applicaa

Admissions+ Onboarding Process

Updated September 2025

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

Tess
Darmel
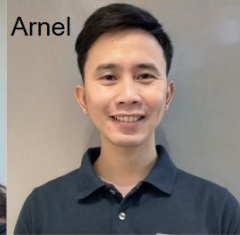Irvin
Mary

Vince
Lucy
Arnel

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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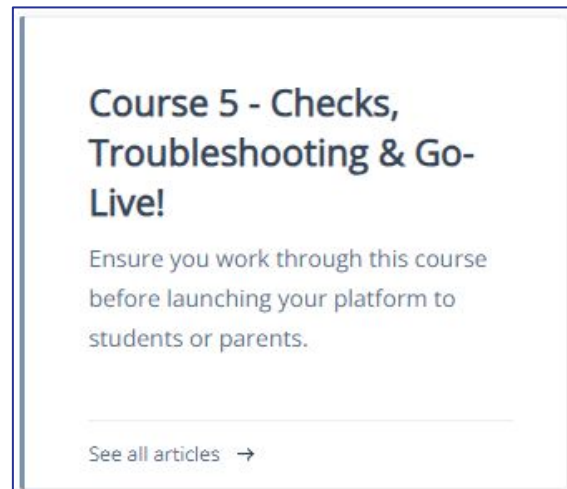
See all articles →

- 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

Tess Darmel Irvin Mary

Vince Lucy Arnel

- 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!

Data & Integrations (IT & Data Managers)	Course 6 - Timetable & Options (Yr 9 & 12)	Course 7 - Interviews & Offers
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.	Learn how to use the options module in detail; setting rules, importing a timetable, finding and resolving clashes, and optimising your timetable.	Learn about setting up meetings, inviting students or parents, monitoring attendance and keeping notes. Plus customising, sending & managing offers.
See all articles →	See all articles →	See all articles →
Course 8 - Transition Features & Taster Days	Course 9 - Sixth Form Enrolment	Course 10 - Enrolment & Beyond!
Learn how to easily collate CTFs, gather information from teachers, and allocate students to tutors. Plus how to set up and manage taster days.	Detailed guidance on every aspect of configuration & checks leading up to GCSE results day & enrolment onto Post 16 courses.	Optimising your student enrolments & class sizes, using application groups, transferring student/ parent/ class data, and enrolment reporting.
See all articles →	See all articles →	See all articles →
Starting a new cycle & in depth guides.	Customer training schedule	Bursary16+
For schools in their second cycle & beyond; covering each school intake and differences such as SIF collection.	Register for weekly training sessions and webinars to refresh and further your knowledge. View recordings of past training sessions.	Easily manage your 16-19 Bursary Fund online, safely and securely.
See all articles →	See all articles →	See all articles →

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
- 24/7 access to our Knowledge Base directly via your platform
- Ask our Live Chat any queries via the Help Hub on your platform

Group training for 2nd cycle & beyond

Week Commencing	Monday 11am	Monday 2pm	Tuesday 11am	Tuesday 2pm	Wednesday 2pm	Thursday 2pm
01/09/2025				B16+ New Cycle	In Year	Y12 New Cycle
08/09/2025				Nursery	SI Forms	Y12 New Cycle
15/09/2025				B16+ New Cycle	In Year	Y12 New Cycle
22/09/2025				Nursery	SI Forms	Y12 New Cycle
29/09/2025				B16+ New Cycle	In Year	Y12 New Cycle
06/10/2025				Nursery	SI Forms	Y12 New Cycle
13/10/2025				B16+ New Cycle	In Year	Y12 New Cycle
20/10/2025				Nursery	SI Forms	Y12 New Cycle
28/10/2025				Holidays		
03/11/2025						GCSE Options
10/11/2025						Meetings, Offers, Timetabling
17/11/2025						GCSE Options
24/11/2025						Meetings, Offers, Timetabling
01/12/2025						GCSE Options
08/12/2025						Meetings, Offers, Timetabling
15/12/2025						GCSE Options
22/12/2025				Holidays		
29/12/2025				Holidays		
05/01/2026				Y7		Meetings, Offers, Timetabling
12/01/2026				Y7		GCSE Options
19/01/2026				Y7		Meetings, Offers, Timetabling
26/01/2026				Y7		GCSE Options
02/02/2026				Y7		
09/02/2026				Y7		

Group training for 2nd cycle & beyond

Date						
16/02/2026	Holidays					
23/02/2026				Y7		
02/03/2026				Y7		Exams+
09/03/2026						Transition Features
16/03/2026				Taster Days		Exams+
23/03/2026				Reception/Primary		Transition Features
30/03/2026	Holidays					
06/04/2026	Holidays					
13/04/2026				Taster Days		Transition Features
20/04/2026				Reception/Primary		
27/04/2026				Taster Days		Enrolment Walkthrough
04/05/2026				Reception/Primary		
11/05/2026				Taster Days		Enrolment Walkthrough
18/05/2026						
25/05/2026	Holidays					
01/06/2026						Enrolment Walkthrough
08/06/2026	SIMS Data Transfer	Arbor Data Transfer	Bromcom Data Transfer	iSAMS Data Transfer	B16+ New Cycle	
15/06/2026					Class Management, reports	Enrolment Walkthrough
22/06/2026					B16+ New Cycle	
29/06/2026					Class Management, reports	Enrolment Walkthrough
06/07/2026					B16+ New Cycle	
13/07/2026						
	Holidays					
17/08/2026	SIMS Data Transfer	Arbor Data Transfer	Bromcom Data Transfer	iSAMS Data Transfer		

Register Here