Admissions+ Onboarding Process

Updated September 2024

Getting your platform ready -
Courses & Training (7 - 10 days)

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Course 1 - First Impressions

Customise the key elements of your platform, ensure an excellent display, learn the basics of Admissions+ and how to create basic reports.

See all articles →

Course 2 - Profiles

Learn how to manage and monitor student and parent profiles to view, export and create reports on collected data. Includes staff users & permissions.

See all articles →

Course 3 - Application process in detail

Customise your application journey; add, edit or remove questions or phases; set mandatory questions; choose what to transfer to your MIS; and more!

See all articles →

Sixth Form Only

This course is for Post-16 only and covers creation/ customisation of courses, entry requirements and references.

See all articles →

Course 4 - Events

Create, manage and monitor events such as Open Days and Tours using the events area. Significant updates to this area are being released Autumn 2023!

See all articles →

Course 5 - Checks, Troubleshooting & Go-Live!

Ensure you work through this course before launching your platform to students or parents.

See all articles →

Data & Integrations (IT & Data Managers)

This course covers MIS integration; importing data into A+ via csv or from your MIS; exporting data to csv or MIS; DNS update & step by step guides.

Course 6 - Timetable & Options (Yr 9 & 12)

Learn how to use the options module in detail; setting rules, importing a timetable, finding and resolving clashes, and optimising your timetable.

Course 7 - Interviews & Offers

Learn about setting up meetings, inviting students or parents, monitoring attendance and keeping notes. Plus customising, sending & managing offers.

Receive vital set up information from CSM

Welcome to Applicaa; I will be your designated Customer Success Manager for the next year and am delighted to be working with you.

Our service includes -

- *Unlimited* 1:1 training with me throughout your first year

- Guidance on using all product features to maximise the benefit to your school

- Guaranteed response within 24 hours to emails & voicemails

- 24/7 access to our Knowlegde Base and chatbot for self-help

- Technical support for urgent queries & specialised issues

I really encourage you to reach out to me whenever you need, and I'll also check in with you regularly to make sure you're confident and enjoying the platform.

To let you know what to expect, here is an overview of the journey we see used most often; of course you can customise many of these elements and I'll be happy to guide you. If you have any questions on what the platform can do or how the journey flows please don't hesitate to ask.

Over the next few weeks I anticipate your onboarding process as follows -

Create your platform using this link, complete the basic onboarding tasks

I will be checking your progress; please let me know of any difficulties

Begin on *Course 1 - First Impressions & Course 2 - Profiles* (*Knowledge Base*)

Course 1 - First Impressions

Customise the key elements of your platform, ensure an excellent display, learn the basics of Admissions+ and how to create basic reports.

See all articles →

Course 2 - Profiles

Learn how to manage and monitor student and parent profiles to view, export and create reports on collected data. Includes staff users & permissions.

See all articles →

- Create your platform, complete onboarding tasks as prompted

- Read and save the journey overview to note key features for your intake

- Work through content of course 1 & 2 - estimated time 3-4 hours

Training Meeting 1 with your CSM

- Overview of the platform & cover any queries you have

- Introduce the application form area & possibilities for customisation

- Introduce the Events area ready for Course 4

- For Sixth Forms, introduce the additional course

Complete courses 3 & 4 - *estimated 4-6 hours*

Course 3 - Application process in detail

Customise your application journey; add, edit or remove questions or phases; set mandatory questions; choose what to transfer to your MIS; and more!

See all articles →

Course 4 - Events

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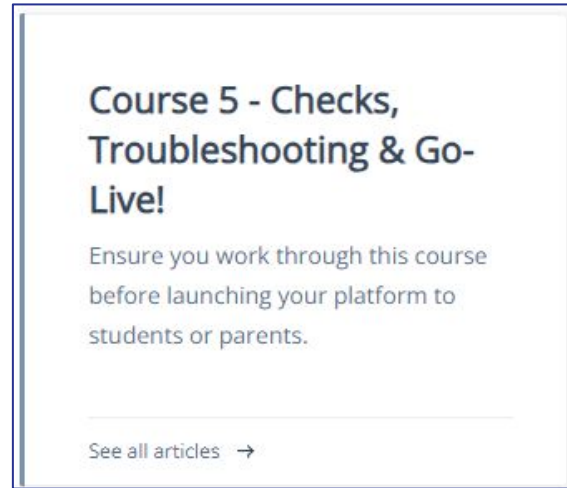
See all articles →

- Customise your form - add & edit questions, include UDFs & lookups
- Customise your application journey with Phases & Pathways
- Set up your Open Events
- *For Sixth Forms, the additional course will take another 3-4 hours*

Training Meeting 2 with your CSM

- Check over any oddities the CSM has noticed in your application form

- Check your Events are ready to publish

- *For Sixth Forms, cover additional areas (this is likely to need another meeting)*

- Cover any queries you have and introduce Course 5

Complete course 5 - *estimated 1-2 hours*

Course 5 - Checks, Troubleshooting & Go-Live!

Ensure you work through this course before launching your platform to students or parents.

See all articles →

- Edit email templates, choose which to switch on or off

- Learn how to manage communications

- Basic troubleshooting for when families begin to use your form
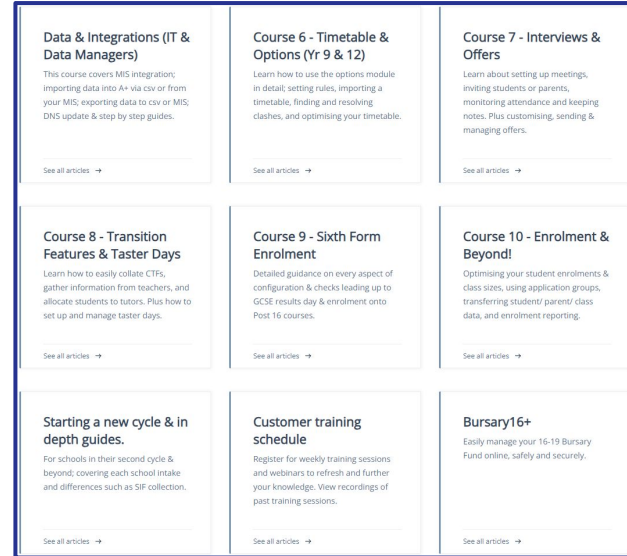
Go-Live Meeting with your CSM

- Cover any queries you have and share tips

- Introduce other courses for later in the application process

- Book your first catch-up after launch to see how applications are going

Post-launch

- Meet regularly with your CSM to train on other features
- Complete the relevant courses at various times in the process
- We really value your feedback on our products & services, so let us know what you think!

1:1 CSM Service

(Year 1 of subscription unless purchased again)

- *Unlimited* 1:1 training meetings with your designated Customer Success Manager
- Guidance tailored to your staff & school
- Prompts from your CSM throughout the year to ensure utilisation of all features
- Unlimited telephone and email queries to your CSM with a guaranteed turn around time of 24 hours

Additional Support

- Optional weekly group training sessions, covering each topic as it becomes relevant, ie forms, interviews, offers, timetabling, taster days, sorting hat etc
- 8am - 4:30pm telephone support for quick queries
- Ticket pipeline for reporting technical issues
- 24/7 access to our Knowledge Base directly via your platform
- Ask our Chatbot any queries via "Chat with us" function on your platform

Group training for 2nd cycle & beyond

Week	Monday 11am	Monday 2pm	Tuesday 11am	Tuesday 2pm	Wednesday 2pm	Thursday 2pm
02/09/2024					B16+ New Cycle	Y12 New Cycle
09/09/2024					Nursery	SI Forms
16/09/2024					B16+ New Cycle	Y12 New Cycle
23/09/2024					Nursery	SI Forms
30/09/2024					B16+ New Cycle	Y12 New Cycle
07/10/2024					Nursery	In Year
14/10/2024						Y12 New Cycle
21/10/2024						In Year
28/10/2024	Holidays					
04/11/2024					In Year	Y12 New Cycle
11/11/2024					In Year	Meetings, Offers, Timetabling
18/11/2024					GCSE Options	Meetings, Offers, Timetabling
25/11/2024						Meetings, Offers, Timetabling
02/12/2024					GCSE Options	Meetings, Offers, Timetabling
09/12/2024						Meetings, Offers, Timetabling
16/12/2024					GCSE Options	Meetings, Offers, Timetabling
23/12/2024	Holidays					
30/12/2024	Holidays					
06/01/2025					Meetings, Offers, Timetabling	Y7
13/01/2025					GCSE Options	Y7
20/01/2025					Meetings, Offers, Timetabling	Y7
27/01/2025					GCSE Options	Y7
03/02/2025					Meetings, Offers, Timetabling	Y7
10/02/2025					GCSE Options	Y7
17/02/2025	Holidays					

Group training for 2nd cycle & beyond

Date						
24/02/2025					Y7	Reception
03/03/2025					Y7	Reception
10/03/2025				Exams+	Taster Days	Reception
17/03/2025				Transition Features	Exams+	Reception
24/03/2025				Exams+	Taster Days	Reception
31/03/2025				Transition Features	Exams+	Reception
07/04/2025	Holidays					
14/04/2025	Holidays					
21/04/2025					Taster Days	Enrolment 1
28/04/2025					Transition Features	Enrolment 1
05/05/2025					Taster Days	Enrolment 1
12/05/2025					Transition Features	Enrolment 1
19/05/2025	SIMS Data Transfer	Arbor Data Transfer	Bromcom Data Transfer	iSAMS Data Transfer	Taster Days	Enrolment 1
26/05/2025	Holidays					
02/06/2025					Class Management, reports	Enrolment 2
09/06/2025	SIMS Data Transfer	Arbor Data Transfer	Bromcom Data Transfer	iSAMS Data Transfer	B16+ New Cycle	Enrolment 2
16/06/2025					Class Management, reports	Enrolment 2
23/06/2025	SIMS Data Transfer	Arbor Data Transfer	Bromcom Data Transfer	iSAMS Data Transfer	B16+ New Cycle	Enrolment 2
30/06/2025					Class Management, reports	Enrolment 2
07/07/2025					B16+ New Cycle	Nursery New Cycle
14/07/2025						SI Forms

Register Here