

Official Reps

Getting your TSR geek on

Official Representatives (Official Reps) are valued members of our community. Your conversations with students not only help to build brand awareness but also give a personality and authenticity to an otherwise faceless institute.

We want you to be comfortable using our platform so here are a couple of things for you to geek out on with TSR.



Setting up your preferences

Our Clients Services team will send over a form for you to complete which outlines your profile on TSR and your alert preferences.

Alerts

Alerts are a great way managing your workload. Everyday you'll be notified of mentions of your university/company so you can check out opportunities to get involved in conversations and answer questions.

Why not track what's happening around your competitors to get an idea of how the competition are being discussed?

Or consider course specific conversation to get an idea of what matters to students looking to study a specific subject at undergraduate or postgraduate level?

Alerts can be received either daily or weekly depending on how often you'd like to be updated on conversations.

Using personal messaging

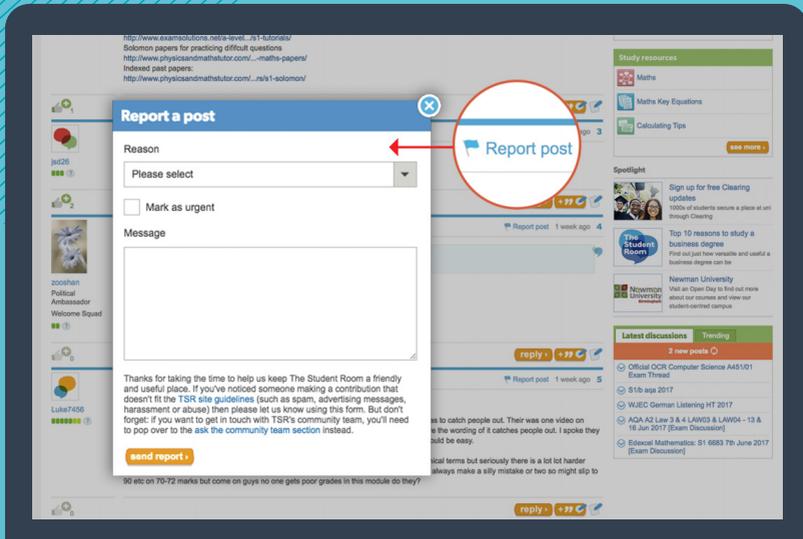
TSR members might PM you if they have personal questions around their application, their circumstances, or anything they might feel uncomfortable about posting on a public forum. This is a brilliant opportunity to build strong relationships with prospective applicants or potential customers.

We recommend that before you begin a private conversation via PM with a member, that you have had an online discussion with them in one of our forums. Gaining permission first will build trust with the member and helps the private discussion to flow.

Emojis

Emojis are a great way of keeping the conversation informal. If you're engaging with someone who uses them in their own messages, then mirror this in your responses. We have a huge selection so use the ones you're comfortable with.

But don't force it, if you're not comfortable with using them, then keep the conversation informal with your tone and content.



How to report problems onsite

If you see a post or a member breaking our community rules, in your forum or elsewhere on TSR please do report this to our community team.

To report a post click on the Report post prompt at the top right-hand side of the post, to generate the modal window and follow the steps.

1. Select the reason why you feel it's broken our community guidelines.
2. Add any additional information in the open text box and click the send report button.
3. The community team will respond to you once they have reviewed the post and taken action.