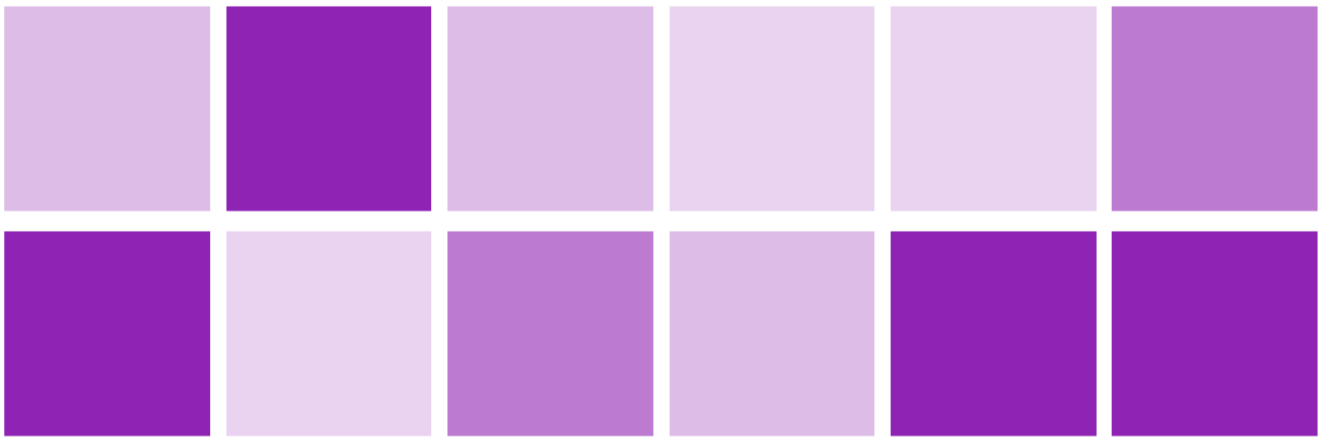
Home Office

AMP

User Guide - Study



V1.0

Account Management Portal (AMP)

If at any point you are unable to log into the Account Management Portal, please contact us at: AMPStudysupport@homeoffice.gov.uk

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Overview

This guide has been provided to assist customers navigate the web-based Account Management Portal (AMP) and to give you the knowledge required to use the system to its full potential.

The AMP is a secure, bespoke system which has been created specifically for UKVI customers and enables them to ask questions relating to the Study route. AMP is used for all written communication between your organisation and the workflow team. It allows for secure file transfer, communications and providing queries are created using the correct categories, covers all aspects of GDPR responsibilities.

We also use AMP to provide regular updates on immigration matters via the news feed.

User Account Creation:

There are two types of AMP Users:

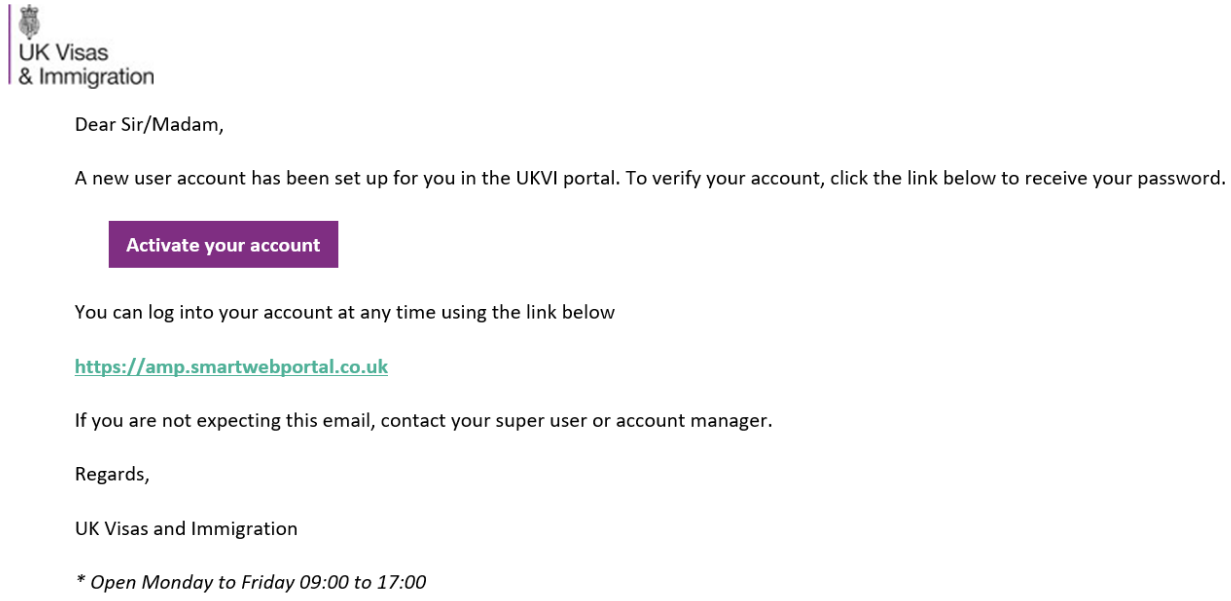
Regular Users – can create and fully interact with all queries, including the downloading of MI reports.

Superusers – have the same permissions as regular Users but in addition, are also responsible for the creation and maintenance* of regular Users on the AMP. There is a limit of 10 Users set by default; this can be increased if there is a business need

**Please be aware that it is the Superusers responsibility to make sure that your User list is maintained. If someone leaves your organisation you will need to deactivate their account to keep them from accessing the information stored within the AMP.*

To get your organisation started on the AMP, the Authorising Officer (AO) or Key Contract (KC) are sent an email to create an AMP Superuser account. If they are not the most appropriate point of contact for day-to-day interactions, you will need to select a more appropriate Superuser to manage your AMP.

- The nominated Superuser (and subsequently all Users) for your organisation will receive an email with instructions on how to create their AMP account (please see the screenshot below). The email is sent from: notifications@communications.homeoffice.gov.uk . Depending on your email settings, this email may appear in your 'Junk' or 'Spam' folders. Please check these folders if you are expecting to receive email communications about the AMP.


UK Visas & Immigration

Dear Sir/Madam,

A new user account has been set up for you in the UKVI portal. To verify your account, click the link below to receive your password.

Activate your account

You can log into your account at any time using the link below

https://amp.smartwebportal.co.uk

If you are not expecting this email, contact your super user or account manager.

Regards,

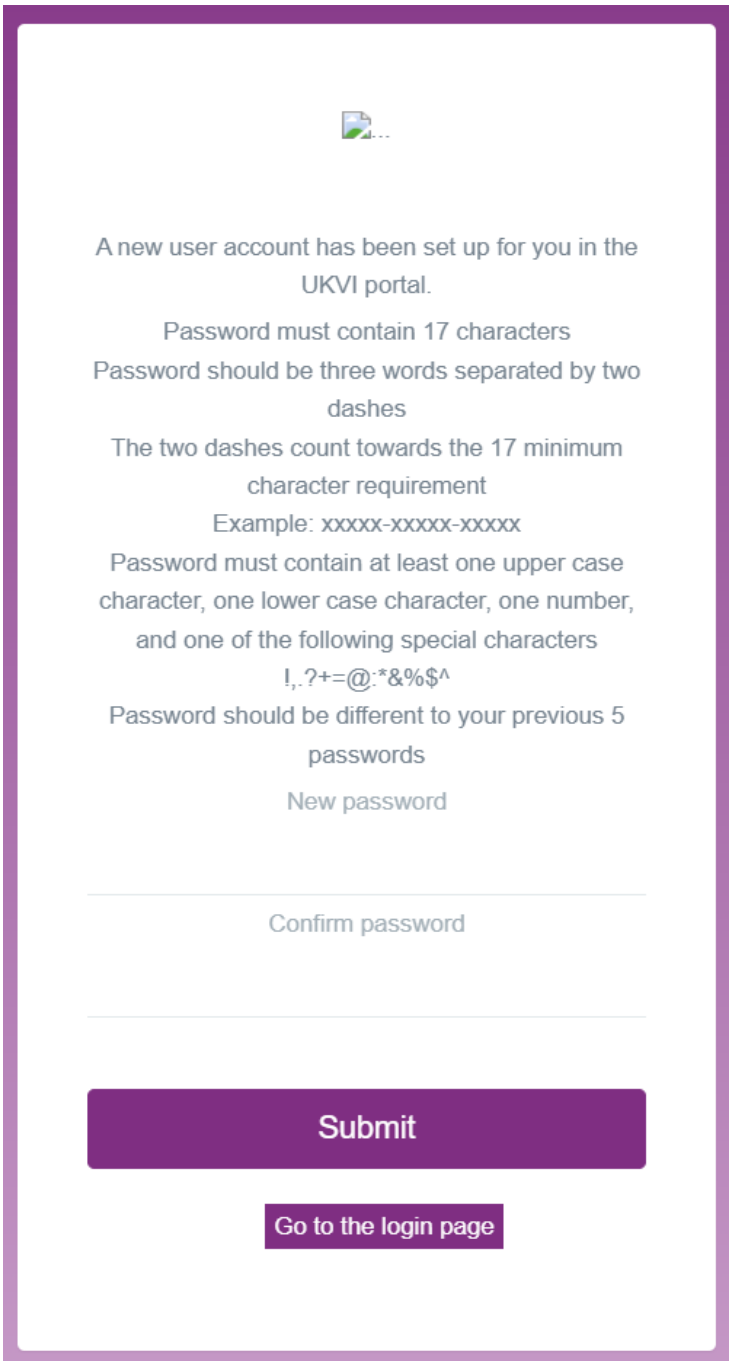
UK Visas and Immigration

** Open Monday to Friday 09:00 to 17:00*

- Upon clicking the "Activate your account" link contained within the email, you will be directed to your web browser and presented with a screen requiring you to create your AMP password.
- The password must meet all the requirements outlined in the screenshot below, this includes:

Seventeen characters in total, divided into three words (of five characters) which are separated by two dashes (the two dashes count as two characters).
One uppercase character, at least one lower case character, one number, and one of the permitted special characters outlined in the screenshot below (**these are the only permitted special characters**).

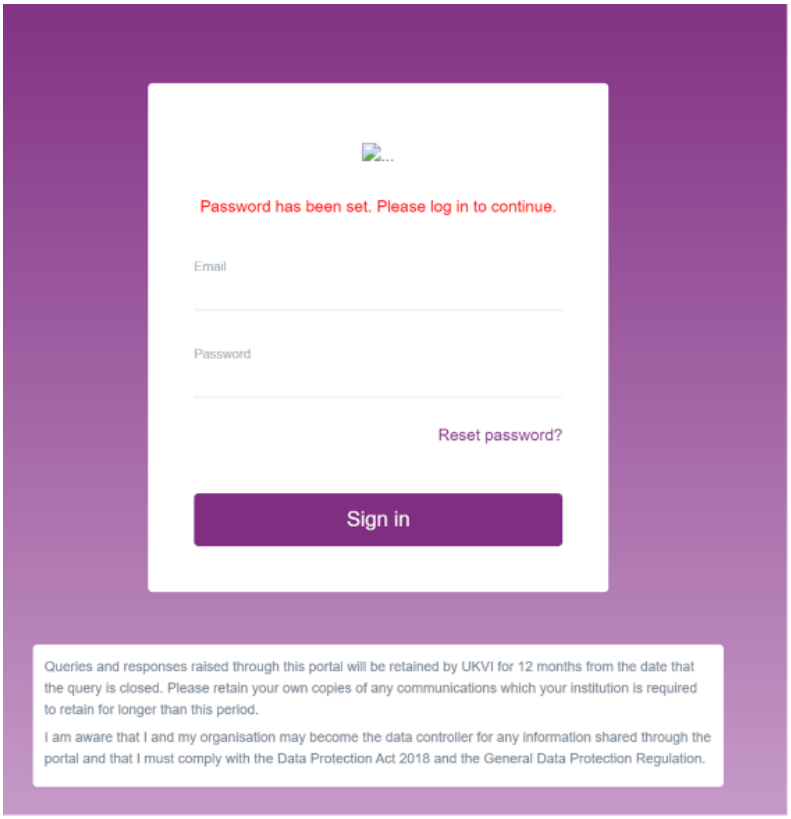
Please carefully read the screenshot below to ensure your password meets the password format requirements. **Most of the reported issues with passwords are due to the requirements not being met**.



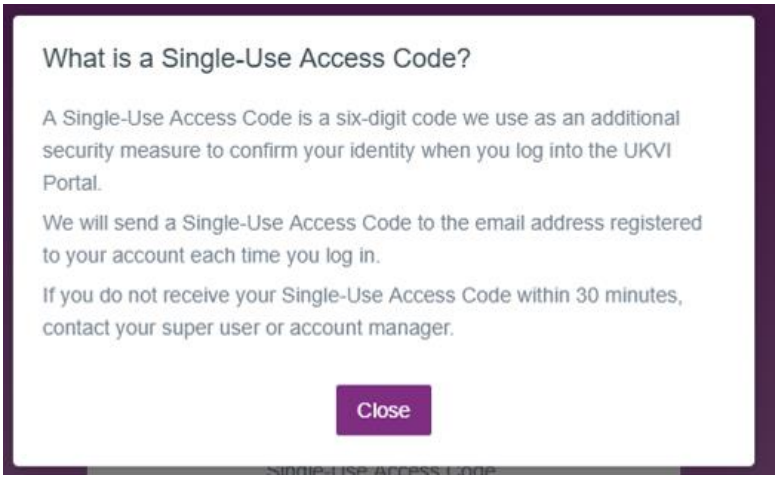
Please ensure you keep your password secure.

- You should then click the “Submit” button to set the password and continue the account creation process.

- When you are presented with the next screen, you need to input the email address which you received the initial email from us, and the password you have just created.

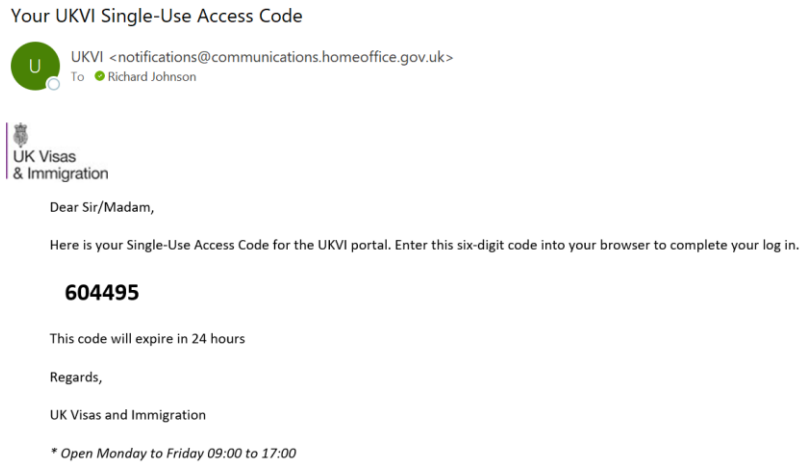


- You will then see the pop up message below. This explains you will be emailed a Single-Use Access Code. This is **used each time you log into the AMP**. This two-factor security authentification is required to allow secure access for customers to access a Home Office system. This extra layer of security serves as protection for the confidential personal data contained in the system and to allow attachments to be shared securely.



- After you click “Close,” you will be presented with a screen asking for your Single-Use Access code; **DO NOT refresh this page until you have retrieved the code, which has been sent to your email, and entered it.**

- Please see the screenshot below of an example of an email containing the Single-Use Access Code.


Your UKVI Single-Use Access Code

U

UKVI <notifications@communications.homeoffice.gov.uk>

To Richard Johnson

UK Visas
& Immigration

Dear Sir/Madam,

Here is your Single-Use Access Code for the UKVI portal. Enter this six-digit code into your browser to complete your log in.

604495

This code will expire in 24 hours

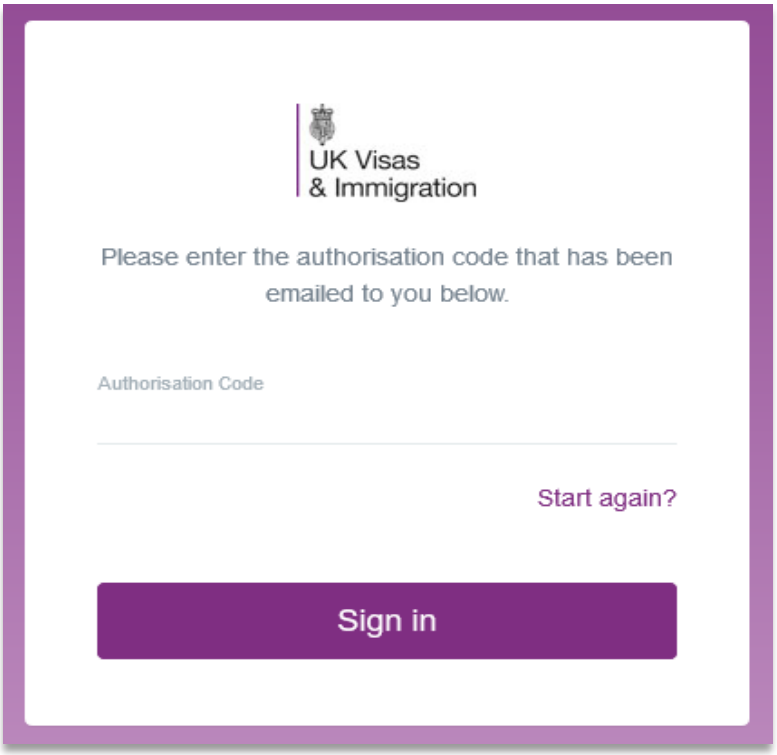
Regards,

UK Visas and Immigration

** Open Monday to Friday 09:00 to 17:00*

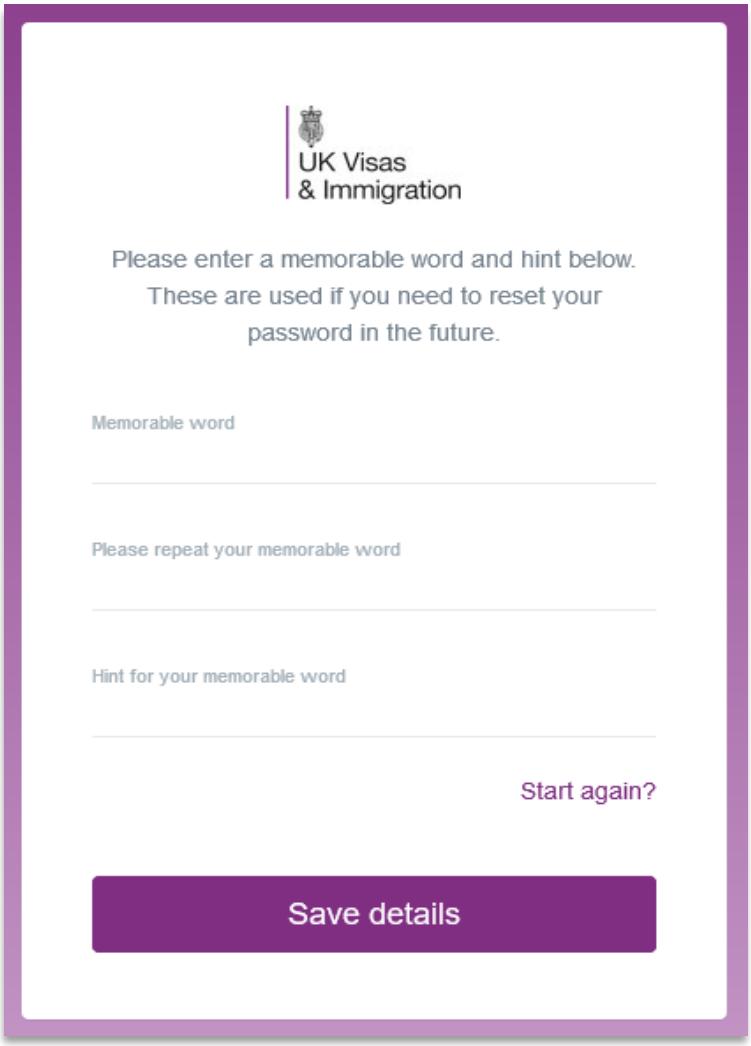
- The email should quickly arrive in your inbox. However, depending on your email settings, this email may appear in your ‘Junk’ or ‘Spam’ folders.

- Enter the code you have been emailed and select the “Sign in” button. You may want to copy and paste the code from the email**.**

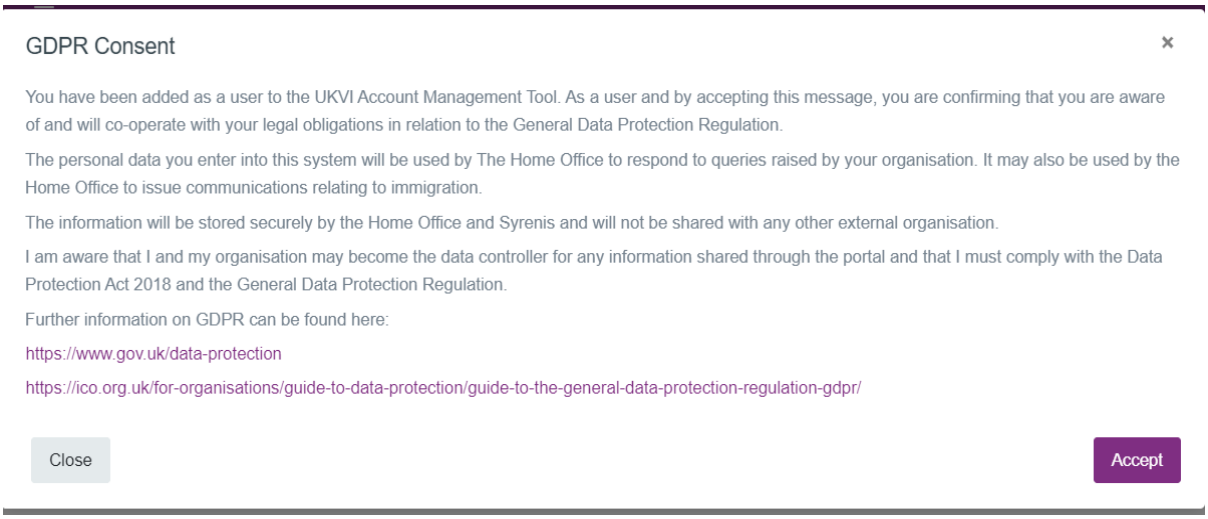


- Successfully entering your code will present you with a screen asking you to create a memorable word. This step is only required the first time you log into the AMP.

- The memorable word is used to enable you to reset your password within the AMP. Please see the Troubleshooting section for information on resetting passwords.



- To complete the User account creation process you will need to read the General Data Protection Regulation (GDPR) Consent statement and proceed with the "Accept" button.

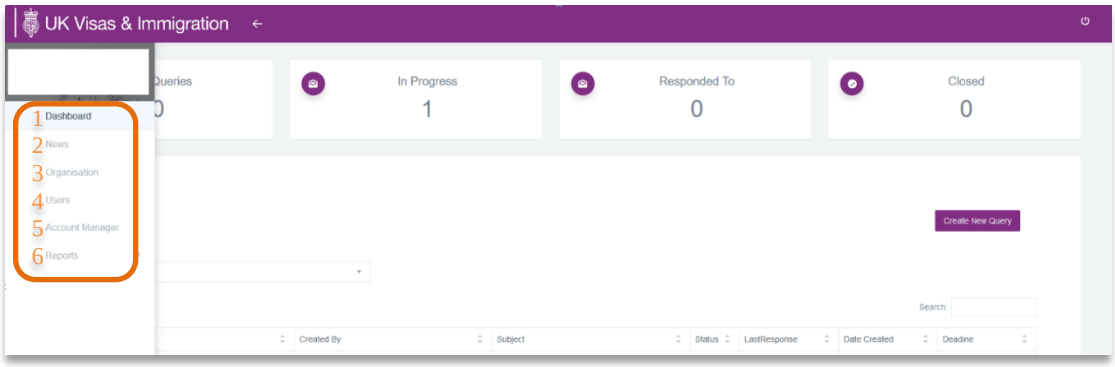


- Please note, to protect the sensitive information on AMP and ensure this can only be viewed by individuals who require access to undertake their role, User accounts are deactivated automatically if not logged into within the previous 90 days.

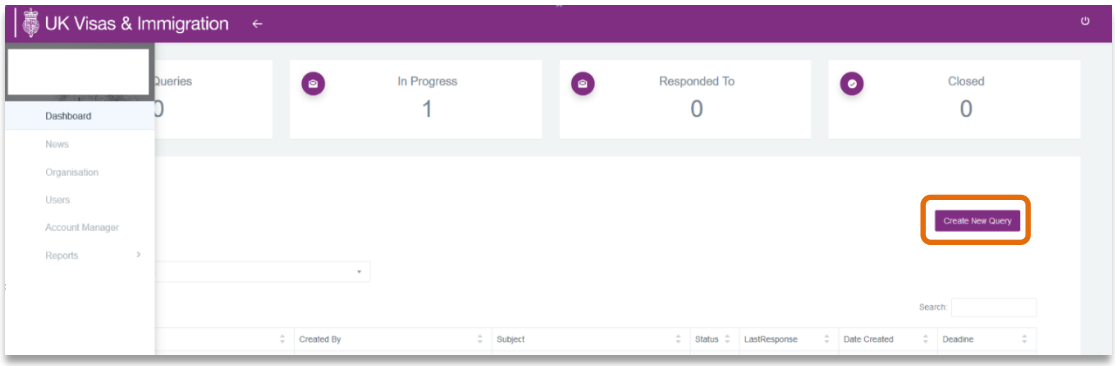
Dashboard and Menu

After completing all of the above steps, the User will be presented with the AMP Dashboard. This is the homepage of the AMP. From here, they will be able to do the following:

1. Create and monitor queries
2. View news articles
3. View details of your Organisation
4. Create, amend and monitor Users of the AMP (Superusers only)
5. View weekly activity reports and download full reports for the previous 12 months period.

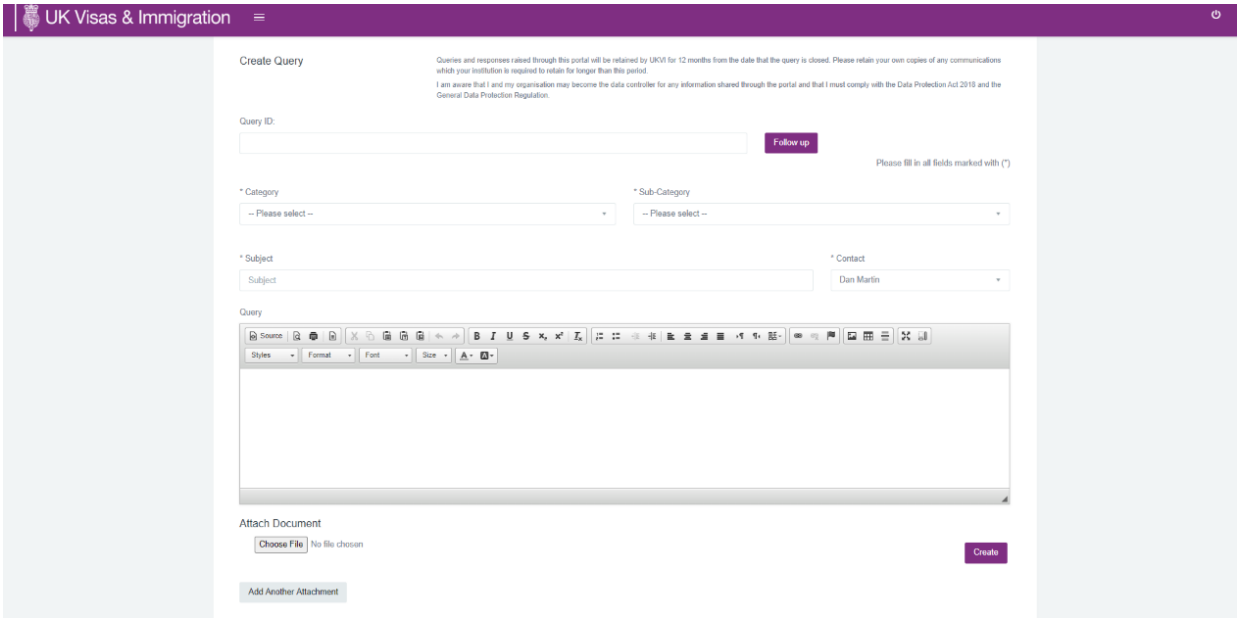


On the Dashboard you will find a “Create New Query” button. This is used to create written communication with the workflow team. All written communication must be submitted using the AMP..



Upon clicking ‘Create New Query’ you will be presented with a smart form which will require you to select an appropriate “Category” and a “Sub-Category”. It is essential to select the correct category to generate the appropriate SLA, produce accurate MI and to ensure personal data is shared in accordance with GDPR requirements.

You need to add text to the “Subject” and “Query” (free text) fields. If required, files can be attached using the “Choose File” button. When all relevant details have been entered into the form, you should select ‘Create’.



To comply with GDPR, a demonstration of explicit consent is always required to share and discuss via AMP any information linked to an individual. This includes (but is not limited to), an individual’s; name, date of birth, passport number, address, immigration references, these are all examples of sharing personal data.

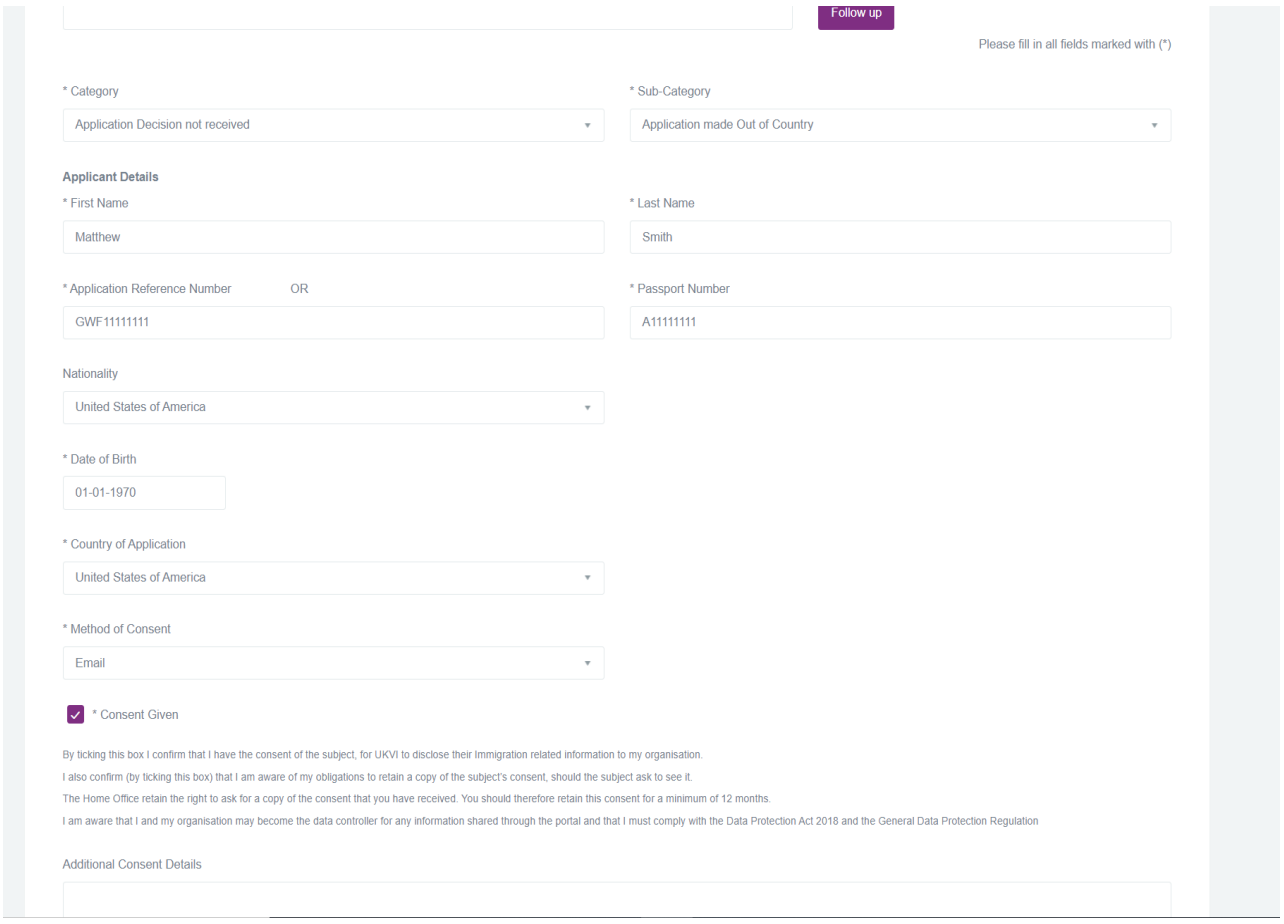
Queries which contain personal data must always be created in an AMP category which includes a mandatory Method of Consent field. If personal data is shared in a query created with a category with no consent field, this is a breach of personal data protection legislation (GDPR). In this occurs, the query will be closed by the the team, who will advise why, and request the query is created again, using an appropriate category with a consent field.

Example:

For a query requesting an update for an overseas application, you should select the following categories :

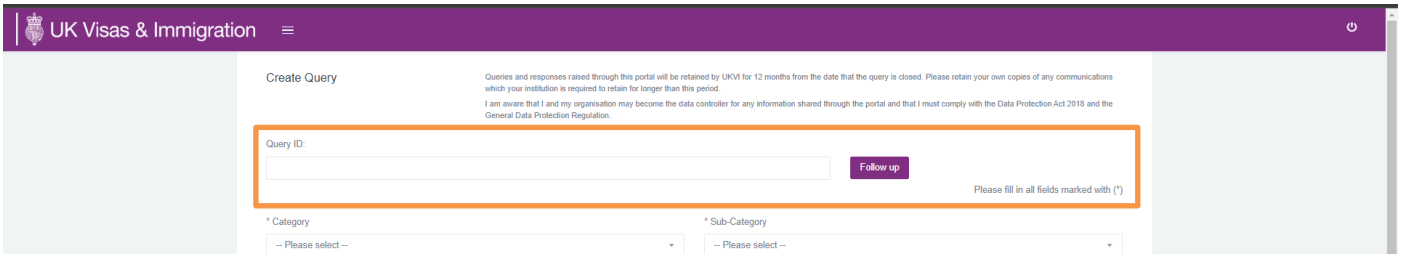
- Category - *“Application Decision not received”*
- Sub-Category - *“Application made Out of Country”*

Because migrant personal data will need to be included to answer this query (to identify the individual’s immigration application), a category with a method of consent is a mandatory requirement. Please see the screenshot below for an appropriate example of this type of query:

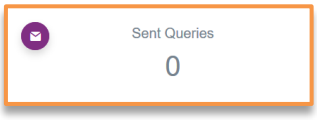


If you want to create a query which is linked to a previous query that has already been closed, you will still start with the ‘Create New Query’, you will then need to enter the reference number of the closed query in the “Query ID” box, then select the “Follow up” button. Please see the screenshot example below.

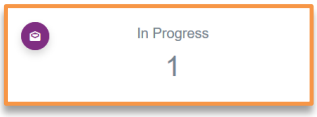
This process links the new query with the closed query. This function should always be used when you believe a previous query has not been answered adequately, or to refer to a closed query when you require additional assistance.



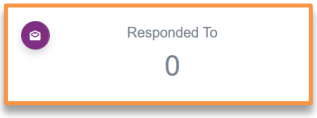
On the main Dashboard, queries raised by you, and other Users in your organisation, (within the previous 30 days) can be monitored, counted and are viewable under ‘Sent Queries’.



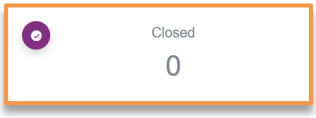
When the query is being looked into, or an initial response has been sent to you (or other Users in your organisation) this will be counted and are viewable under ‘In Progress’.



Any response received, be it initial, interim or final will be shown under ‘Responded To’.



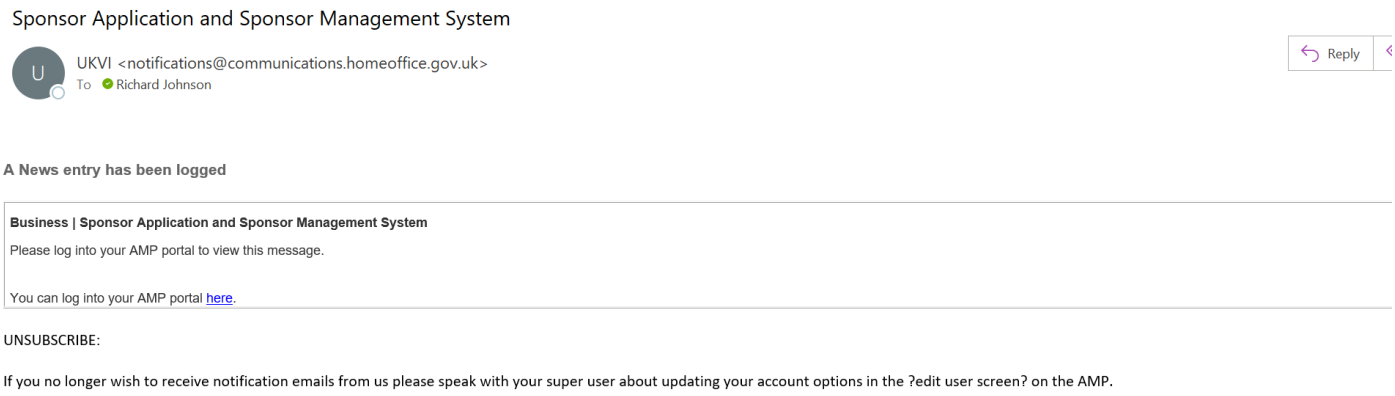
When you have received, and read, the final response to your query, it will be moved to ‘Closed’. Queries in ‘Closed’ will be viewable from the Dashboard for 30 days, and will then be archived for a further 11 months. These can be viewed using the ‘Reports’ function. Please refer to the AMP Reports section later in this guide.



News

The News section of the AMP is used to display all important updates from the Study Command. This includes; details of current issues/outages of Home Office systems, important updates to UKVI rules, procedures and services and any other information we believe is helpful for you to be aware of.

You will receive an automated email from notifications@communications.homeoffice.gov.uk each time a news entry is logged on AMP (and when you receive a response to a query).


Sponsor Application and Sponsor Management System

U

UKVI <notifications@communications.homeoffice.gov.uk>

To Richard Johnson

Reply

A News entry has been logged

Business | Sponsor Application and Sponsor Management System

Please log into your AMP portal to view this message.

You can log into your AMP portal here.

UNSUBSCRIBE:

If you no longer wish to receive notification emails from us please speak with your super user about updating your account options in the ?edit user screen? on the AMP.

Please be aware that older news articles are removed periodically. If you require the information contained within the news feed for future reference please make a copy and retain this information.

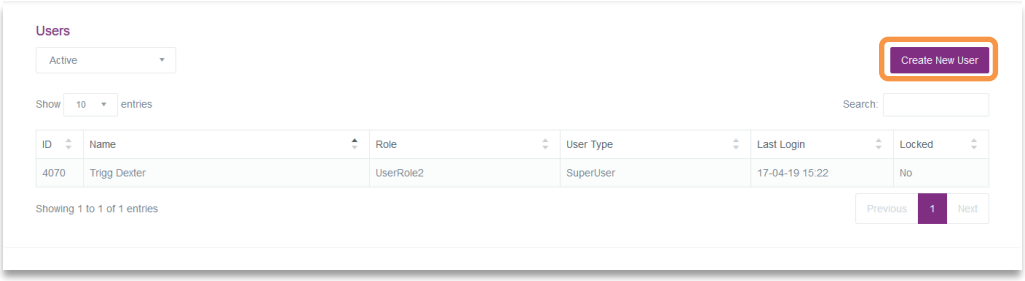
Organisation

The organisation section of the AMP displays details relating to your organisation. This information is updated periodically and as such, there may be a small period of time during crossover dates when these details are not up to date. Please let us know if you believe your organisation's information is incorrect.

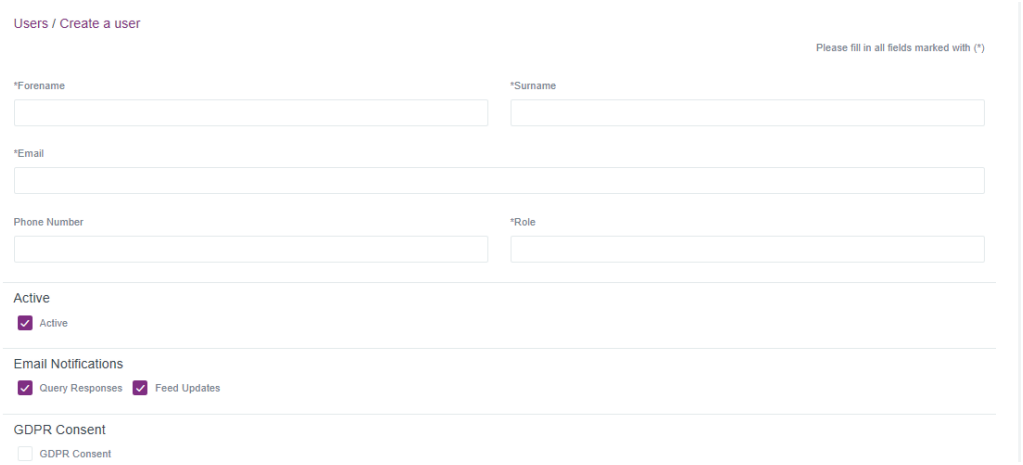
Users

This section allows each User to see who else in their organisation has been given access to the AMP. Each AMP User in your organisation will be able to view queries submitted by other AMP Users within your organisation.

The Superuser can create further Users by selecting the "Create New User" button.

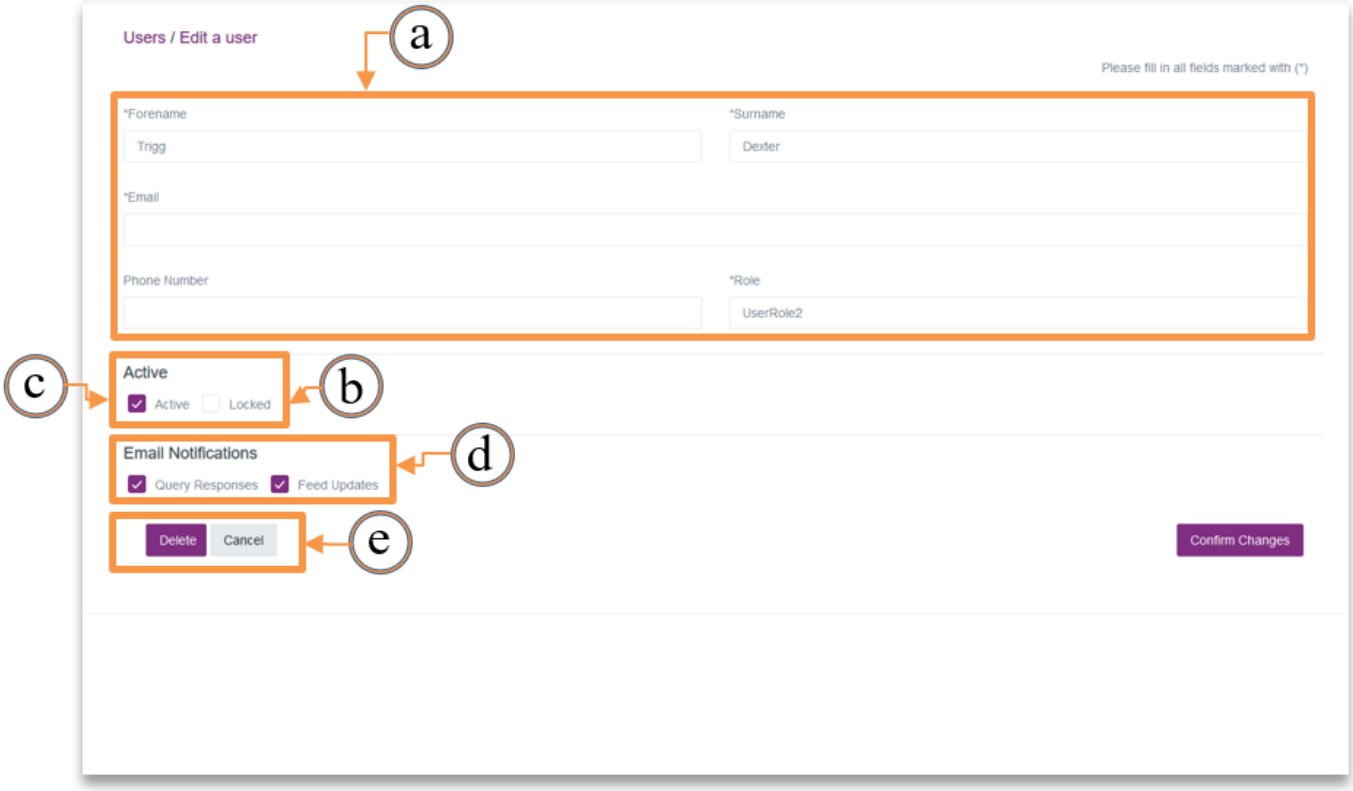


Complete all the mandatory fields (see screenshot below) to create a new User.



The Superuser can also edit existing Users, this includes:

a) Updating name, email address and phone number.
b) Unlocking accounts that have been locked due to a User entering incorrect passwords three consecutive times. This facility can be used when a User cannot remember their memorable word, and therefore cannot unlock their account and create a new password.
c) Deactivating a User's account when they leave your organisation or no longer require access to AMP. **Your organisation is required to keep the User list up to date. If an employee leaves your organisation, the individual will still be able to access the sensitive personal information on the AMP unless you deactivate them (by unticking the "Active" box).** If the Superuser is leaving, please contact your AMPStudysupport@homeoffice.gov.uk to deactivate the individual, and nominate a new Superuser.
d) Receiving email notifications when you have received a response to a query or when a news article is published on the system.
e) Deleting the User from the system.



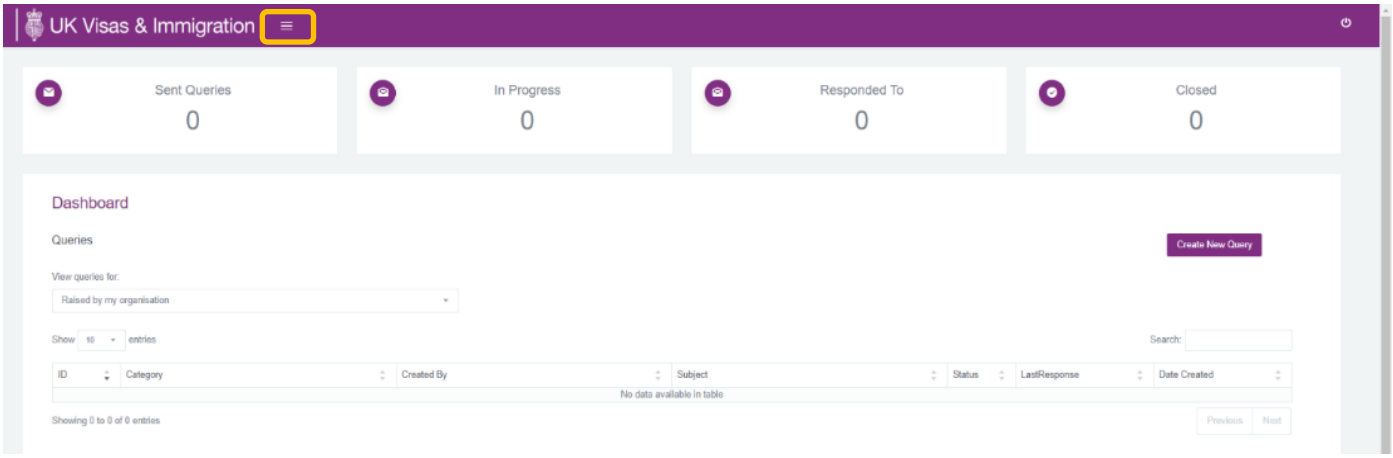
Reports and Data

This section of the guide explains how your query data is stored, how it can be accessed, via the report function, by Users and Superusers when it is no longer displayed on the AMP Dashboard.

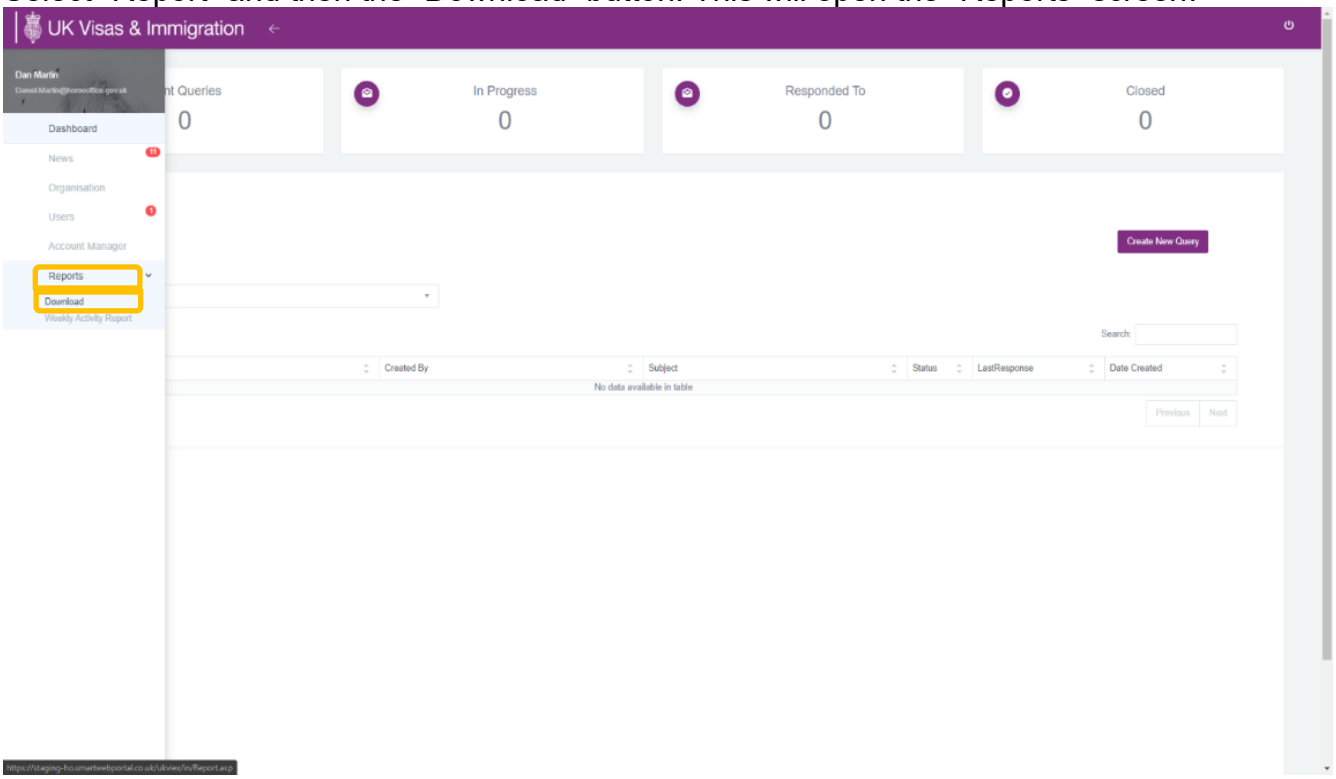
All query data is viewable on the AMP dashboard for 30 days. After 30 days has passed, queries are moved to an archive, and are then accessible from the AMP “Reports” menu for the 30 days dashboard period, plus a further 11 months, in the form of a downloadable .csv file which is opened in Excel.

It is your organisation’s responsibility to make sure you have downloaded and saved any query data you wish to retain before it is removed from the AMP after 12 months.

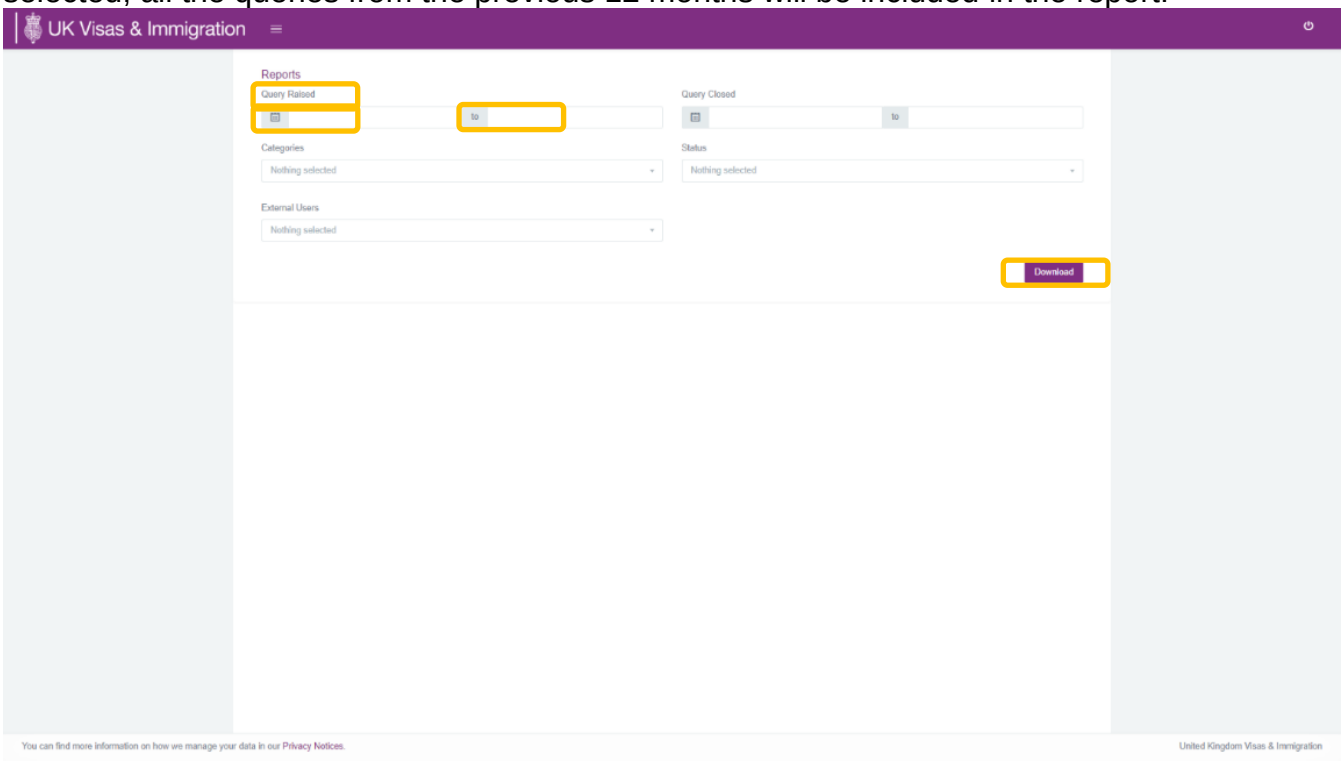
You will find the Reports function within the AMP from your Dashboard:



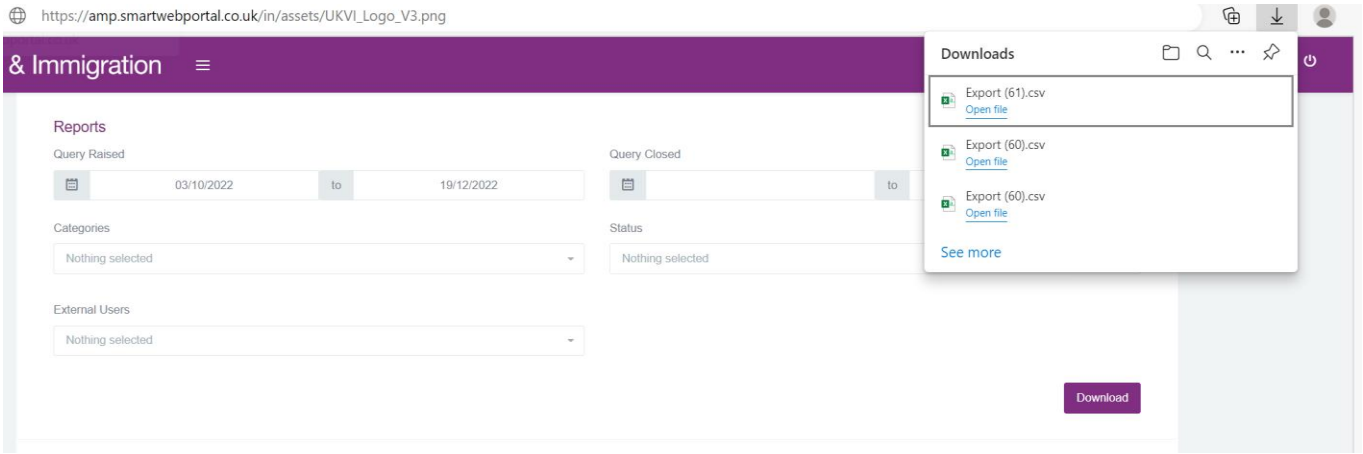
Select “Report” and then the “Download” button. This will open the “Reports” screen.



On the “Reports” screen, select the parameters you require (this can include the date range for either “Query Raised” or “Query Closed”) for the report you wish to run. If no parameters are selected, all the queries from the previous 12 months will be included in the report.



After selecting the required parameters, select “Download.” The data will be downloaded and saved to your PC. The data will be in a .csv file which is opened in Excel by clicking on “open file” on the relevant file from “Downloads.”



The file will contain the query data fields from the date range parameters you have selected. To view the full text from a particular query; locate the query on the spreadsheet, go to the column with the header “Query Content”, this will contain all the text entered by the customer and response(s) from the team.

Troubleshooting

- Issue:

User is not able to login because their AMP account has been automatically deactivated due to not logging in during the previous 90 days (this is the most common reason for reported access issues).

- Solution

Contact AMPStudysupport@homeoffice.gov.uk to request your account is reactivated. Please include the name of the customer you are representing. Please note, unless you successfully access you AMP account within the same day of reactivation, it will be automatically deactivated again.

- Issue

AMP Account locked due to the User undertaking three incorrect password attempts.

- Solution

Reset your password by using the memorable word option. If you cannot remember your memorable word, contact your Superuser who can unlock the account.

- Issue:

Emails containing the Single Use code not being received, and these are not in your junk/spam folder.

- Solution:

Add the email address below, and the domain name, to your email service Safe Senders List: notifications@communications.homeoffice.gov.uk

If you are not able to do this, or if this does not resolve the issue, please discuss with your IT team and check if they have implemented service updates, especially related to security.

- Issue:

When attempting to open a hyperlink from a UKVI AMP email notification, you may receive the error " This link has already been used. Please click the Reset Password button to receive another link by email." This is because antivirus and malware protection software packages may include an email scanning service which checks imbedded links. This checking of a one-time link can result in the link already being used before the recipient receives the email.

- Solution:

Emails from the domain *https://amp.smartwebportal.co.uk/* will need to be whitelisted. Please contact your local IT team for assistance.

- Issue:

You are not able to access AMP and you receive the message below:



- Solution:

AMP access is being blocked by your local IT. You will need to arrange for your IT team to allow access for https://amp.smartwebportal.co.uk/

Please have your IT team add notifications@communications.homeoffice.gov.uk to your safe sender list, and whitelist the mail server IP address: 52.17.97.2 and also add this to your safe sender address.

If you are not able to resolve AMP access issues by referring to this guide, please email AMPStudysupport@homeoffice.gov.uk. You will be contacted as a priority by a member of the team who will collaborate with you to provide a resolution as soon as possible.

Please note, use of this email inbox is strictly limited for resolving AMP issues, it should **not** be used for queries.