

CEG Commission Portal **User Guide**

We are delighted to introduce the Commission Portal, developed to streamline the processing of agent commission and bonus statements, and improve cybersecurity by minimising the exchange of sensitive data via email. You will now be able to view, query and approve your statements via the portal, prompted by automated email notifications at key stages in the process.

To view your first statement via the portal, please click the website link below to register your account by completing the steps outlined in the **User Guide**. This simply requires you to enter your agent EMP number and email address for verification, and then to create a username and password.

<https://acp.oncampus.global/>

If you experience any difficulty with registration or accessing your statements, please request assistance from **Agent Support via email**. They will also be able to provide you with a Bank Account Authorisation Form if you wish to change your bank details.

agentsupport@ceg-uk.com

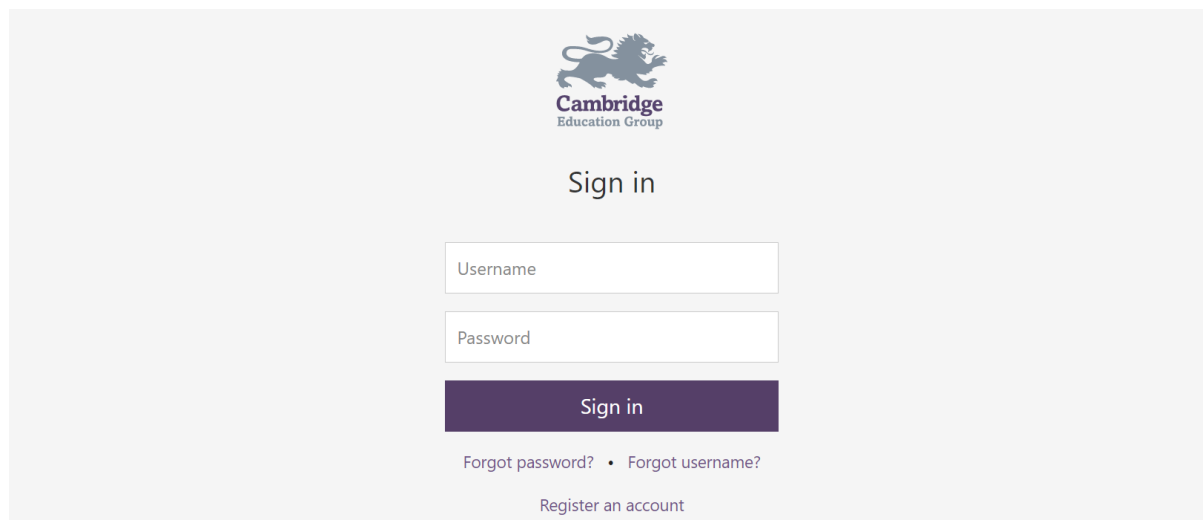
It is important that any queries regarding the detail of your statement are raised with **Finance via the portal**, including as much information as possible, e.g. student number, full name, date of birth, centre, course, etc.

Account

Registration

1. Navigate to the 'Register as' page

When accessing the portal for the first time, you will need to create an account. The website link will take you to the 'Sign in' page. To begin the registration process, click on the 'Register an account' link below the 'Sign in' button.



The screenshot shows the 'Sign in' page of the Cambridge Education Group Commission Portal. At the top is the Cambridge Education Group logo. Below it, the text 'Sign in' is centered. There are two input fields: 'Username' and 'Password'. Below these fields is a dark purple button with the text 'Sign in' in white. At the bottom, there are two links: 'Forgot password?' and 'Forgot username?' separated by a bullet point, and a link 'Register an account'.

2. Register with an agent EMP number

On this page, you will need to enter your agent EMP number and email address. The email entered here must match the Finance contact in your organisation (as previously provided).

Click 'Continue' to validate these details.



Register as

Continue

[Back to Login](#)



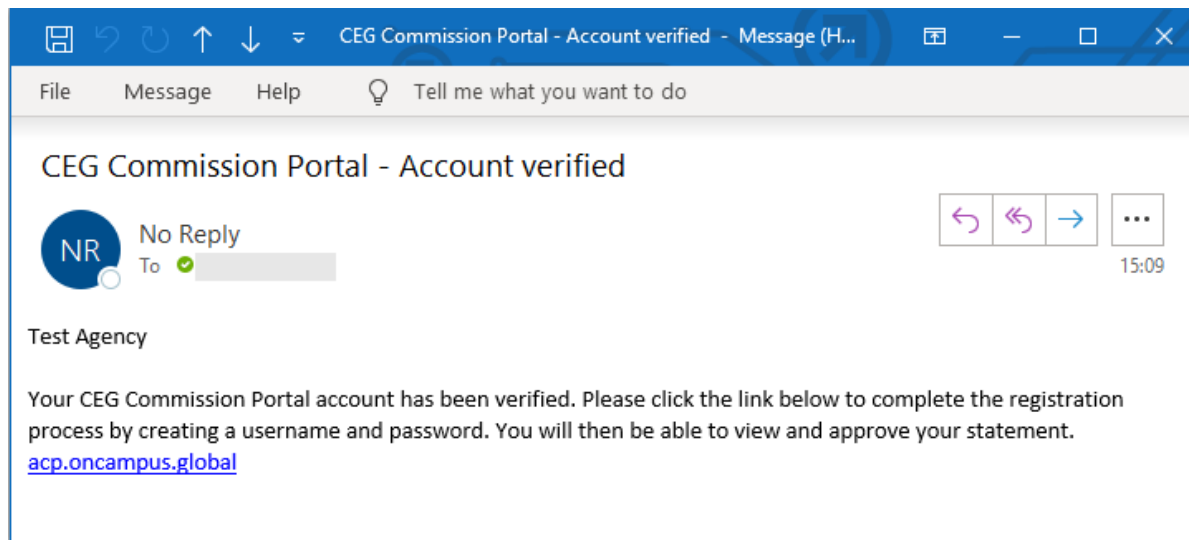
Your account was registered successfully!

You should receive an email soon, with a link to set your account password.

[Click here to go back to the login page.](#)

3. Email verification

You will receive an email with a link to create your password. Click the link to continue your account setup.



4. Username and password creation

Enter your desired username and password, then click 'Submit'. These are the credentials that you will use to sign in to the portal.

Note: Passwords must be a minimum of 12 characters, containing at least 1 number and 1 upper case letter.



Enter a New Password

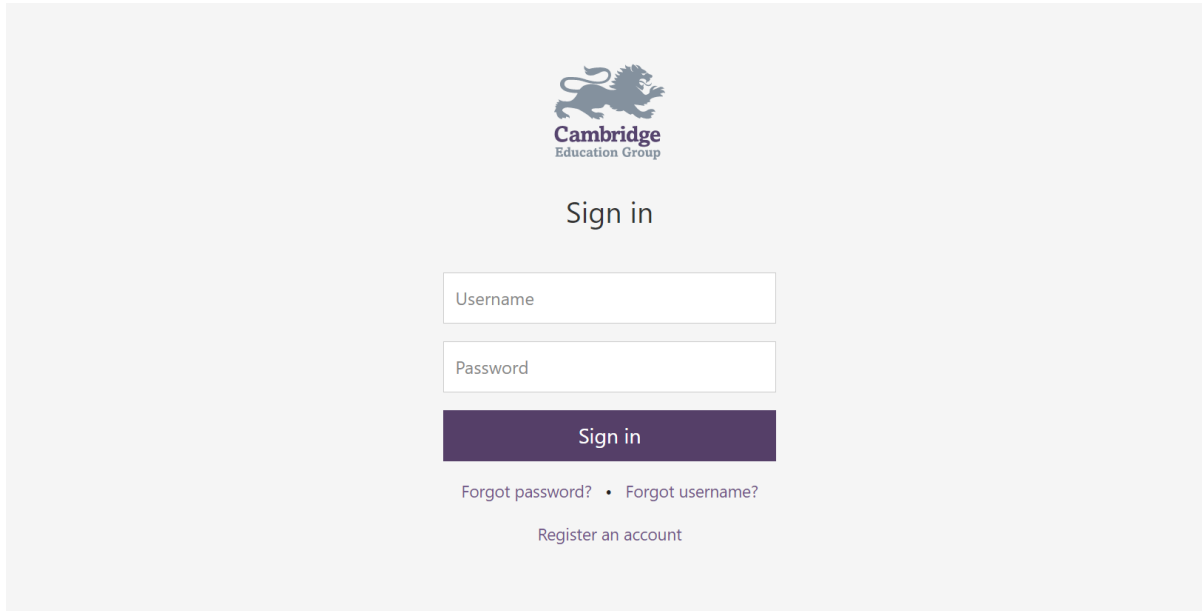


Password applied successfully!

[Click here to go to the login page.](#)

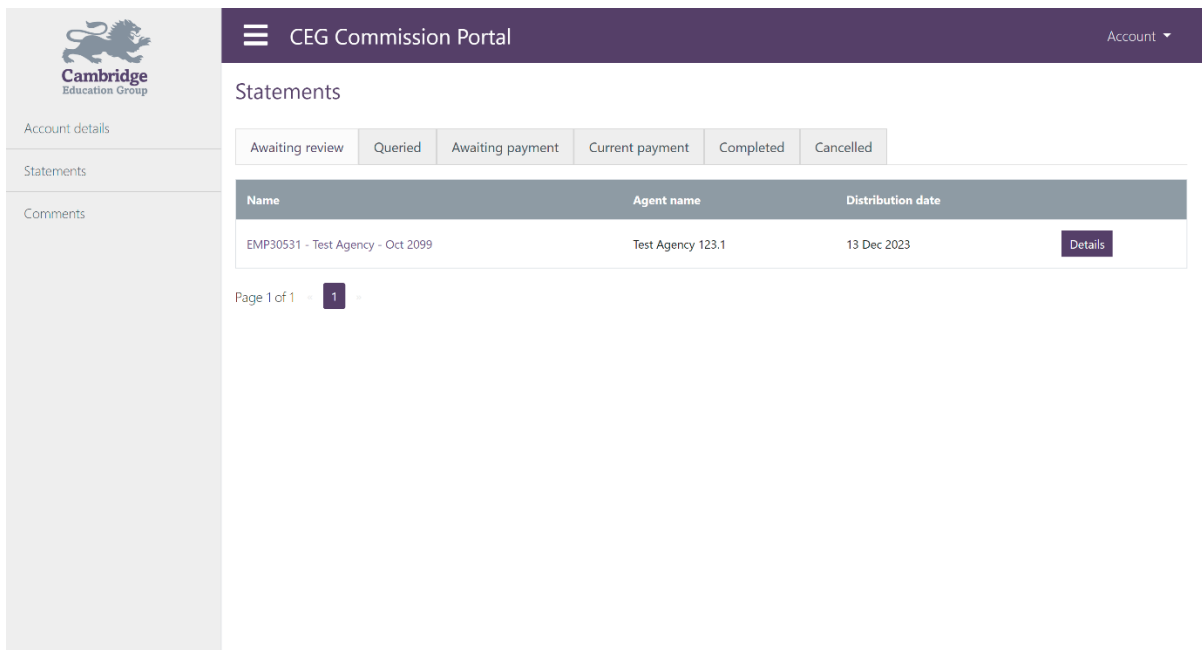
5. Sign in using your account details

Your registration is now complete. To test your credentials, go to the 'Sign in' page and enter your username and password.



The sign in page features the Cambridge Education Group logo at the top. Below the logo is the heading "Sign in". There are two input fields: "Username" and "Password". A purple "Sign in" button is positioned below the password field. Below the button are two links: "Forgot password?" and "Forgot username?". At the bottom of the form is a link that says "Register an account".

You will be taken to the 'Statements' page.



The CEG Commission Portal interface shows a sidebar with navigation links: "Account details", "Statements" (selected), and "Comments". The main content area is titled "Statements" and includes a filter bar with tabs: "Awaiting review", "Queried", "Awaiting payment", "Current payment", "Completed", and "Cancelled". Below the filter bar is a table with the following data:

Name	Agent name	Distribution date	
EMP30531 - Test Agency - Oct 2099	Test Agency 123.1	13 Dec 2023	Details

At the bottom of the page, there is a pagination indicator: "Page 1 of 1" followed by a button with the number "1".

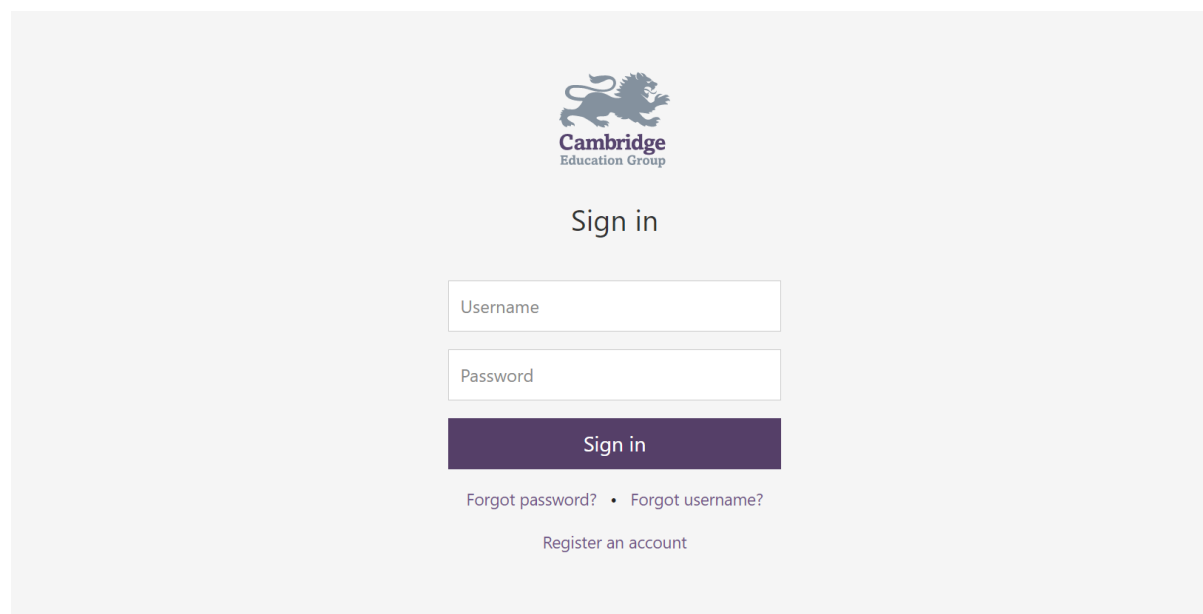
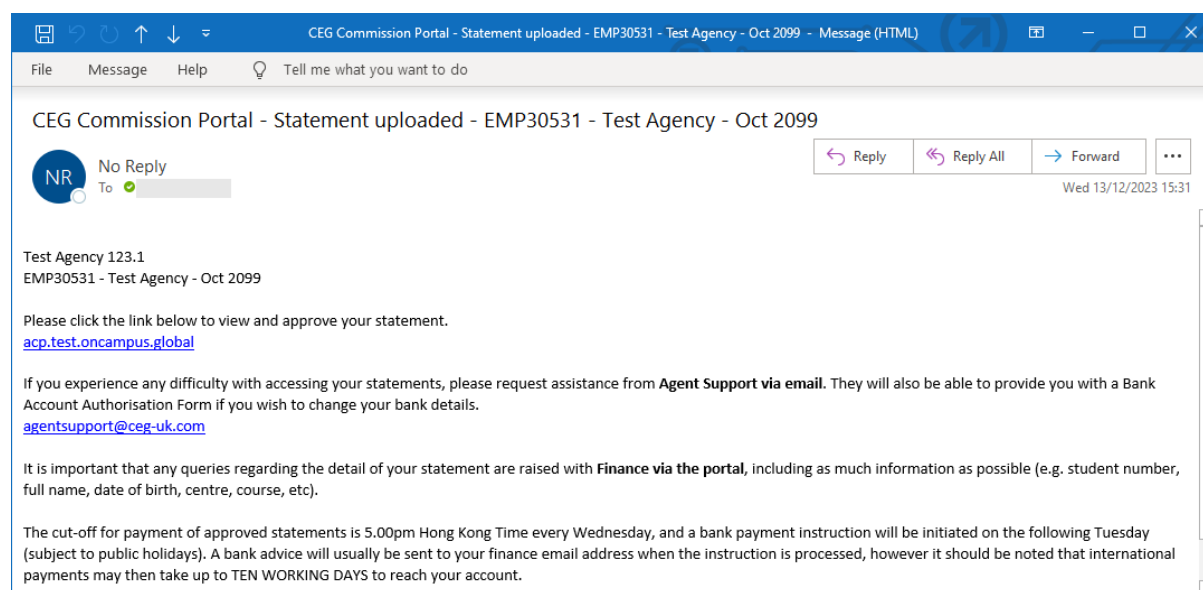
Statements

Statement lifecycle

1. New statement notification

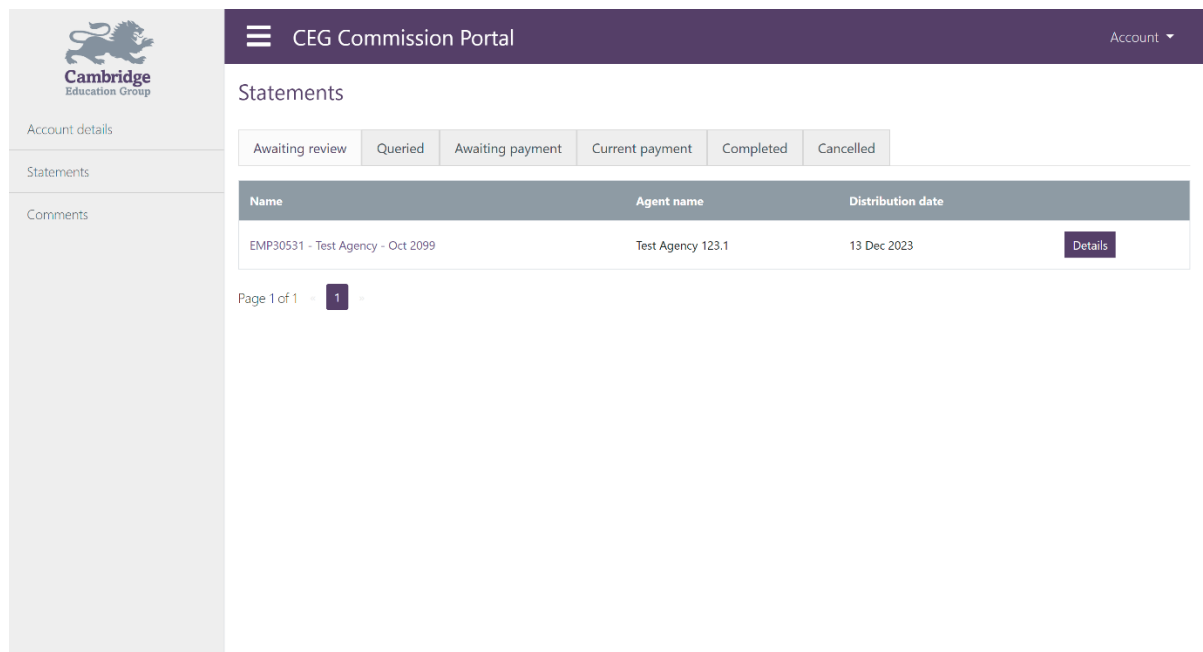
When a new statement is created in the portal, you will receive an email notification containing a link to view the statement.

Sign in to the portal using this link (which will take you directly to the statement) or through your web browser (which will take you to the 'Statements' page).



2. View your statement

The 'Statements' page shows all your statements on tabbed pages according with their status.



CEG Commission Portal Account ▾

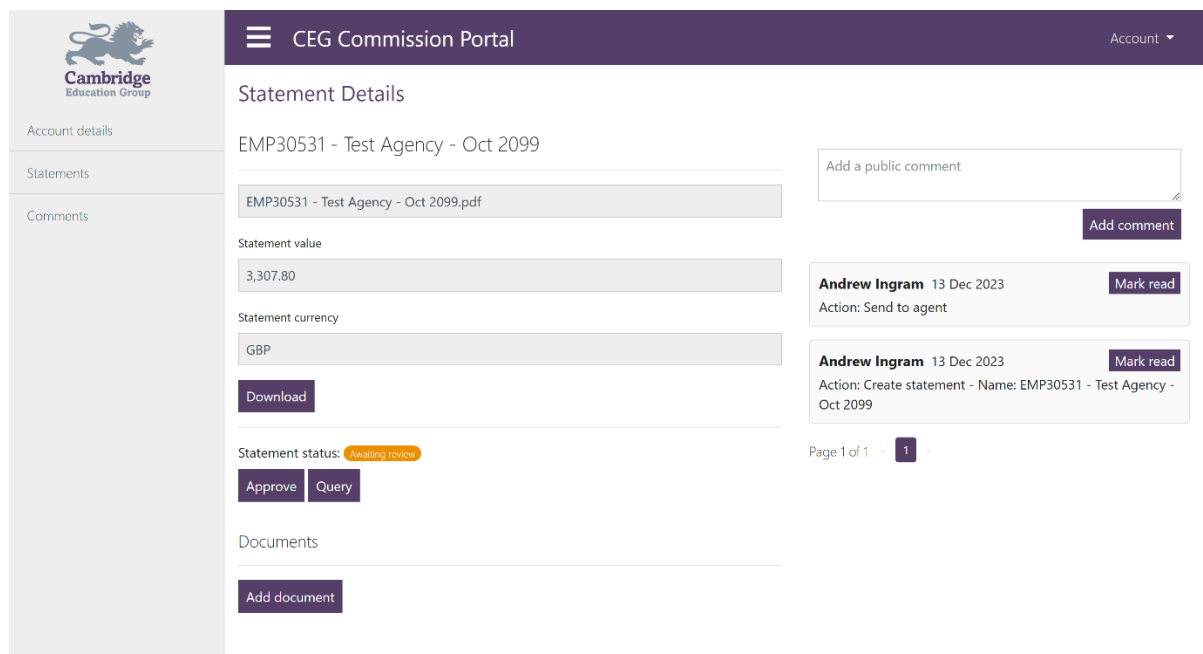
Statements

Awaiting review Queried Awaiting payment Current payment Completed Cancelled

Name	Agent name	Distribution date	
EMP30531 - Test Agency - Oct 2099	Test Agency 123.1	13 Dec 2023	Details

Page 1 of 1 1

Your new statement will initially be visible on the 'Awaiting review' page. Click the 'Details' button to view the statement.



CEG Commission Portal Account ▾

Statement Details

EMP30531 - Test Agency - Oct 2099

EMP30531 - Test Agency - Oct 2099.pdf

Statement value

3,307.80

Statement currency

GBP

[Download](#)

Statement status: Awaiting review

[Approve](#) [Query](#)

Documents

[Add document](#)

Add a public comment

[Add comment](#)

Andrew Ingram 13 Dec 2023 [Mark read](#)
Action: Send to agent

Andrew Ingram 13 Dec 2023 [Mark read](#)
Action: Create statement - Name: EMP30531 - Test Agency - Oct 2099

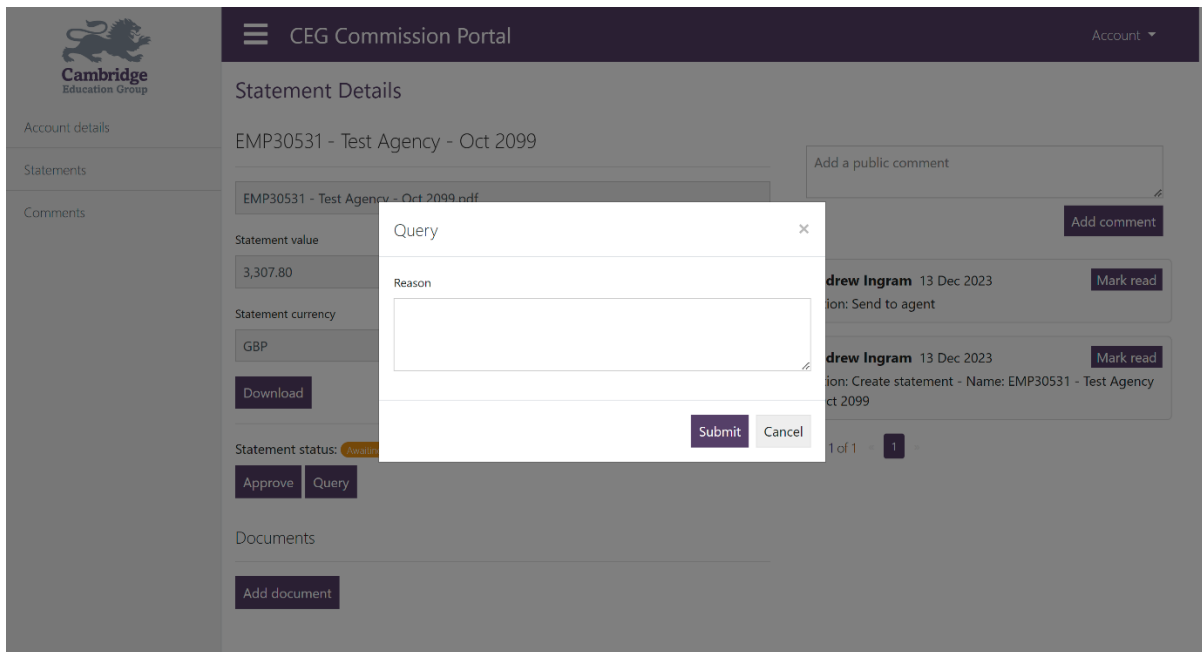
Page 1 of 1 1

On the 'Statement Details' page, click the 'Download' button to view the PDF document. In particular, you should check that the statement amount and bank details are correct.

The statement should be queried if you think it is incorrect (see section 3), or otherwise approved (see section 4).

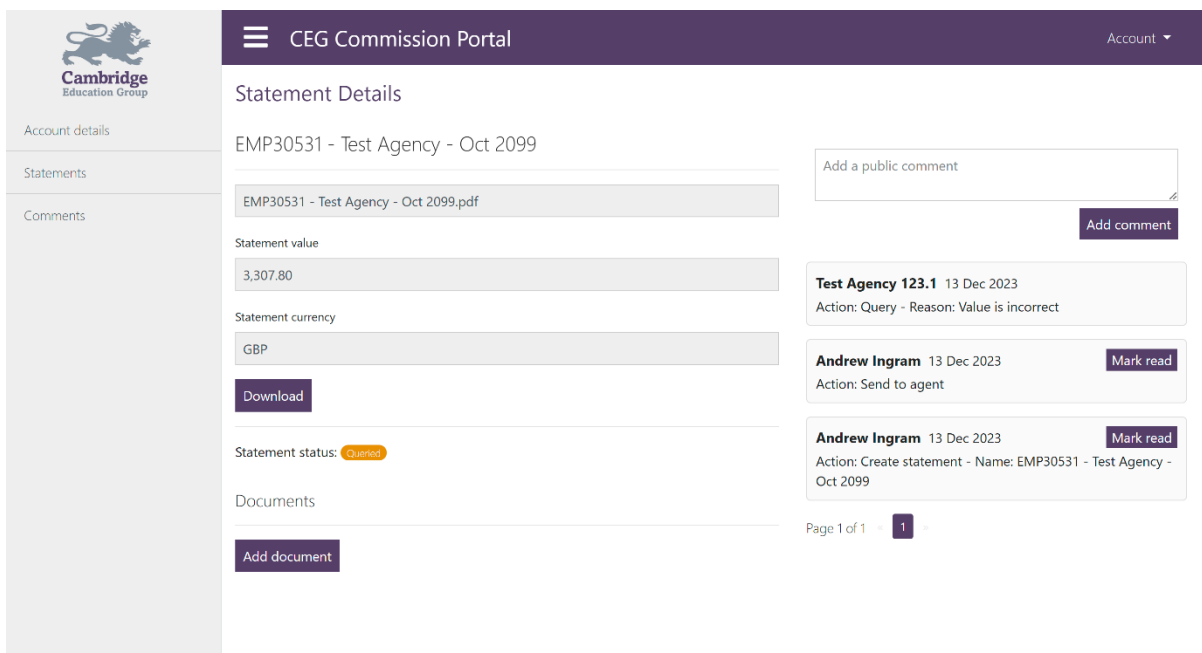
3. Query your statement

To raise a query, click the 'Query' button and enter the reason in the pop-up window.



The screenshot shows the 'Statement Details' page for 'EMP30531 - Test Agency - Oct 2099'. A 'Query' pop-up window is open, prompting the user to enter a 'Reason' for the query. The background page shows the statement value as 3,307.80 GBP and a 'Query' button. The pop-up window has a 'Submit' button and a 'Cancel' button.

Click 'Submit' to send the document back to Finance for resolution.

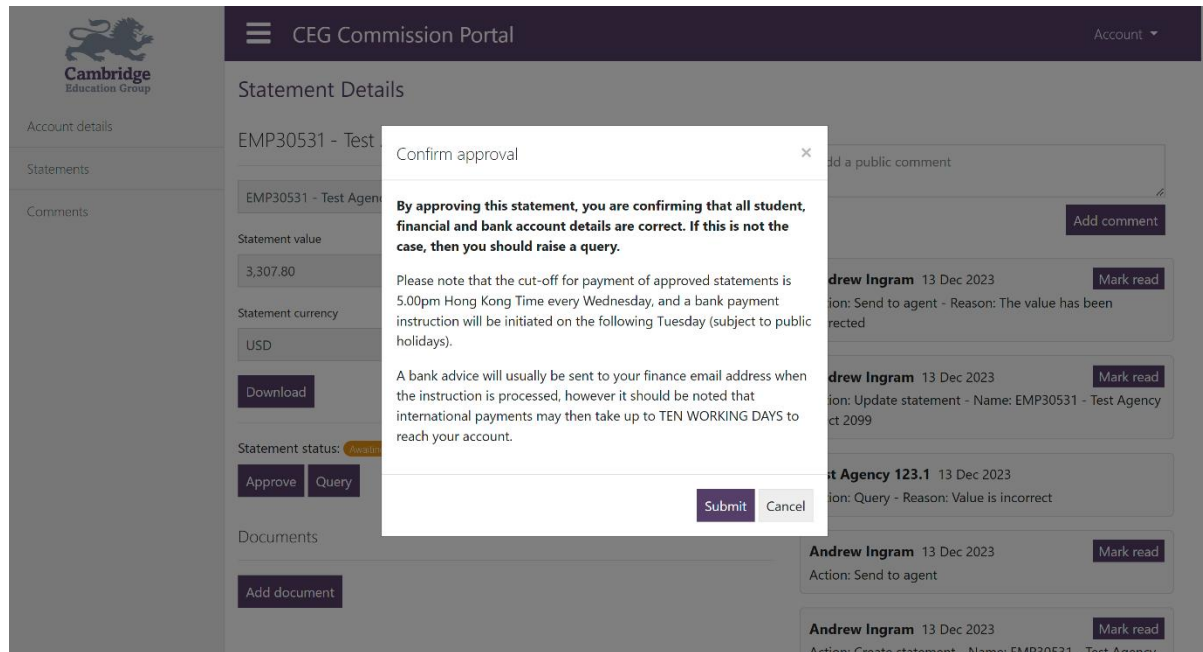


The screenshot shows the 'Statement Details' page after the query has been submitted. The 'Statement status' is now 'Queried'. The 'Query' button is no longer visible. The 'Documents' section shows the statement file 'EMP30531 - Test Agency - Oct 2099.pdf'. The 'Comments' section shows a public comment from 'Test Agency 123.1' dated 13 Dec 2023, with the action 'Query - Reason: Value is incorrect'. There are also comments from 'Andrew Ingram' dated 13 Dec 2023, with actions 'Send to agent' and 'Create statement - Name: EMP30531 - Test Agency - Oct 2099'.

The statement now has 'Queried' status, and when it has been resolved you will receive a further email notification to view the statement with any necessary changes.

4. Approve your statement

Once you are happy that the statement is correct, click the 'Approve' button, so that Finance can begin processing your payment.



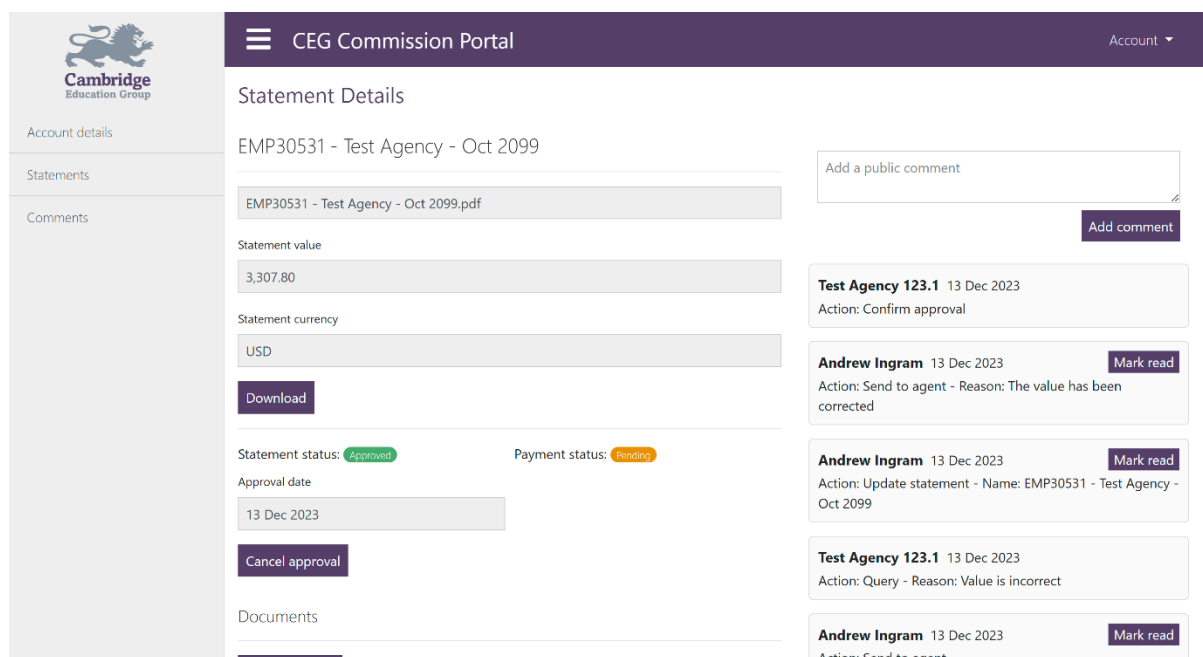
Confirm approval

By approving this statement, you are confirming that all student, financial and bank account details are correct. If this is not the case, then you should raise a query.

Please note that the cut-off for payment of approved statements is 5.00pm Hong Kong Time every Wednesday, and a bank payment instruction will be initiated on the following Tuesday (subject to public holidays).

A bank advice will usually be sent to your finance email address when the instruction is processed, however it should be noted that international payments may then take up to TEN WORKING DAYS to reach your account.

Submit **Cancel**



Statement Details

EMP30531 - Test Agency - Oct 2099

EMP30531 - Test Agency - Oct 2099.pdf

Statement value: 3,307.80

Statement currency: USD

Download

Statement status: **Approved** Payment status: **Pending**

Approval date: 13 Dec 2023

Cancel approval

Documents

Add a public comment

Add comment

Test Agency 123.1 13 Dec 2023
Action: Confirm approval

Andrew Ingram 13 Dec 2023
Action: Send to agent - Reason: The value has been corrected

Andrew Ingram 13 Dec 2023
Action: Update statement - Name: EMP30531 - Test Agency - Oct 2099

Test Agency 123.1 13 Dec 2023
Action: Query - Reason: Value is incorrect

Andrew Ingram 13 Dec 2023
Action: Send to agent

5. Add a comment

As well as being able to query your statement, you can engage with Finance by adding a comment on the 'Statement Details' page.

Enter your notes and click 'Add comment' to save them.



Account details
Statements
Comments

CEG Commission Portal
Account ▼

Statement Details
EMP30531 - Test Agency - Oct 2099

EMP30531 - Test Agency - Oct 2099.pdf

Statement value
3,307.80

Statement currency
USD

Download

Statement status: Approved
Payment status: Pending

Approval date
13 Dec 2023

Cancel approval

Documents

Thank you for the change.

Add comment

Test Agency 123.1 13 Dec 2023
Action: Confirm approval

Andrew Ingram 13 Dec 2023 Mark read
Action: Send to agent - Reason: The value has been corrected

Andrew Ingram 13 Dec 2023 Mark read
Action: Update statement - Name: EMP30531 - Test Agency - Oct 2099

Test Agency 123.1 13 Dec 2023
Action: Query - Reason: Value is incorrect

Andrew Ingram 13 Dec 2023 Mark read
Action: Send to agent



Account details
Statements
Comments

CEG Commission Portal
Account ▼

Statement Details
EMP30531 - Test Agency - Oct 2099

EMP30531 - Test Agency - Oct 2099.pdf

Statement value
3,307.80

Statement currency
USD

Download

Statement status: Approved
Payment status: Pending

Approval date
13 Dec 2023

Cancel approval

Documents

Add a public comment

Add comment

Test Agency 123.1 13 Dec 2023
Thank you for the change.

Test Agency 123.1 13 Dec 2023
Action: Confirm approval

Andrew Ingram 13 Dec 2023 Mark read
Action: Send to agent - Reason: The value has been corrected

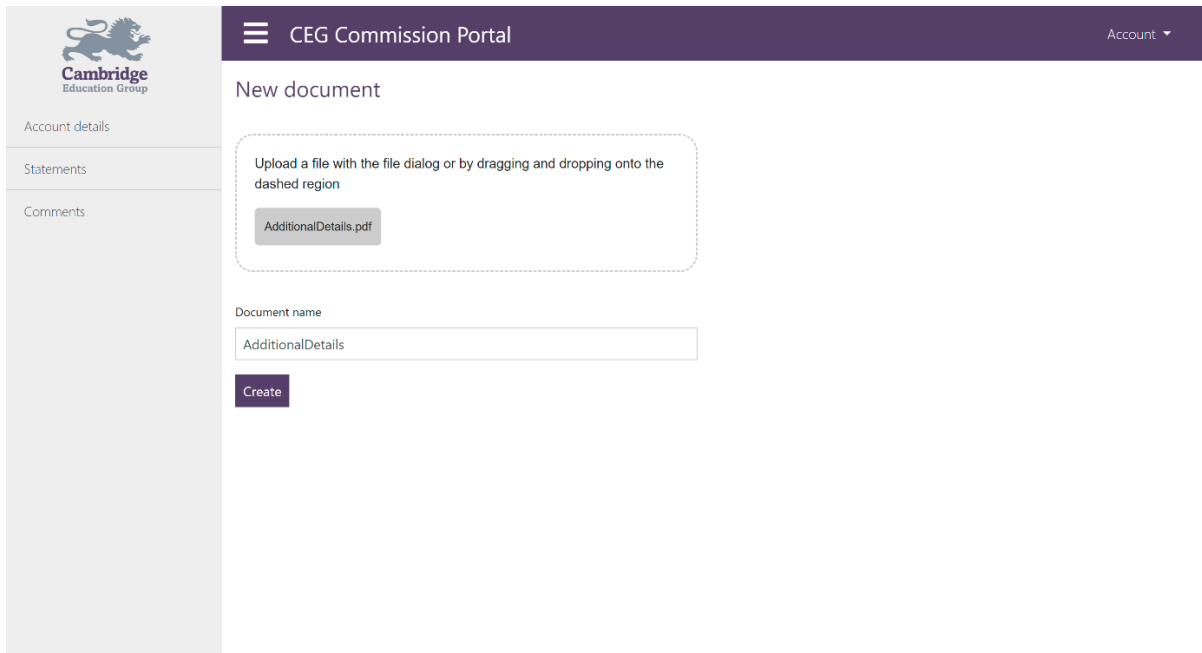
Andrew Ingram 13 Dec 2023 Mark read
Action: Update statement - Name: EMP30531 - Test Agency - Oct 2099

Test Agency 123.1 13 Dec 2023
Action: Query - Reason: Value is incorrect

6. Attach a document

You are able to attach a document to your statement (e.g. in support of a query) by adding it in the 'Documents' section of the 'Statement Detail' page.

Click the 'Add document' button, select a file from the 'New document' screen and click 'Create'.



CEG Commission Portal Account ▾

New document

Upload a file with the file dialog or by dragging and dropping onto the dashed region

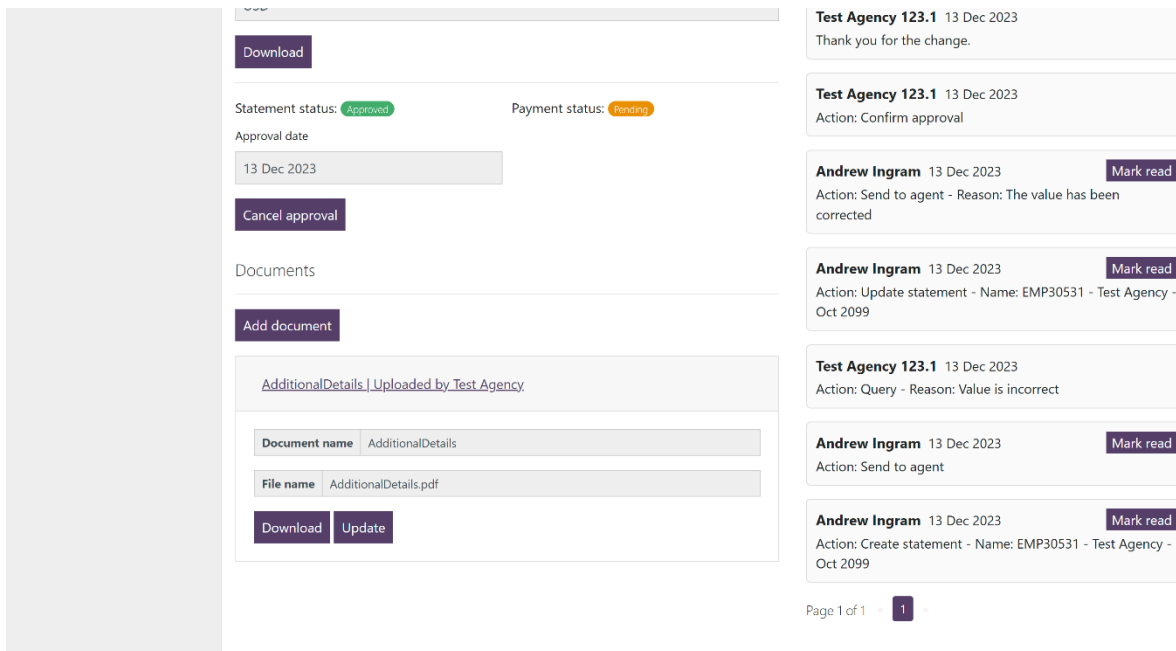
AdditionalDetails.pdf

Document name

AdditionalDetails

Create

The document will then be available to download from the 'Statement Detail' page.



Download

Statement status: Approved Payment status: Pending

Approval date

13 Dec 2023

Cancel approval

Documents

Add document

[AdditionalDetails | Uploaded by Test Agency](#)

Document name AdditionalDetails

File name AdditionalDetails.pdf

Download Update

Test Agency 123.1 13 Dec 2023
Thank you for the change.

Test Agency 123.1 13 Dec 2023
Action: Confirm approval

Andrew Ingram 13 Dec 2023 Mark read
Action: Send to agent - Reason: The value has been corrected

Andrew Ingram 13 Dec 2023 Mark read
Action: Update statement - Name: EMP30531 - Test Agency - Oct 2099

Test Agency 123.1 13 Dec 2023
Action: Query - Reason: Value is incorrect

Andrew Ingram 13 Dec 2023 Mark read
Action: Send to agent

Andrew Ingram 13 Dec 2023 Mark read
Action: Create statement - Name: EMP30531 - Test Agency - Oct 2099

Page 1 of 1 1

7. Payment processing

Once you have approved your statement, Finance can begin processing your payment.

You will be able to track progress as the status is updated from 'Awaiting payment' to 'Current payment' and then finally to 'Completed'.


Account details
Statements
Comments

CEG Commission Portal

Account ▾

Statement Details

EMP30531 - Test Agency - Oct 2099

EMP30531 - Test Agency - Oct 2099.pdf

Statement value

3,307.80

Statement currency

USD

Download

Statement status: Completed

Payment status: Paid

Approval date

13 Dec 2023

Payment instruction date

25 Dec 2023

Payment account

CEG Payment Account

Payment method

Transfer

Payment value

3307.80

Payment currency

USD

Documents

Add document

AdditionalDetails | Uploaded by Test Agency 123.1

Add a public comment

Add comment

Andrew Ingram 13 Dec 2023
Action: Confirm payment

Mark read

Andrew Ingram 13 Dec 2023
Action: Current payment

Mark read

Test Agency 123.1 13 Dec 2023
Action: Document create - Name: AdditionalDetails

Test Agency 123.1 13 Dec 2023
Thank you for the change.

Test Agency 123.1 13 Dec 2023
Action: Confirm approval

Andrew Ingram 13 Dec 2023
Action: Send to agent - Reason: The value has been corrected

Mark read

Andrew Ingram 13 Dec 2023
Action: Update statement - Name: EMP30531 - Test Agency - Oct 2099

Mark read

Test Agency 123.1 13 Dec 2023
Action: Query - Reason: Value is incorrect

Andrew Ingram 13 Dec 2023
Action: Send to agent

Mark read

Andrew Ingram 13 Dec 2023
Action: Create statement - Name: EMP30531 - Test Agency - Oct 2099

Mark read

Page 1 of 1

1

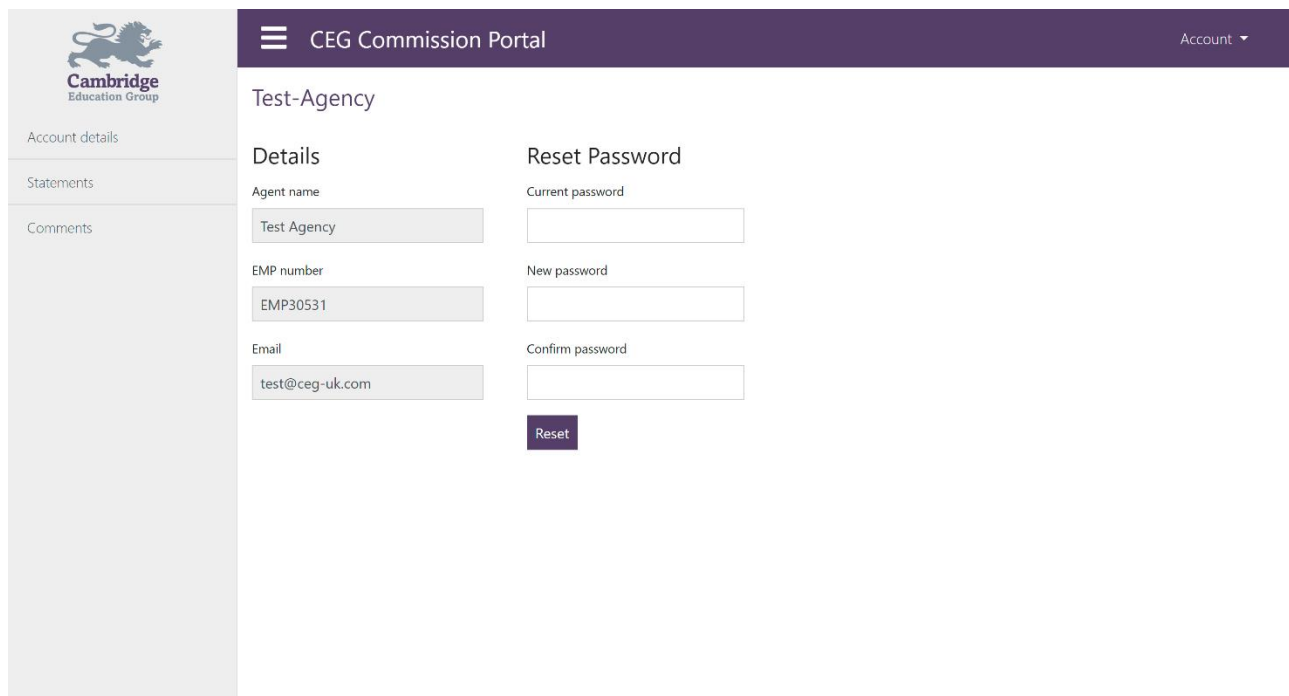
Appendix

Password reset – Known password

1. Reset from 'Account details' page

After signing in to the portal, go to the 'Account details' page. Use the 'Reset Password' form to set a new password.

Note: Passwords must be a minimum of 12 characters, containing at least 1 number and 1 upper case letter.



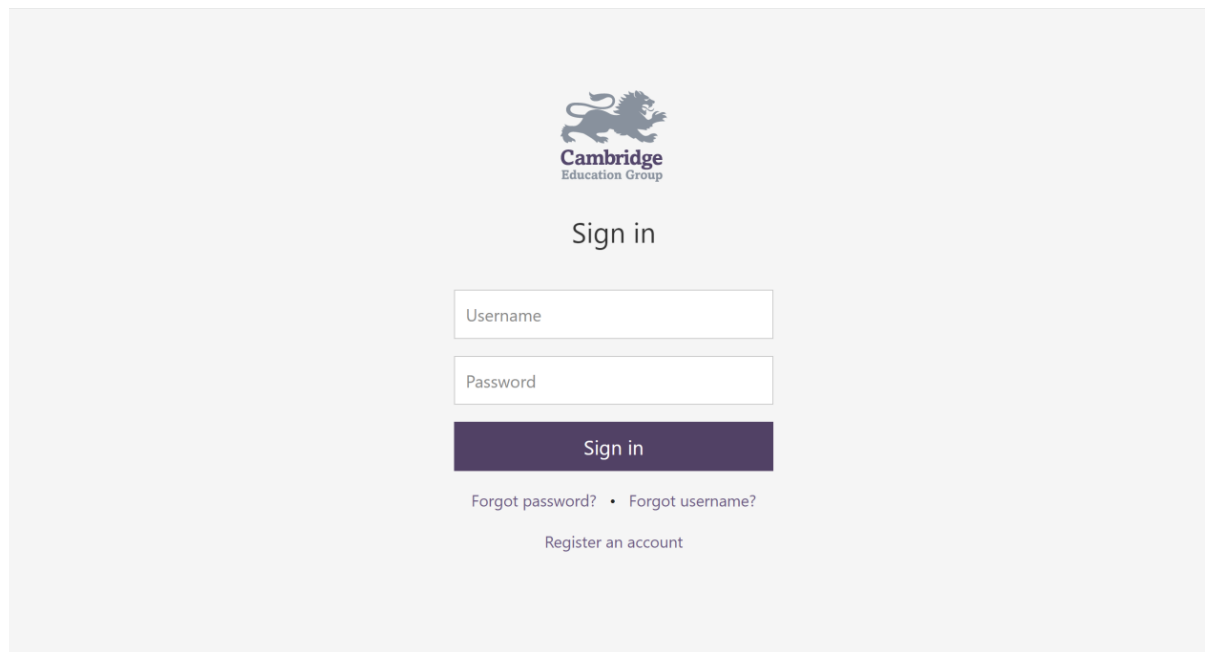
The screenshot displays the 'Test-Agency' page within the CEG Commission Portal. The page is divided into a left sidebar and a main content area. The sidebar contains the Cambridge Education Group logo and three menu items: 'Account details' (highlighted), 'Statements', and 'Comments'. The main content area has a dark purple header with a hamburger menu icon, the text 'CEG Commission Portal', and a user account dropdown labeled 'Account'. Below the header, the page title 'Test-Agency' is shown. The main content is split into two columns. The left column, titled 'Details', contains three input fields: 'Agent name' with the value 'Test Agency', 'EMP number' with the value 'EMP30531', and 'Email' with the value 'test@ceg-uk.com'. The right column, titled 'Reset Password', contains three input fields: 'Current password', 'New password', and 'Confirm password'. A purple 'Reset' button is positioned below the 'Confirm password' field.

Details	Reset Password
Agent name Test Agency	Current password
EMP number EMP30531	New password
Email test@ceg-uk.com	Confirm password
	Reset

Password reset – Forgotten password

1. Navigate to the 'Reset password' page

Access the portal using the website link (at the beginning of this guide). This will take you to the 'Sign in' page. To begin the forgotten password process, click on the 'Forgot password' link, below the 'Sign in' button.



The screenshot shows the Cambridge Education Group sign-in page. At the top center is the Cambridge Education Group logo. Below the logo is the text "Sign in". Underneath this are two input fields: "Username" and "Password". Below the password field is a dark purple button with the text "Sign in". At the bottom of the form area, there are two links: "Forgot password?" and "Forgot username?". At the very bottom, centered, is the link "Register an account".

2. Verify account details

On this page, you will need to enter your username and email address. The email entered here must match the Finance contact in your organisation (as previously provided).



Reset password

[Back to Login](#)

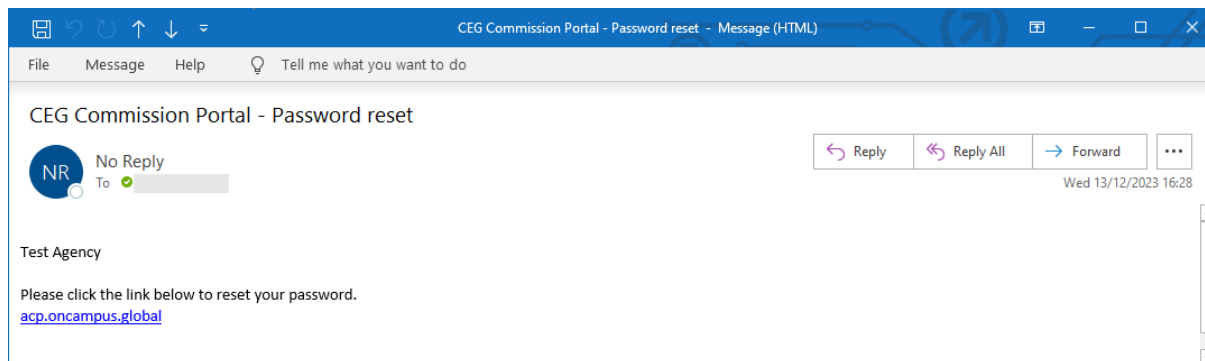
Password Reset!

If your details matched our records, you should receive an email soon, with a link to set your password.

[Click here to go back to the login page.](#)

3. Email verification

If the details entered in the previous step were correct, you will receive an email containing a link to reset your password. Follow that link to continue.



4. Set new password

On this page, enter a new password, then click 'Submit'.

Note: Passwords must be a minimum of 12 characters, containing at least 1 number and 1 upper case letter.



Enter a New Password



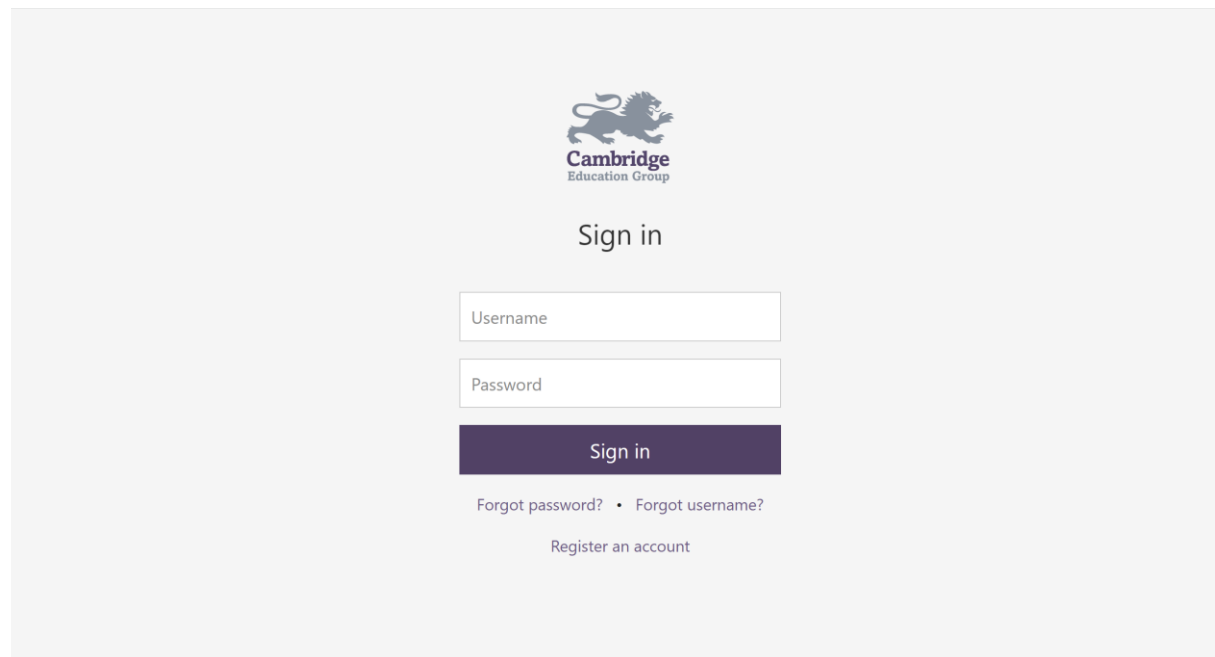
Password applied successfully!

[Click here to go to the login page.](#)

Username reminder – Forgotten username

1. Navigate to the 'Username reminder' page

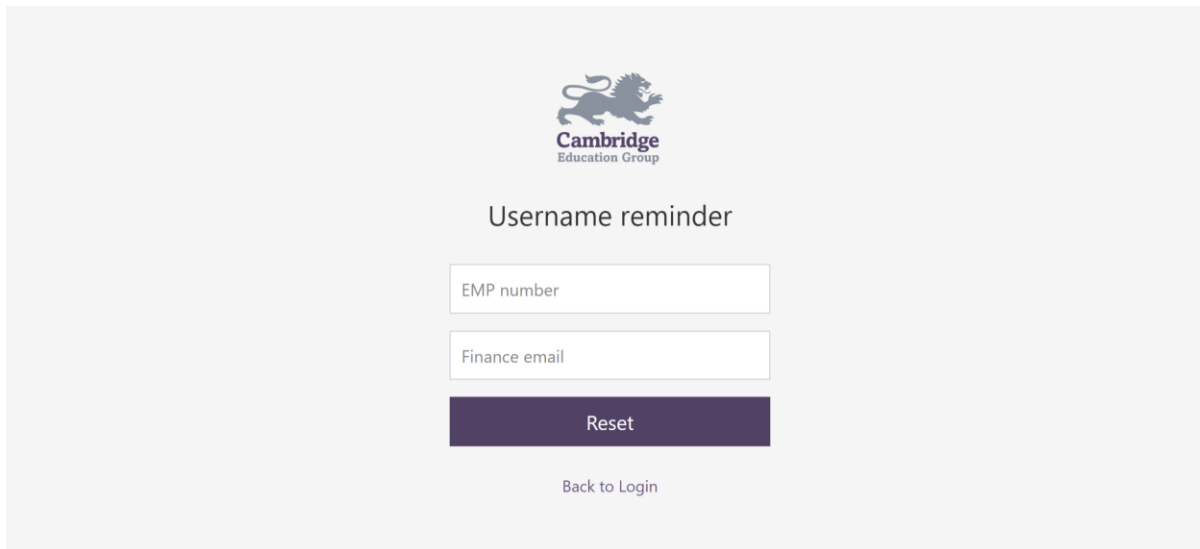
Access the portal using the website link (at the beginning of this guide). This will take you to the 'Sign in' page. To begin the forgotten username process, click on the 'Forgot username' link, below the 'Sign in' button.



The screenshot shows the Cambridge Education Group sign-in page. At the top center is the Cambridge Education Group logo. Below the logo is the text "Sign in". Underneath "Sign in" are two input fields: "Username" and "Password". Below these fields is a dark purple button with the text "Sign in". Under the button are two links: "Forgot password?" and "Forgot username?". At the bottom of the form is a link that says "Register an account".

2. Verify account details

On this page, you will need to enter your agent EMP number and email address. The email entered here must match the Finance contact in your organisation (as previously provided).



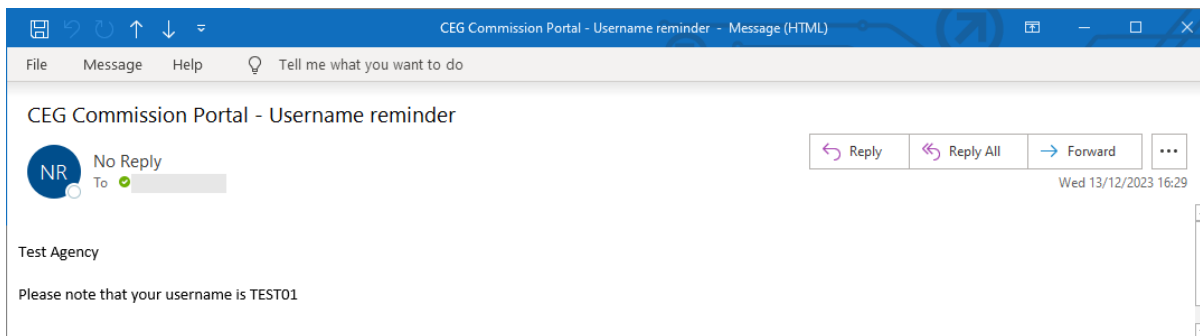
The screenshot shows a web page with the Cambridge Education Group logo at the top. Below the logo, the text "Username reminder" is centered. There are two input fields: "EMP number" and "Finance email". Below these fields is a purple "Reset" button. At the bottom, there is a link that says "Back to Login".



The screenshot shows a confirmation page with the Cambridge Education Group logo at the top. Below the logo, the text "Username reminder sent!" is centered. Underneath, it says "If your details matched our records, you should receive an email soon, containing your username." and "Click here to go back to the login page." with a link.

3. Username reminder email

If the details entered in the previous step were correct, you will receive an email containing your username. You can continue to use this name to login.



The screenshot shows an email client window titled "CEG Commission Portal - Username reminder - Message (HTML)". The email is from "Test Agency" and is marked as "No Reply". The body of the email says "Please note that your username is TEST01". The email was received on "Wed 13/12/2023 16:29". The email client interface includes a menu bar with "File", "Message", and "Help", and a toolbar with "Reply", "Reply All", "Forward", and a more options menu.