app 73

Sign in on the app, and the app lock 74

7 Troubleshooting 76

I can't see a page or a button, or a page says not found 77

My upload failed 78

The call won't connect 80

An email didn't arrive 82

I was signed out 83

The page looks wrong on my phone 84

CHAPTER 1

# Getting started

Signing in, finding your way round and the things every page shares.



## In this chapter

1. **Welcome to MIE Connect**
   What MIE Connect is, who uses it, and how this Help Centre works.
2. **Sign in and sign out**
   Sign in to MIE Connect with an emailed code (or another way, where offered), see where you land, and sign out safely on a shared computer.
3. **Use the Help Centre**
   Ask the Help Centre or search it, open the guide for the page you are on, read a guide more simply, and download the manuals as PDFs.

# Welcome to MIE Connect

What MIE Connect is, who uses it, and how this Help Centre works.

MIE Connect helps students find and apply to universities abroad, and gives everyone who helps them one place to work: our own staff, partner agencies and universities.

## Who uses it

- **Students** search courses, apply, upload documents, follow their applications and talk to their counsellor, on the website or in the phone app.
- **Staff** answer enquiries, guide students from first contact to enrolment, check documents, and run the business: marketing, partners, money and setup.
- **Partner agencies** add their students, apply on their behalf and follow their commission.
- **Universities** see the applications sent to them, answer them, and keep their courses up to date.

## Getting help on any page

On the public website, **Help** is in the links at the foot of every page.

## Asking and searching the help

Type a question or a few words in the box under **How can we help?** on the Help Centre's home, for example "how do I upload a passport?". Guides appear as you type. Signed in, choose **Ask** for an answer written by AI from our guides, with links to the guides it used. See Use the Help Centre.

## Manuals

Every guide is also in printable PDF manuals, one for each role. You see the manuals for what you can use. Choose one under **Manuals to download** on the Help Centre's home, or **All … manuals** for every one: it opens in a new tab, and its contents are links to each chapter and guide.

# Sign in and sign out

Sign in to MIE Connect with an emailed code (or another way, where offered), see where you land, and sign out safely on a shared computer.

Everyone signs in to MIE Connect the same way: students, partner agencies, universities and our own staff. You use one account, called MIE Auth, on the sign-in page at account.mieconnect.com. Once you have signed in there, you come straight back to MIE Connect.

## Sign in with an emailed code

This is the quickest way, and it works even if you have never set a password.

1. Choose **Sign in** at the top of any page of the website. On a portal page you were sent a link to, you are asked to sign in first.
2. The MIE Auth page opens. Type your **Email address** and choose **Continue**.
3. Look in your email for a one-time code. Type it in **One-time code** and choose **Continue**.
4. You come back to MIE Connect, on the page you started from.

> **Note**
>
> New to MIE Connect? The same step creates your account. The first time, MIE Auth asks **What's your name?**: type your **Full name** and choose **Continue**.

## Other ways to sign in

Under the email box, after **or**, there may be other ways to sign in. Which ones you see depends on how MIE Auth is set up:

- **Continue with Google** signs you in with your Google account. It shows only once Google sign-in is connected in MIE Auth. MIE Auth only reads your name, email address and picture from Google.
- **Sign in with a password** asks for your **Email address** and **Password**, then **Sign in**. **Forgot password?** emails you a link to set a new one.
- **Sign in with a passkey** or **Email me a sign-in link**.

If you turned on two-factor sign-in in your MIE Auth account, it asks for that code too.

> **Watch out**
>
> Use the email address your organisation knows you by. MIE Connect decides what you see from your email: a staff account, a partner agency, a university, or a student. An address it does not know signs in as a student and starts a new student account. If you work for us or for a partner and you see the student portal, sign out and sign in with your work email.

## Your second step

If you use a code from an authenticator app (or your organisation asks everyone to), MIE Connect asks for it straight after MIE Auth, on **Enter your code**. Type **The 6-digit code from your authenticator app** and choose **Sign in**. See Two-step sign-in and your devices.

## Where you land

You go back to the page you were on. Choosing your picture in the website's header later takes you to your own home page.

## Sign out

1. Choose your name at the foot of the menu (your picture, when the menu is narrow).
2. Choose **Sign out**.

This signs you out of MIE Connect and of MIE Auth on this device, so the next person to use it has to sign in again. Always sign out on a shared computer. If you open an old sign-out link, the page asks **Sign out?**: choose **Sign out**, or **Cancel** to stay signed in.

## How long you stay signed in

You stay signed in for a set time from when you sign in.

Working on the page does not make it longer: when the time is up, the next page asks you to sign in again and then takes you back. Before a delete, a bulk change or anything that cannot be undone, MIE Connect also asks you to sign in again if you signed in more than 15 minutes ago.

## What happens next

Your sign-in is recorded with the date, your device and where you signed in from. You can see your signed-in devices, and sign them out, on **Sign-in security**.

## If something goes wrong

- **"Sign-in didn't finish"** with **"Sign-in expired or was started in another tab. Please try again."** You took more than ten minutes, or started in two tabs. Choose **Sign in again**.
- **"Sign-in failed. Please try again."** MIE Auth could not confirm your email address, or your account has been switched off. Try again; if it keeps happening, ask your administrator (staff and partners) or your counsellor (students).
- **"That code was not accepted. It may have expired."** Codes last a few minutes. Choose **Resend code** and use the newest one.
- **The code does not arrive.** See An email didn't arrive.
- **You keep being signed out.** See I was signed out.

# Use the Help Centre

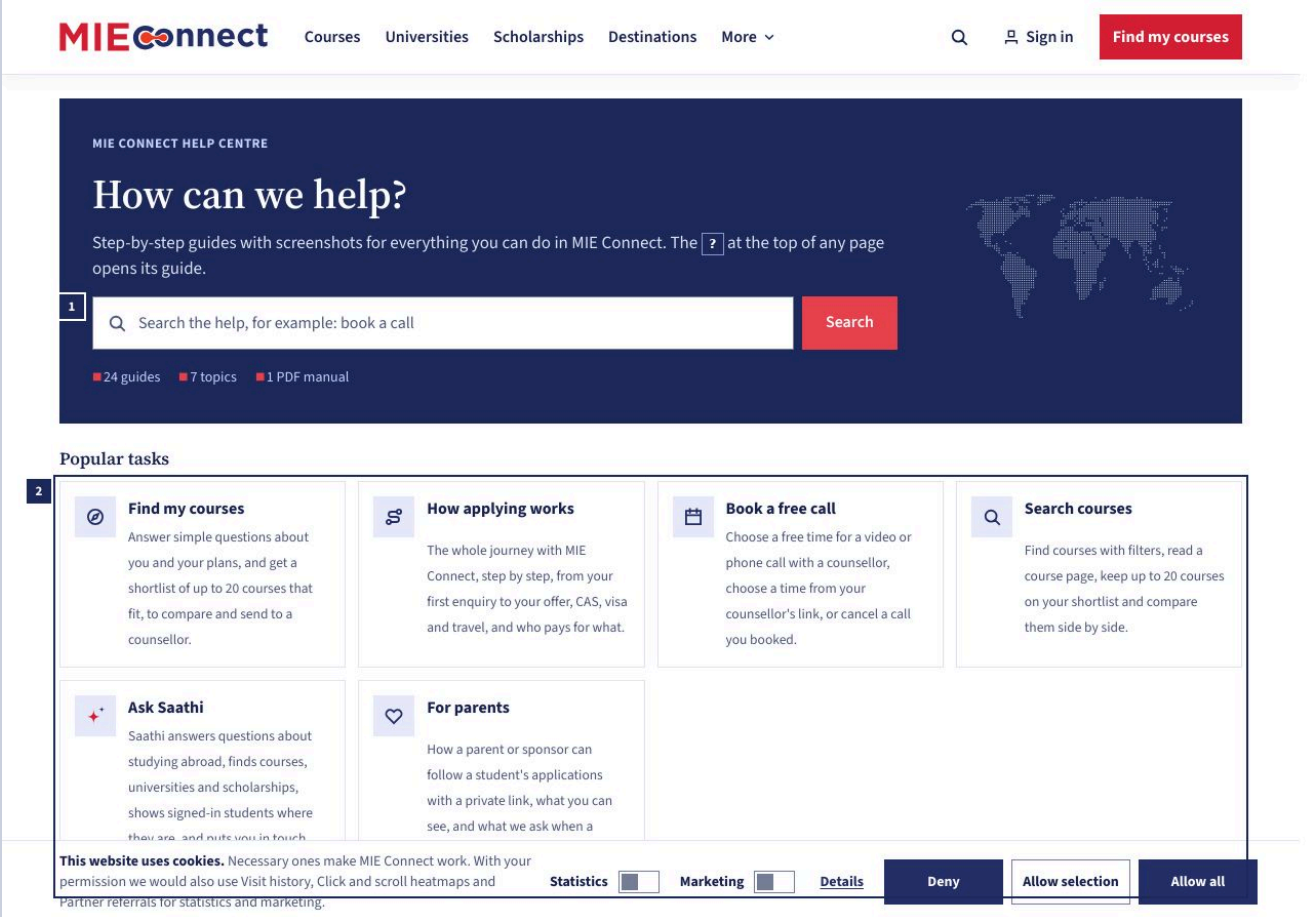
Ask the Help Centre or search it, open the guide for the page you are on, read a guide more simply, and download the manuals as PDFs.

The Help Centre has a guide for everything you can do in MIE Connect, with steps, screenshots and what to do when something goes wrong. You only see the guides for what you can use.

## Ask or search

1. Open the Help Centre: choose **Help** in your account menu or in the links at the foot of the website, or go to Help.
2. Type a question or a few words in the box under **How can we help?**, for example "how do I upload a passport?".
3. Guides with those words appear under the box as you type. When you are signed in, guides about what you mean appear below them too, under **Guides about what you asked**, even when they use other words.
4. Signed in, choose **Ask** (or press Enter) for an answer written by AI from the guides you can read. It gives steps where there are some, and links the guides it used under **From**.

> **Note**
>
> An answer by AI comes only from our guides. If they do not cover your question, it says **Not in the guides** and who could help. Check its steps against the screen. Each question counts towards your daily AI use; searching does not. Visitors who are not signed in can search, but not ask.




The Help Centre's home: the search box (1) and popular tasks (2)

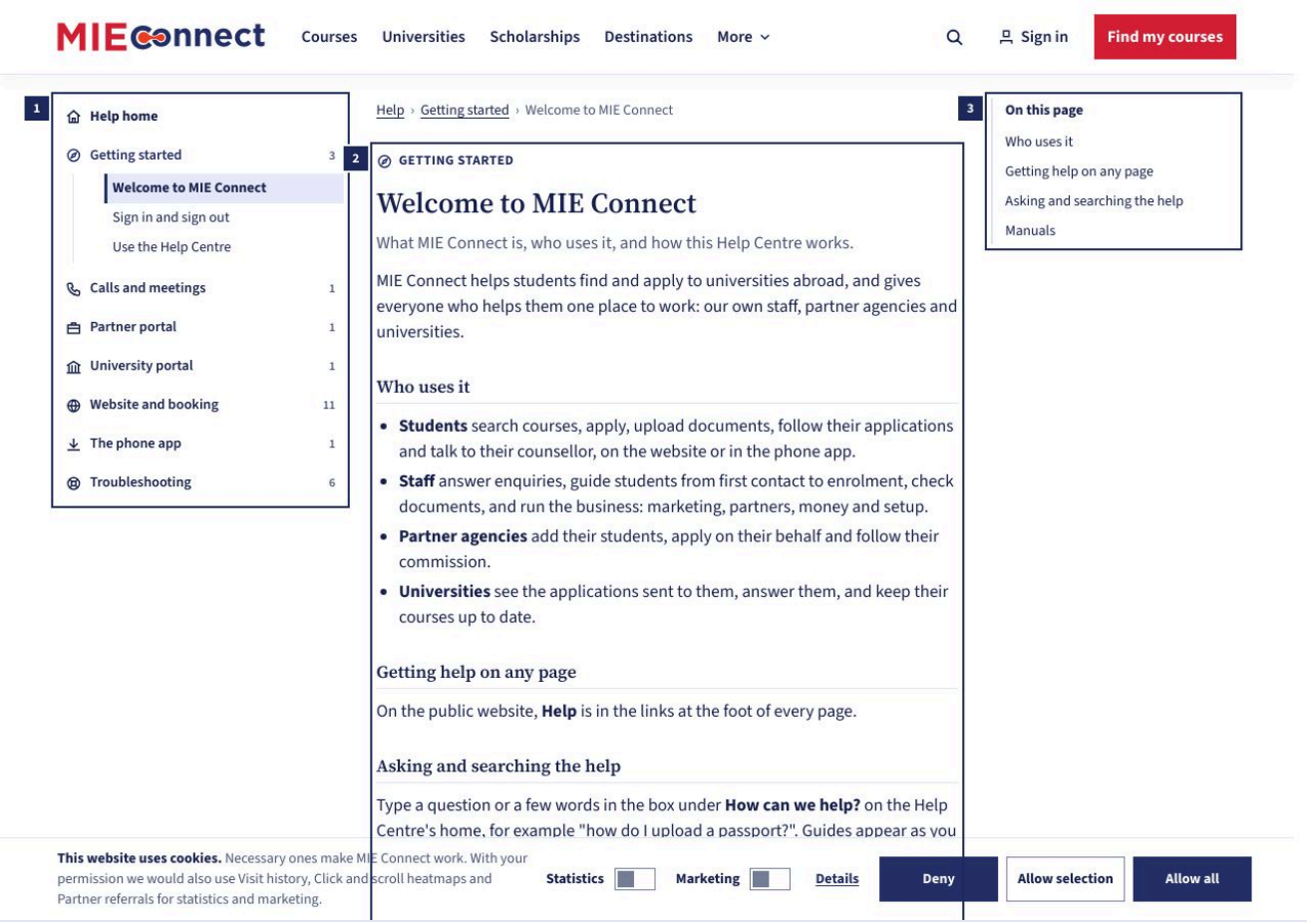
## Find your way round the Help Centre

On the home page:

- **Popular tasks** are the things people in your role look for most.
- **Getting started** lists the first things to do, in order.
- **Browse by topic** has a card for each part of MIE Connect, with its first guides.

In a guide:

- every topic and guide is listed on the left (on a phone, under **Browse guides**), with the one you are reading marked;
- **On this page** on the right lists its parts, so you can jump to the one you need;
- numbered squares on a screenshot match the numbered steps;
- **Previous** and **Next** lead through the topic, and **Related guides** to the next things you may want to do.




A guide: every guide by topic (1), the guide (2) and On this page (3)

## Read a guide more simply

Signed in, two buttons sit under a guide's title:

- **Explain more simply** rewrites the guide in shorter sentences and everyday words, keeping every step.
- **Give me the short version** gives the few things you must do or know.

Both are written by AI from that guide alone and appear above it. Choose **×** to close them. The guide below is always the full, checked version.

## Download a manual

1. On the Help Centre's home, choose a manual under **Manuals to download**, or **All … manuals** for every one.
2. Each says who it is for. The PDF opens in a new tab, where you can read, save or print it.
3. In the PDF, choose any line of the **Contents** to go straight to that chapter or guide.

The manuals are made again with each release of MIE Connect, so they match what you see.

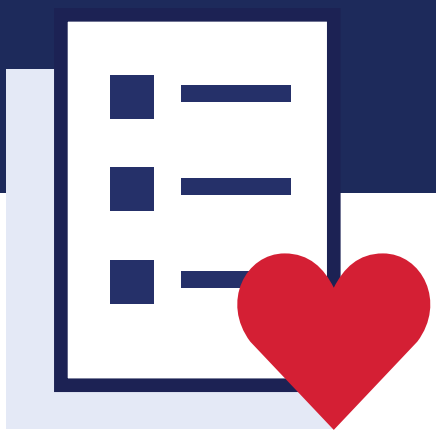
## If something goes wrong

- **"You have used today's … AI requests."**: they start again at midnight (UK time). Searching still works.
- **"The answer could not be written just now. Please try again, or use the search."**: try again in a moment, or search instead.
- **"You have asked a lot in the last hour"**: wait a while, or search instead.
- **A manual says "Being made with the next release"**: it is not ready yet; read the guides in the Help Centre meanwhile.
- **A guide talks about a button you cannot see**: your role may not include it. See I can't see a page or a button, or a page says not found.

CHAPTER 2

# Calls and meetings

Voice, video and phone calls, scheduling a call, bookings and call notes.



## In this chapter

1. **Join a call with your counsellor**

   For students: answer a call from your counsellor, join a booked call from its link, choose a time from a link your counsellor sent, and what you can do in the call.

# Join a call with your counsellor

For students: answer a call from your counsellor, join a booked call from its link, choose a time from a link your counsellor sent, and what you can do in the call.

Your counsellor can talk to you by voice or video inside MIE Connect. You do not need a phone number or another app: a computer or phone with a browser, or the MIE Connect app, is enough. Calls are never recorded.

Your counsellor always starts the call or books it. You answer it, or join it from a link.

## Answer a call

If you have a MIE Connect account, a call from your counsellor rings on every MIE Connect page you have open, and in the MIE Connect app.

1. You see **Incoming voice call** or **Incoming video call** and your counsellor's name.
2. Select **Answer**. Or select **Decline** if you cannot talk now.
3. Check your microphone (and camera, for a video call). Your browser or phone asks to use them: choose **Allow**. You can join a video call with your camera off.
4. You are on the call.

## Join from a link

Your counsellor may send you a link by email, WhatsApp or text, for example if you do not have an account yet. Open the link on any phone or computer.

1. The page shows who is calling you.
2. Select **Check microphone and camera** if you want to test them first.
3. Select **Join the call**.

A link from a call your counsellor started works for two hours. A **join link** sent during a call works for 30 minutes, and only on the first device that joins with it.

## Join a booked call

Your booking email, your reminder and your MIE Connect home page have a **Join video call** (or **Join voice call**) link.

1. Open the link at the time of your call. The page opens 10 minutes before the start.

2. If you are early, it says when it opens. Select **Check again** then.
3. Select **Join video call** (or **Join voice call**).

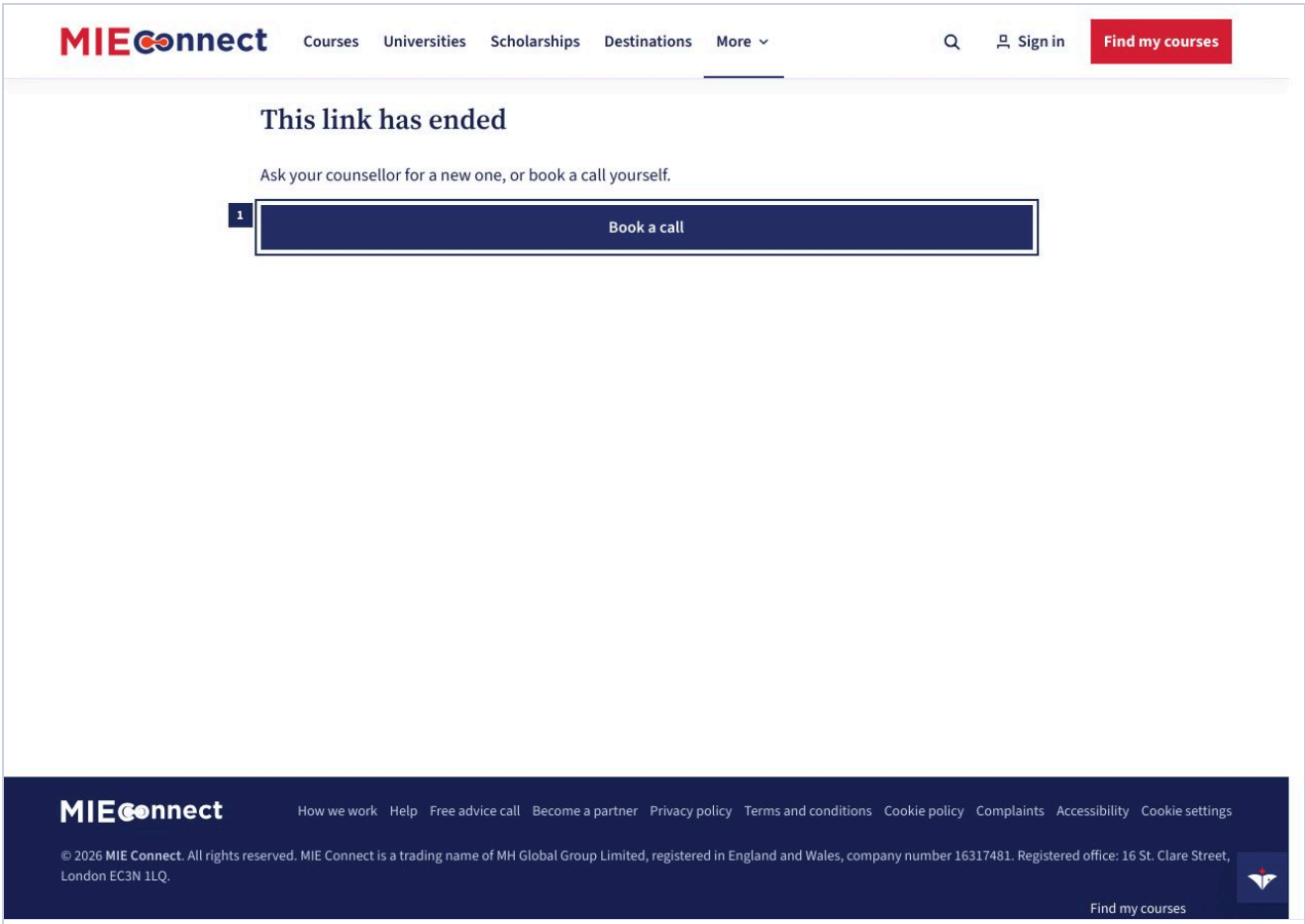
If the call is on another service instead (Google Meet, Microsoft Teams, Zoom or a meet.jit.si room), the link opens that service.

## Choose a time from a link

Your counsellor may send you an email, "Choose a time for your call with …", with a **Choose a time** link.

1. Open the link. It says what kind of call it is, how long, and what it is about.
2. Choose a day, then a time. Times are shown in your own time zone.
3. Select **Book this time**.
4. The page says your call is booked, and we email you the details and a calendar invite.

The link works for 14 days, for one booking. After you book, the same link shows your booking, with **Join the call** (it opens 10 minutes before) and **Cancel this call** if you need another time.




A link to choose a time that has been used or has run out

## In the call

- **Mute** your microphone, and turn your **Camera** on or off on a video call.
- **Settings**: choose your camera, microphone and speaker.
- **Send a file** (**File**): send your counsellor a document or photo (PDF, JPG, PNG, HEIC or Word, up to 20 MB). It is kept safely on your record, and you can see it in **Documents** in your portal.
- **Leave**: you leave the call, but it stays on. Your screen says "You left the call" with **Rejoin**, and your MIE Connect pages show **Rejoin call** while it is on.
- **Give feedback** (**Feedback**): tell us how the call went. You can change it for up to seven days.

## Written notes

Your counsellor may ask to keep written notes of the call, to help with your plans. You see exactly what is asked, and choose **I agree** or **No thanks**. If you agree, both screens say **Notes being taken, with your agreement**. No audio is kept: what you each say is turned into text, and a short summary goes on your record. You can select **Stop notes** at any time. Notes are never offered to students under 18.

## What happens next

- The call is noted on your record: who you talked to, when and for how long. Nothing is recorded.
- When the call ends, your screen says "Thanks for talking with" your counsellor. If you are signed in and your counsellor takes bookings, **Book another call** is there too.

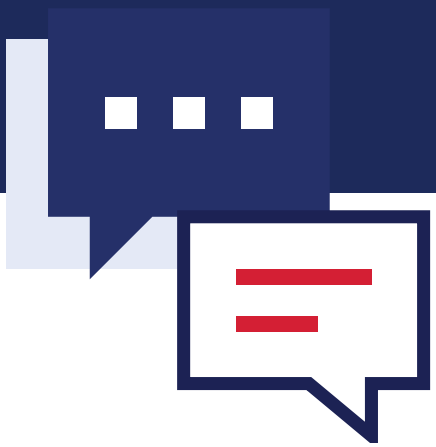
## If something goes wrong

- **"This link has ended"**: the link to choose a time was used, is more than 14 days old, has no free times left, or you now have a different counsellor. Ask your counsellor for a new one, or select **Book a call**.
- **"This call has ended"**: the call is over. Your counsellor can call you again, or send you a message.
- **"This link has expired"**: join links work for 30 minutes. Ask your counsellor for a new one.
- **"This link was already used"**: someone joined with it on another device. Ask your counsellor for a new one.
- **"This link no longer works"**: your counsellor sent you a newer link. Open the newest one.
- **"Calls are switched off"**, or **"Video calls are switched off just now, so this meeting cannot open here."** Calls in MIE Connect are not available at the moment. Your counsellor will contact you.
- **"This meeting has ended."** The time for this booked call is over. Select **Book another call** if you need one.
- **"This meeting was cancelled."** Book another time.
- **"This link does not work"**: check you opened the whole link.
- **"Allow the microphone in your browser's address bar, then try again."** Your browser blocked the microphone. Allow it and select **Try again**.
- **"Someone has just taken that time. Please choose another."** Choose a different time.

CHAPTER 3

# Partner portal

For partner agencies: students, applying, commission, your team and your partnership.



## In this chapter

1. **Join as a partner agency**
   Create your agency's partner account, send us your onboarding documents and see when you are approved.

# Join as a partner agency

Create your agency's partner account, send us your onboarding documents and see when you are approved.

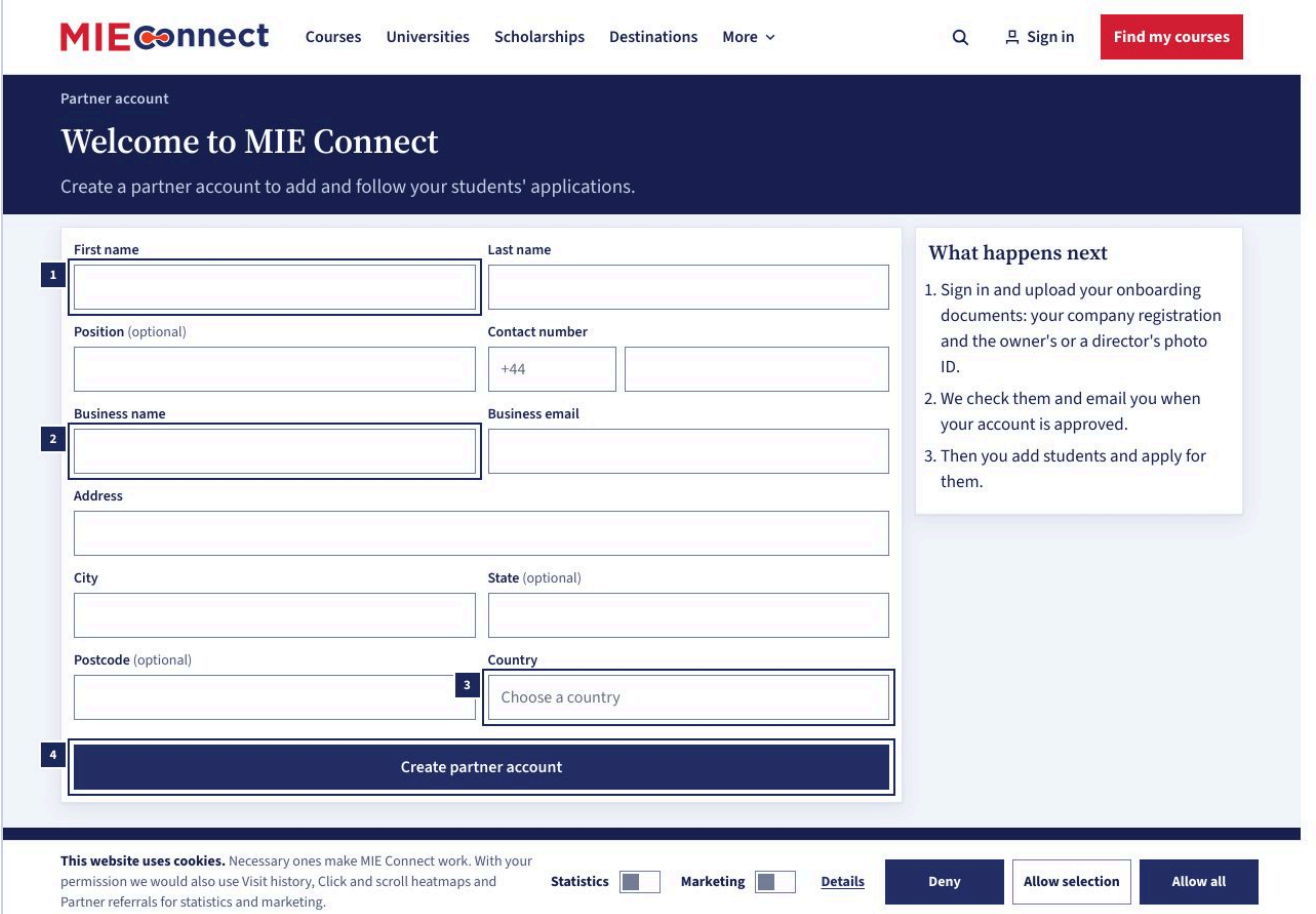
A partner agency recruits students and applies for them through MIE Connect. To start, you create a partner account, send us three documents and wait for our team to approve you. This guide takes you from the sign-up form to an active account.

**Create partner account** → **Sign in** → **Upload documents** → **We check them**

**Approved** → **Add students and apply**

## Create your partner account

Anyone can sign up at /partner/register. You only do this once, for your agency. The person who signs up runs the account.




The **Partner registration** page, with **Create partner account** at the foot of the form

1. Open /partner/register.
2. Give your **First name**, **Last name** and, if you like, your **Position**.
3. Give your **Contact number**. Type the country code in the small box (for example +880) and the number beside it.
4. Give your **Business name** and **Business email**. The business email is the one you sign in with.
5. Fill in the **Address**, **City** and **Country**. **State** and **Postcode** are optional.
6. Complete the check that you are a person, if one shows.
7. Choose **Create partner account**.

The **Thank you** page confirms we have your registration and that it is waiting for our approval. Choose **Sign in to start** and sign in with your business email.

> **Note**
>
> Your business name must be new to us. If someone at your agency has already registered, ask them to add you instead: see Your team and your sub-agents.

## Upload your onboarding documents

We need three documents before we can work with you: your **Signed partner agreement**, your **Company registration certificate** and the **Owner's or director's photo ID**. You can send them as soon as you have signed in, even before you are approved.

1. Open **Menu**, then **Your partnership** (or choose **Upload** under **Finish joining us** on your home page).
2. Choose **Upload** beside a document. It opens in the side panel.
3. Drop the file in the box, or choose **Choose file**.
4. Choose **Upload**.
5. Repeat for the other documents.

Each document then shows where it stands:

- **Needed**: we do not have it yet.
- **We are checking it**: it has arrived and someone is looking at it.
- **Approved**: nothing more to do.

- **Rejected**: our note under its name says why. Choose **Upload again** to send a better copy.

We email you the partner agreement to sign. The **Your agreement** box says "We are preparing it" until then, and shows your share once it is in place. You can also upload a signed copy yourself as the **Signed partner agreement**.

> **Note**
>
> Only people who may change things can upload. If you were added as a **Partner Viewer**, you will not see **Upload**: ask whoever runs your account.

## What happens next

- Our managers are told of your registration and of every document you upload.
- When a document is reviewed, you are told under **Alerts** at the foot of the menu (and under **Needs you** on your home page once you are approved), with our note if it was rejected.
- When your registration is approved, we email you. Your home page then shows your figures, and you can add students and apply for them.
- Until everything is done, your home page shows **Finish joining us**: your approval, your documents, your signed agreement and the **Bank details for your commission**. Whoever runs your account adds the bank details under **Payments and tax** once you are approved.

## If something goes wrong

- **"This email is already registered. Please sign in."** The business email already has an account or is a student's. Sign in with it, or use another email.
- **"A business with this name is already registered."** Your agency may already have an account. Ask your colleague who registered it to add you.
- **"Choose a country."** or **"Enter a valid contact number (6 to 20 digits)."** Check that field and send the form again.
- **"We could not verify that you are human. Please try again."** Wait a moment, complete the check again and resend.
- **"Pending approval"** on a page you open: your account is still waiting for our approval. Your home page shows what is left to do.
- **"We could not approve your registration"** on your home page: the reason follows. If anything has changed, reply to the email we sent you.
- **"Choose a file"** or an upload error: the file must be a PDF, JPG, PNG or Word file of up to 10 MB.

CHAPTER 4

# University portal

For universities: applications, courses and rules.



## In this chapter

1. **Open a student's documents**
   Open an application's files from the portal, or from a document pack link a counsellor emails you, and what to do when a link no longer works.

# Open a student's documents

Open an application's files from the portal, or from a document pack link a counsellor emails you, and what to do when a link no longer works.

A student's documents reach you through a **document pack**: a private page that lists their files, with no sign-in needed. Each pack has its own link, ends on a set date, and records each time it is opened. It names the student but shows none of their contact details.

You get a pack in one of two ways:

- **From the portal:** on an application, **Open the files** makes a pack for you straight away. Its link ends tomorrow.
- **By email from a counsellor:** an email with the subject **Documents for (student)'s application** and an **Open the documents** link. It stays open for as many days as the counsellor chose (up to 30; two weeks unless they changed it).

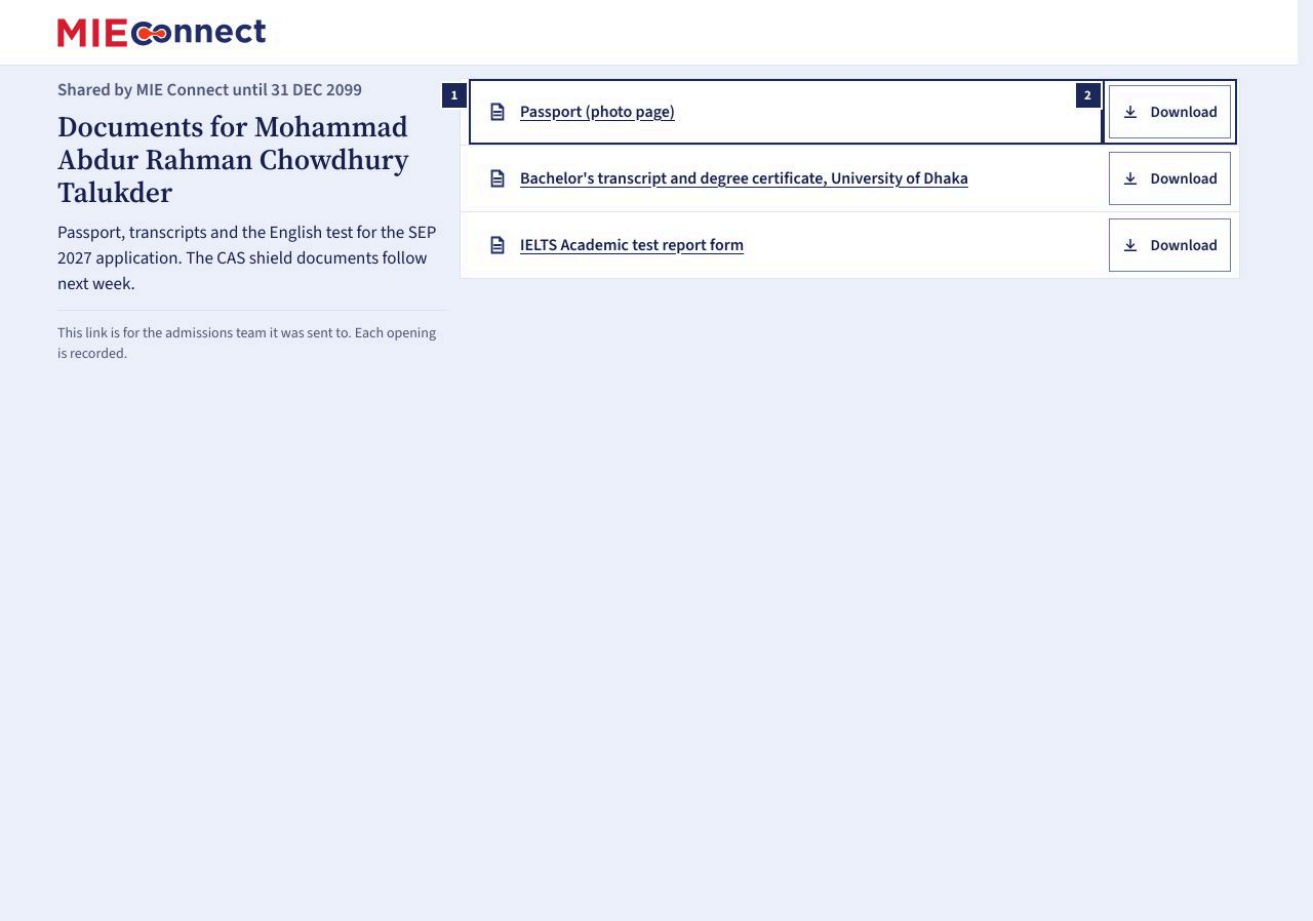
## Open the files from an application

1. In **Applications**, open the student's application.
2. In the **Documents** card, choose **Open the files**. The pack opens in a new tab.

The pack lists every file on the application and on the student's record, except documents our team has rejected, up to 30 files. If you open the files again before the link ends and nothing has changed, you get the same link.

> **Note**
>
> **Open the files** only shows when there are files. Without them, the card says **No files yet. Ask the counsellor for them.** See Decide on an application, issue a CAS or ask the counsellor to ask.

## Read the documents in a pack




A document pack: who it is for and until when on the left, the documents on the right

1. Choose a document's name. It opens in a preview on the same page. PDFs and pictures show there; on a phone, PDFs open in the phone's own viewer.
2. Choose **Download** beside a document (or at the top of the preview) to save a copy. Close the preview with the **X** at its top right.

At the top left, **Shared by MIE Connect until** gives the last day the link works. Under the student's name is the counsellor's note, when they wrote one, for example which documents follow later.

> **Watch out**
>
> The link is for your admissions team only. Do not forward it outside your team: anyone with the link can open the files until it ends, and every opening is recorded.

## What happens next

Each time the pack is opened, MIE Connect counts it. The counsellor sees on the application how many times the pack was opened and until when it is open. When a pack ends, or the counsellor closes it, the link stops working.

## If something goes wrong

- **"This link does not work. It may have been cancelled or replaced."** The pack has ended or the counsellor closed it. From the portal, choose **Open the files** again for a new link. For an emailed pack, ask the counsellor (or use **Ask the counsellor** on the application) for a new one.
- **"This document could not be opened. It may have been removed, or you may no longer have access."** The file is no longer stored, or the link ended while the page was open. Reload the page; if it still fails, ask the counsellor for the document again.
- **"This file can't be previewed here."** The file is of a type the preview cannot show. Use **Download** and open it on your computer.
- **"There are no files to share for this application yet."** The application has no files you can open. Ask the counsellor for them.

CHAPTER 5

# Website and booking

Searching courses, the journey, applying, booking a call and Saathi.



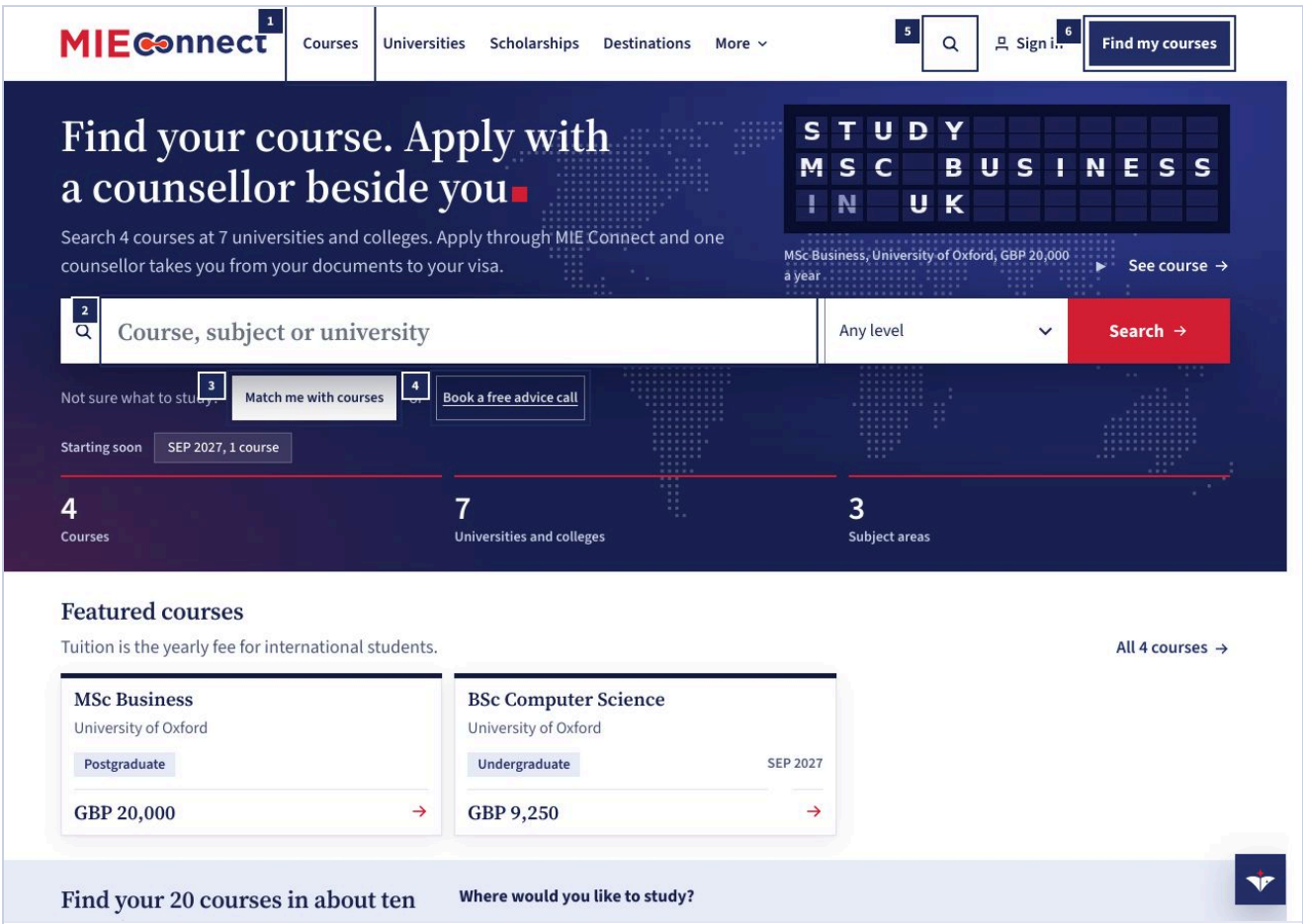
## In this chapter


1. Find your way round the website
2. How applying works, from your first question to travel
3. Search, compare and shortlist courses
4. Explore universities, scholarships and destinations
5. Find your courses in about ten questions
6. Ask a counsellor to contact you
7. Book a free call with a counsellor
8. Ask Saathi, our assistant
9. Register for an event
10. Create an account, sign in and sign out
11. For parents, guardians and sponsors

# Find your way round the website

What is on the MIE Connect website, how to search it on a computer or a phone, and how to make your cookie choices.

The MIE Connect website is where you search courses and universities, see what studying abroad costs, and get free help from a counsellor. You can look round without an account.




The home page. Search for a course, let us match you with courses, or book a free call

## What is on the website

The menu along the top of every page takes you to:

- **Courses**: every course you can apply to through us, with its tuition fee, entry requirements and intakes. See Search, compare and shortlist courses.
- **Universities**: the universities and colleges, what each one offers, and its scholarships. See Explore universities, scholarships and destinations.
- **Scholarships**: funding for international students.
- **Destinations**: the countries you can study in, on a map.

- **More**: **Resources**, **About**, **News**, **Study guides**, **FAQs** and, when you are not signed in, **Free advice call**. On the course-matching questions and the guides, **More** also has **Language**.

At the foot of every page you find **How we work** (who pays us, how our students do and how to complain), **Help**, **Free advice call** (when you are not signed in), **Become a partner**, **Privacy policy**, **Terms and conditions**, **Cookie policy**, **Complaints**, **Accessibility** and **Cookie settings**.

## Search from the home page

1. Type a course, a subject or a university in the search box, for example "nursing" or "University of Leeds".
2. If you like, choose a level in **Any level**.
3. Choose **Search**. You see the courses that match, and you can narrow them down with filters.

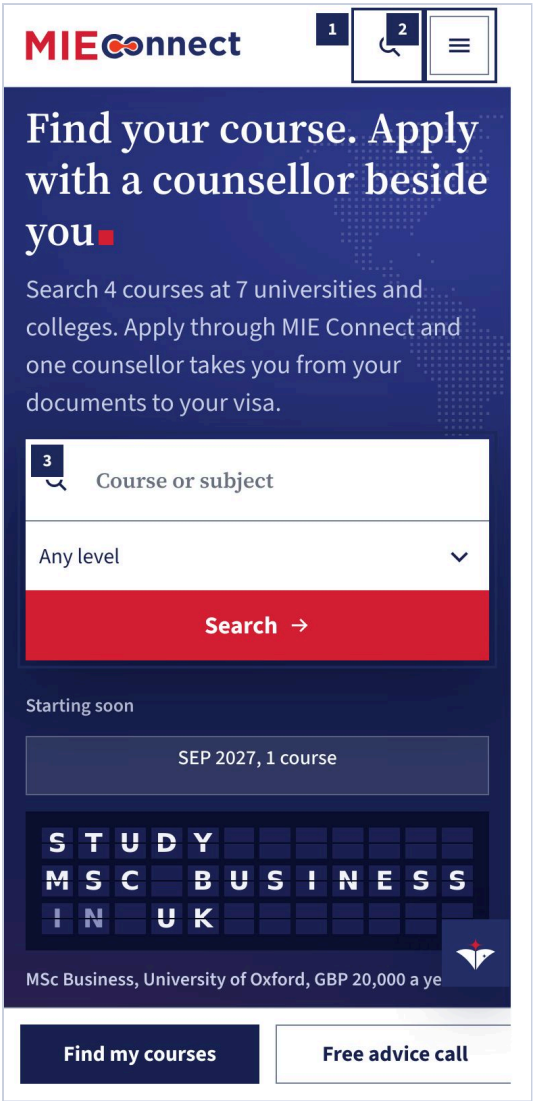
You can also type a sentence, such as "nursing degrees in the UK under 15,000". When we can read it, we turn it into filters for you.

Not sure what to study yet? Choose **Match me with courses** to answer a few questions and get a shortlist (Find your courses in about ten questions). Rather talk to someone? Choose **Book a free advice call** (Book a free call with a counsellor).

At the top right of every page:

- the magnifying glass searches courses, universities and places from anywhere on the site;
- **Sign in** opens your account (Create an account, sign in and sign out);
- **Find my courses** starts the questions that build your shortlist.

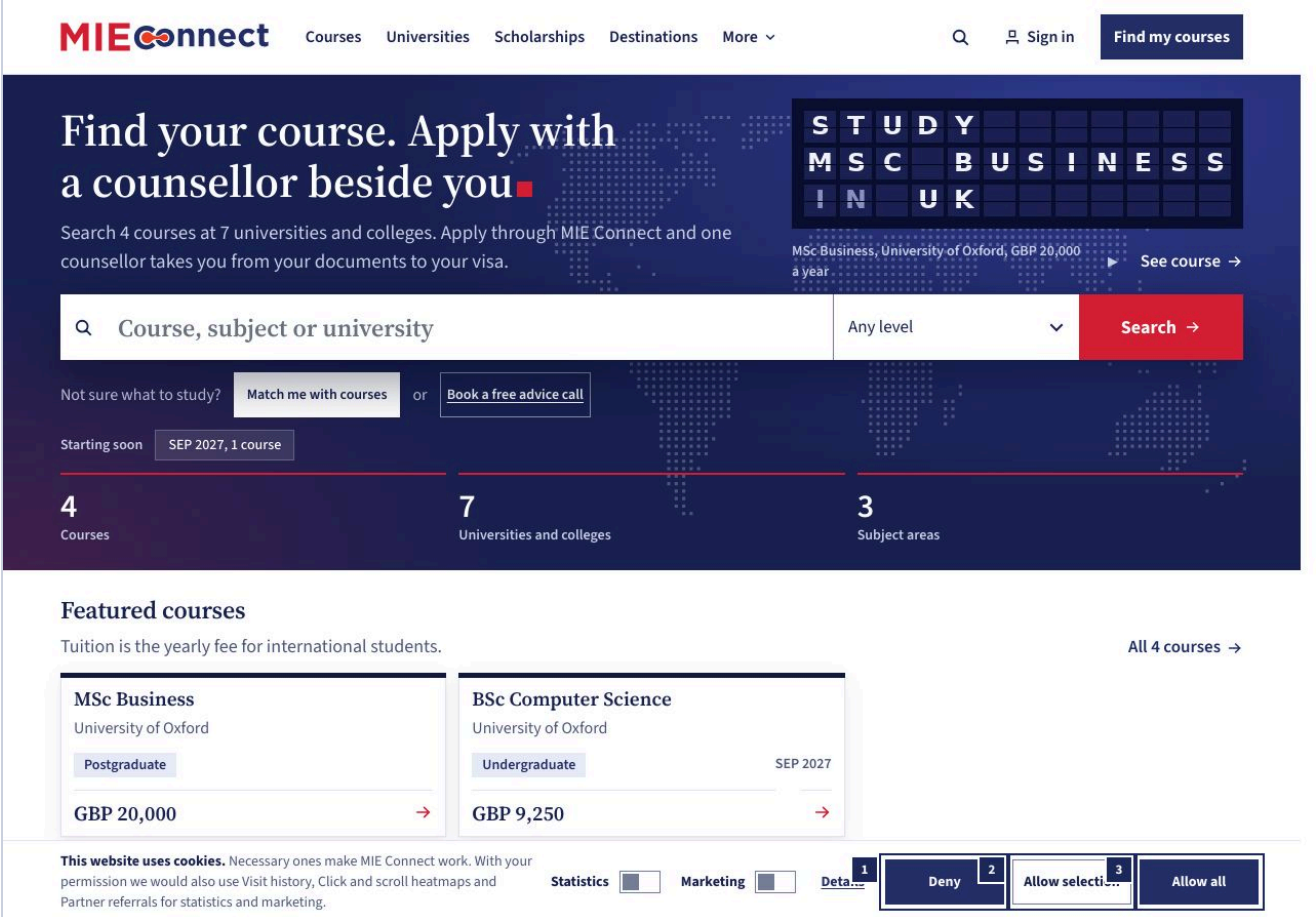
## On a phone




On a phone, the menu is behind the button at the top right, and the search box comes first

1. Tap the magnifying glass at the top to search from any page.
2. Tap the button with three lines to open the **Menu**. It lists **Find my courses**, **Courses**, **Universities**, **Scholarships**, **Destinations**, **Free advice call**, the information pages and **Sign in**.
3. On the home page the search box comes first. Until you sign in, **Find my courses** and **Free advice call** stay along the bottom of the screen on most pages.

## Your cookie choices




The cookie bar the first time you visit. Choose **Deny**, **Allow selection** or **Allow all**

The first time you visit, a bar along the bottom asks about cookies. The necessary ones are always on: they make signing in, the questions and our forms work. The others are used only if you allow them.

1. Choose **Details** if you want to read about every cookie first.
2. Choose **Deny** to keep only the necessary cookies, or switch on the kinds you are happy with (such as **Statistics** or **Marketing**) and choose **Allow selection**, or choose **Allow all**.
3. To change your mind later, choose **Cookie settings** at the foot of any page.

> **Note**
>
> Saathi, our assistant, waits in the bottom right corner. Its button appears once you have made your cookie choice. See Ask Saathi, our assistant.

### What happens next

Nothing is sent to anyone while you look round. A counsellor only hears from you when you send your details: by booking a call, filling in a form, asking Saathi to contact you, or creating an account.

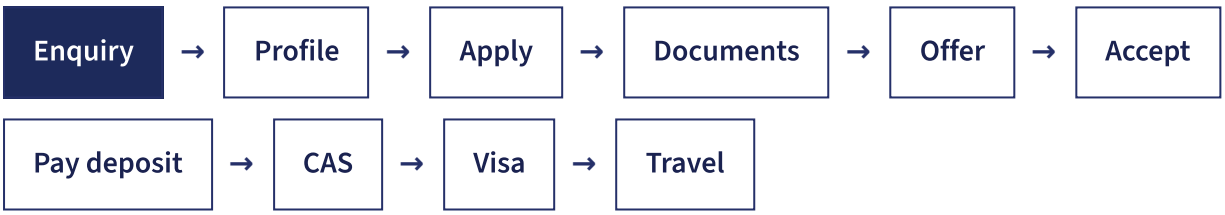
### If something goes wrong

- **A part of the home page is missing.** When the site is very busy, a section is left out rather than slowing the whole page. Reload the page in a minute.
- **"Page not found".** The page may have moved or closed. Use the search box, or go back to the home page.
- **The search finds nothing.** Use fewer, simpler words, or check the spelling of a university's name.

## How applying works, from your first question to travel

The whole journey with MIE Connect, step by step, from your first enquiry to your offer, CAS, visa and travel, and who pays for what.

This is the whole journey with MIE Connect, from your first question to the day you travel. One counsellor stays with you all the way. You can follow every step in your student portal once you have an account.




### 1. Enquiry: tell us what you want

Start in whichever way suits you. Each one reaches a counsellor:

- answer about ten questions with **Find my courses** and send us your shortlist (Find your courses in about ten questions);
- choose **Apply for this course** on a course page, or **Ask a counsellor** (Ask a counsellor to contact you);
- book a free call at a time you choose (Book a free call with a counsellor);
- ask Saathi, our assistant, to put you in touch (Ask Saathi, our assistant);
- register for an event (Register for an event).

**What we do:** a counsellor who knows your destination contacts you to talk through your options. When you send a shortlist from your account, they reply within one working day.

## 2. Profile: create your account

Create your free account with your email (Create an account, sign in and sign out). Your answers, your shortlist and your applications are then kept together in your student portal, and your counsellor sees them too. Fill in your profile there so your counsellor has what each university asks for.

> **Watch out**
>
> If you are under 18, a parent or guardian must be involved before we send any application. We ask for their email when you answer the questions. See For parents, guardians and sponsors.

## 3. Apply: agree your courses

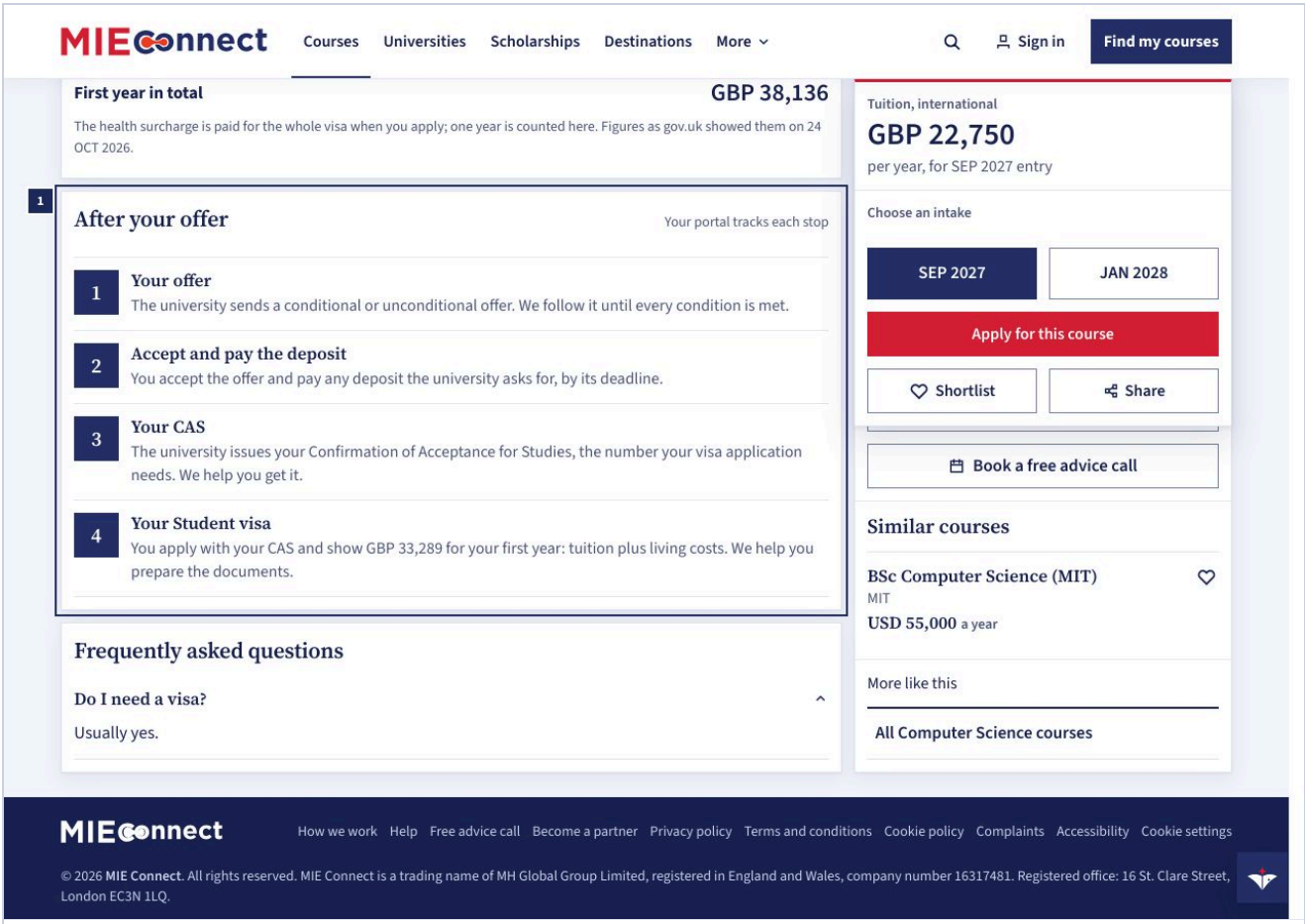
Talk to your counsellor and agree the courses to apply for. To ask for one yourself, sign in, open the course and choose **Apply for this course**, then **Yes, apply**. Your counsellor prepares each application with you and tells you what each university needs, such as a personal statement.

## 4. Documents: upload and we check

Upload each document on your checklist in your student portal, under **Documents**: usually your passport, certificates and marks, an English test result, a personal statement and a CV. **What we do:** we check every document before anything goes to the university, then send your application and follow it up.

## 5. Offer: read it carefully

The university sends a conditional offer (you still have something to do, such as a final result or an English test) or an unconditional one. **What we do:** we explain every condition and help you meet them by the date given.




Every UK course page shows what happens **After your offer**

## 6. Accept: choose your offer

Accept the offer you want in your student portal, under **Offers**. Once you accept, your portal adds **Before you go**, a checklist for your departure.

## 7. Pay deposit: only to the university

If the university asks for a deposit, pay it by its deadline. Anything due shows in your student portal, under **Payments**.

> **Watch out**
>
> Pay a deposit or tuition only to the university itself. Never pay it into a person's own account, and be wary of anyone who promises you a visa or an offer.

## 8. CAS: your confirmation letter

For the UK, the university then gives you a Confirmation of Acceptance for Studies (CAS), the number your visa application needs. Other countries have their own letter: an I-20 for the United States, a letter of acceptance (LOA)

for Canada, or a confirmation of enrolment (CoE) for Australia. Check every detail on it as soon as it arrives, and tell your counsellor at once if anything is wrong.

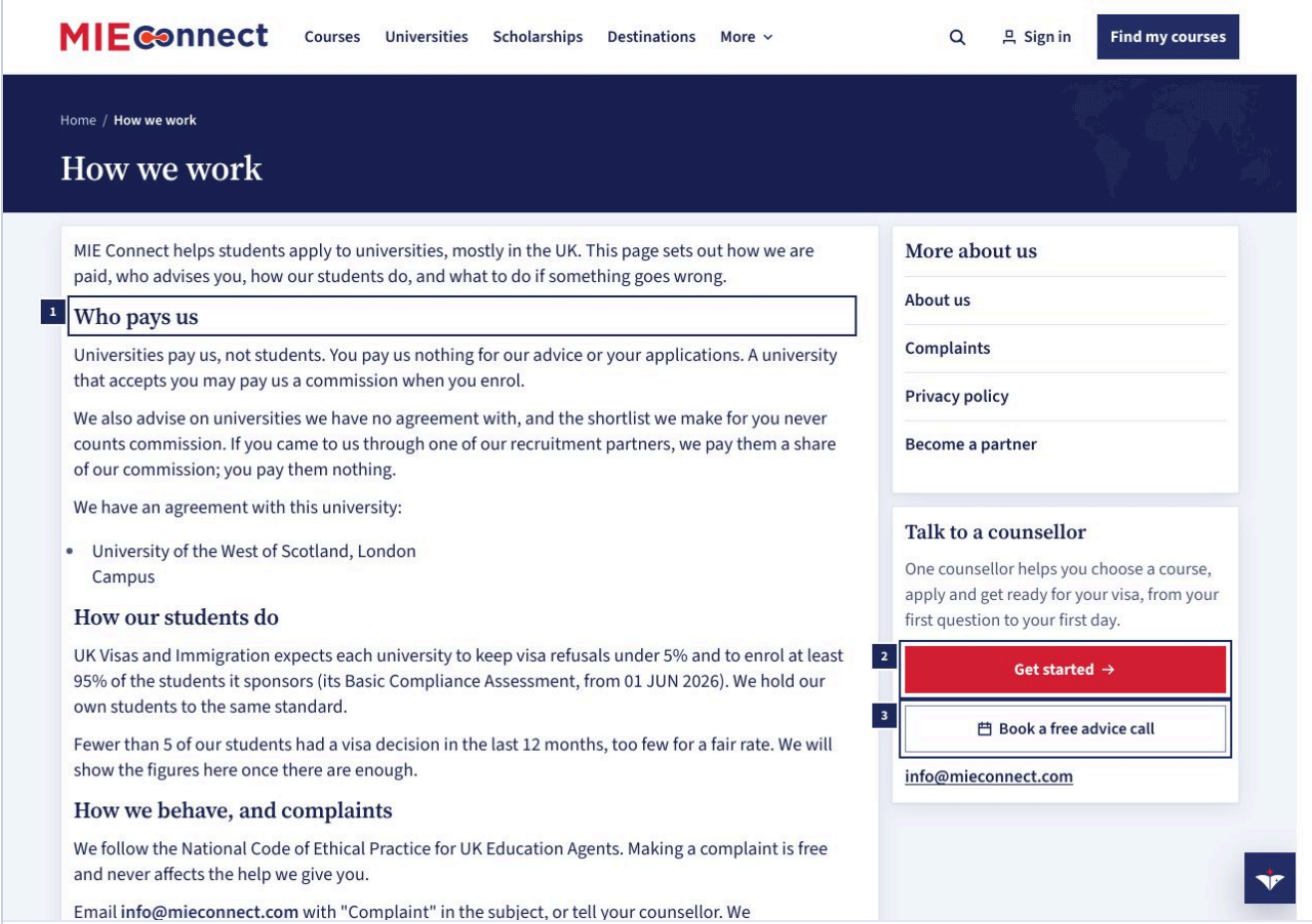
## 9. Visa: prepare and apply

You apply for your student visa yourself, with your letter. For the UK you must show you can pay your first year's tuition plus living costs (a UK course page with a tuition fee shows the figure under **Year one, for your visa**), and pay the visa fee and the health surcharge. **What we do:** we help you prepare the documents.

## 10. Travel: get ready to go

Work through **Before you go** in your student portal: somewhere to live, your flights and insurance, the papers to carry in your hand luggage, the contacts to save, and what to do when you arrive, such as enrolling and opening a bank account. Your counsellor is still there if anything changes.

## Who pays for what




The **How we work** page says who pays us, how our students do and how to complain

Universities pay us, not students: you pay us nothing for our advice or your applications. A university that accepts you may pay us a commission when you enrol. The shortlist we make for you never counts commission. If you

came to us through a recruitment partner, we pay them a share; you pay them nothing.

### If something goes wrong

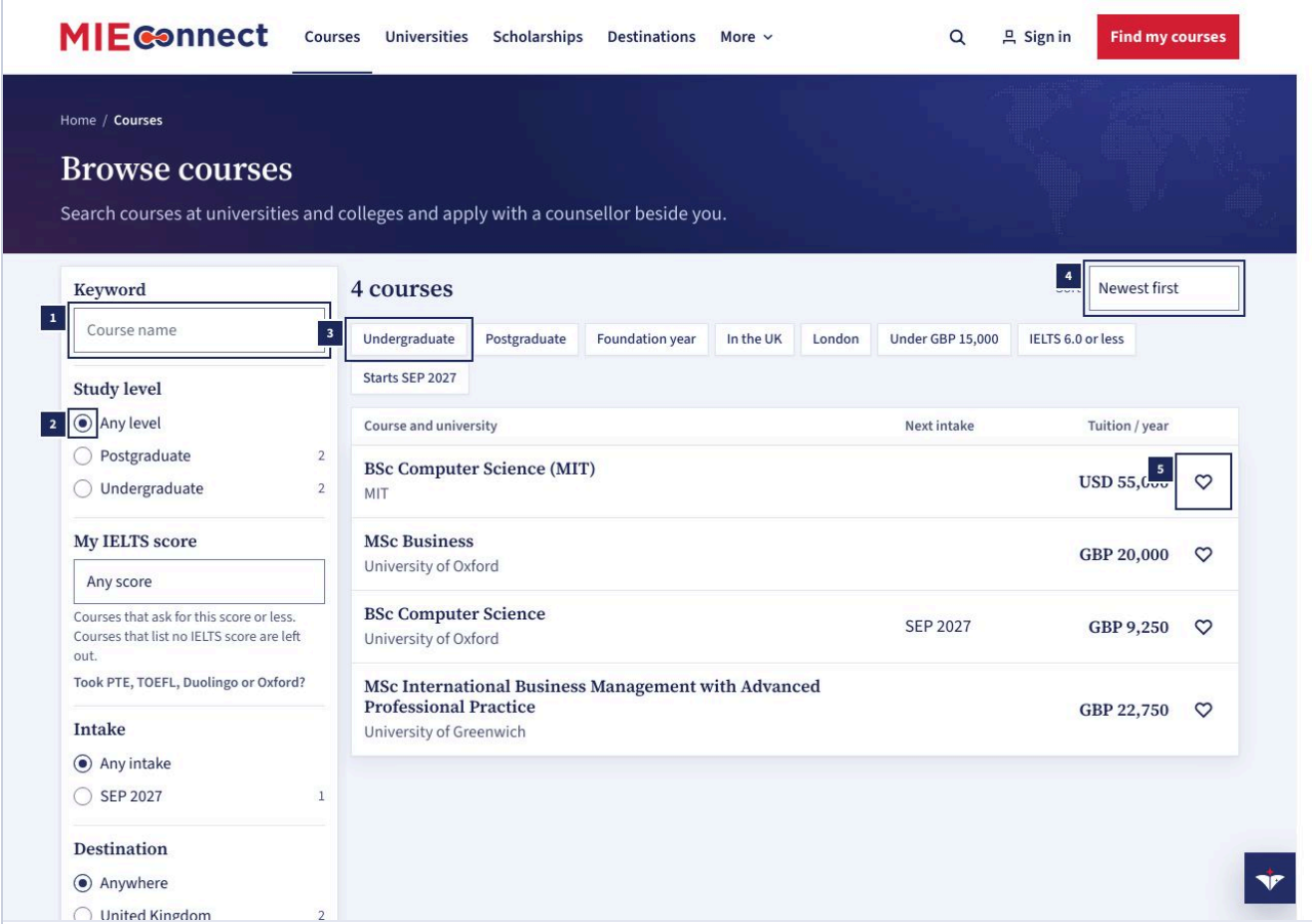
- **Nobody has contacted you.** After you send your details, a counsellor usually replies within one working day. If not, book a call at a time you choose, or email info@mieconnect.com.
- **Your visa is refused or your plans change.** Tell your counsellor straight away. They can help you with what to do next, such as another intake.
- **You want to complain.** Complaining is free and never affects the help we give you. Email info@mieconnect.com with "Complaint" in the subject, or tell your counsellor. We acknowledge it within 5 working days and send a full reply within 20 working days.

## Search, compare and shortlist courses

Find courses with filters, read a course page, keep up to 20 courses on your shortlist and compare them side by side.

Search every course you can apply to through MIE Connect, see what each one costs and asks for, and keep the ones you like on a shortlist to compare or send to a counsellor. You don't need an account for any of this.

# Find courses

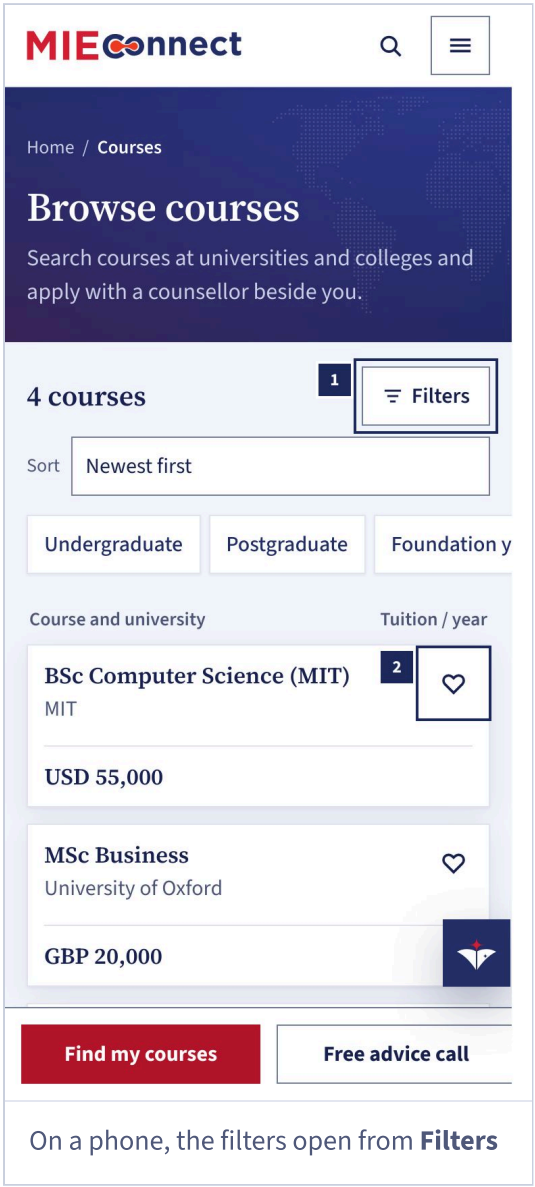



The **Courses** list, with the filters on the left and quick choices above the results

1. Open **Courses** in the menu at the top.
2. Type a course name in **Keyword**.
3. Choose your **Study level**, and any of the other filters: **My IELTS score**, **Intake**, **Destination** (and, once you choose the UK, **UK region**), **Subject**, **Institution** and **Tuition per year** (**Min** and **Max**). Choose **Apply filters**.
4. Or choose one of the quick choices above the results, such as **Postgraduate**, **In the UK** or **Under GBP 15,000**.
5. Change the order with **Sort**: **Newest first**, **Name, A to Z**, **Name, Z to A**, **Tuition, low to high** or **Tuition, high to low**. When you have typed a keyword, **Best match** comes first.
6. Choose the heart beside a course to keep it on your shortlist.

Each row shows the course and university, its **Next intake** and its **Tuition / year**, the yearly fee for international students. Choose a course's name to open its page.

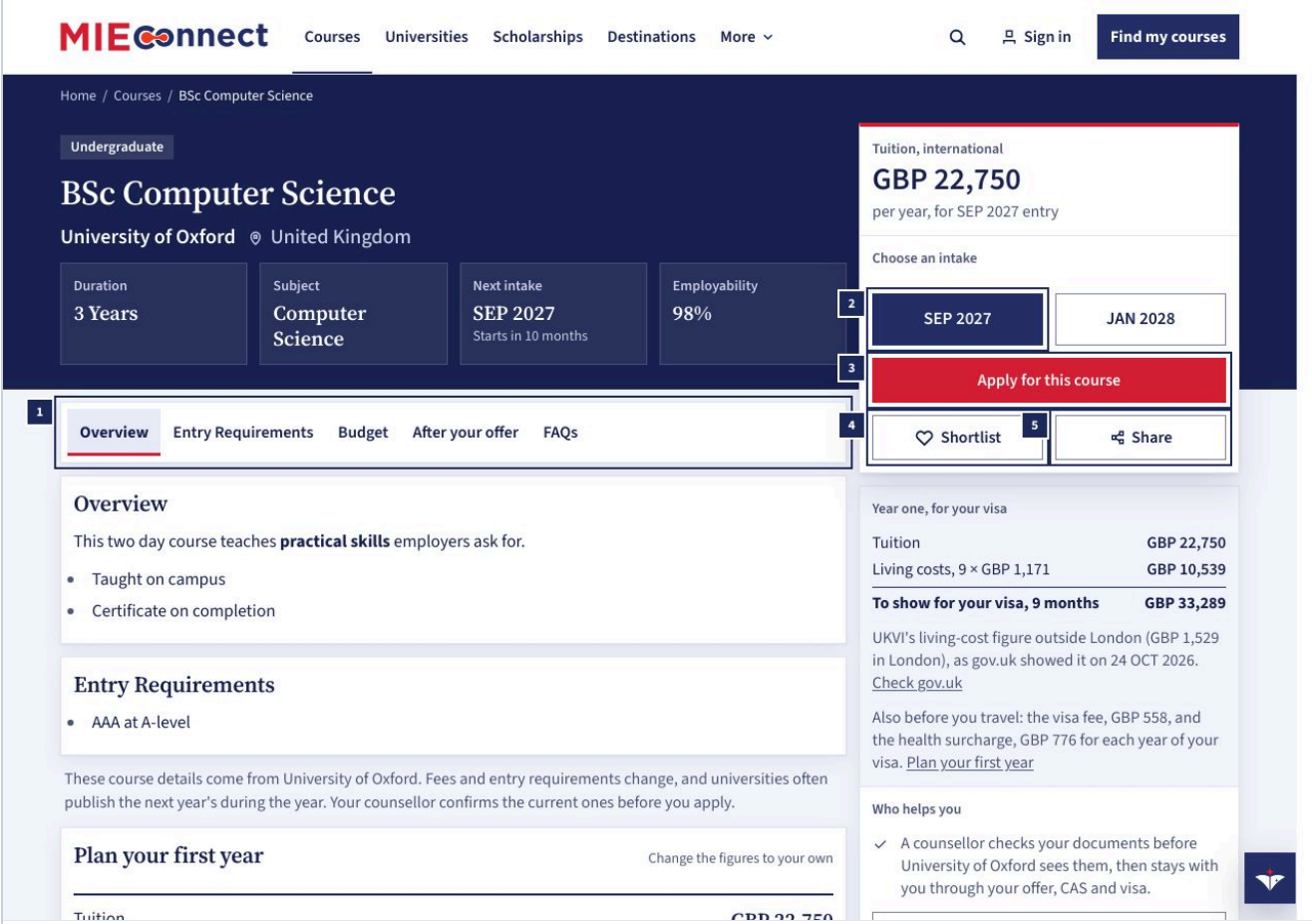
- **My IELTS score** shows the courses that ask for that score or less. Courses that list no IELTS score are left out.
- Took another test? Choose **Took PTE, TOEFL, Duolingo or Oxford?**, pick the test, type your overall score and choose **Use this score**. We match it to IELTS with the test's own table.
- **Clear all** takes every filter off.
- **All subject areas**, on the home page, lists every subject from A to Z with how many courses each has. Choose one to see its courses.




On a phone, the filters open from **Filters**

On a phone, tap **Filters** to open the filters, choose what you want, then apply them.

## Read a course page




A course page. Its facts and sections on the left, the fee, the intakes and **Apply for this course** on the right

The top of the page gives the course's level, university, place and key facts, such as **Duration**, **Subject**, **Next intake**, **IELTS** and how soon it starts. Under them, tabs jump to each part of the page. A course shows the parts it has, for example:

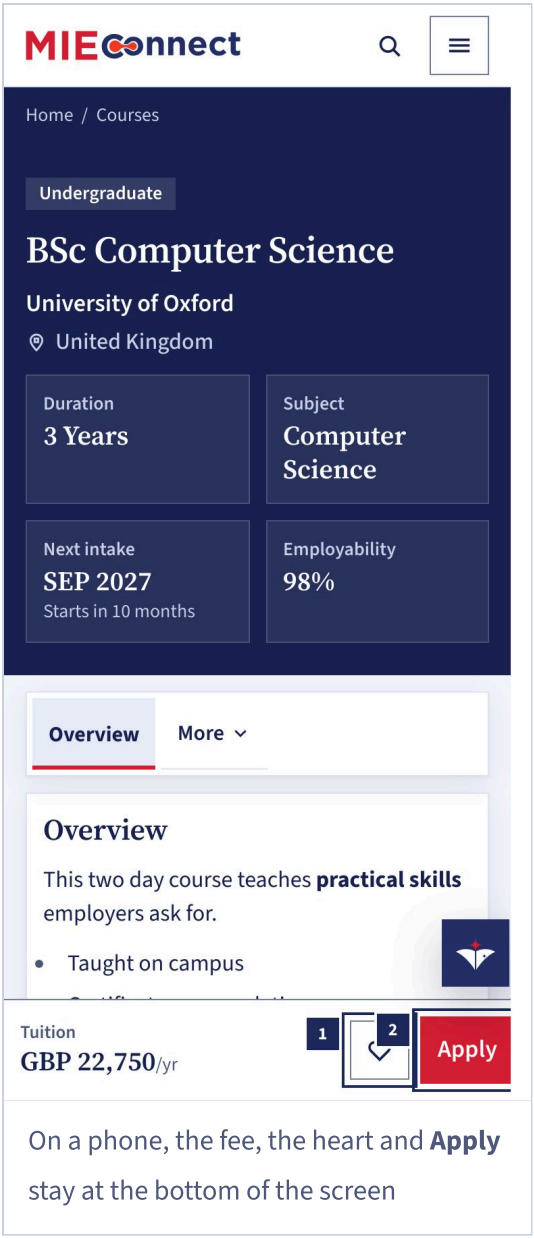
- **Overview** and **Entry Requirements**, from the university's own details;
- **If you studied in…** (the **Your country** tab): choose your country in **Where did you study?** and **Show** to see what the university asks of students from there, when it has published it;
- **Plan your first year** (the **Budget** tab): change the living costs and the number of months to your own, and the first year's total changes with them;
- **After your offer**: what happens from your offer to your visa;
- **FAQs** and **Similar courses**.

On the right you see the tuition fee and, for UK courses, **Year one, for your visa**: the money UK Visas and Immigration asks you to show. Under **Who helps you** you can choose **Ask a counsellor** or **Book a free advice call**. **WhatsApp a counsellor** shows only when we have a WhatsApp number set up.

> **Note**
>
> Fees and entry requirements come from the university and change from year to year. Your counsellor confirms the current ones before you apply.

## Apply for a course

1. If you are not signed in, choose your intake under **Choose an intake** on the course page.
2. Choose **Apply for this course**.
3. If you are not signed in, a few short questions open, already filled in with what the course tells us. Add your name, email and mobile and choose **Send to a counsellor**. See Ask a counsellor to contact you.
4. If you are signed in as a student, a box asks "Apply for" and the course's name. Choose **Yes, apply**, or **Cancel** to go back.

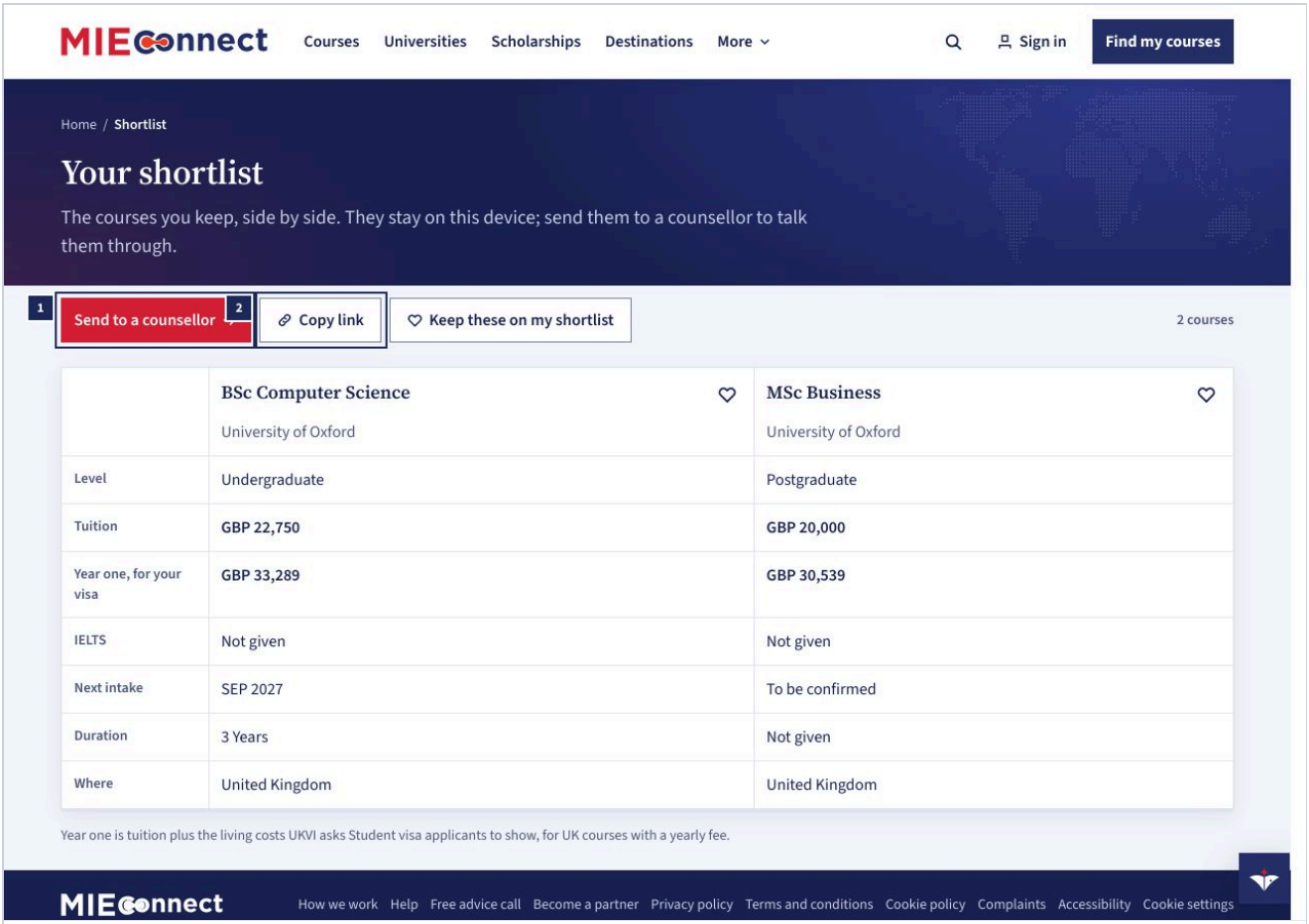



On a phone, the fee, the heart and **Apply** stay at the bottom of the screen

On a phone, the tuition, the heart and **Apply** stay in a bar along the bottom of the screen.

## Keep a shortlist and compare

1. Choose the heart on any course, in a list or on its page (**Shortlist**). Choose it again to take the course off. You can keep up to 20 courses.
2. Open your shortlist from the heart at the top of the page, which shows how many you have.
3. Compare the courses side by side: level, tuition, year one for your visa, IELTS, next intake, duration and where.
4. Choose **Send to a counsellor** to send them all to a counsellor, or **Copy link** to share the list with someone.




Your shortlist, side by side, with **Send to a counsellor** and **Copy link**

If someone sends you their shortlist link, choose **Keep these on my shortlist** to add their courses to yours.

## What happens next

- Your shortlist stays on this device, with no account and no cookie. If you sign in as a student, it is saved to your account too, so it follows you to your other devices and your counsellor can see it. The first time you sign in on a device, the two lists are joined.
- **Send to a counsellor** and **Apply for this course**, when you are not signed in, both open the short questions. A counsellor contacts you once you send them.
- When a signed-in student chooses **Yes, apply**, your counsellor is given the request to act on within one working day, and you go to your **Applications** page. Your counsellor then prepares the application with you. See How applying works, from your first question to travel.

## If something goes wrong

- **"No courses match these filters yet".** Remove a filter, or choose **Ask a counsellor**: we can help with universities we don't list.

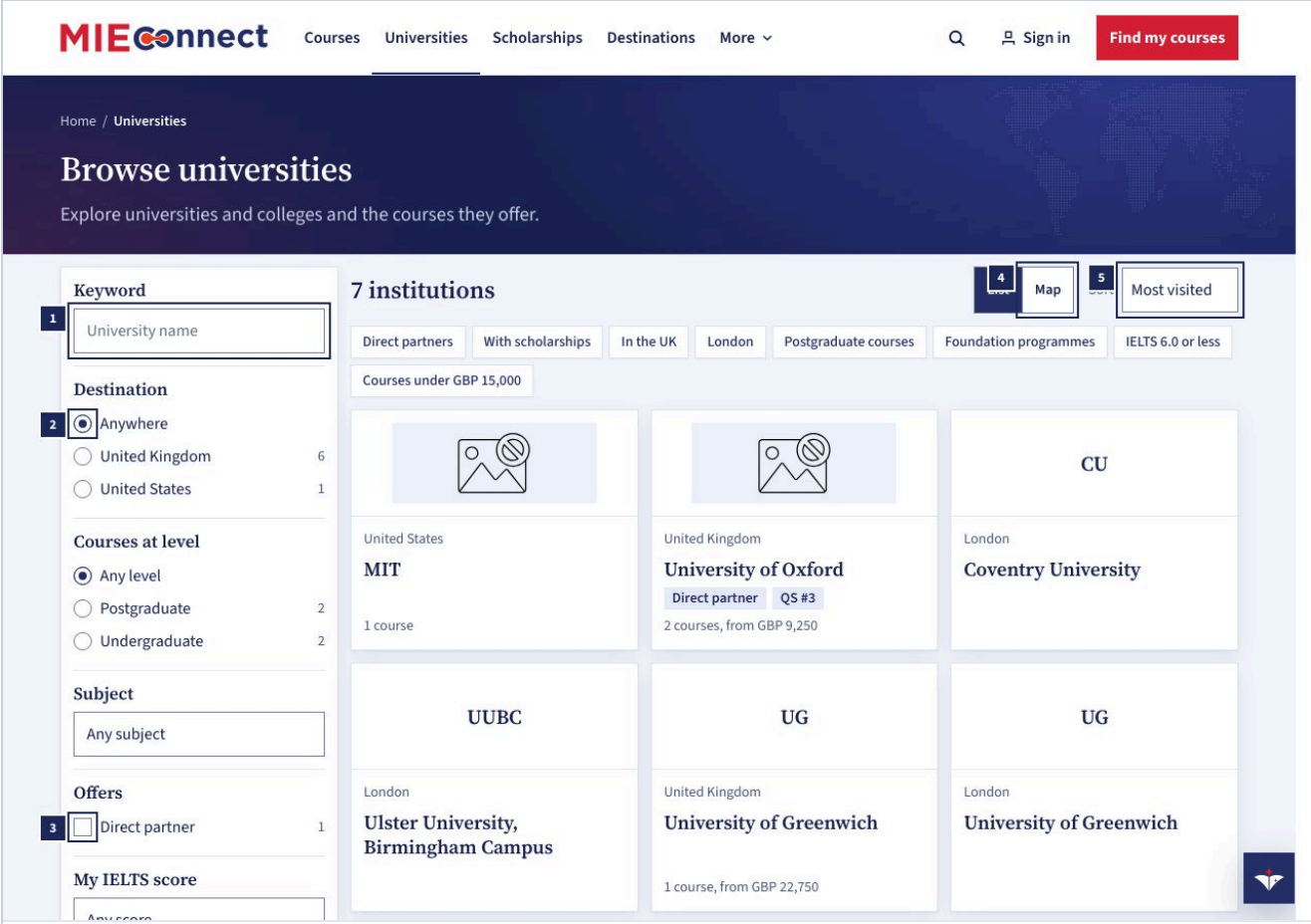
- **The numbers beside the filter choices have gone.** With more than four filters on, the counts are left out. The results are still right.
- **My shortlist is empty on another device.** The shortlist is kept on each device until you sign in. In a private window it is forgotten when you close the window.
- **"Page not found" on a course you saved.** The course may have closed or no longer be listed. Search again for courses like it.

# Explore universities, scholarships and destinations

Compare universities and what they offer, find scholarships, and choose a country or a UK region on the map.

Look at the universities and colleges we work with, the funding they offer, and the countries and cities where you could study. Every page leads to a counsellor if you want help choosing.

## Find a university

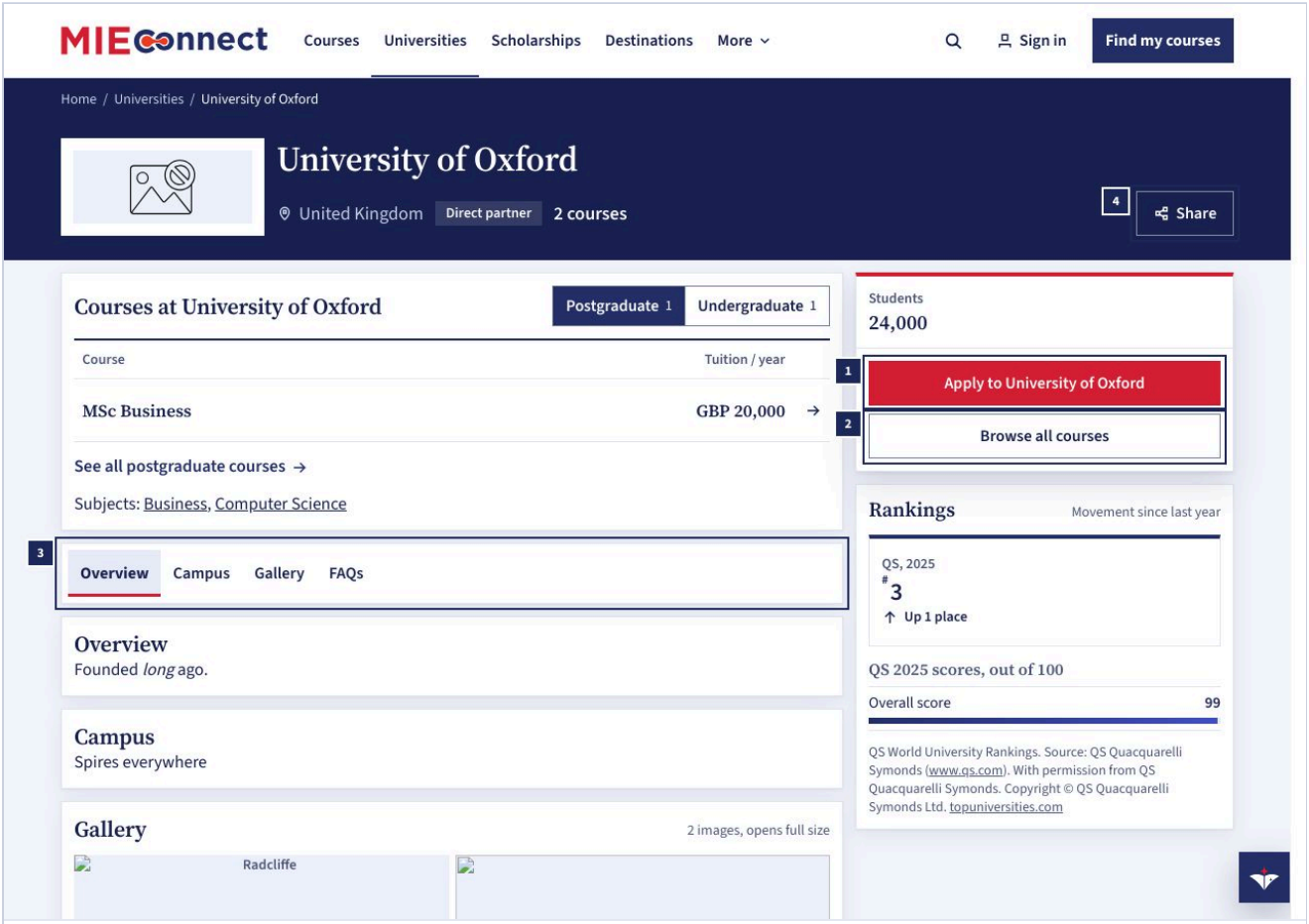



The **Universities** list, with its filters, **List** and **Map**, and **Sort**

1. Open **Universities** in the menu at the top.
2. Type part of a university's name in **Keyword**.
3. Narrow the list with **Destination** (and, for the UK, **UK region** and **Town or city**), **Courses at level**, **Subject**, **Offers** (for example **Direct partner**), **My IELTS score**, **Yearly tuition up to (GBP)** and **Intake**, then choose **Apply filters**.
4. Choose **Map** to see the matching universities on a map, or **List** to go back to the cards.
5. Change the order with **Sort**: **Most visited**, **Most courses**, **QS ranking**, **Lowest tuition**, **Name, A to Z**, **Name, Z to A** or **Newest first**.

The IELTS and tuition filters keep the universities with at least one course at that score or fee, or less. **Direct partner** means the university works with us directly.

## Read a university's page



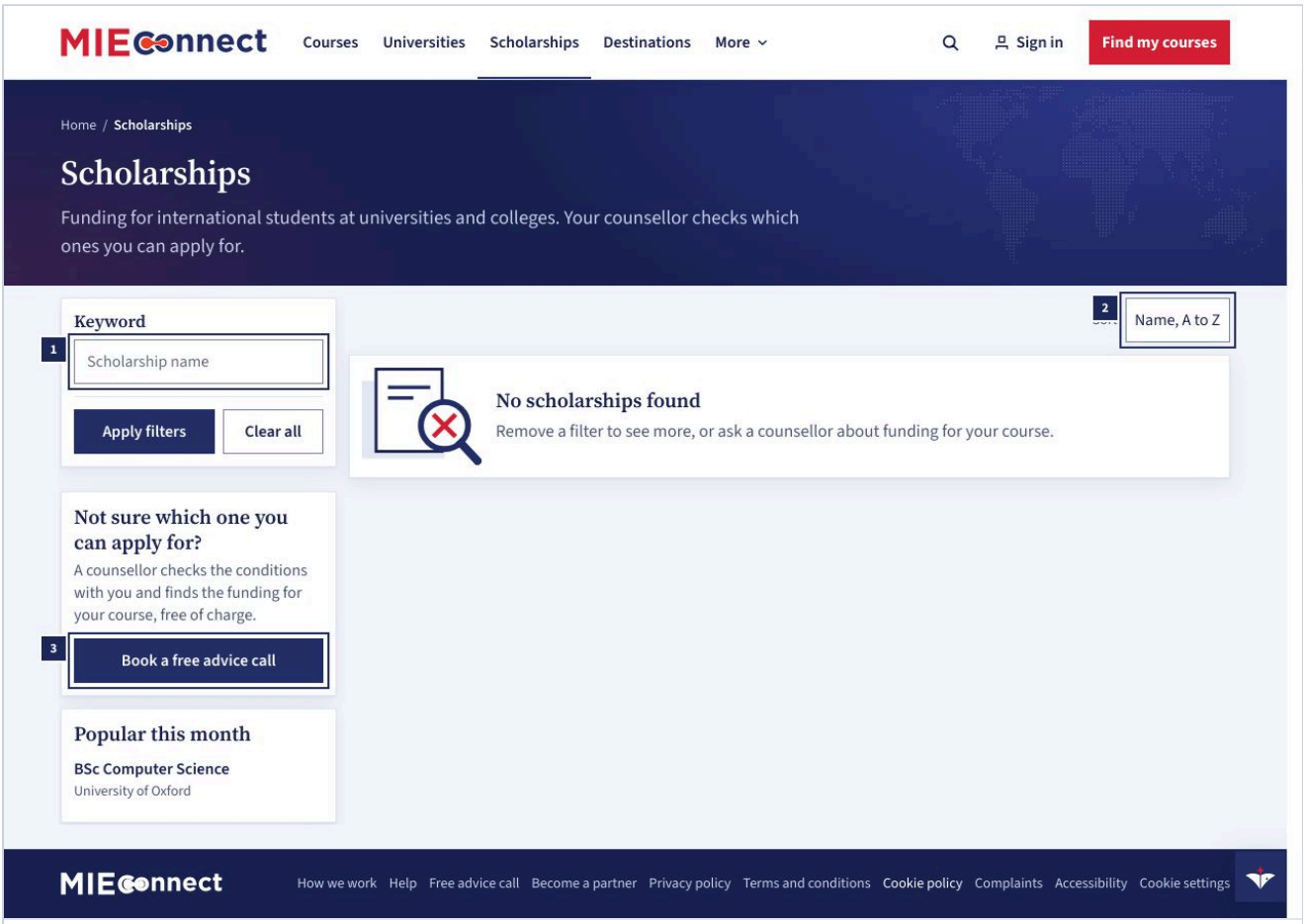

A university's page, with its courses by level, its sections, and **Apply to** the university

A university's page shows where it is, whether it is a **Direct partner**, and how many courses it has. Under **Courses at** the university, choose a level to see its courses and their yearly tuition, then a course to open it. Further down you may find its **Overview**, **Campus**, **Gallery**, **Scholarships**, **Pathways**, **Entry requirements by country** and **FAQs**, and on the right its rankings and student numbers.

1. To see what the university asks of students from your country, choose your country in **Where did you study?** under **Entry requirements by country**, then **Show**.
2. Choose **Browse all courses** to see every course it offers, with the course filters.
3. Choose **Apply to** the university (or **Apply now**) to send your details to a counsellor, who helps you choose the course. See Ask a counsellor to contact you.
4. Choose **Share** to send the page to someone.

If we list no courses at a university yet, its page says **No courses listed yet: ask a counsellor**, and **Ask a counsellor** sends your details to us instead.

## Find a scholarship

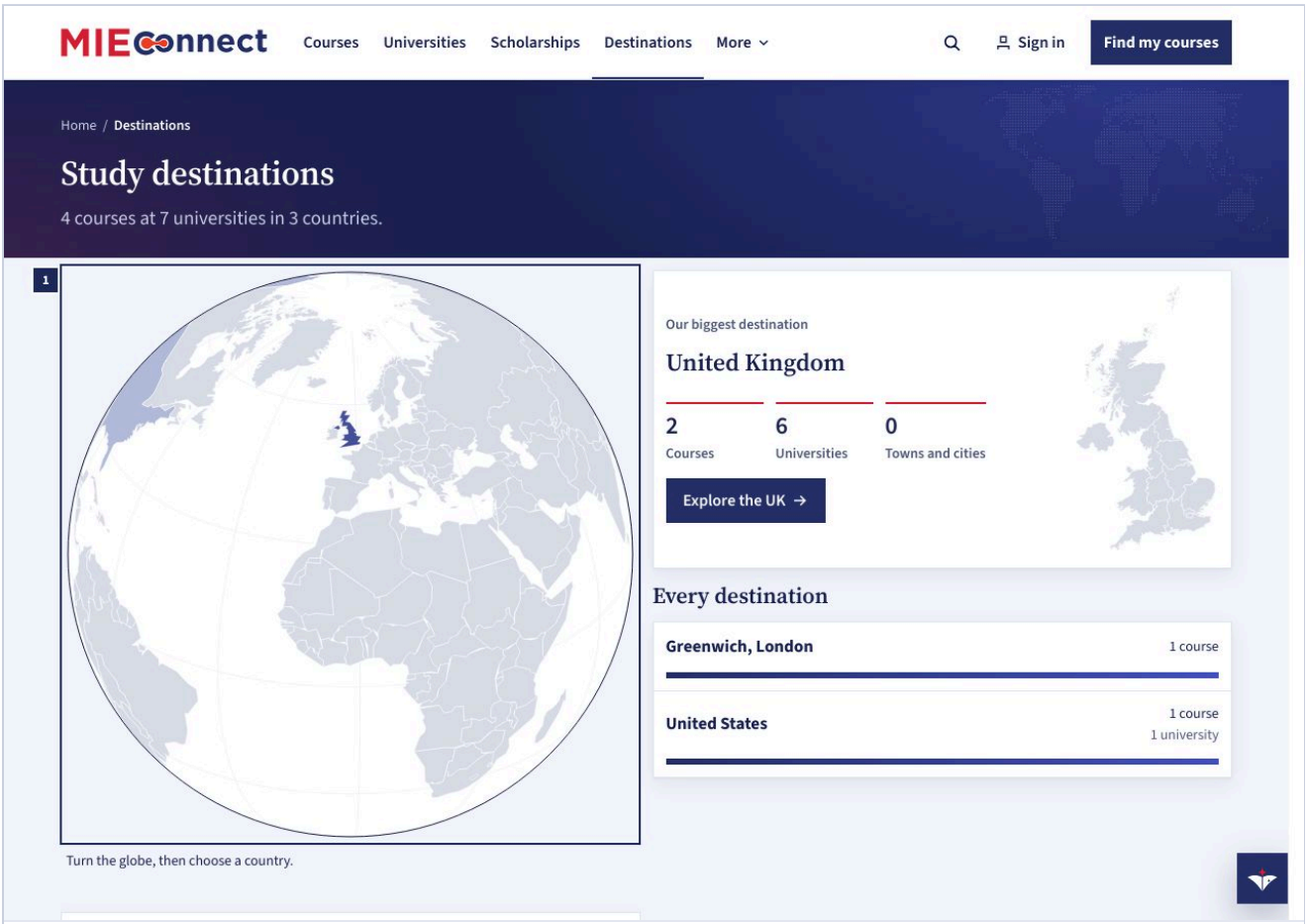



The **Scholarships** list. Here no scholarship matches, so the page suggests a free call

1. Open **Scholarships** in the menu at the top.
2. Type a word in **Keyword**, or choose a **Study level** or a **University** (these show when there are scholarships to choose from), then **Apply filters**.
3. Choose a scholarship to open its university's page at its scholarships.

Each card shows the level, the university, who can apply and how much it is worth. Your counsellor checks the conditions with you and tells you which ones you can apply for.

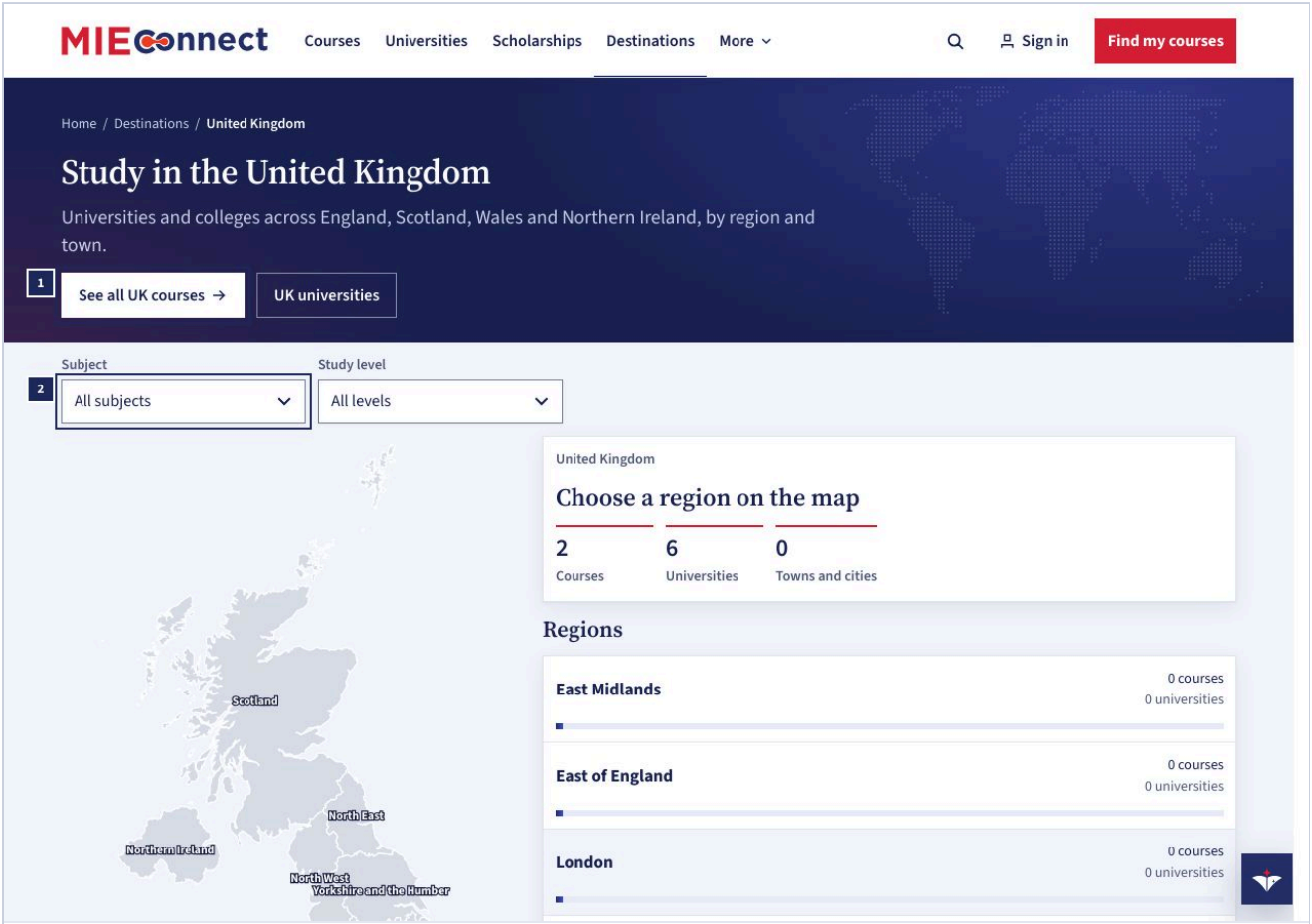
## Choose where to study




The **Destinations** page. Turn the globe, then choose a country

1. Open **Destinations** in the menu at the top.
2. Turn the globe and choose a country, or pick one from **Every destination**. On a computer, the world map under the globe, **Courses around the world**, shows the countries with more courses darker.
3. On a country's page, see its **Popular subjects** and its universities, then choose **See** its courses (the button says how many).

4 For the United Kingdom (**Explore the UK**), choose a region on the map, then a town or city, to see the universities and courses there. **See all UK courses** opens the course list for the whole country. Choose a **Subject** or **Study level** and every number on the map counts only those courses; **Whole UK** goes back to the whole country.




Studying in the United Kingdom, region by region

## What happens next

Looking round sends nothing to anyone. When you choose **Apply to** a university, **Get started** or **Ask a counsellor**, a few short questions open. Once you send your name, email and mobile, a counsellor who knows your destination contacts you.

## If something goes wrong

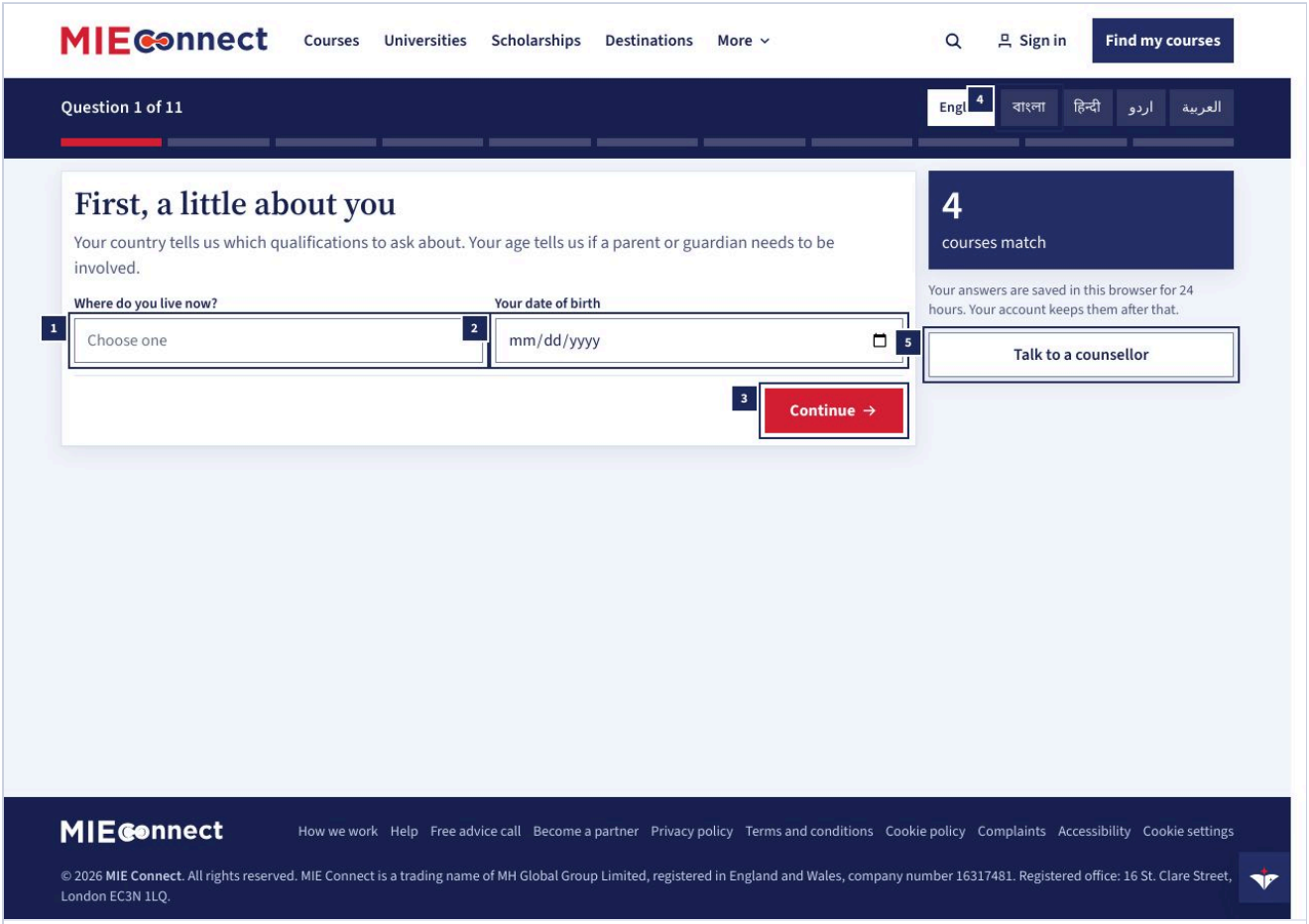
- **"No scholarships found".** Remove a filter, or choose **Book a free advice call**: a counsellor finds the funding for your course.
- **A university you want is not listed.** Ask a counsellor. We can still help with universities we don't list.
- **The map does not move.** The globe needs a recent browser. Use the list of countries under **Every destination** instead.

# Find your courses in about ten questions

Answer simple questions about you and your plans, and get a shortlist of up to 20 courses that fit, to compare and send to a counsellor.

Not sure where to start? Answer about ten simple questions and we build you a shortlist of up to 20 courses that fit your results, your budget and your plans. You can answer the questions without an account; you create one at the end to see your shortlist.

## Answer the questions




The first question. The bar at the top shows how far you are, and the box on the right how many courses still match

1 Choose **Find my courses** at the top of any page, or **Match me with courses** on the home page. You can also pick a country under **Where would you like to study?** on the home page; a country where we have only a few courses takes you to a counsellor instead.

2 Answer each question. Where you choose one answer, choosing it takes you straight on; otherwise choose **Continue**. **Back** takes you to the one before.

3 Watch the box beside the questions: it shows how many courses still match your answers.

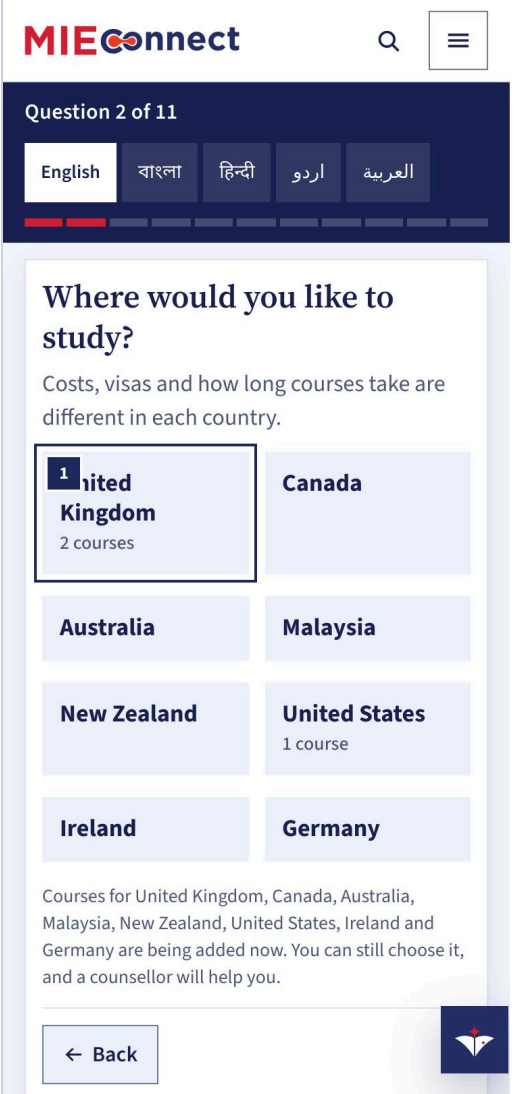
4 Choose a language at the top (English, বাংলা, हिन्दी, اردو or العربية) to read the questions in it.

5 Want to talk to someone instead? Choose **Talk to a counsellor**. It opens a chat with us on WhatsApp. When we have no WhatsApp number set up, it opens the page to book a free call (or, once you are signed in, your profile).

The questions are:

- **First, a little about you**: where you live now and your date of birth;
- **Where would you like to study?**
- **What do you want to study next?** (the level, such as **Undergraduate** or **Postgraduate**);
- **What would you like to study?** (up to three subjects);
- **What is your latest qualification?** and your result, as it is on your certificate, or **I don't have my results yet**;
- **Have you taken an English test?** and your overall score, or **My last degree was taught in English**, or **Not yet**;
- **How much can you spend on tuition each year?**
- **When would you like to start?**, **Where would you like to live?** and **Is there anything you must have?** (we skip these when they would not change your list);
- **What matters most to you?** (up to three, such as **Lower cost** or **Scholarships**).

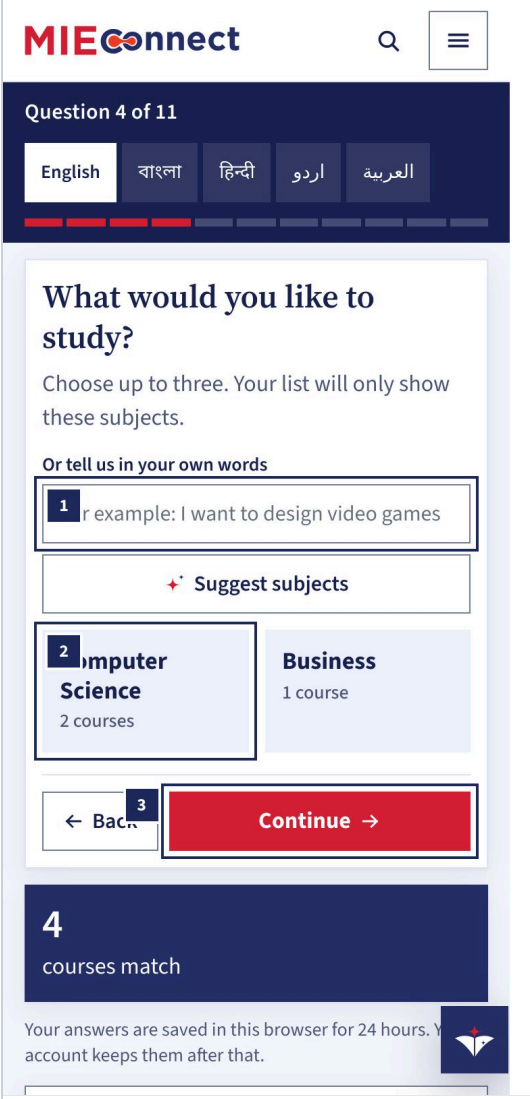
Under each question's title, a line says why we ask it. Some questions also have **Not sure?** or **Read the guide** for help.




On a phone, each answer is a large tile you tap

**Note**

If you are under 18, the first question also asks for your parent or guardian's email. MIE Connect is for students aged 16 and over. See For parents, guardians and sponsors.




Choose up to three subjects, or describe what you enjoy in your own words

Not sure which subject? Type what you enjoy under **Or tell us in your own words** and choose **Suggest subjects**. When it can, it suggests up to three subjects that have courses, with a short reason for each.

## See and send your shortlist

1. After the last question, choose **Create my account** (or **I already have an account** to sign in). See Create an account, sign in and sign out.
2. Your shortlist opens: **Your shortlist of** up to 20 courses. Each is marked **Likely** (your result is above the usual entry), **Match** (about right) or **Stretch** (a little ambitious), with what year one costs.
3. Don't like a course? Choose **Show another instead** under it.
4. Choose **Compare side by side** to compare them, or **Download as PDF** to keep a copy.

**5** Choose **Send my shortlist to a counsellor**.

To change anything, choose **Change my answers**. If you change an earlier answer, the questions that depend on it are asked again, and your shortlist is made afresh.

### If a partner agency sent you a link

A link from a recruitment agency opens a page saying who referred you. Choose **Create my account** to start the questions. When you create your account through that link, the agency is linked to your record: they can see your answers, your shortlist and your applications, and help you with them. MIE Connect is still free for you.

### What happens next

- Before you have an account, your answers are kept in this browser for 24 hours. Once you sign up, your account keeps them, and you can stop and come back at any time.
- When you send your shortlist, you see "Sent. A counsellor will contact you within 1 working day." Its courses join your shortlist in your student portal, where your counsellor sees them.
- Your counsellor talks the courses through with you and agrees which ones to apply for. See How applying works, from your first question to travel.

### If something goes wrong

- **"No courses match all your answers."** Try a higher budget, another place or fewer must-haves, with **Change my answers**.
- **"Only 8 courses match all your answers, so here they all are."** (with your own number). Your list is shorter than 20 because fewer courses fit. A counsellor can suggest more.
- **A country says its courses "are being added now".** You can still choose it, and a counsellor will help you.
- **"MIE Connect is for students aged 16 and over."** Ask a parent or guardian to email us at info@mieconnect.com.
- **An answer is refused**, for example "Choose up to three subjects." or "Choose a test and enter your overall score." Correct it as the message says and choose **Continue** again.
- **Your answers have gone.** Answers kept in the browser last 24 hours, and a private window forgets them when it closes. Create an account to keep them.

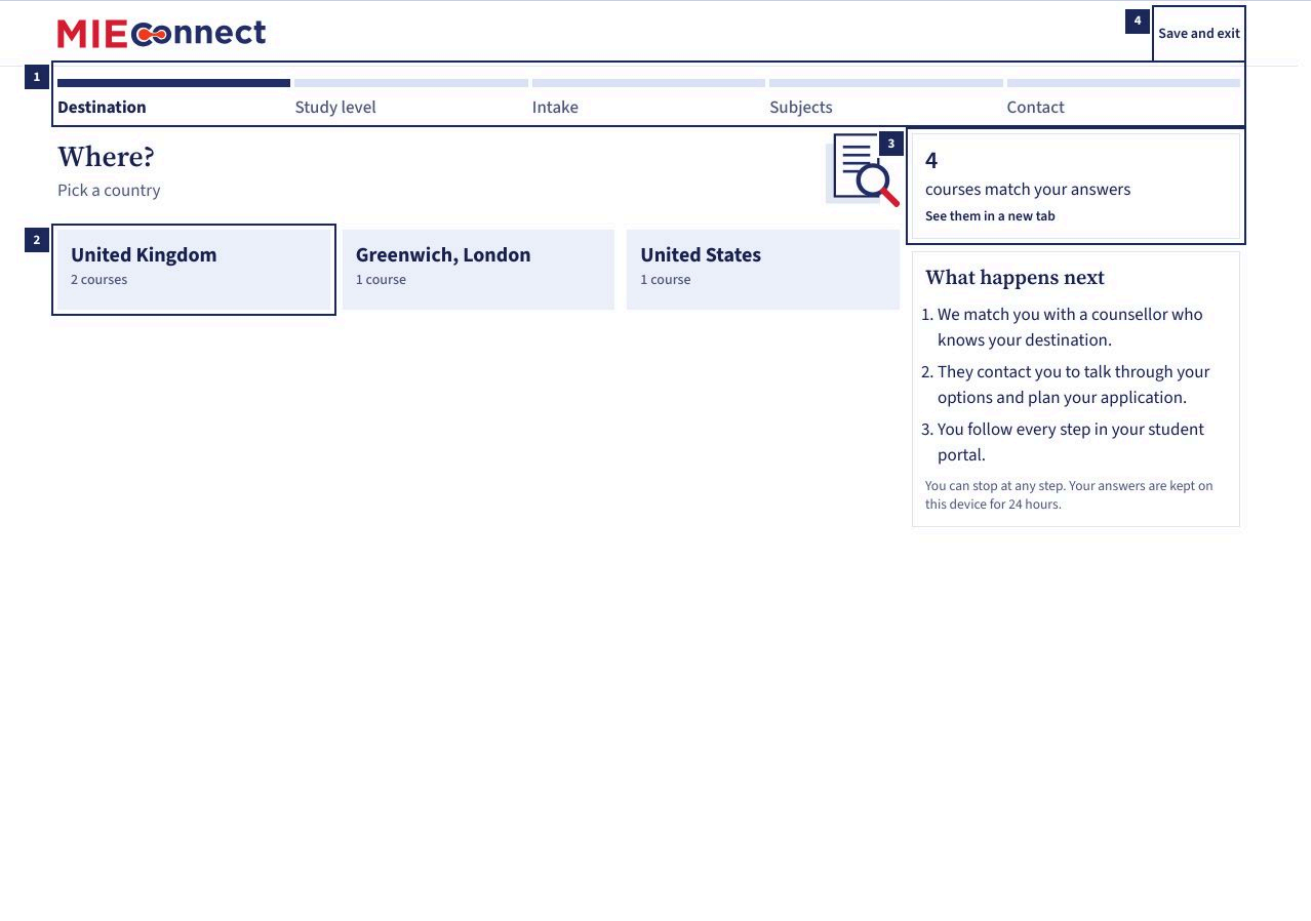
## Ask a counsellor to contact you

Leave your details for a free counsellor, through the short Talk to a counsellor questions, a form or one of our campaign pages. No account needed.

Leave your details and a counsellor contacts you, free. You don't need an account. There are three ways in: the short **Talk to a counsellor** questions, a form, or a campaign page with a form on it.

## The Talk to a counsellor questions

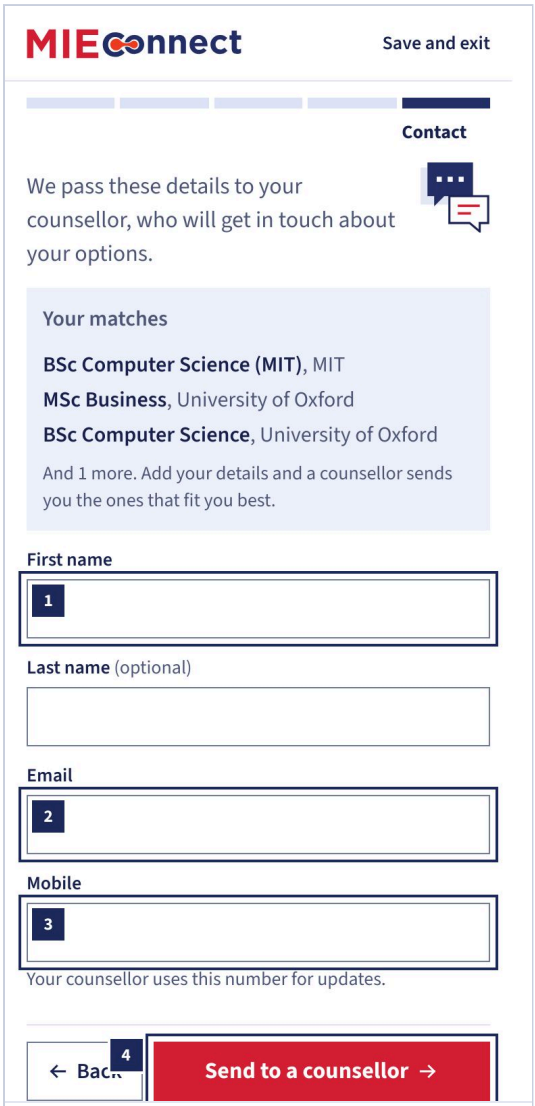
These open when you choose **Ask a counsellor**, **Get started**, **Apply for this course** or **Apply to** a university, or **Send to a counsellor** on your shortlist.




The **Talk to a counsellor** questions. The steps along the top, the answers as tiles, and how many courses match

1. **Destination**: tap the country you want to study in. You go straight on to the next step.
2. **Study level**: tap your level, such as **Undergraduate** or **Postgraduate**.
3. **Intake**: tap when you would like to start, or **I'm not sure yet**.
4. **Subjects**: tick up to 5 subjects. Type in **Search subjects** to find one in a long list. Then choose the button at the bottom to go on.
5. **Contact**: type your **First name**, **Last name (optional)**, **Email** and **Mobile**, starting with your country code. Choose **Send to a counsellor**.

If you came from a course page, the steps that course already answers (its country, level and the intake you chose) are skipped. The box on the right shows how many courses match your answers so far; **See them in a new tab** opens them. You can go back to any step you answered from the steps along the top, or choose **Back**.

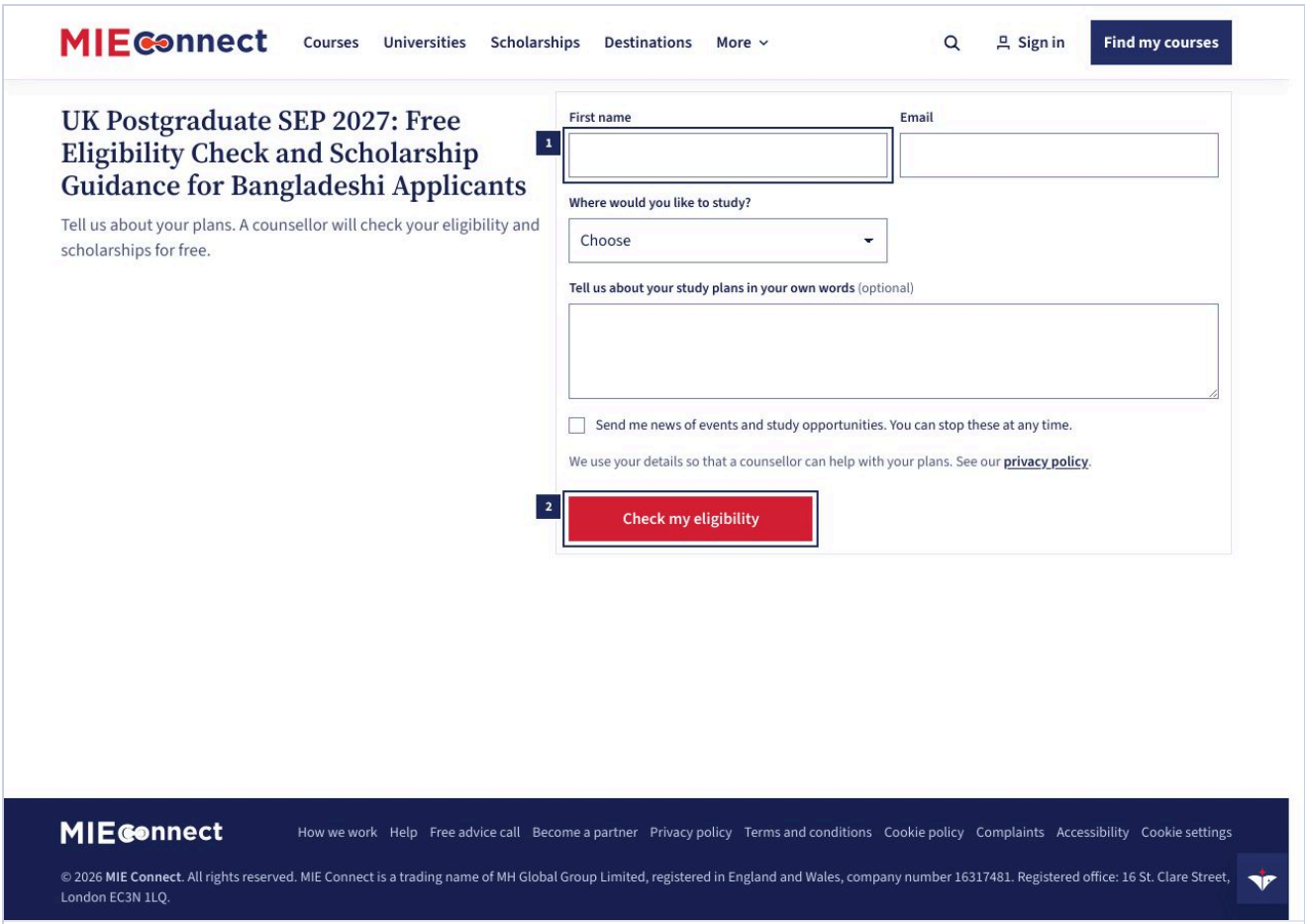



The last step on a phone. Your name, email and mobile, then **Send to a counsellor**

> **Note**
>
> Your answers are kept on this device for 24 hours, so you can stop at any step. **Save and exit** takes you back to the home page.

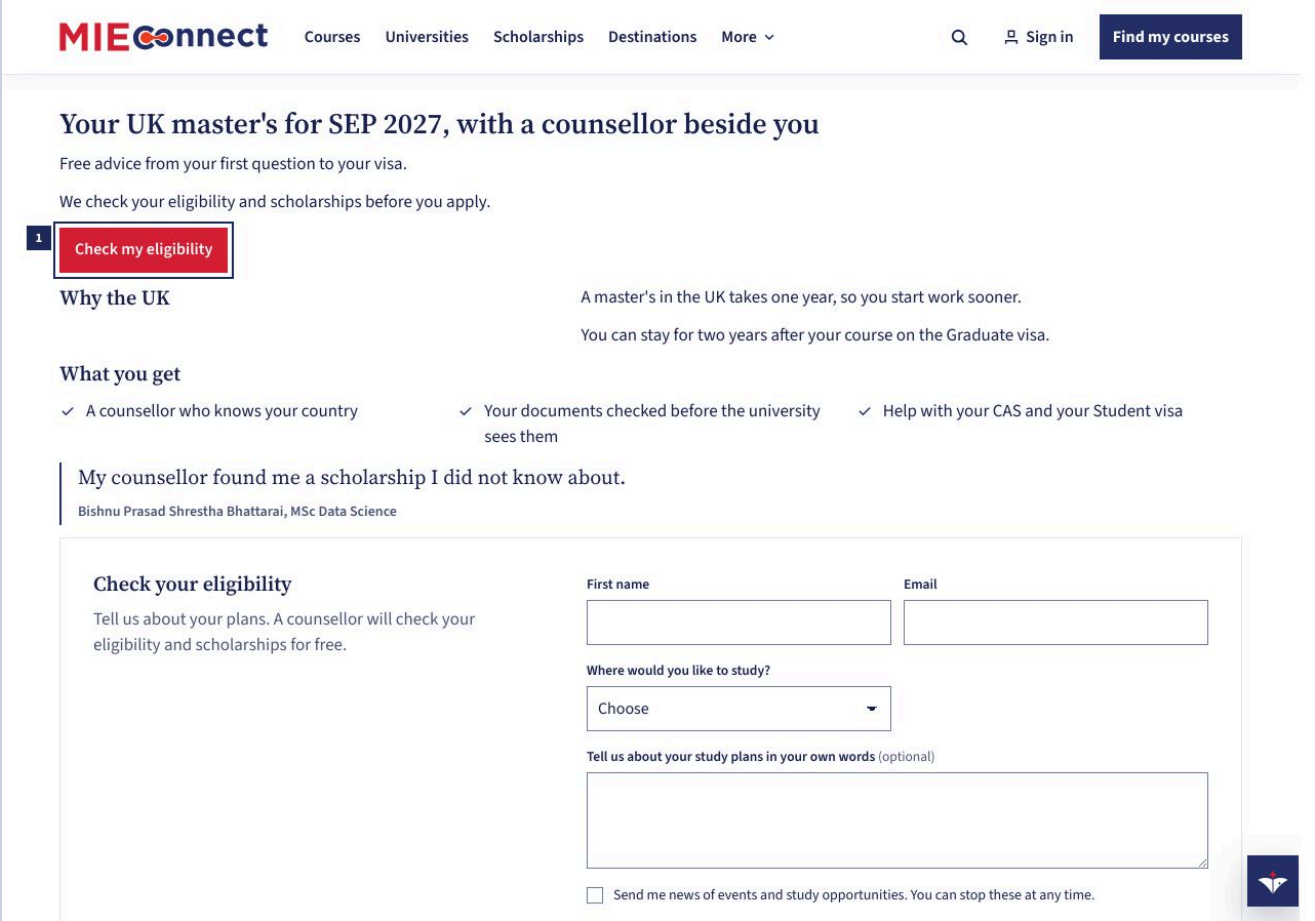
## A form or a campaign page

Our team makes forms for particular offers, such as a free eligibility check, and campaign pages that explain an offer with a form at the bottom. You reach them from a link in an advert, an email or a message.




A form on its own page. Its questions are set by our team, and the button says what it does

1. Answer the questions. Those marked **(optional)** can be left empty. Give at least an email address or a phone number, so we can reach you.
2. Tick any box that asks for your agreement if you are happy to.
3. Choose the red button at the bottom (its words depend on the form, for example **Check my eligibility** or **Send**).




A campaign page. Its button takes you to the form further down

On a campaign page, the button at the top takes you down to the form.

## What happens next

- **After the questions:** you see **Thank you**. "We have your details, and a counsellor will contact you to talk through your options." You don't need an account for that. Rather choose the time yourself? Choose **Book a free call**. To follow your application online later, choose **Create your account**, with the same email.
- **After a form:** you see **Thank you** and the form's own message, or "We have your details. A counsellor will be in touch soon."
- A counsellor who knows your destination is given your details, with the course or shortlist you came from, and contacts you to plan your application. See How applying works, from your first question to travel.
- On a form, if we already know your email or phone number, your answers join your existing record rather than making a second one.

## If something goes wrong

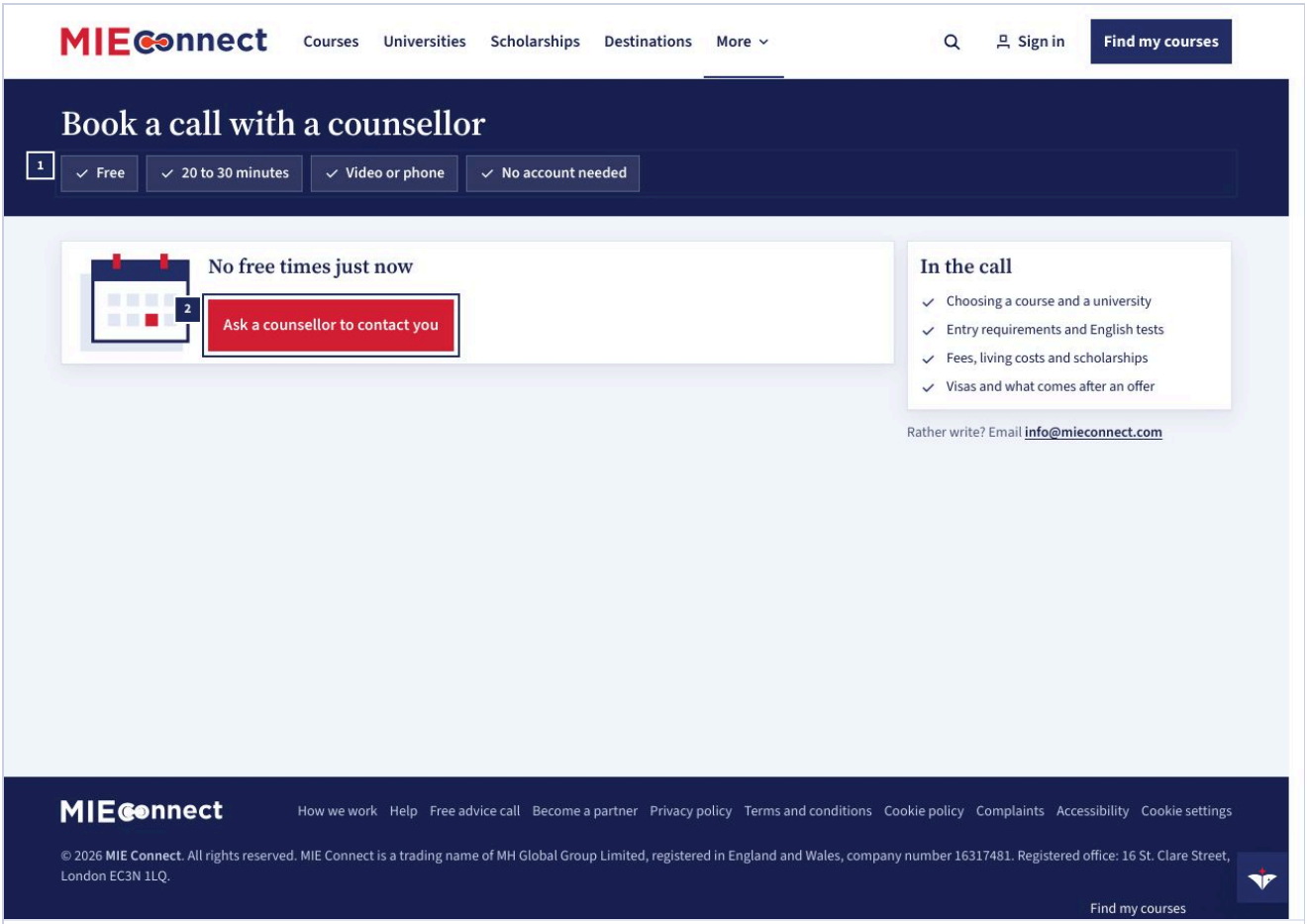
The page says what to correct beside each box:

- "Enter your first name, up to 80 characters."
- "Enter an email like name@example.com", or "Add the end of your email address, like .com".
- "Start with your country code, for example +880 1711 223344" (your mobile number needs its country code).
- "Please give an email or a phone number so we can reach you." (on a form).
- "We could not verify that you are human. Please try again." (or "We could not check that you are human. Please try again." on a form). Wait a moment for the check to finish, then send again.
- "Too many tries. Please try again in an hour." (on a form).
- "We could not send this. If you are a real person, please email info@mieconnect.com and we will help." (on a form).
- **"This form is closed".** The form has been switched off, or the link is wrong. Use **Book a free advice call**, or the **Talk to a counsellor** questions, instead.

## Book a free call with a counsellor

Choose a free time for a video or phone call with a counsellor, choose a time from your counsellor's link, or cancel a call you booked.

Book a free call with a study-abroad counsellor, by video or phone. It is free, takes 20 to 30 minutes, and you don't need an account.




The **Book a call** page. When no counsellor has a free time, as here, it offers **Ask a counsellor to contact you** instead

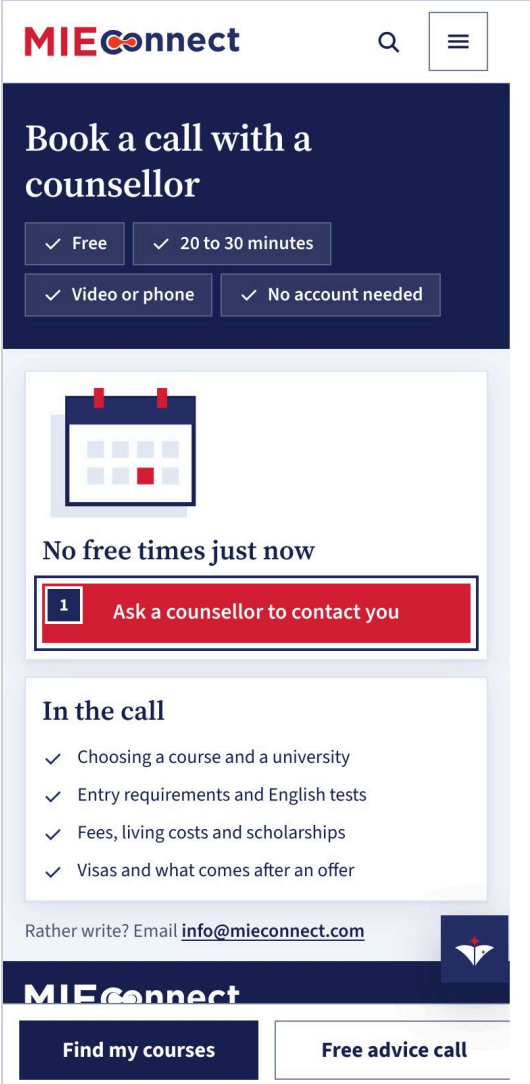
## Book a call

1. Choose **Free advice call** (under **More** in the menu on a computer, or in the **Menu** on a phone), or **Book a free advice call** on a course page or the home page.
2. Under **Choose a day and time**, choose a day, then a time. Times are shown in your own time zone.
3. Under **How should we talk?**, choose **Video call** (your counsellor sends the link) or **Phone call** (we call your mobile or WhatsApp).
4. Under **Your details**, type your **First name**, **Email** and **Mobile or WhatsApp**. The mobile number is needed for a phone call; include your country code.
5. If you like, open **Add a note for your counsellor** and say what you would like to talk about.
6. Choose **Book the call**.

Have an account? At the top of the form, choose **Sign in with email** or **Register**. **Continue with Google** works once Google sign-in is set up on our account service; until then it opens the usual sign-in page. Once you are

signed in, your details are filled in for you, and if you already have a counsellor you book with them.

The call covers whatever you need: choosing a course and a university, entry requirements and English tests, fees, living costs and scholarships, and visas and what comes after an offer.



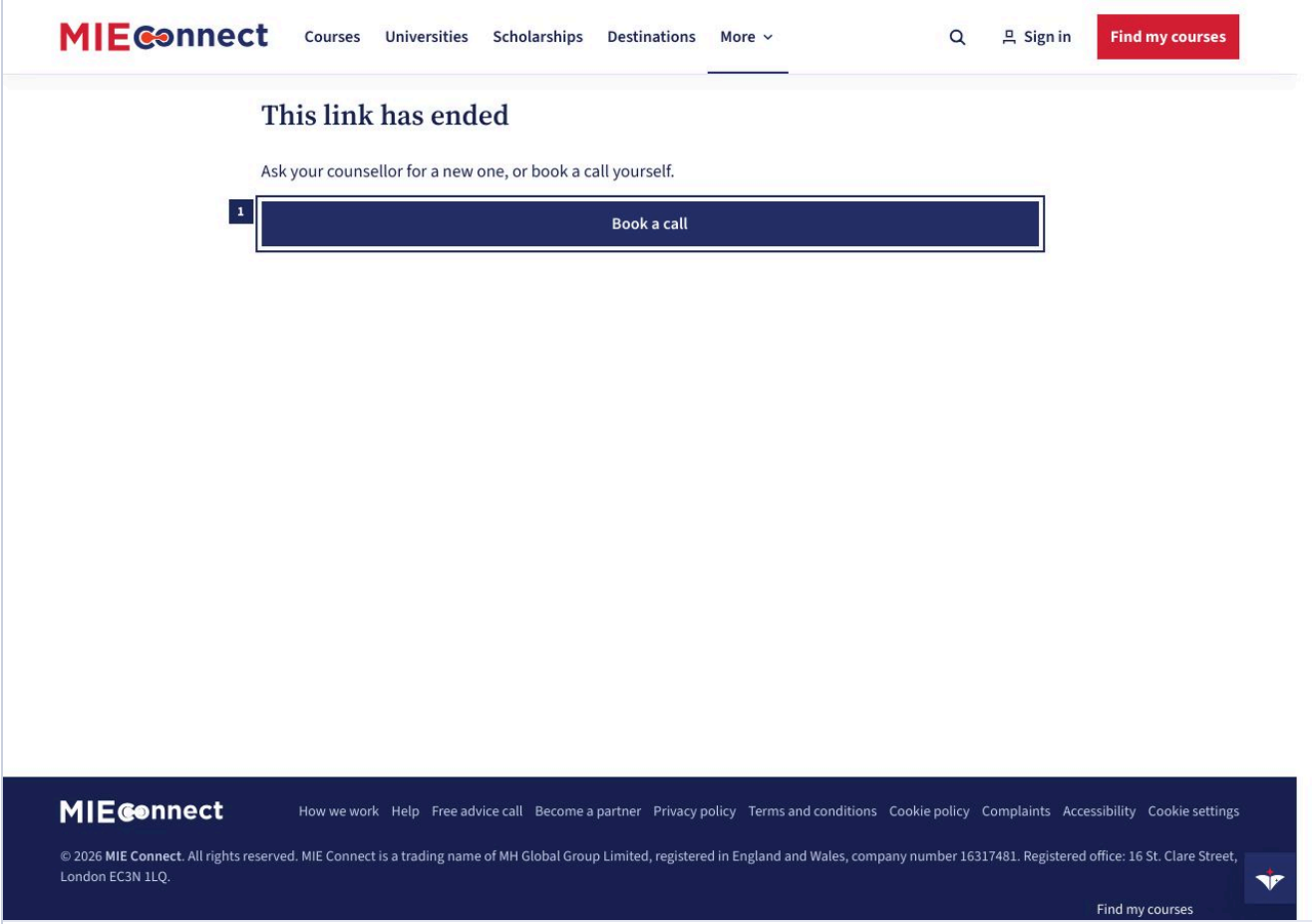

The same page on a phone

> **Note**
>
> If no counsellor has a free time, the page says **No free times just now**. Choose **Ask a counsellor to contact you** to leave your details instead (see Ask a counsellor to contact you), or email info@mieconnect.com.

## Choose a time from your counsellor's link

Your counsellor may email you a link to choose a time yourself, with the subject "Choose a time for your call with" and their name. The link works for 14 days.

1. Open the link in the email and choose **Choose a time**.
2. The page says **Choose a time for your call with** your counsellor, and what kind of call it is and how long.
3. Choose a day and a time, then **Book this time**.
4. The page then says your call is booked, with **Join the call** for a video or voice call (it opens 10 minutes before) and **Cancel this call** if you need another time.




A link from your counsellor that has been used or has run out says **This link has ended**

## Cancel a call

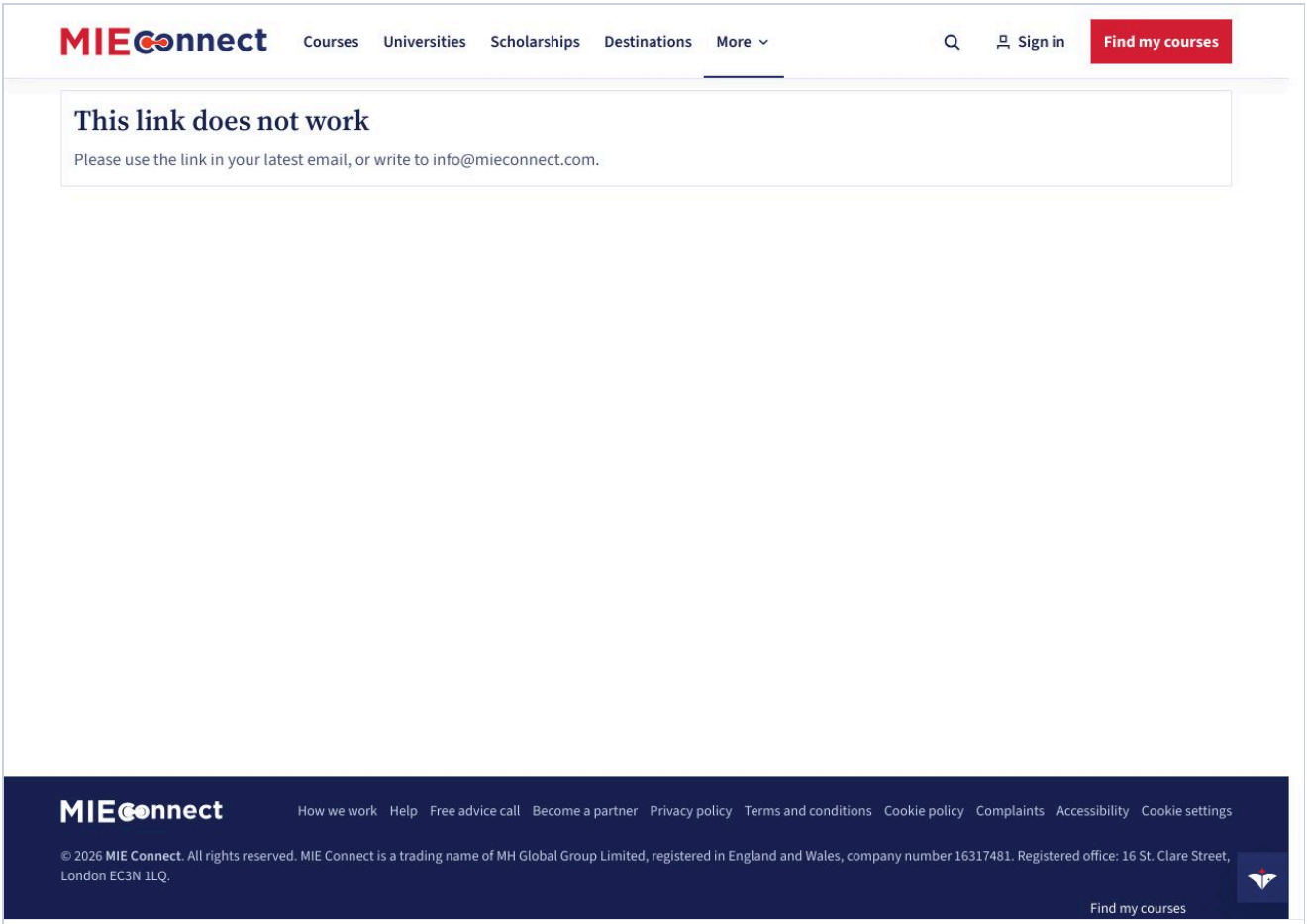
1. Open the email we sent when you booked, and choose its cancel link.
2. The page asks **Cancel your call?** and shows when it is.
3. Choose **Cancel the call**. The page says **Cancelled**.
4. To pick another time, choose **Book another time**.

## What happens next

- You see **Booked. We'll talk soon** with the time, and we email you the details and a calendar invite, with the subject "Booked: your call with" your counsellor's name.
- For a video call, the email has the link to join, or says your counsellor will send it. For a phone call, your counsellor calls you at the time you chose.
- Your counsellor is told about the booking, and about a cancellation.
- If you are new to us, your booking makes your record, with that counsellor as yours.
- If your counsellor has to cancel, we email you with a link to choose another time.

## If something goes wrong

- "Choose a time." Choose a day and a time before **Book the call**.
- "That time has gone. Please choose another." or "Someone has just taken that time. Please choose another." Another person booked it first; choose another time.
- "Start with your country code, for example +880 1711 223344": your mobile number needs its country code.
- "We could not check that you are human. Please try again." Wait a moment, then try again.
- "Too many tries. Please try again in an hour."
- **"This link does not work".** The cancel link is incomplete or was changed. Use the link in your latest email, or write to info@mieconnect.com.
- **"This call has already taken place".** A call cannot be cancelled once its time has come. Choose **Book another call**.
- **"This link has ended".** A link to choose a time lasts 14 days and can be used once. The page says the same when your counsellor has no free times left. Ask your counsellor for a new one, or choose **Book a call** to book yourself.

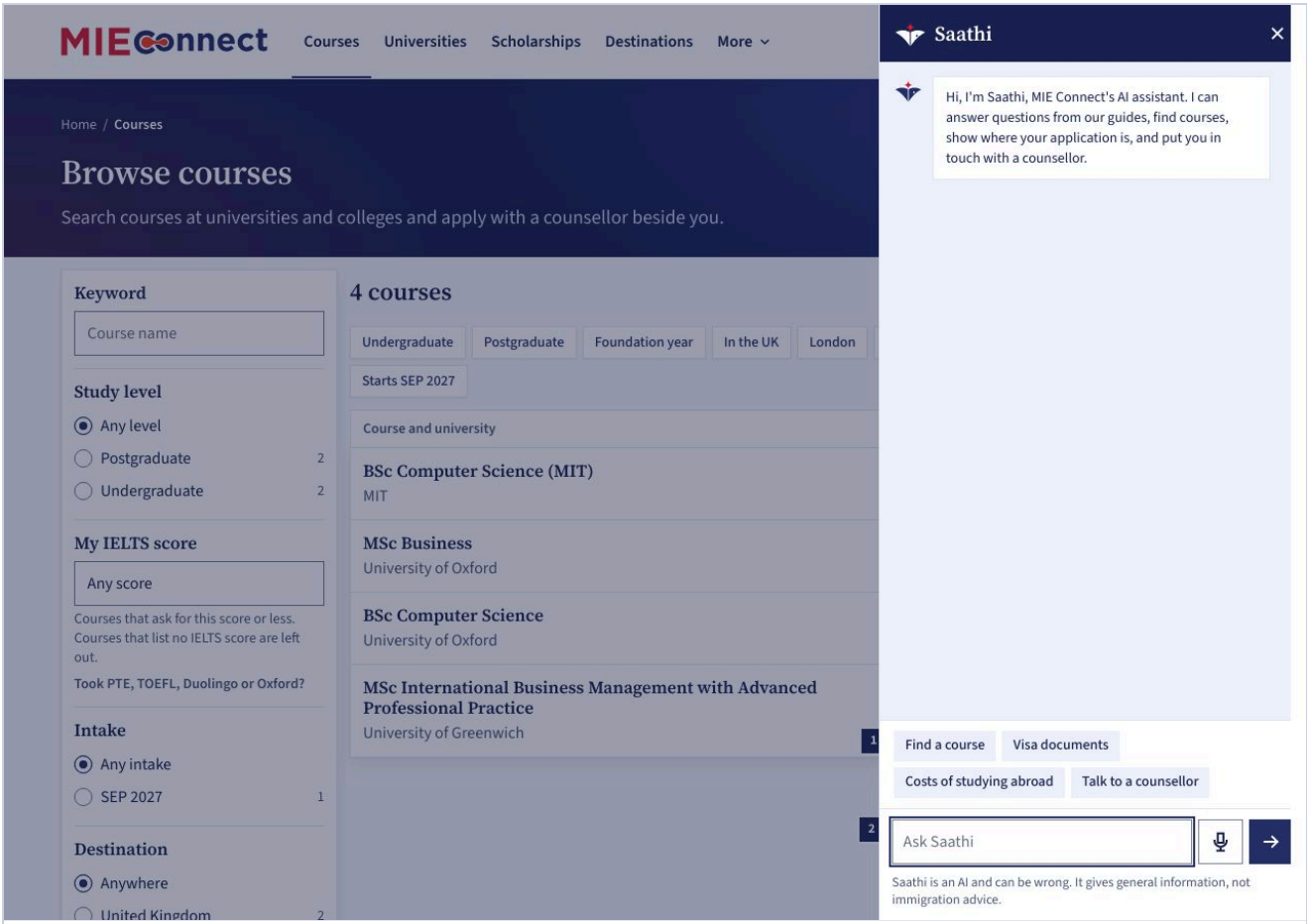



A cancel link that is incomplete or changed says **This link does not work**

## Ask Saathi, our assistant

Saathi answers questions about studying abroad, finds courses, universities and scholarships, shows signed-in students where they are, and puts you in touch with a counsellor.

Saathi is MIE Connect's AI assistant. It answers questions from our guides, finds courses, universities and scholarships, shows signed-in students where their application is, and puts you in touch with a counsellor. It waits in the bottom right corner of most pages of the website.




Saathi opens beside the page, with quick questions above the box where you type

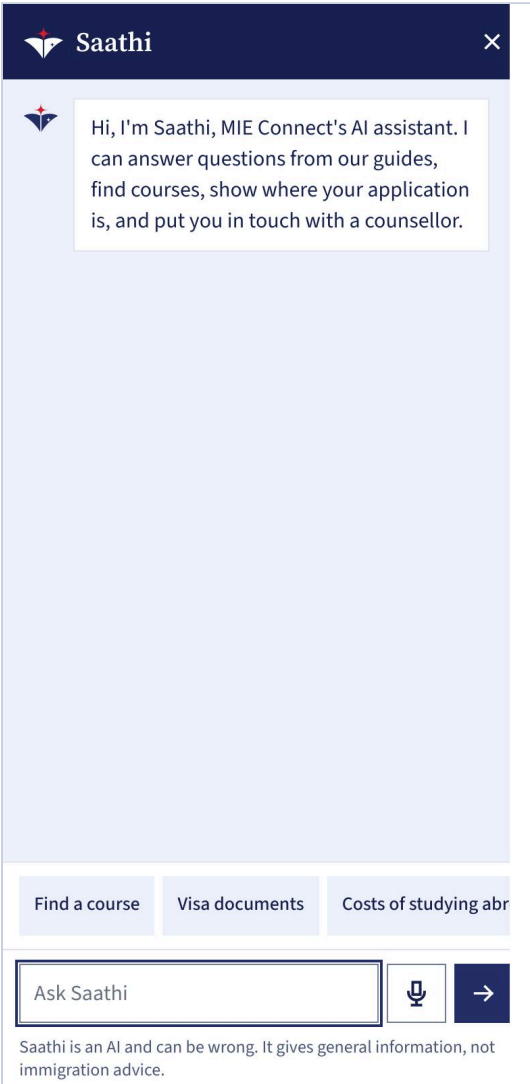
## Ask a question

1. Choose the Saathi button in the bottom right corner of the page (**Ask Saathi**). It appears once you have made your cookie choice.
2. Choose one of the quick questions, **Find a course**, **Visa documents**, **Costs of studying abroad** or **Talk to a counsellor**, or type your own question in the box.
3. Press Enter or choose the arrow to send it.
4. To speak instead, choose the microphone, say your question, then choose the microphone again to send it. It shows only where your browser can record.
5. Choose the cross at the top to close Saathi. Your conversation is kept in this browser for 30 days, so it is still there on other pages and when you come back.

You can ask in your own language. Saathi answers in the language you write in when it can.

## What Saathi can do

- **Answer questions** from our checked guides, such as "What documents do I need for a UK student visa?". If the guides don't cover it, Saathi says so and offers a counsellor.
- **Find courses.** Ask for "nursing in Manchester" or choose **Find a course** to answer five quick questions (where, what level, which subject, your budget and when you want to start). It shows your top matches; **See all results** opens the full list. Choose **Email me these** to have a counsellor send them to you, or **Narrow it down** to answer more questions.
- **Find universities, scholarships and foundation or pathway programmes**, and a university's entry requirements for students from your country.
- **Show where you are.** Signed-in students can ask "Where is my application?" and Saathi shows their step, any documents still needed and their applications, with **Open your journey**.
- **Put you in touch with a counsellor.** Ask to "talk to a counsellor".




On a phone, Saathi fills the screen

## Leave your details through Saathi

When you choose **Email me these** or ask to be contacted, Saathi asks **Where should a counsellor reach you?**

1. Type your **First name**, **Email** and **Mobile, with country code**.
2. Tick "I agree that MIE Connect may contact me about studying abroad, as the Privacy Policy explains."
3. Choose **Send**.

## What happens next

- After you send your details: "Thank you" and your name, "A counsellor will contact you within 1 working day." Choose **Continue the full journey** to answer the questions that build your shortlist (Find your courses in about ten questions).
- If you are signed in as a student and ask for a counsellor, Saathi passes the conversation to your own counsellor: "They'll reply within 1 working day."
- If you are not signed in and ask for a person, Saathi offers **Open WhatsApp** with your question written in, when we have WhatsApp set up, or **Create an account**.
- If you chatted before signing up, Saathi asks whether to **add this conversation to your account**, so your counsellor can see it. Choose **Yes, add it** or **No, thanks**.

> **Watch out**
>
> Saathi is an AI and can be wrong. It gives general information, not immigration advice. Your counsellor confirms anything that matters before you act on it.

## If something goes wrong

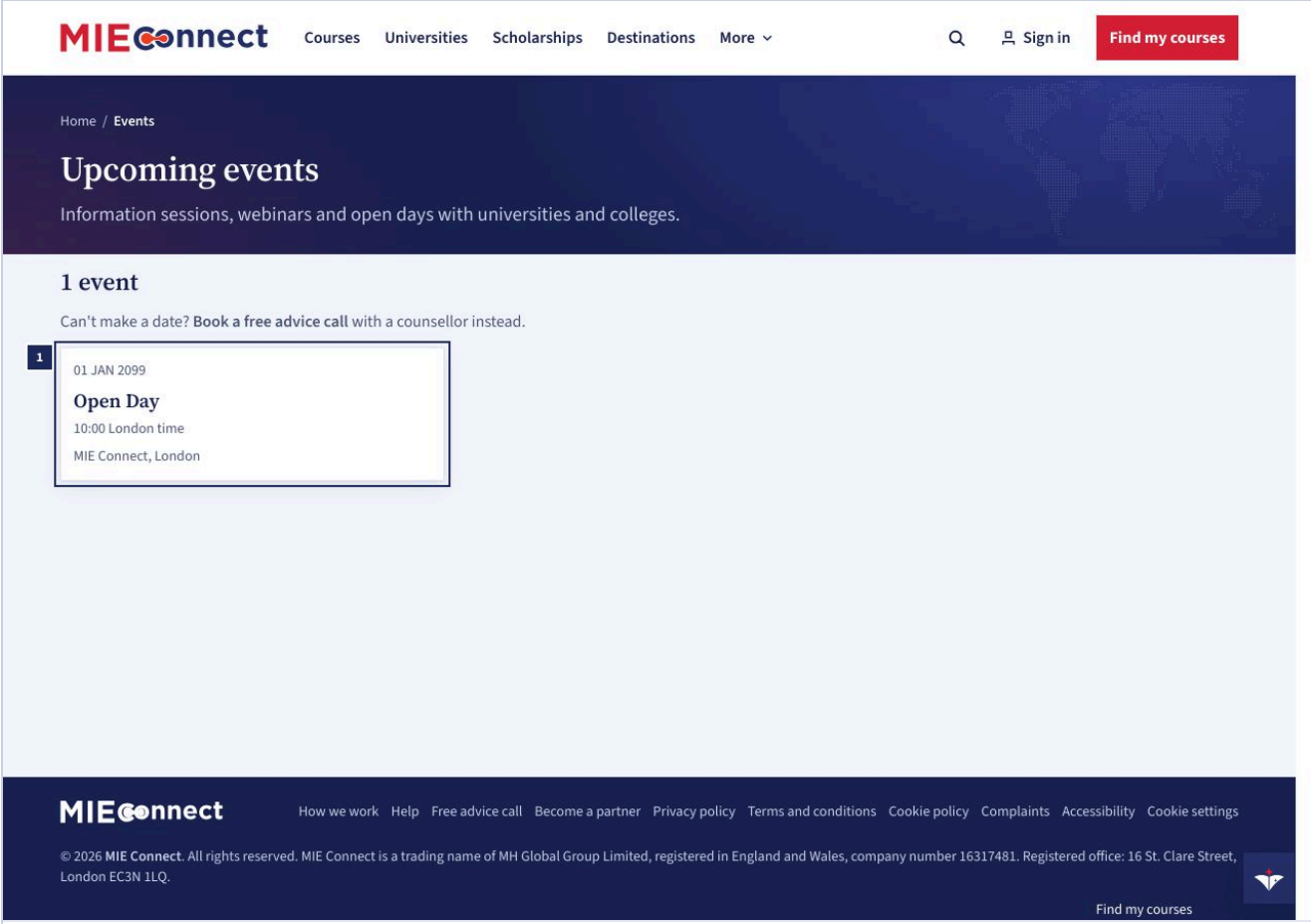
- **"You've used today's AI answers…"** There is a daily allowance of AI answers. Until midnight (UK time), Saathi answers from our course search and guides instead. You can still ask to talk to a counsellor.
- **"Something went wrong. Please try again."** Send your question again. If it keeps happening, reload the page.
- **"I couldn't hear that. Please try again, or type your question."** Check your browser may use the microphone, speak a little closer, or type instead.
- **"Please agree so that a counsellor can contact you."** Tick the box before **Send**.
- **"Please try again in an hour."** Details can be sent a few times an hour from one place.
- **If you are going through something very hard,** Saathi shows help lines first: in the UK call 999 in an emergency, Samaritans on 116 123 or Childline on 0800 1111 if you are under 19. If you are signed in, it says a

member of our team will get in touch with you; if not, you can email info@mieconnect.com with "Safeguarding" in the subject.

# Register for an event

Find education fairs, webinars, open days and information sessions, register free, and get your code for the door.

We run education fairs, webinars, open days and information sessions where you can meet universities and our counsellors. Registering is free and you don't need an account.



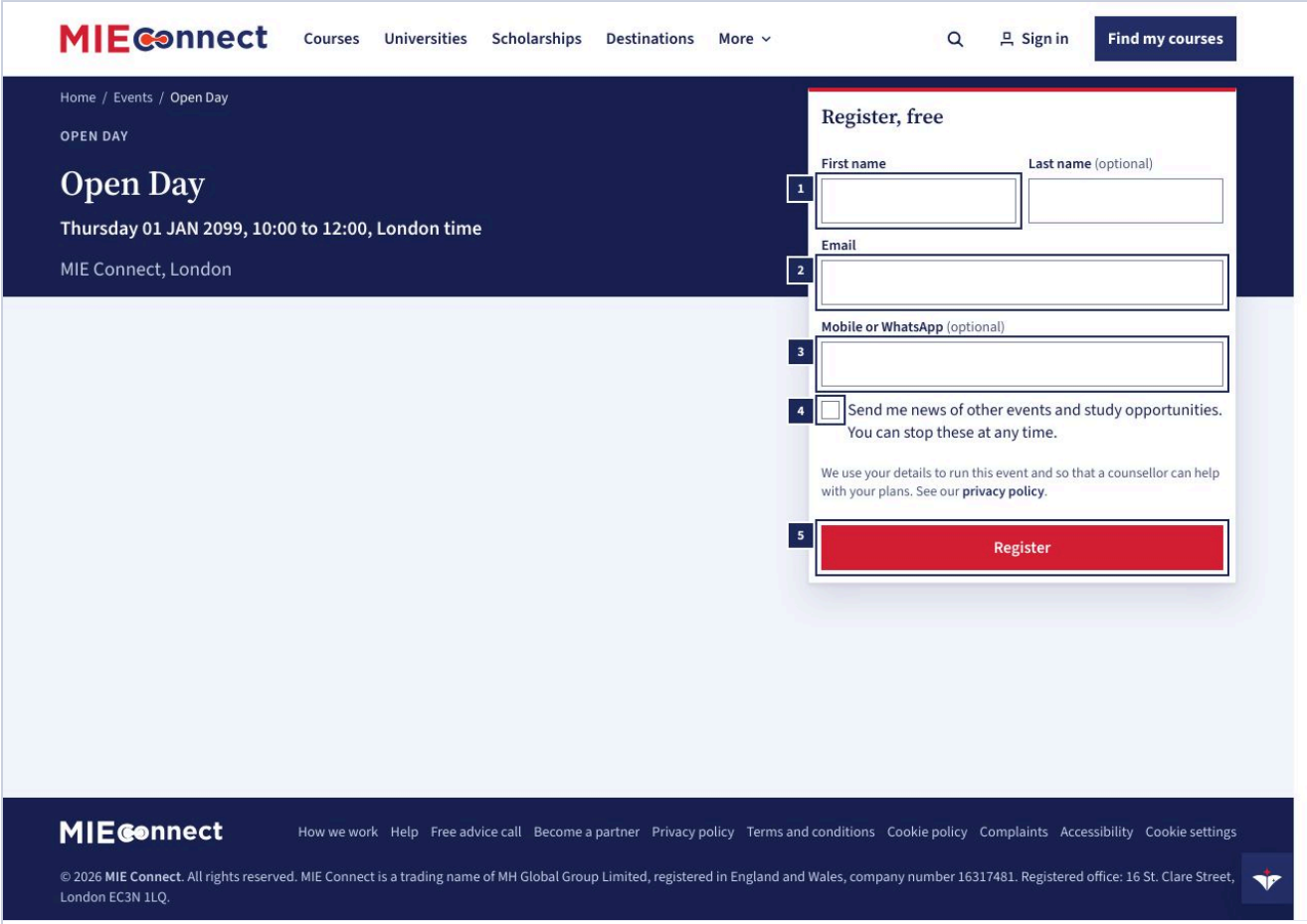

The **Upcoming events** list. Choose an event to see it and register

## Find an event

1. Choose **All events** under **Upcoming events** on the home page, or open the address /events.
2. Each card shows the date, the event, its start time in London time and where it is.
3. Choose an event to read about it.

Can't make a date? Choose **Book a free advice call** on the list to talk to a counsellor instead.

## Register




An event's page, with **Register, free** beside it

1. On the event's page, find **Register, free**.
2. Type your **First name**, and your **Last name** if you like.
3. Type your **Email**, and your **Mobile or WhatsApp** if you like, starting with your country code.
4. Tick "Send me news of other events and study opportunities" only if you want them. You can stop them at any time.
5. Choose **Register**.

## What happens next

- The page says **You are registered** and shows **Your code for the door**. Keep it: you show it when you arrive.

- We email you the details: the date and time (London time), the place, and for an online event the link to join, with your code.
- If you are new to us, your registration gives you a counsellor. After the event, our team can ask your counsellor to follow up with you.
- If you register again with the same email, the page says so and we email your details and code again to that address only.

### If something goes wrong

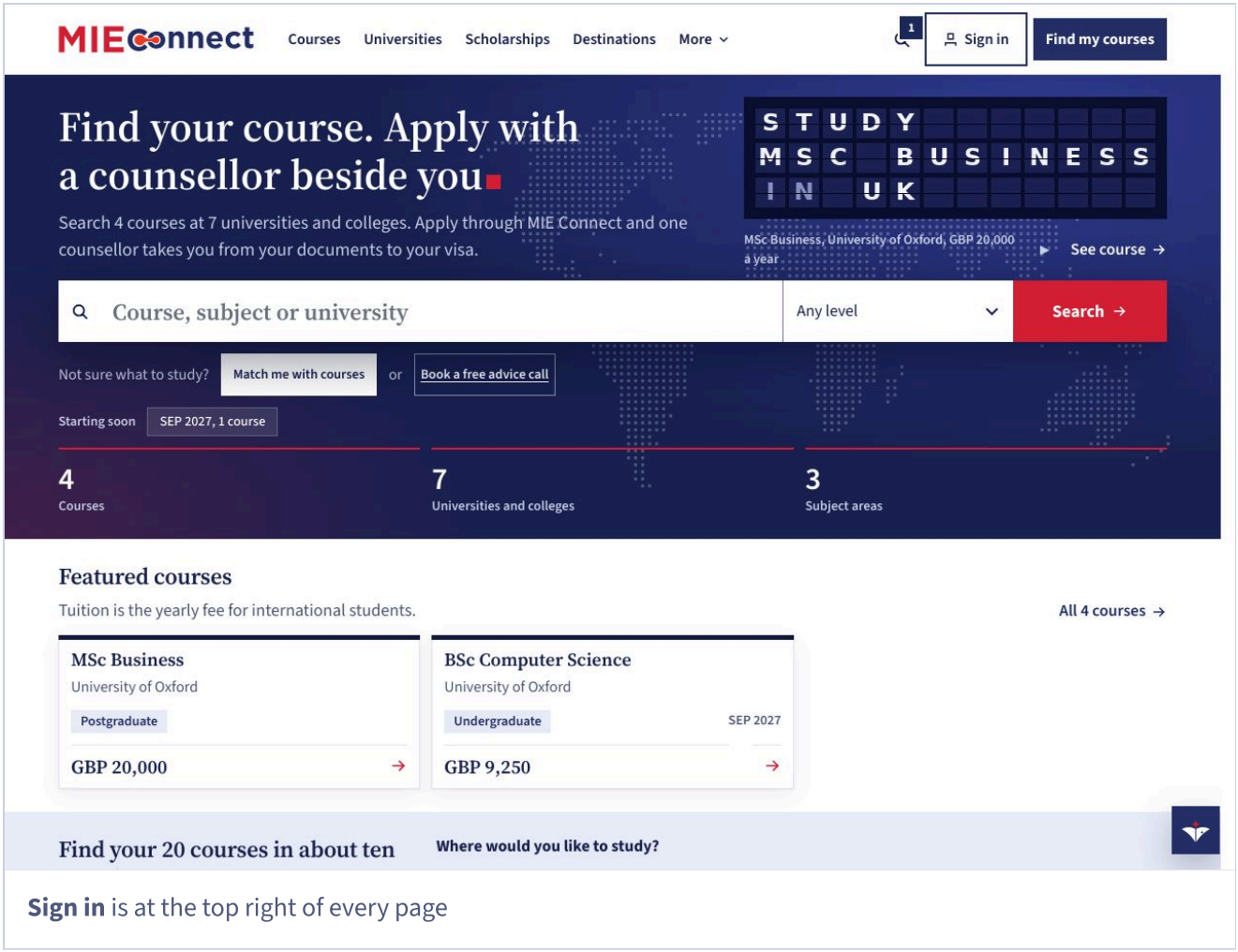
- "Enter your first name." or "Enter an email like name@example.com": correct the box and choose **Register** again.
- "Start with your country code, for example +880 1711 223344": your mobile number needs its country code, or leave it empty.
- "Sorry, this event is full." All places are taken. Look for another date under **All events**, or book a call.
- "We could not check that you are human. Please try again." Wait a moment, then try again.
- "Too many tries. Please try again in an hour."
- **"This event has ended".** Registration closes once an event is over. See the events coming up, or book a free advice call.
- **"This event is not open".** It may have moved or been cancelled. Choose **All events** or **Book a free advice call**.

## Create an account, sign in and sign out

Make your free MIE Connect account with your email, sign in on the website or a phone, use a second step if you have one, and sign out safely.

Your free MIE Connect account keeps your answers, your shortlist and your applications in one place, and lets you follow every step in your student portal. You sign in with your email; there is no separate sign-up form.

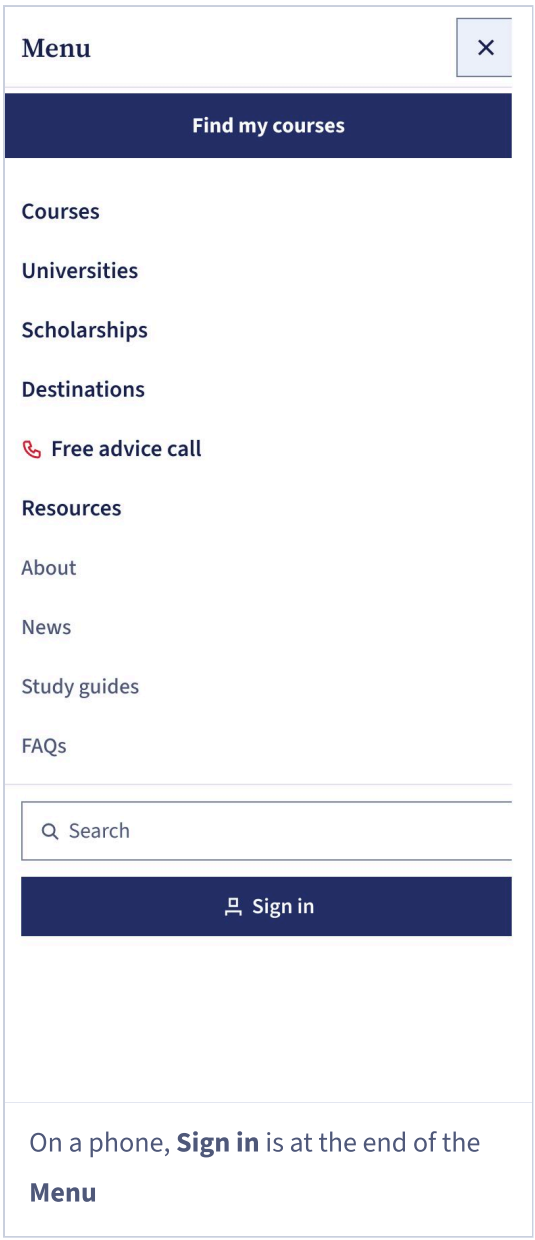
## Create your account or sign in




**Sign in** is at the top right of every page

1. Choose **Sign in** at the top right of any page. You can also choose **Create my account** at the end of the questions, **Create your account** after leaving your details, or **Register** on the booking page.
2. MIE Connect's sign-in page opens (account.mieconnect.com, our account service). It says **Sign in to MIE Connect**, or **Create your MIE Connect account**.
3. Type your **Email address** and choose **Continue**. New here? The same step creates your account.
4. Check your email for a one-time code. Type it under **One-time code** and choose **Continue**. No email? Look in your spam folder, or choose **Resend code**.
5. You come back to the page you started from, signed in.

The sign-in page may also offer **Sign in with a passkey** and, once they are set up on our account service, other ways in such as **Continue with Google**. Use whichever suits you; they all reach the same account if they use the same email.



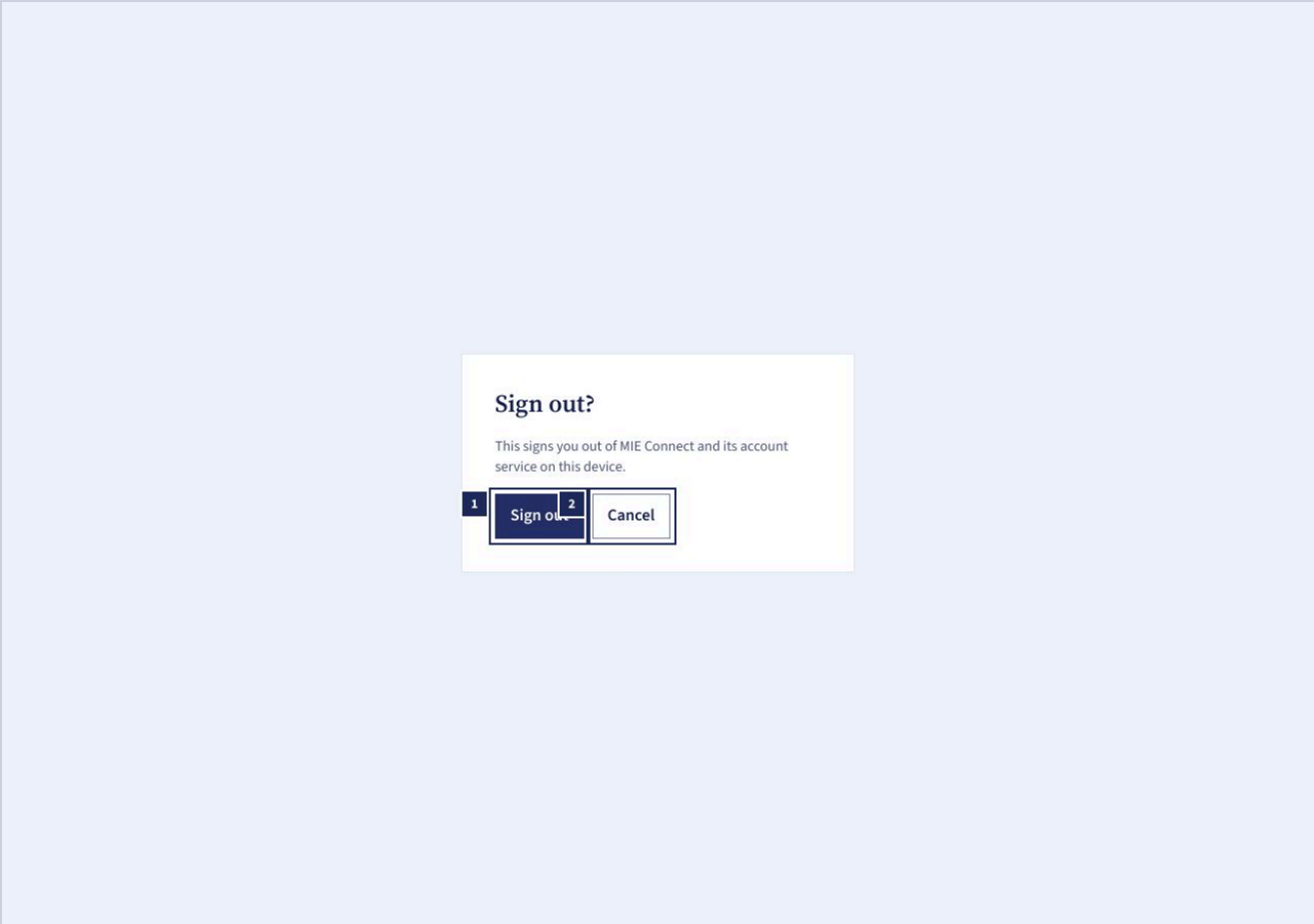

On a phone's browser, open the **Menu** (the button with three lines) and choose **Sign in**. In the MIE Connect phone app, you sign in the same way in a window that opens over the app; the app then asks **Sign in to the app?** and you choose **Continue**.

## If you use a second step

If you have turned on a second step, MIE Connect then asks **Enter your code**:

1. Open your authenticator app and type **The 6-digit code from your authenticator app**.
2. Lost your phone? Choose **Use a recovery code instead** and type one of your recovery codes.
3. Choose **Sign in**.

## Sign out




Signing out asks you first

1. In your student portal on a computer, open your account menu (your photo or initials, at the foot of the menu) and choose **Sign out**. On a phone, open **More** and choose **Sign out**. You are signed out straight away.
2. On the website's pages, a **Log out** button sits beside your photo at the top on a wide screen; on a phone, **Logout** is at the foot of the **Menu**.
3. If you open an older sign-out link, the page asks **Sign out?** first. Choose **Sign out**, or **Cancel** to stay signed in.

On a shared computer, always sign out when you finish.

## What happens next

- The first time you sign in as a student, we make your student record. If you came by a partner agency's link or one of our campaigns, that is noted on it.

- If you answered the questions or chatted with Saathi before signing up, your answers move into your account.
- On the website you stay signed in for up to 12 hours; then you sign in again. In the phone app you stay signed in for 30 days, and your phone's own lock (such as Face ID or your passcode) guards each opening.
- Partner agencies and universities sign in the same way, with the email their account was set up for.

### If something goes wrong

- **"Sign-in didn't finish"**, with **"Sign-in expired or was started in another tab. Please try again."** Choose **Sign in again**. This happens when a sign-in page was left open too long or opened in a second tab.
- **"Sign-in didn't finish"**, with **"Sign-in failed. Please try again."** Choose **Sign in again**. If it keeps failing, email info@mieconnect.com.
- **The code does not arrive.** Wait a minute, check your spam folder, then choose **Resend code**. Codes expire after a few minutes.
- **"That code is not right."** (the second step) Check the time on your phone is right, and try the newest code.
- **You are signed in as the wrong person.** Sign out, then sign in again with your own email.

## For parents, guardians and sponsors

How a parent or sponsor can follow a student's applications with a private link, what you can see, and what we ask when a student is under 18.

Parents, guardians and sponsors often help pay for and plan a student's studies. You can follow your student's applications with a private link they send you, book a free call with a counsellor, and read everything on our website without an account.

### Follow your student's applications

Your student invites you from their student portal, under **Family access**, with **Invite a parent or sponsor**. They give your name, your email and who you are (**Parent**, **Guardian**, **Sponsor** or **Other family**).

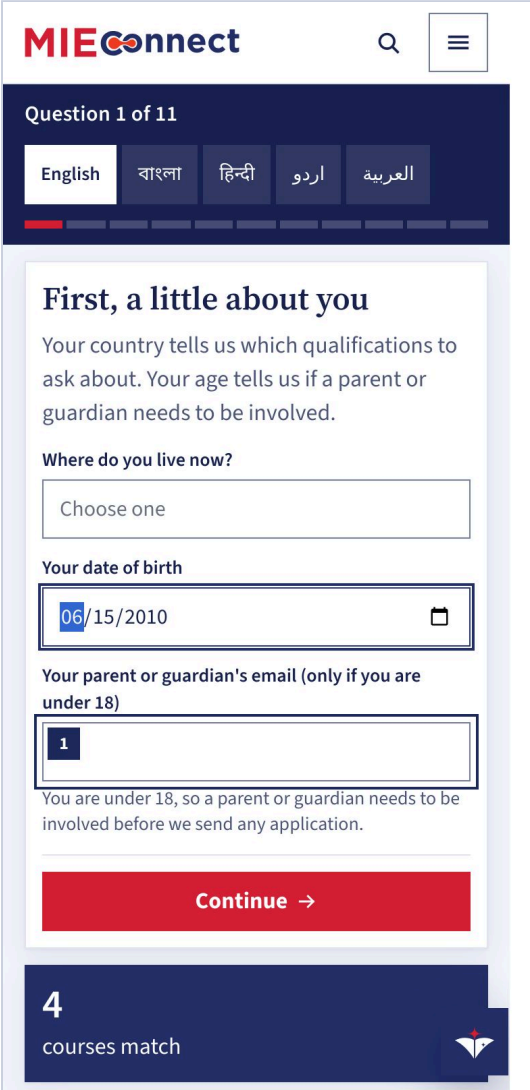
1. Look for our email, with the subject "… shared their study plans with you" and your student's name.
2. Choose **See their progress** in the email. You don't need to sign in or make an account.
3. The page shows **Shared with** your name, and your student's study plans: each application's course, university and where it has got to, and, once there is one, the offer, whether it is accepted and whether a deposit is due or paid.
4. Underneath, it says how many documents are still to upload and, before travelling, how much of the departure checklist is done.

Keep the email: the link is how you come back. It works for a year.

> **Note**
>
> The page is read only. You see progress, never your student's documents, and you cannot change anything. Questions? Ask your student, or email info@mieconnect.com.

## If your student is under 18

MIE Connect is for students aged 16 and over. When a student under 18 answers our first question, we ask for a parent or guardian's email. A parent or guardian must be involved before we send any application.




When a student under 18 gives their date of birth, the first question asks for a parent or guardian's email

Is your child under 16? Please email us at info@mieconnect.com.

## Talk to a counsellor yourself

You are welcome on a call with your student, or on your own. Choose **Free advice call** on our website to book a free video or phone call (Book a free call with a counsellor), or come to one of our events. Our advice and the applications are free: universities pay us, not students or families (How applying works, from your first question to travel).

## What happens next

- Your student sees that you have access, until when, and when you last looked.
- Your student can stop sharing at any time with **Stop sharing**; the link then stops working.
- To see a new application or step, just open the link again: it always shows the latest.

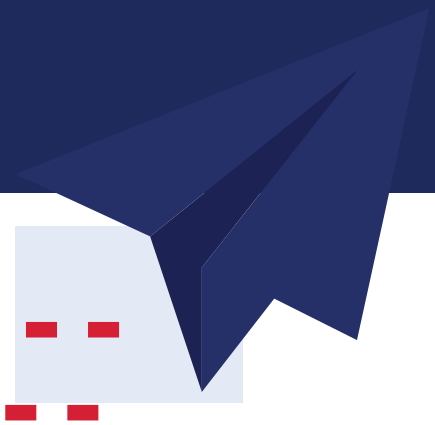
## If something goes wrong

- **"This link does not work. It may have been stopped. Ask for a new one."** Your student stopped sharing, or the year has passed. Ask them to invite you again.
- **No email arrived.** Check your spam folder, and that your student typed your email correctly. They can send another invite from **Family access**.
- **Someone asks you to pay a deposit to a person.** Don't. Pay a deposit or tuition only to the university itself, and ask the counsellor if you are unsure.

CHAPTER 6

# The phone app

Signing in on your phone, notifications, calls and documents.



## In this chapter

1. **Sign in on the app, and the app lock**
   Sign in to the phone app in your phone's own sign-in sheet, unlock it with Face ID or your fingerprint, and sign out so nothing stays on the phone.

# Sign in on the app, and the app lock

Sign in to the phone app in your phone's own sign-in sheet, unlock it with Face ID or your fingerprint, and sign out so nothing stays on the phone.

The app signs you in with the same MIE Connect account as the website. For your safety it does this in your phone's own sign-in sheet, not inside the app, and asks you to confirm before the app is signed in.

**Sign in** → **Your phone's sign-in sheet** → **Sign in to the app?** → **Continue** → **Back in the app**

## Sign in

1. Open the app and choose **Sign in** in the bar at the bottom.
2. The page says "Sign in to your MIE Connect account: students, partners and staff." Choose **Sign in**. If you have signed in on this phone before, it says **Continue as** and your email; choose **Use another account** to sign in as someone else.
3. Your phone's sign-in sheet opens (Apple's on an iPhone, a browser tab on Android) with the MIE Auth sign-in page. Sign in with an emailed code, Google or a password, as on the website. See Sign in and sign out.
4. **Sign in to the app?** asks you to confirm: "This signs the MIE Connect app in as …". Choose **Continue** only if you just chose **Sign in** in the app.
5. The sheet closes and you are signed in, on your home page. If you use a second step, the app asks for your code first.

Choose **Browse courses first** on the sign-in page to look round before signing in.

> **Watch out**
>
> If **Sign in to the app?** appears when you did not choose **Sign in** in the MIE Connect app, do not choose **Continue**: close the sheet. Another app may be trying to use your account.

## The app lock

You stay signed in for 30 days, so the app locks itself:

- from the second time you open it, and again after 5 minutes away, **MIE Connect is locked** appears;
- choose **Unlock with Face ID** (or Touch ID, your fingerprint, or your phone's passcode, whichever your phone has);

- or choose **Sign out** on the lock screen.

Students, partners and universities can turn the lock off or on: choose **Lock with …: on** (or **off**) in **More**, under **Your account**.

## Sign out

1. Open **More** and choose **Sign out**.
2. The app goes back to **Explore**.

Signing out removes the pages kept on the phone for offline use, stops notifications and calls for you on this phone, and clears the number on the app icon. On Android the app also signs you out of MIE Auth in a browser tab, which closes by itself, so the next person cannot sign in as you.

## What happens next

The app tells MIE Connect which phone you are on, so your notifications reach it.

Your sign-in shows on **Sign-in security** as a device you can sign out from anywhere. See Two-step sign-in and your devices.

## If something goes wrong

- **"Sign-in expired. Please try again."** You took more than ten minutes to choose **Continue**, or the app could not finish in time. Choose **Sign in** again.
- **The sheet closed and nothing happened.** You closed it before signing in. Choose **Sign in** again.
- **"Sign-in failed."** Try again; if it keeps happening, check your connection, or sign in on the website to check your account works.
- **"That didn't work. Try again, or sign out and back in."** (on the lock screen) Face ID or your fingerprint was not recognised. Choose **Unlock with …** again, or use your passcode.
- **Your phone has no Face ID, fingerprint or passcode.** The app cannot lock. Set a passcode on your phone to protect your account.

CHAPTER 7

# Troubleshooting

What to do when a page, an upload, a call or an email does not work.



## In this chapter

1. **I can't see a page or a button, or a page says not found**
   Why a page, a menu item or a button is missing, what "No access", "Pending approval" and "Page not found" mean, and who can help.
2. **My upload failed**
   Which files each upload takes and how big they can be, what each error message means, and how to fix the file so it goes through.
3. **The call won't connect**
   Fix a voice or video call that will not start or keeps dropping: your microphone and camera, join links, meeting times, and calls on the phone app.
4. **An email didn't arrive**
   What to check when a sign-in code, a message from your counsellor or an email you sent from MIE Connect does not arrive.
5. **I was signed out**
   Why MIE Connect signed you out or asks you to sign in again, how long a sign-in lasts, and how to get back work you had not saved.
6. **The page looks wrong on my phone**
   How MIE Connect is laid out on a phone or tablet, and what to try when a page looks cut off, squashed or different from a colleague's.

# I can't see a page or a button, or a page says not found

Why a page, a menu item or a button is missing, what "No access", "Pending approval" and "Page not found" mean, and who can help.

MIE Connect only shows you what you may use.

This guide helps you work out why something is missing and what to do.

## A page is not in your menu

If you are not signed in, sign in first: your menu shows your pages once you are. See Sign in and sign out.

## A button is missing

Buttons only appear when you may use them, so someone else may see one you do not. For example, **Edit** only shows if you may change that record; **Delete** (in **More**) only if your role lets you delete that kind of record.

## What the messages mean

> **Note**
>
> If you open a page meant for another kind of account (for example a student opening a staff link), MIE Connect takes you to your own pages instead (students to their profile, everyone else to their dashboard), or says **Page not found**.

## A page says "Page not found"

**"Page not found"** with **"This page has moved or no longer exists. Your menu has every page you can use."** usually means one of these:

- **An old link or bookmark.** The page has moved. Choose **Go to your dashboard** and find it from the menu or search.
- **The record was deleted.** Deleted records wait in the Recycle bin for 90 days; an administrator can restore them.
- **A Help Centre guide for another role.** Guides are only shown to the roles they are for.
- **A typing mistake** in the address.
- **The record is not yours to open.** A record outside your access answers "not found", so nobody learns it exists.

On the public website, the same page offers a search box, **Browse courses**, **Browse universities** and **Book a free advice call**.

### What happens next

When an administrator changes your roles, the change shows on the next page you open. If your kind of account changes (for example from a student account to a staff one), MIE Connect signs you out: sign in again to open your new pages.

### If something goes wrong

- **You had access yesterday and not today.** Your role may have changed, or your account was switched off. Ask for access as in **A page is not in your menu** above.
- **The page you need opens, but it is empty.** You may only see your own records, or a filter is on. Choose **Clear filters**.

## My upload failed

Which files each upload takes and how big they can be, what each error message means, and how to fix the file so it goes through.

Every upload box says what it takes under its name, for example "PDF, JPG, PNG or Word, up to 10 MB". If a file is refused, the box says why before anything is sent, and the page says it again if the file gets through to us and is still refused. Nothing is saved until the file is accepted.

### What each upload takes

- **Documents** (passports, transcripts, certificates, bank statements, and any document a student, partner or member of staff uploads): **PDF, JPG, PNG or Word** (.pdf, .jpg, .jpeg, .png, .doc, .docx), up to **10 MB**.
- **Profile pictures**: **PNG, JPG or WebP**. The page makes your picture the right size before sending it; without that, the limit is 2 MB.

### Fix a refused file

1. Read the message under the upload box or at the top of the page.
2. Find it in the list below and fix the file.
3. Choose the file again (**Choose file**, or **Replace** if one is already there), then save or send again.

### What the messages mean

- **"GIF files are not taken here: use PDF, JPG, PNG or Word."** (or another type) The box does not take that kind of file. Save it as one of the types listed. A photo from a phone in another format can be saved again as a JPG.

- **"That file is 14.2 MB. Choose one up to 10 MB."** or **"That file is 14.2 MB. Upload a PDF or image under 10 MB, or compress it first."** It is too big. For a PDF, print it again to a new PDF at a smaller size, or scan at a lower resolution; for a photo, send a smaller copy.
- **"The file is empty."** The file has nothing in it. Open it on your device to check, then save it again.
- **"Only pdf, jpg, jpeg, png, doc and docx files are allowed."** The file's name has no type, or an unusual one. Rename it with the right ending, such as passport.pdf.
- **"The file type does not match its extension."** or **"The file's contents do not match its type. Save it again as a real PDF, image or Word file."** The file was renamed to look like another type. Open it in the program that made it and save it as a real PDF, JPG or Word file.
- **"This PDF contains scripts or attached files, which we cannot accept. Print it to a new PDF and upload that."** Use your computer's or phone's **Print**, choose to save as PDF, and upload the new file.
- **"This Word file contains macros, which we cannot accept. Save it as a PDF or a .docx without macros."**
- **"This file failed the virus check and was not saved."** The file may be harmful. Do not send it again; get a clean copy from where it came from.
- **"We could not check this file for viruses just now. Please try again in a few minutes."** Our check was busy. Wait a few minutes and try again.
- **"Please choose a PNG, JPG or WebP picture."**, **"That picture is … MB. Choose one under 2 MB."**, **"We could not read that picture. Save it again as a PNG, JPG or WebP and try once more."** or **"That picture is too big to use. Choose one under 8000 pixels across."** These are about profile pictures: choose another picture, or save it again smaller.
- **"That is too large to send."** Everything you sent at once was over 21 MB. Send fewer files at a time.

## On a phone

- In the phone app, **Take a photo** beside an upload box opens the camera, and the photo goes into the same box. See Documents, the camera and working offline.
- A photo of a document is clearest in good light, flat on a table, with all four corners in view.
- If the upload box does not open your files or camera, check that MIE Connect (or your browser) may use your photos and camera in your phone's settings.

## What happens next

Once a document is accepted, it is saved with the record. A student's document goes to their counsellor, who is told and checks it next.

### If something goes wrong

- **The upload seems to do nothing.** Check your connection; a big file on a slow connection takes a while. The button shows that it is working until it finishes.
- **The file is accepted but looks wrong.** Open it from the record to check; if it is a scan, upload a clearer one with **Replace**.

## The call won't connect

Fix a voice or video call that will not start or keeps dropping: your microphone and camera, join links, meeting times, and calls on the phone app.

MIE Connect's voice and video calls run in your browser or in the phone app, between a counsellor and a student. Calls are never recorded. Most problems come from the microphone or camera not being allowed, an old link, or a weak connection.

> **Note**
>
> Staff start calls; students answer or join them, and never start one.

### Allow your microphone and camera

Your browser asks before a call can use them. If you said no, or never saw the question:

1. Look at the address bar: a camera or lock sign there opens the site's settings.
2. Set **Microphone** (and **Camera**, for video) to **Allow** for MIE Connect.
3. Reload the page, then join again. Before you join, **Check your microphone and camera** (on a voice call, **Check your microphone**) shows a level that moves when you speak ("We can hear your microphone.").

In the phone app, allow the microphone (and the camera, for video) for MIE Connect in your phone's settings.

### What the call screen says

- **"Your browser did not allow the microphone or camera. Allow them in its settings, then try again."** Follow the steps above.
- **"Allow the microphone in your browser's address bar, then try again."** (or the camera, or both) The same, for the one it names.
- **"No microphone was found. Connect one, then try again."** Plug in a headset or microphone, or use another device.

- **"Your camera could not start. You can carry on with sound only."** Another program may be using the camera. Close it, or carry on with sound.
- **"Connecting…"** for a long time, or **"The call could not connect. Close this window and try again."** Your network may block calls. Try another network (for example your phone's data instead of an office or hotel Wi-Fi), then call or join again.
- **"Poor connection"**, **"Reconnecting…"** or **"Connection lost. Reconnecting…"** Your signal dropped. Move closer to the Wi-Fi, close other video or downloads, or turn your camera off to save bandwidth. The call comes back by itself when it can.
- **"This call carries on in another window."** The call is open in another tab or window. Use that one.
- **"Nobody answered."** or **"The call was declined."** The other person did not take the call. Try again later, or send a message.

## Join links and meetings (students)

Your counsellor may send you a link to join a call, or you may have booked a meeting.

- **"This link has expired"** Join links work for 30 minutes. Ask your counsellor for a new one, or wait for them to call you again.
- **"This link was already used"** A join link works on one device only. Ask your counsellor for a new one.
- **"This link no longer works"** Your counsellor sent a newer link. Open the newest one.
- **"This call has ended"** Your counsellor can call you again, or send you a message.
- **"This link does not work"** Check that you opened the whole link, or ask your counsellor for a new one.
- **"It opens at …, 10 minutes before the start. Come back to this page then."** A booked meeting opens 10 minutes before it starts. Choose **Check again** at that time.
- **"This meeting was cancelled."** or **"This meeting has ended."** Book another call from the page, or ask your counsellor.
- **"Calls are switched off"** Calls are not available just now. Your counsellor will contact you.

## What happens next

When the call connects, both of you see **On the call**. If one of you drops out, the other sees that you left and that the call waits for you to come back.

## If something goes wrong

- **Sound but no picture.** The other person may have turned their camera off ("Camera off"), or the call is a voice call. A voice call never uses your camera.

- **They cannot hear you.** Check you are not muted: **Mute** stays pressed while you are (choose it again, or press `M`), and the call bar on your other MIE Connect pages offers **Unmute**. Then choose the right microphone under **Settings**.
- **You cannot hear them.** Check your volume, and choose the right speaker under **Settings** (where your browser lets you choose one).

# An email didn't arrive

What to check when a sign-in code, a message from your counsellor or an email you sent from MIE Connect does not arrive.

Most missing emails are in a spam or junk folder, were sent to a different address, or are still on their way. Work through the checks for the email you are waiting for.

## A sign-in code or link

Sign-in emails come from MIE Auth, our sign-in service, not from MIE Connect itself.

1. Wait a minute: codes usually arrive within seconds, but can be slower.
2. Look in your spam, junk, promotions or "other" folders.
3. Check the address you typed on the sign-in page. Choose **Use a different email** if it was wrong.
4. Choose **Resend code**. You can ask again every 30 seconds ("Resend in 30s").
5. Use the newest code: codes expire after a few minutes, and an older one stops working.

If codes never arrive, choose **Continue with Google** or **Sign in with a password** instead, if you have them. See Sign in and sign out.

## An email from MIE Connect

Emails from MIE Connect, such as booking confirmations, reminders, messages from your counsellor and notices to staff and partners, come from `no-reply@mieconnect.com`, signed in the company's design by the person who sent them.

First look in your spam or junk folder. If you find it there, mark it as not spam, and add `no-reply@mieconnect.com` to your contacts so the next ones arrive.

### If something goes wrong

- **A link in an email does not work.** Links to sign in, join a call or set a password expire. Ask for a new one, or sign in from the website.

# I was signed out

Why MIE Connect signed you out or asks you to sign in again, how long a sign-in lasts, and how to get back work you had not saved.

Being signed out is usually a safety feature working as it should. This guide explains why it happens and how to carry on where you were.

### Your sign-in ran out

A sign-in lasts a fixed time from the moment you sign in, however busy you are:

- **The phone app:** 30 days, with Face ID, a fingerprint or your passcode when it opens and after five minutes away.

When the time is up, the next page you open asks you to sign in, then takes you back to that page. Signing in again is quick, especially with an emailed code or Google. See Sign in and sign out.

### You are asked to sign in again before an action

Before a delete, a bulk change, or anything that cannot be undone, MIE Connect needs a sign-in from the last 15 minutes. If yours is older, the page says **Sign in again to …** and **Nothing has been changed.**

1. Choose **Sign in again**.
2. Sign in, with your second step if you use one.
3. You come back to the page you were on. Do the action once more.

### Someone, or something, signed you out

- **You chose "Sign out everywhere else"** on another device, or **Sign out** beside this device, on **Sign-in security**. See Two-step sign-in and your devices.
- **An administrator signed you out everywhere**, for example after a lost laptop or phone.
- **Your second step was reset** (after a lost phone): that signs you out everywhere.
- **Too many wrong codes** at your second step end the sign-in for your safety ("Too many wrong codes").
- **Signing out on a shared computer** also signs you out of MIE Auth, so the next sign-in there asks again.

- **Your account was switched off.** You cannot sign in again ("Sign-in failed. Please try again.").

### Get back what you had not saved

When you edit a record, MIE Connect keeps your changes in this browser every few seconds. After signing in again:

1. Open the same record and choose **Edit**.
2. A bar says **Unsaved changes from …** (the time you last typed).
3. Choose **Restore** to put your changes back, then **Save changes**. Or choose **Discard**.

This works on the record forms (the ones with **Save changes**), in the same browser, for 7 days, and only for the person who typed the changes. Choosing **Sign out** yourself, or opening a page of the website while signed out, clears them. For other forms, such as a long message, copy your words somewhere safe before you leave a page open for a long time.

### What happens next

Each sign-in is recorded with its device. **Sign-in security** lists where you are signed in now, so you can check nobody else is.

### If something goes wrong

- **You are signed out every few minutes.** Your browser may be clearing cookies, or blocking them for this site. Allow cookies for mieconnect.com and account.mieconnect.com, and do not use a private window that closes.
- **"Sign-in expired or was started in another tab. Please try again."** Close the other tabs, choose **Sign in again**, and finish within ten minutes.
- **You see a page you do not recognise after signing in.** Check the email you signed in with: an unknown address opens a new student account. See I can't see a page or a button, or a page says not found.

## The page looks wrong on my phone

How MIE Connect is laid out on a phone or tablet, and what to try when a page looks cut off, squashed or different from a colleague's.

MIE Connect works on any screen. On a phone or a tablet some things move to make room, which can look as if they are missing. This guide shows what changes on purpose, then what to try when something really is wrong.

## What is meant to look different

- **The menu** is not down the side. It is the bar at the bottom of the screen.
- **The tabs** of a section run across the top. In a browser, those that do not fit go under **More** at their end; in the phone app they scroll sideways.
- **Lists** show each row as a card: the record's name and its first three details. Tap the name to open it.
- **Filters** open as a sheet from **Show filters**, with **View** and **Sort by** at its top.
- **Records** open in a panel that fills the screen, instead of beside the list. On a computer, a record opens beside its list only when the window is wide enough.
- **Some actions are left out on a phone**, as they need a computer.
- **Wide tables** (for example some reports) keep their columns and scroll sideways inside their own box. The page itself never scrolls sideways.

The phone app has its own frame: a navy bar at the top, a bar of tabs at the bottom, and it follows your phone's dark mode. The website on a phone's browser keeps the light look. See Get the MIE Connect app.

## Try these first

1. Reload the page (pull down in the phone app, or the reload button in your browser).
2. Turn your phone on its side, or back upright.
3. Reset the browser's zoom, and check your phone's text size is not set very large.
4. Turn off **Desktop site** (or **Request desktop website**) in your browser's menu, if it is on.
5. Update your browser, or the app, to the latest version.
6. Sign out, close the browser or app completely, open it again and sign in.

## What happens next

Fixes to how pages look reach the website and the app at the same time, without an app update.

## If something goes wrong

- **A button is not there.** It may be under **Menu**, **More** or the **More** menu of a record. Some buttons are also only for some roles: see I can't see a page or a button, or a page says not found.
- **The page is blank or half drawn.** Your connection may have dropped. The offline page says **You're offline** in the app, or **You are offline** in a browser: choose **Try again**.

# Need more help?

Three ways to get an answer:

1

## On any page

Choose the **?** button at the top of the page for its guide. Students: choose your name in the menu, then **Help**; on a phone, **More**, then **Help**.

2

## Ask the Help Centre

Go to mieconnect.com/help and type your question. Signed in, choose **Ask** for an answer from the guides.

3

## Contact us


Email info@mieconnect.com

Web mieconnect.com

Office 16 St. Clare Street, London EC3N 1LQ



MIE Connect is a service of MH Global Group. MH Global Group Limited, company number 16317481, registered in England and Wales.