

appicaa

Appicaa Community

Frequently Asked Questions & How-To's





We're excited to have you as part of our growing community for UK education professionals. To help you get started and make the most of your experience, we've put together this FAQ document, which covers everything from navigating the platform to posting discussions and earning badges.



General FAQs

What is the Applicaa Community System?

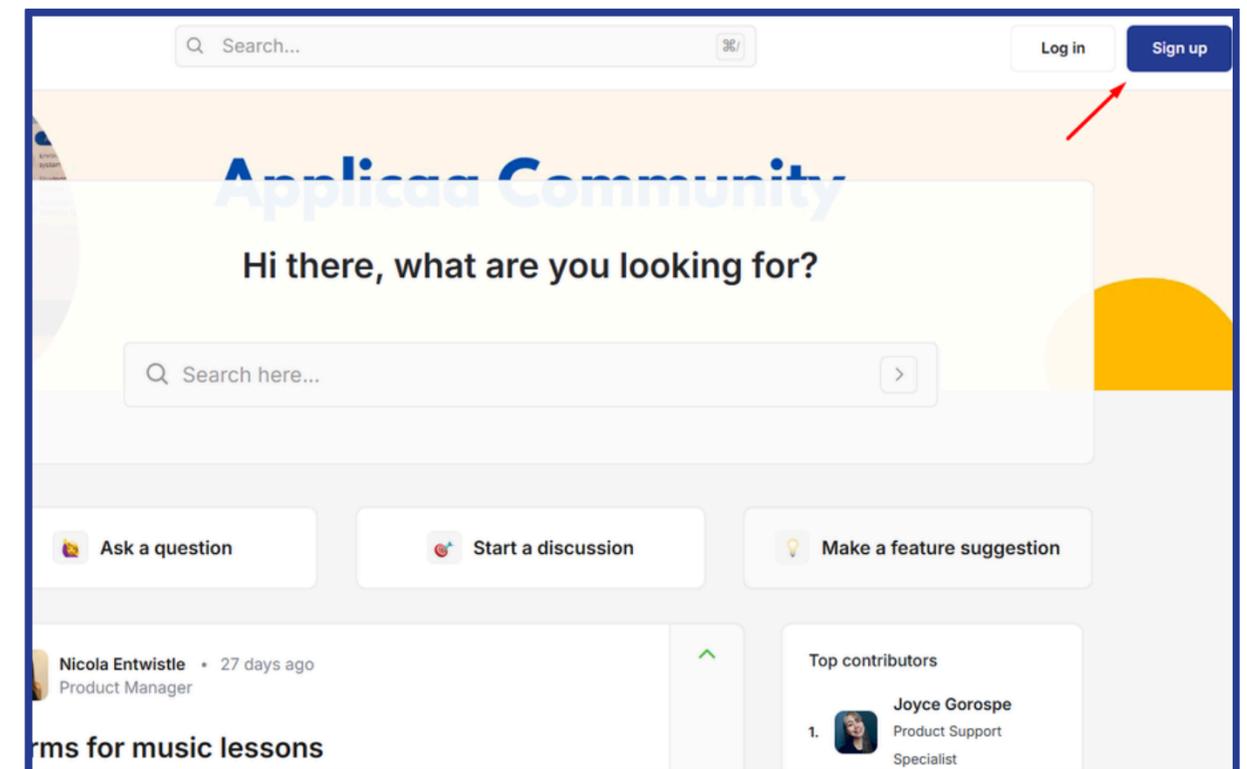
- The Applicaa Community System is an online platform designed to connect users, facilitate discussions, share insights, and provide support among members.

How do I sign up for the community?

- You can access the community directly from your Admissions+ system. No need to sign up separately – just use your existing Applicaa credentials.

Who can access the community system?

- The Applicaa Community is open to all who are part of the UK education system, including school staff, administrators, bursars, heads of year, admissions officers, teachers, and more. It is not limited to Applicaa users, but **non-users will need to sign up to gain access.**

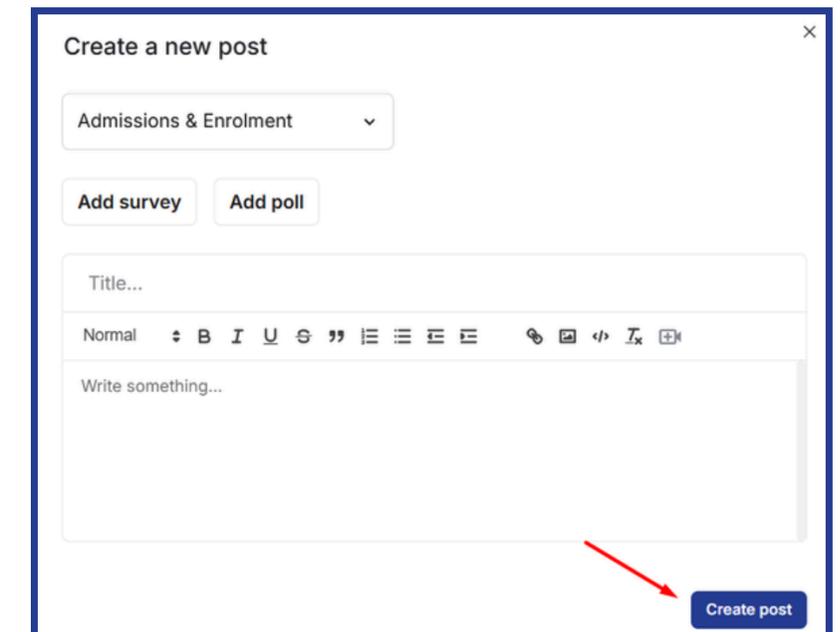
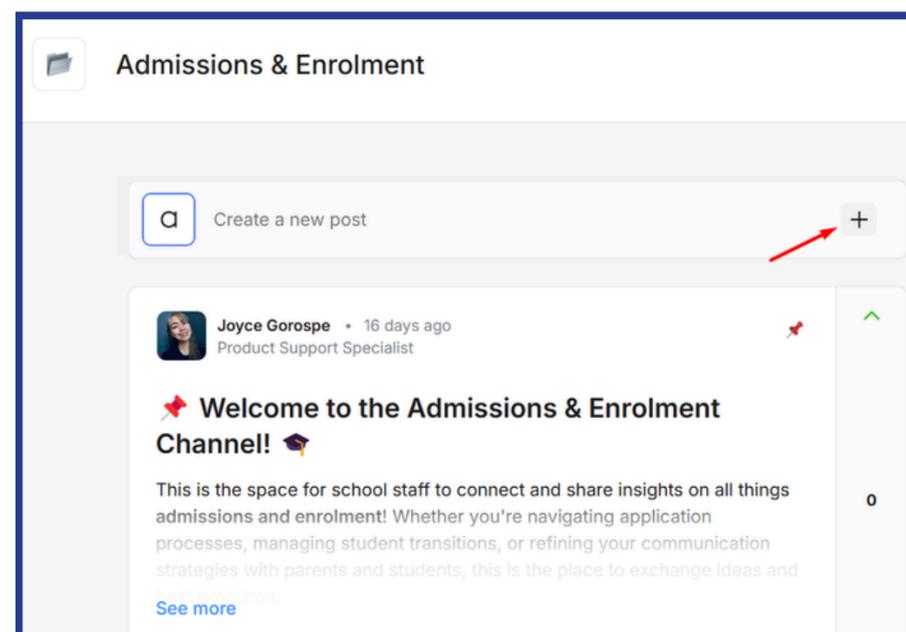
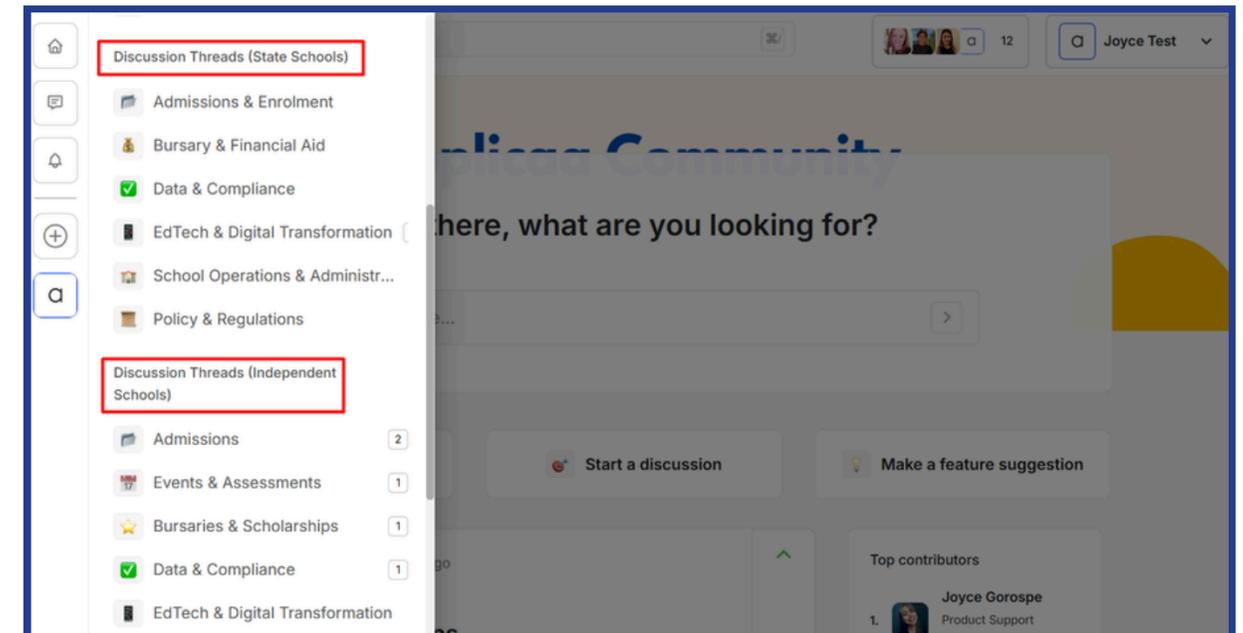


community.applicaa.com

Using the Community

How do I post a question or start a discussion?

- Users can start posting by selecting a channel on the left-hand side menu. Please note that there will be two main discussion threads—Independent Schools and State Schools—and users will have access to channels belonging to the thread that fits their criteria (whether they're part of an independent school or a state school).
- Make sure to follow the channel by clicking on the **Follow** button. To start a post, simply click on the **+** button shown below, draft your post, and click **Create post**.



Using the Community

How can I submit a feature request?

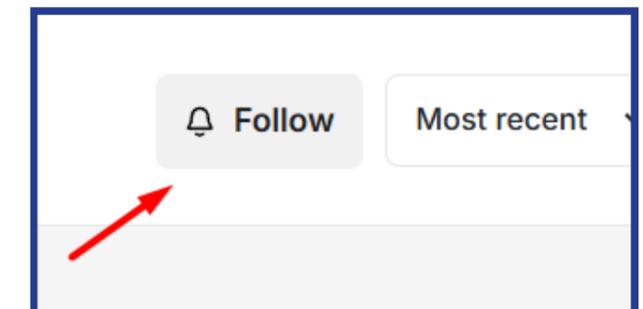
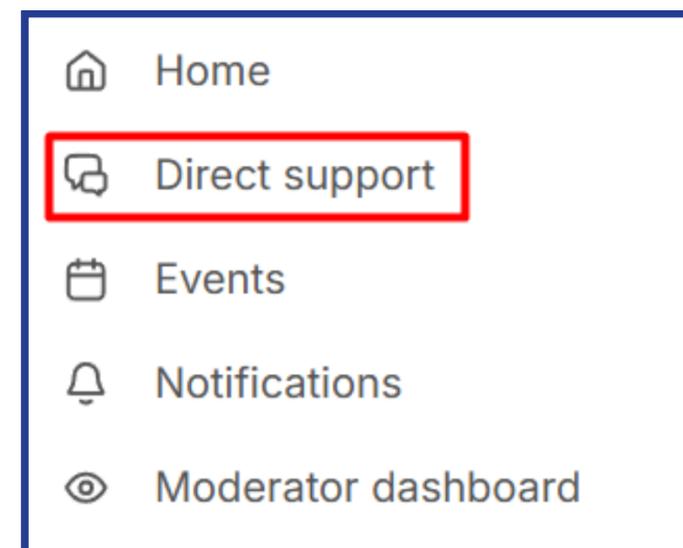
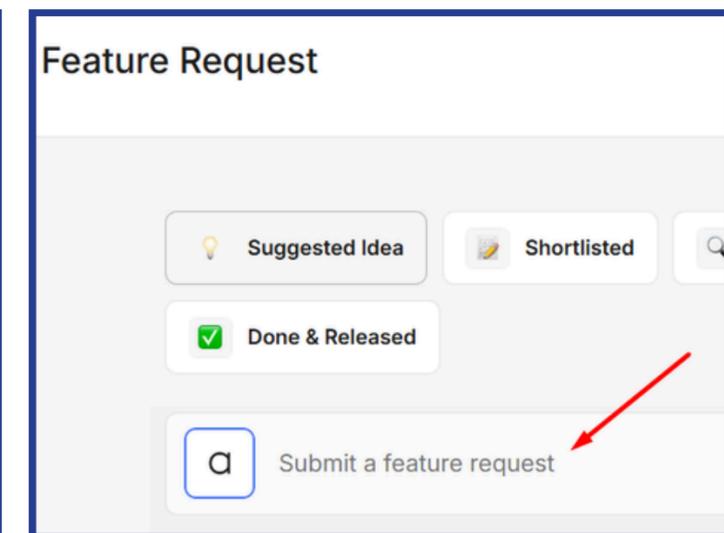
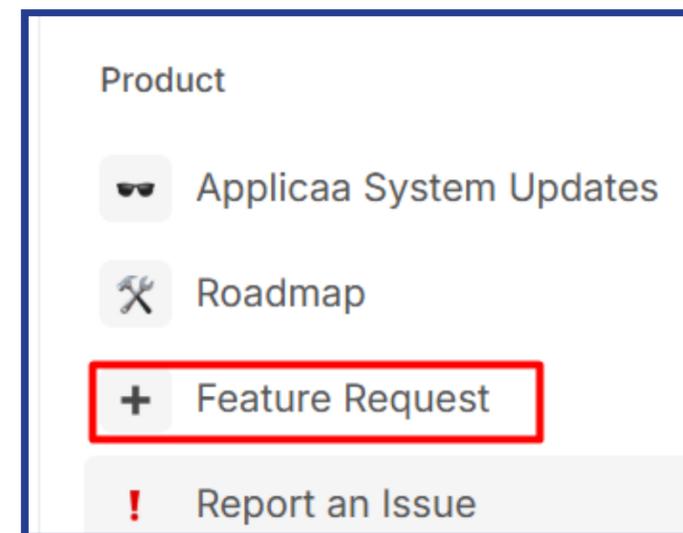
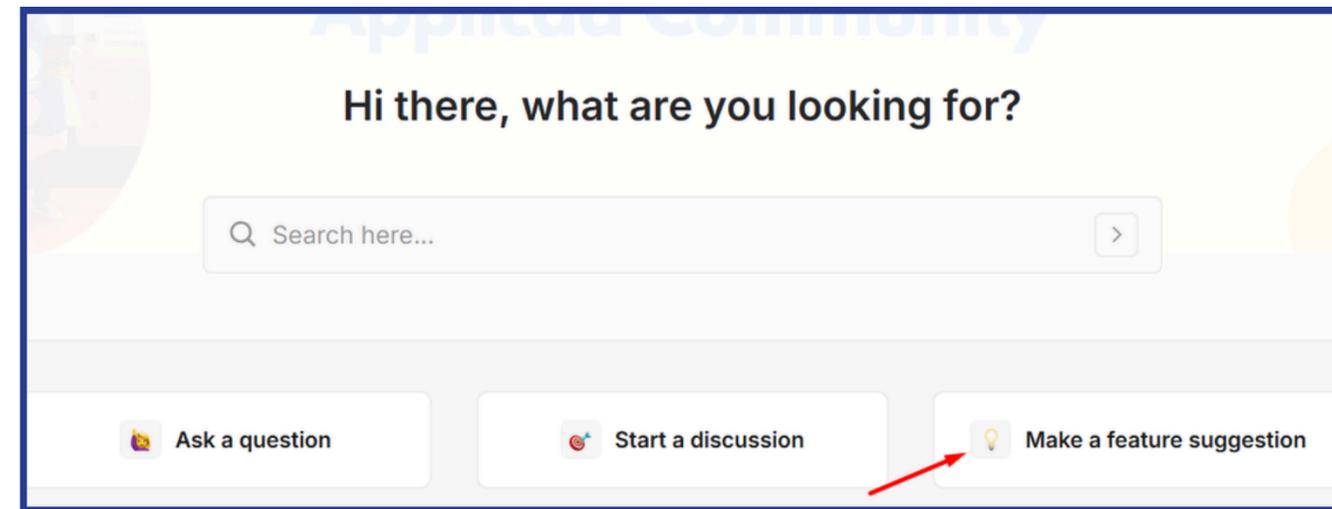
- There are two ways to submit a feature request:
 1. Click on the "**Make a feature suggestion**" button on the homepage.
 2. Go to the "**Feature Request**" channel and click on "Submit a feature request".

Can I message other members directly?

Users are not to message other members directly to promote transparency. They can engage by commenting on posts instead.

How do I follow a channel?

- Click on the channel you want to follow and then click the "Follow" button to stay updated with new posts.



Using the Community

Can I edit or delete my post after publishing?

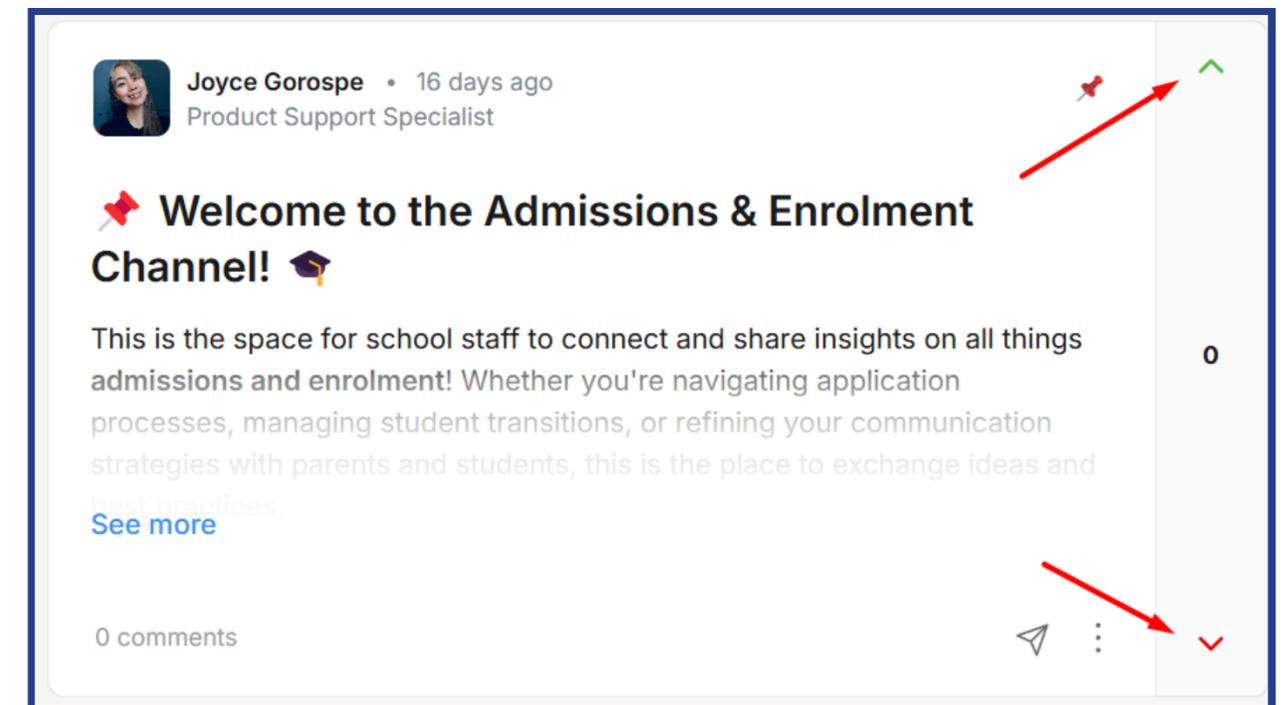
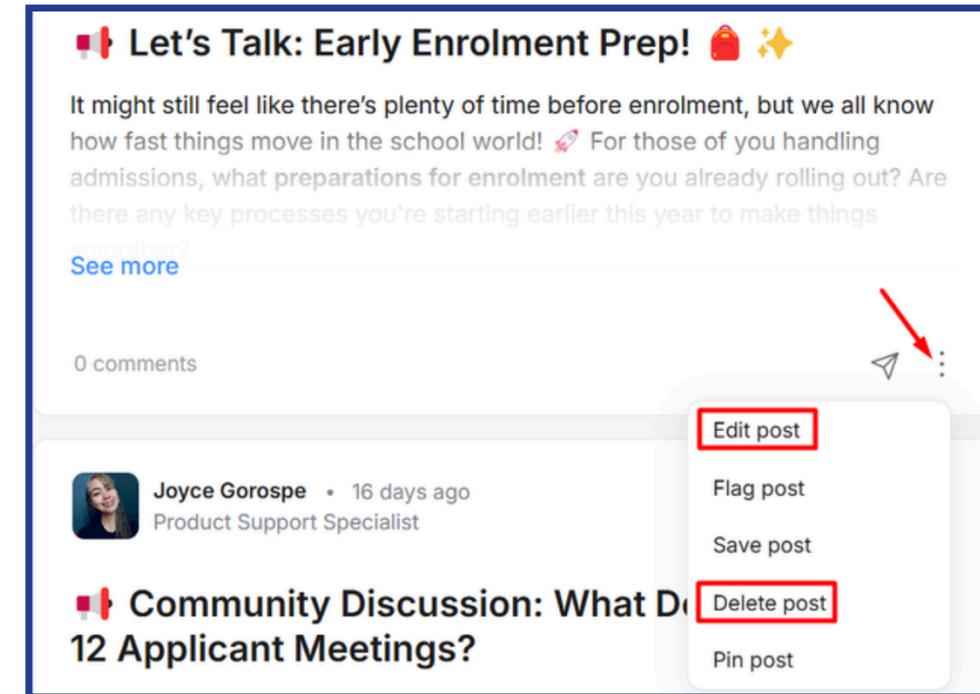
- Yes, you can edit or delete your post by clicking on the three-dot menu (:) in the lower left corner of your post and selecting the appropriate option.

How do I upvote or support a post?

- Each post will have a green 'up' arrow for upvoting and a red 'down' arrow for downvoting. You can also engage by leaving a comment to share your thoughts.

Are there any posting guidelines I should follow?

- Yes, posts should be relevant, professional, and respectful. Please avoid promotional content or off-topic discussions. Full guidelines are outlined in the [Community Code](#).



Using the Community

How do I tag someone in a post or comment?

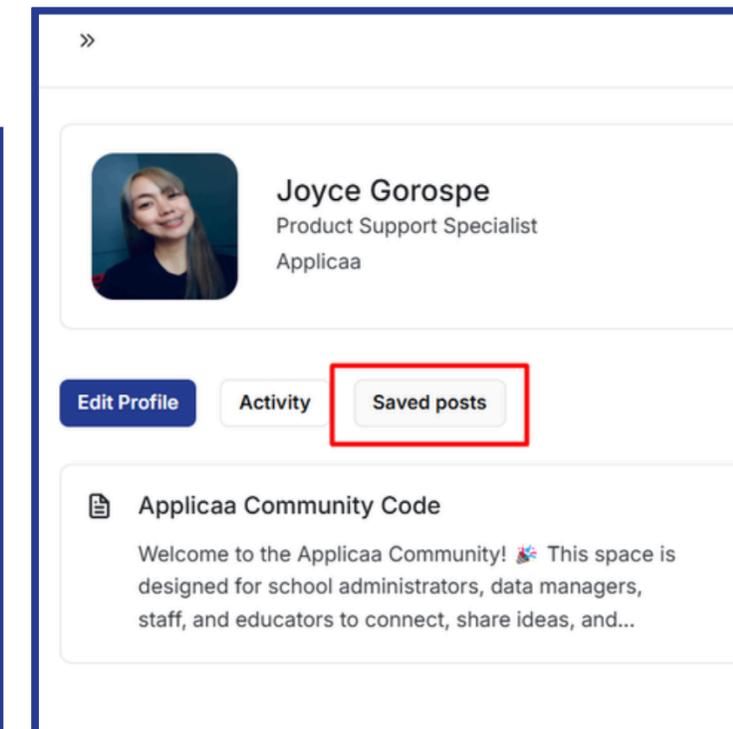
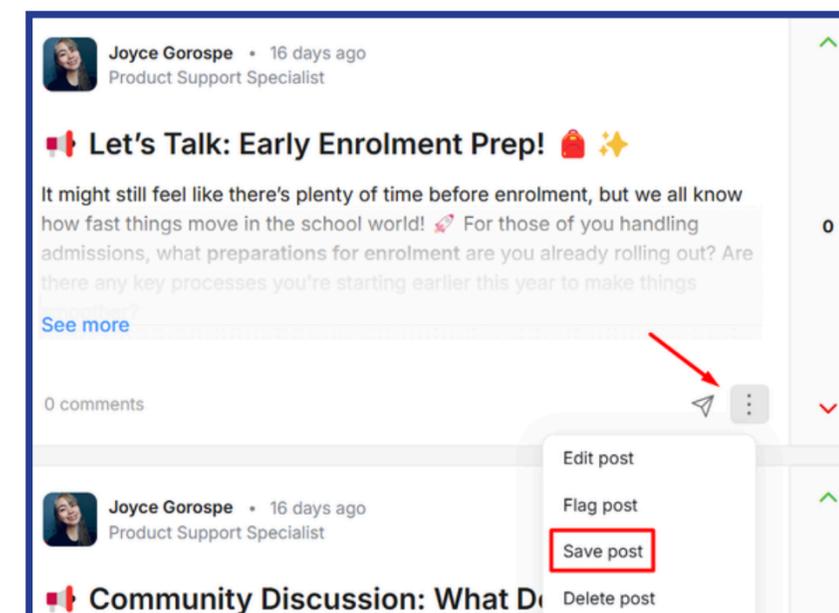
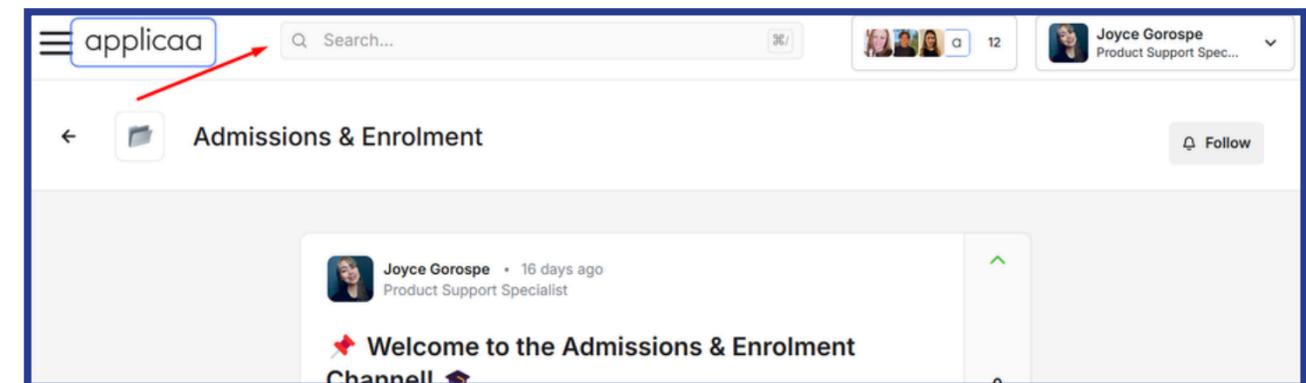
- You can tag another user by typing "@" followed by their name.

How do I search for specific posts or topics?

- Use the search bar at the top to look for discussions, feature requests, or topics of interest.

Can I bookmark posts for later?

- Yes, you can save a post by clicking on the three-dot menu (⋮) and selecting "Save post." To view your saved posts, go to your profile and navigate to the "Saved posts" section.



Support & Troubleshooting

Where can I get help with an issue in Appicaa?

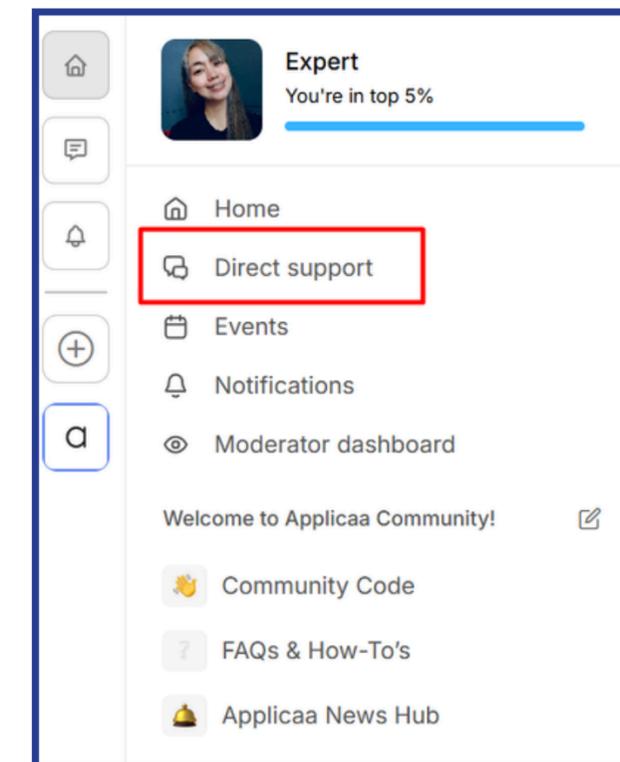
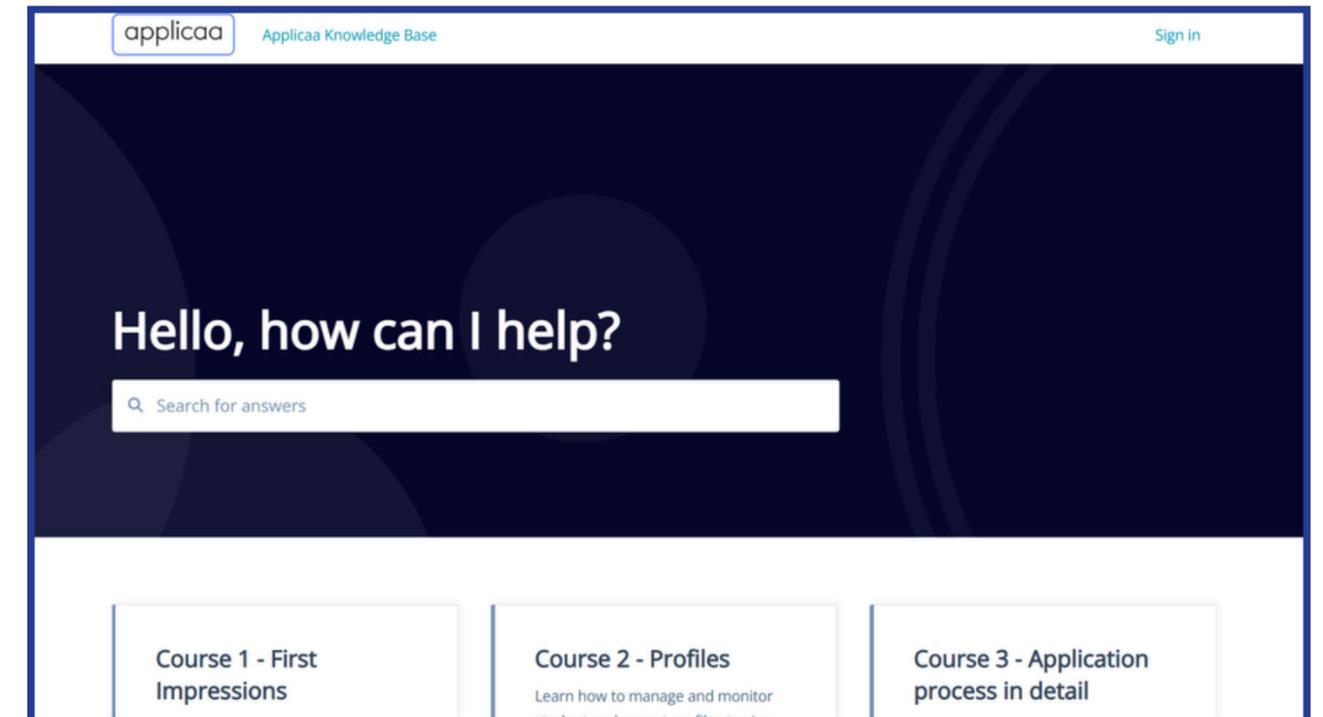
- We want to make it clear that **the Appicaa Community is not an extension of our Support channel**. For issues regarding our products and services, we highly encourage users to contact our Support team via **chat, call, or by raising a ticket**. We also recommend checking our Knowledge Base for helpful articles and troubleshooting guides.

How do I report a technical issue with the platform?

- The Appicaa Community is not an extension of our Support channel. For issues regarding Appicaa products and services, please reach out to Support via chat, call, or by raising a ticket.

Is this the official Appicaa support channel?

- No, the Appicaa Community is for peer-to-peer support and discussions. For official support regarding Appicaa products and services, please contact our Support team via chat, call, or by submitting a ticket.



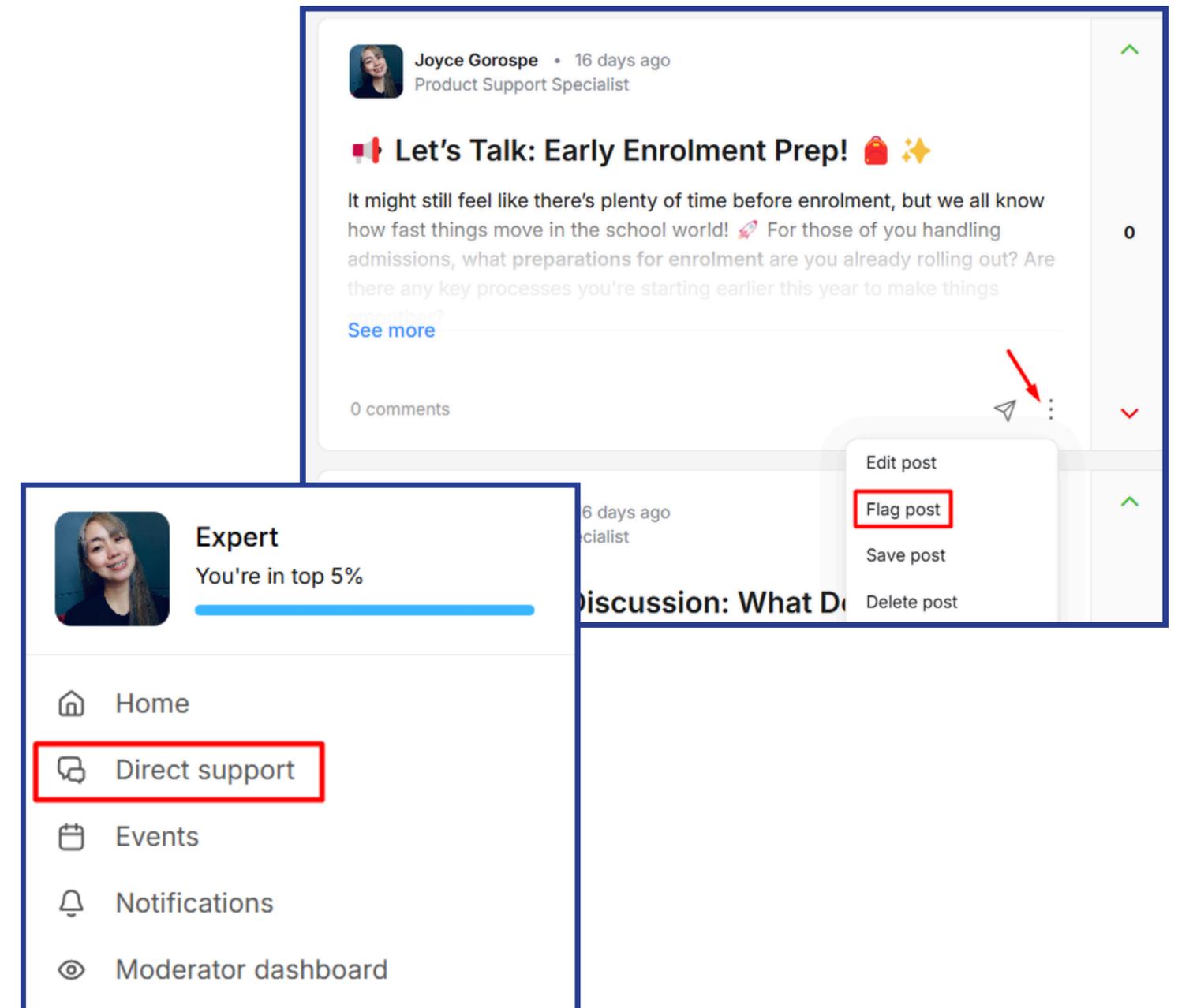
Community Guidelines & Moderation

What are the community rules?

- Follow respectful communication, keep discussions relevant, and avoid sharing confidential data. Full guidelines are outlined in the [Community Code](#).

What should I do if I see inappropriate content?

- Please avoid engaging with other members with hostility. If you see a post that you feel does not meet the community code, simply flag the post, and the moderators will be notified right away to check.



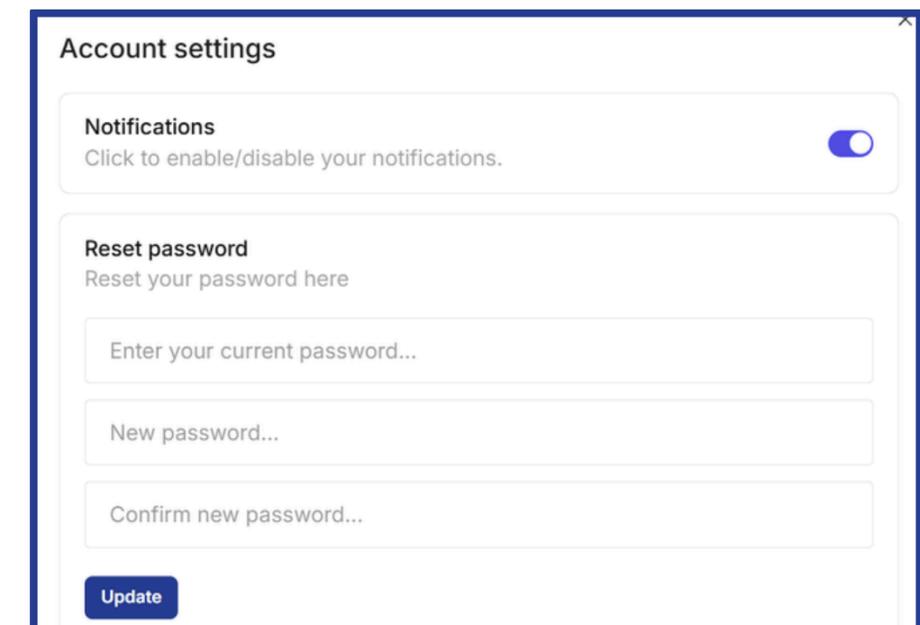
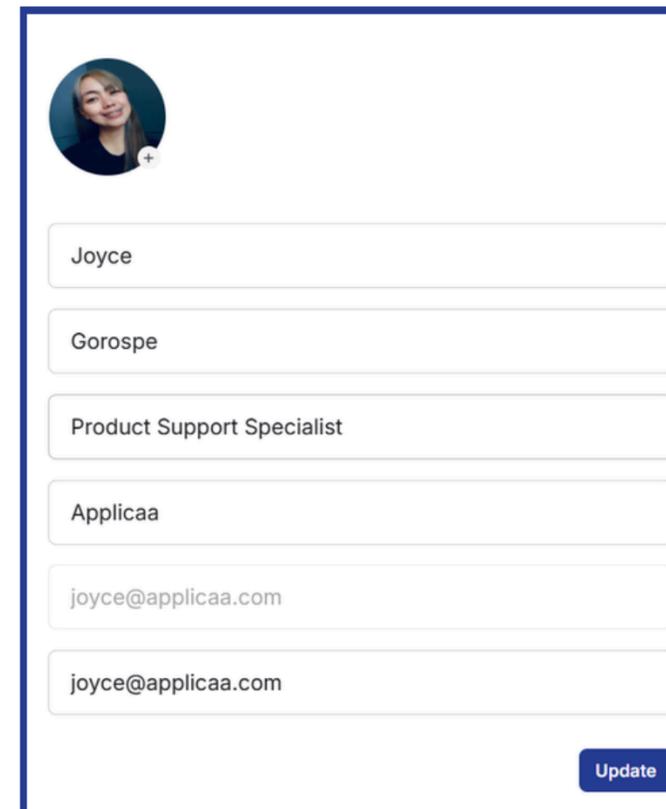
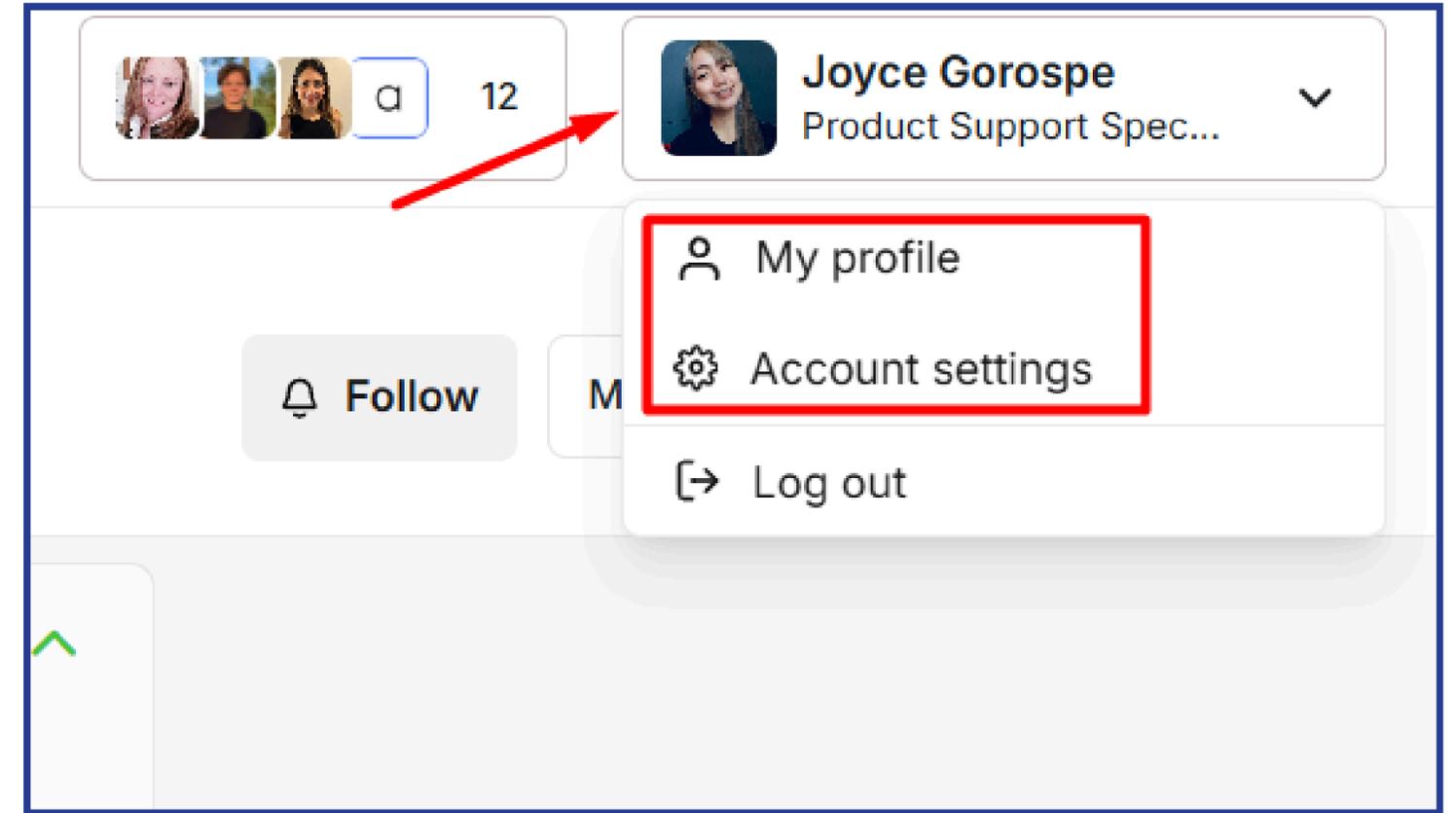
Account & Settings

How do I update my profile or settings?

- Click on your name in the top right corner, then select "My Profile" or "Account Settings." From there, you can:
 1. Update your profile details (name, job title, and school name).
 2. Change your email or password.
 3. Adjust your notification preferences.
 4. Manage your saved posts and followed channels.

Can I delete my account?

- If you wish to have your account deleted, please contact the moderators through the Direct Support menu.



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Thank you for taking the time to read through our FAQs! We hope this guide has helped you navigate the Appicaa Community with ease. Our goal is to create a supportive and engaging space for all members of the UK education system.

If you have any further questions, need assistance, or have suggestions for improving the community, please don't hesitate to reach out.

Happy networking, and welcome to the Appicaa Community! 🎉😊