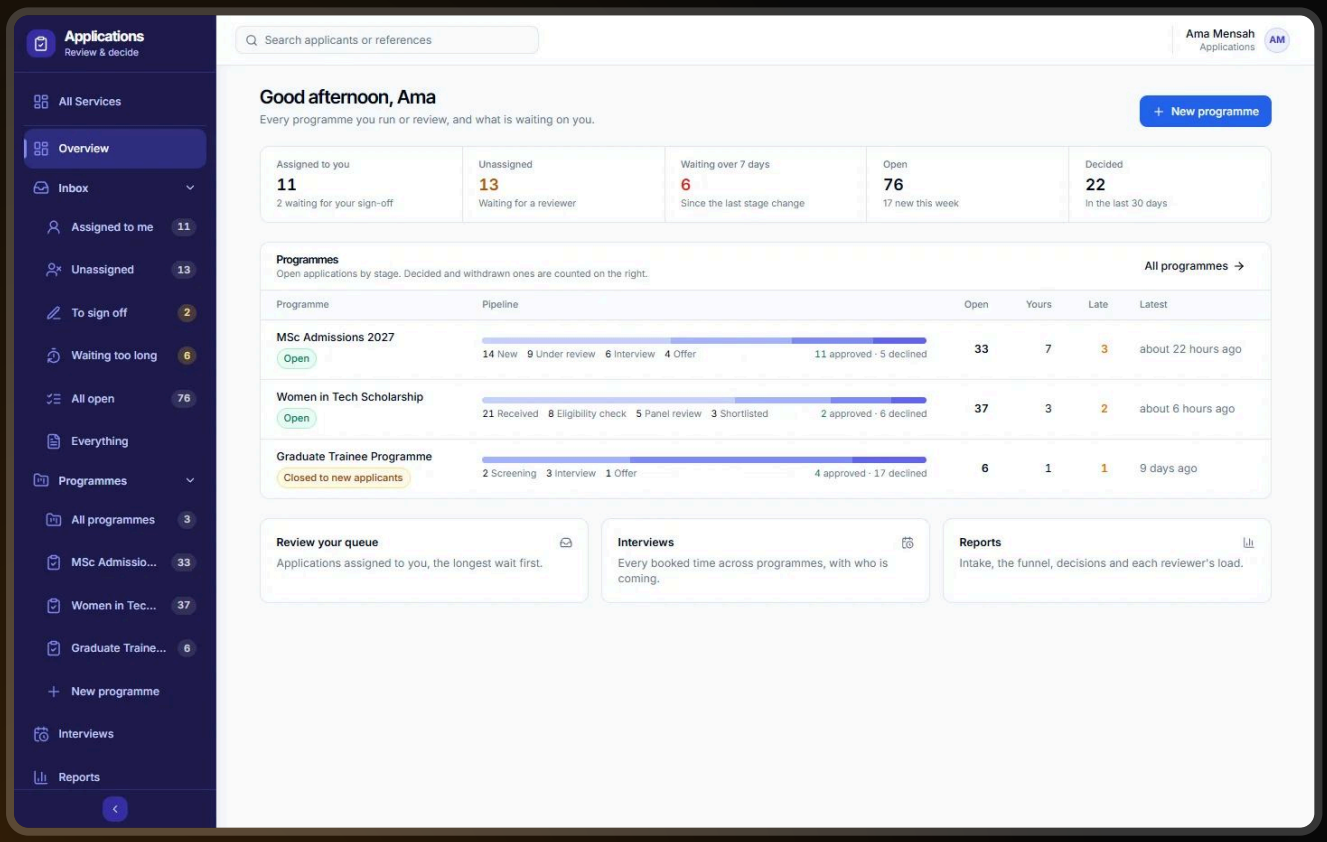
LAINNOV

USER GUIDE

LAINNOV Applications

Run every intake from one workspace: review, score, interview, sign off and decide, and let applicants answer their offers online.



help.lainnov.com/applications

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The latest version of this guide, with search, is at **help.lainnov.com/applications**.

Questions: support@lainnov.com.

USER GUIDE

LAINNOV Applications Guide

LAINNOV Applications runs everything after someone presses Submit: who reviews each application, which stage it is in, what has waited too long, interviews, scores, sign-off, offers and the final decision, across every programme you run.

A *programme* is one intake: an admissions round, a scholarship, a job opening or a grant call. Each programme is a form that takes applications, with its own stages and reviewers. This guide walks through the workspace in the order you will use it. Screenshots use a made-up organisation, *Northbridge Institute*, so every name and number is an example only.

> **HOW TO READ THIS GUIDE**
>
> Words in **bold** are the exact labels you will see on screen.

Your first programme

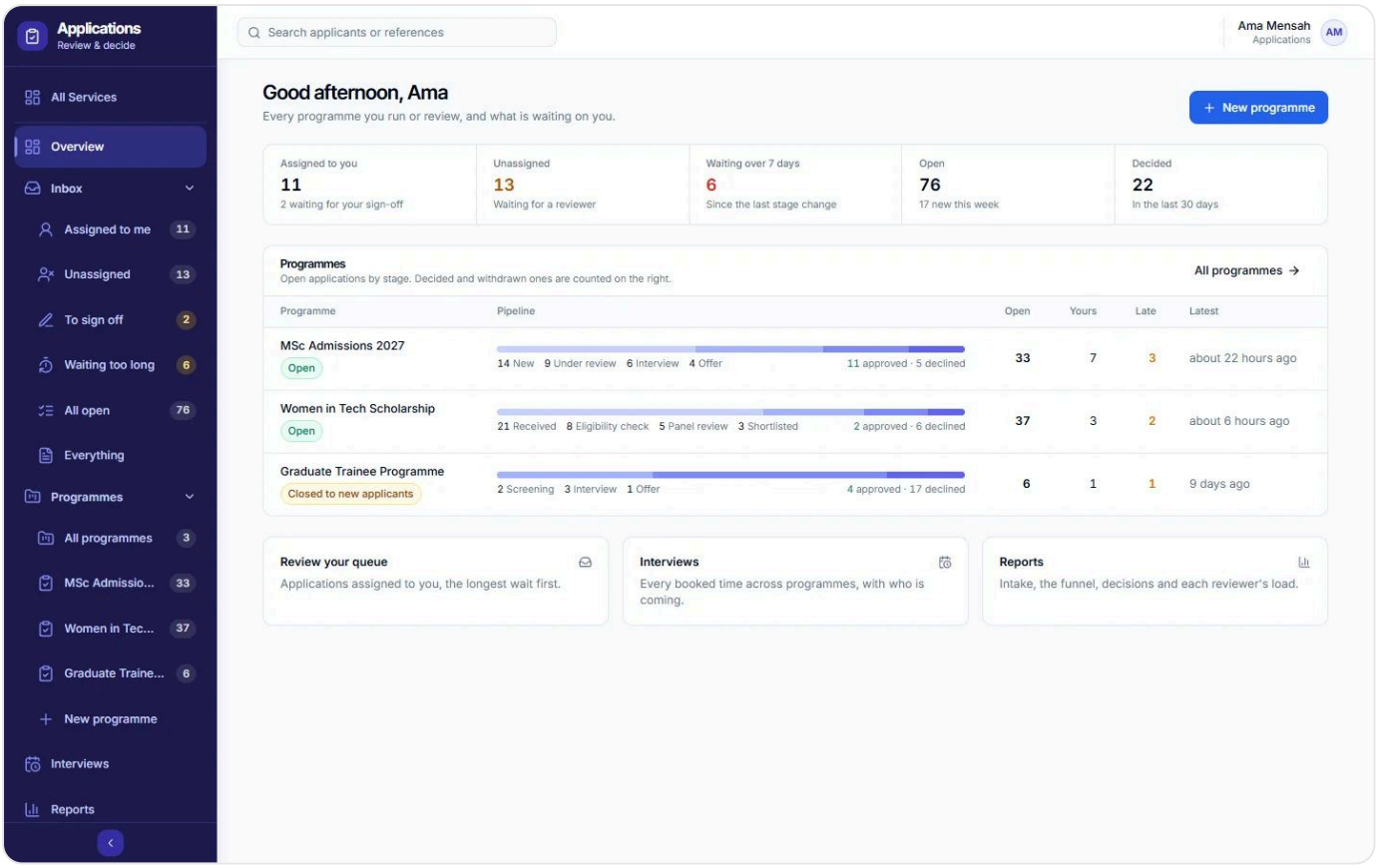
Do these in order. Each item links to the chapter that explains it.

- [ ] **Start a programme** from a template or one of your forms. Starting a programme
- [ ] **Check the stages** and give each one a time limit. Stages and time limits
- [ ] **Add your reviewers** and decide what each of them sees. Reviewers and access
- [ ] **Share the application form** so people can apply. One programme
- [ ] **Work your inbox** every day. The inbox

Opening Applications

- From **All Services**, open **Applications**. You can also open it from the Forms side menu: **Applications workspace**.
- The side menu on the left takes you everywhere: **Overview**, **Inbox**, **Programmes**, **Interviews** and **Reports**. Collapse it with the arrow at the bottom to get more room.
- The numbers beside the menu items are live: how many applications are waiting in each queue.

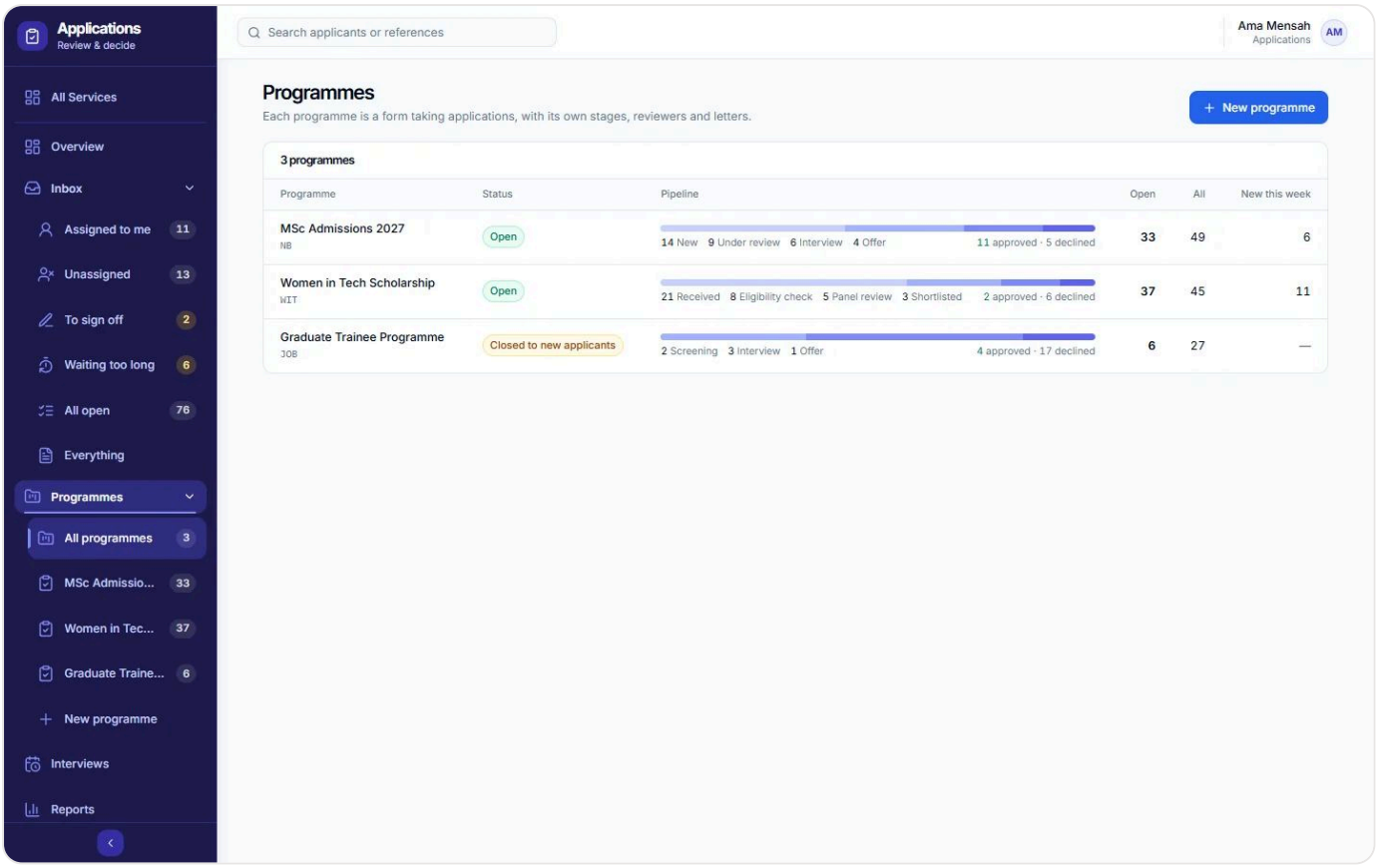
1 The overview



The overview. What is waiting on you, and every programme's pipeline at a glance.

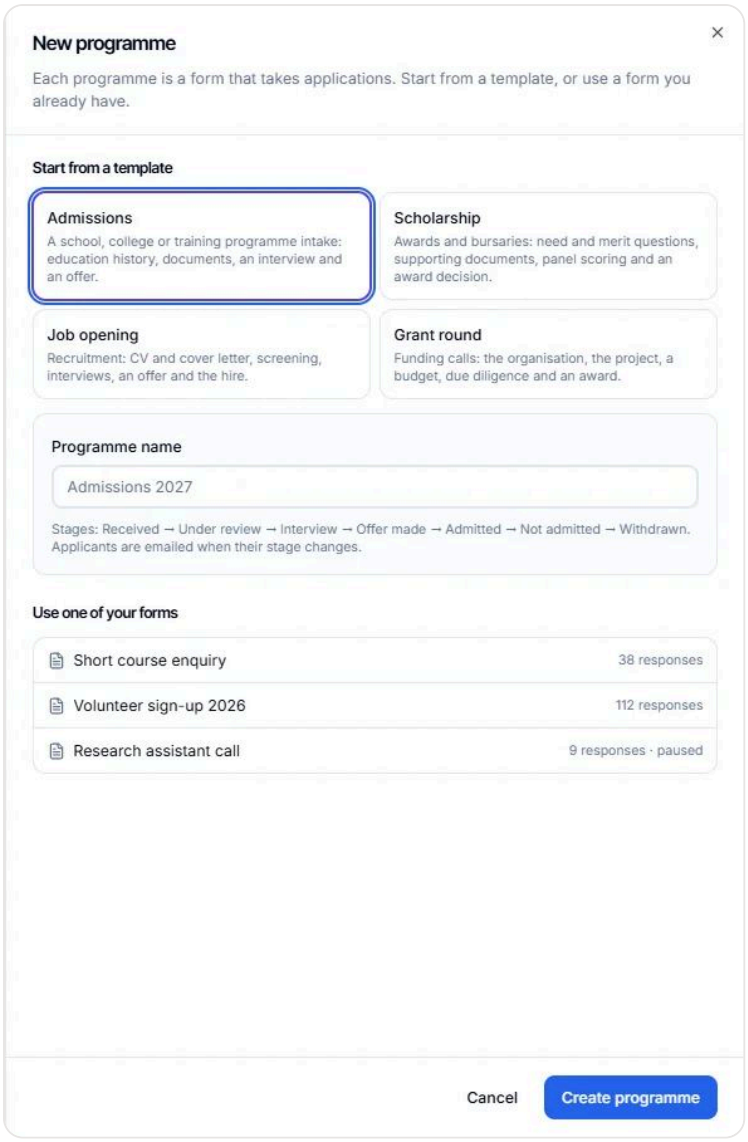
- **The figures across the top**: **Assigned to you**, **Unassigned**, waiting too long, **Open** and **Decided** in the last 30 days.
- **Programmes**: each programme with a bar showing where its open applications sit, how many are yours, how many are late, and when the latest one arrived.
- Select a programme name to open it, or a figure to go straight to that queue.

2 Starting a programme



Programmes. Every intake you run, with its status and pipeline.

Select **New programme** on the overview or in **Programmes**. You can start two ways.



New programme. Start from a template, or turn one of your forms into a programme.

From a template

1. Choose **Admissions**, **Scholarship**, **Job opening** or **Grant round**.
2. Type the **Programme name**, for example "MSc Admissions 2027".
3. Select **Create programme**. The application form and its review stages are made for you, and applicants are emailed when their stage changes.
4. Open **Edit form** on the programme page to change the questions, and **Workflow settings** to change the stages.

From one of your forms

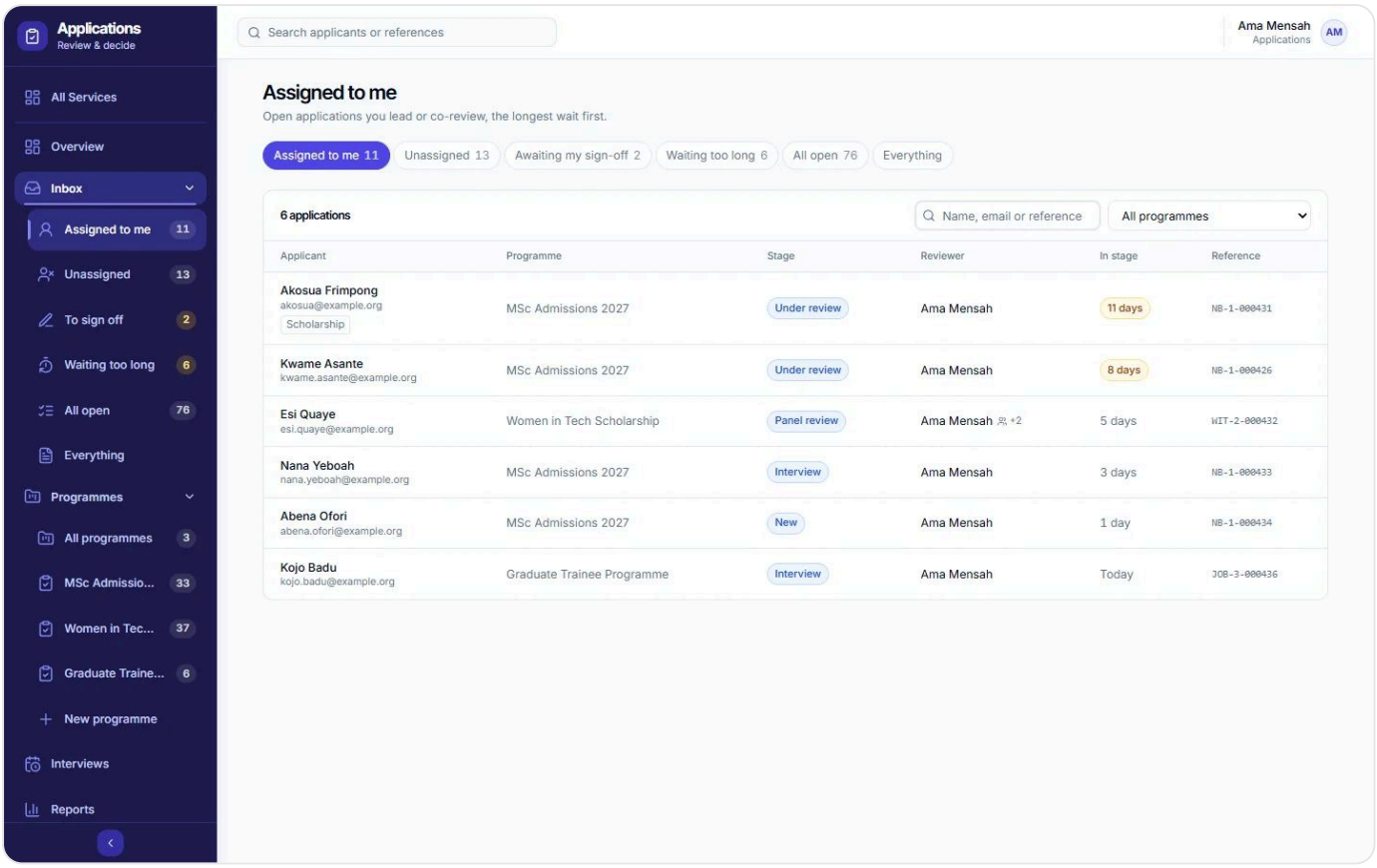
1. Under **Use one of your forms**, pick the form.
2. If it already has responses, leave **Bring in the earlier responses** ticked to add them as applications in the first stage. No emails are sent for them.

3 Select **Start taking applications**. From now on every submission becomes an application with a reference.

ONE FORM, ONE PROGRAMME

Run each intake as its own programme. Next year, duplicate the form and start a new programme from it, so this year's numbers stay separate.

3 The inbox

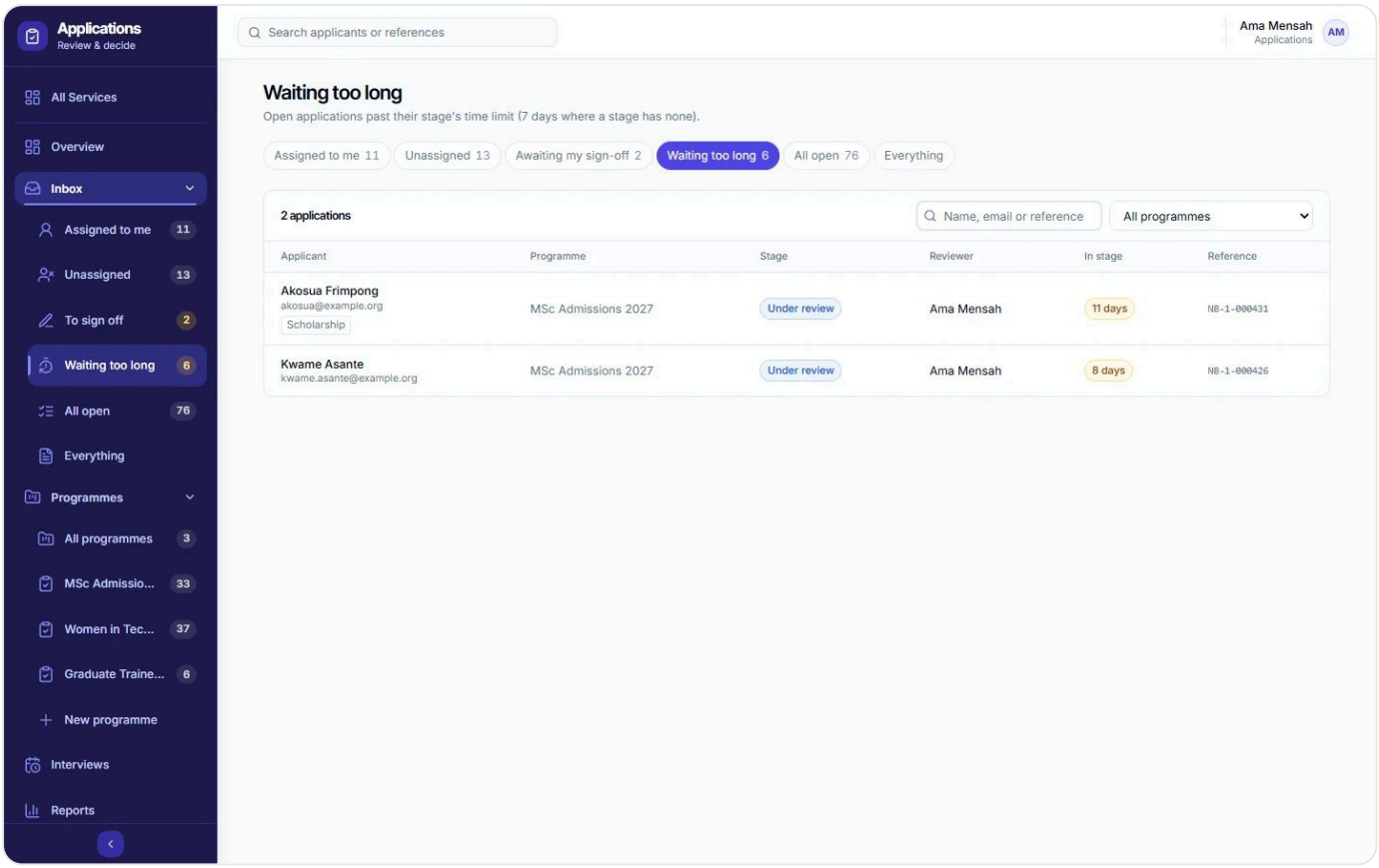


Assigned to me. Your open applications from every programme, the longest wait first.

The inbox puts every programme's applications in one list. Choose a queue at the top or in the side menu:

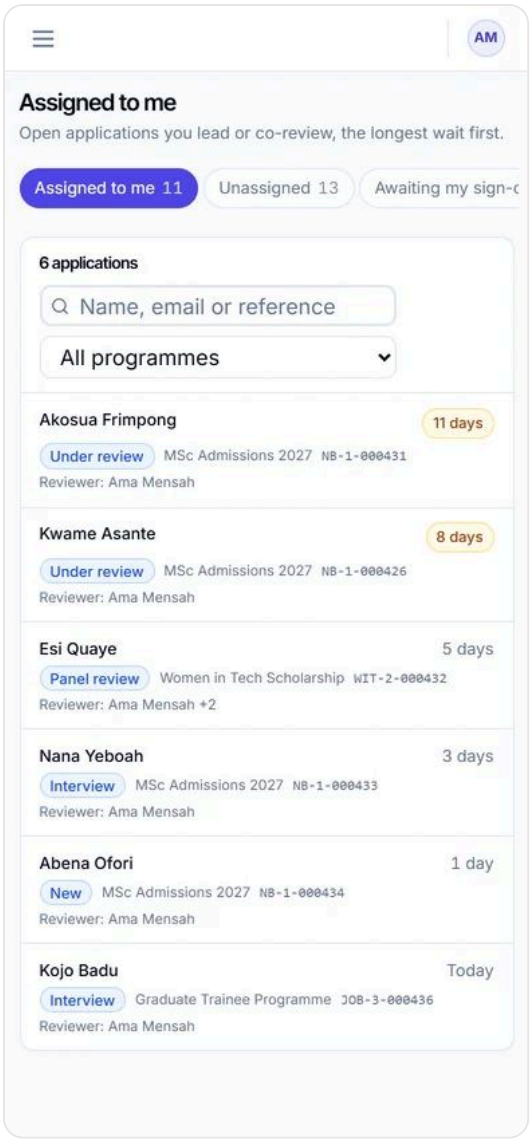
QUEUE	WHAT IT SHOWS
Assigned to me	Open applications you lead or co-review, the longest wait first.
Unassigned	Open applications nobody has picked up.
Awaiting my sign-off	Approvals waiting for your signature (only when you are named in a sign-off).
Waiting too long	Open applications past their stage's time limit (**Overdue** in the side menu).
All open	Everything still waiting on the team.
Everything	Every application, decided ones included, newest first.

- **Search** by name, email or reference. The search box at the top of every page searches all programmes.
- **Filter** by programme, and then by stage.
- **In stage** shows how long the application has sat in its current stage. It turns amber once it passes the stage's time limit.
- Select a row to open that application's review.



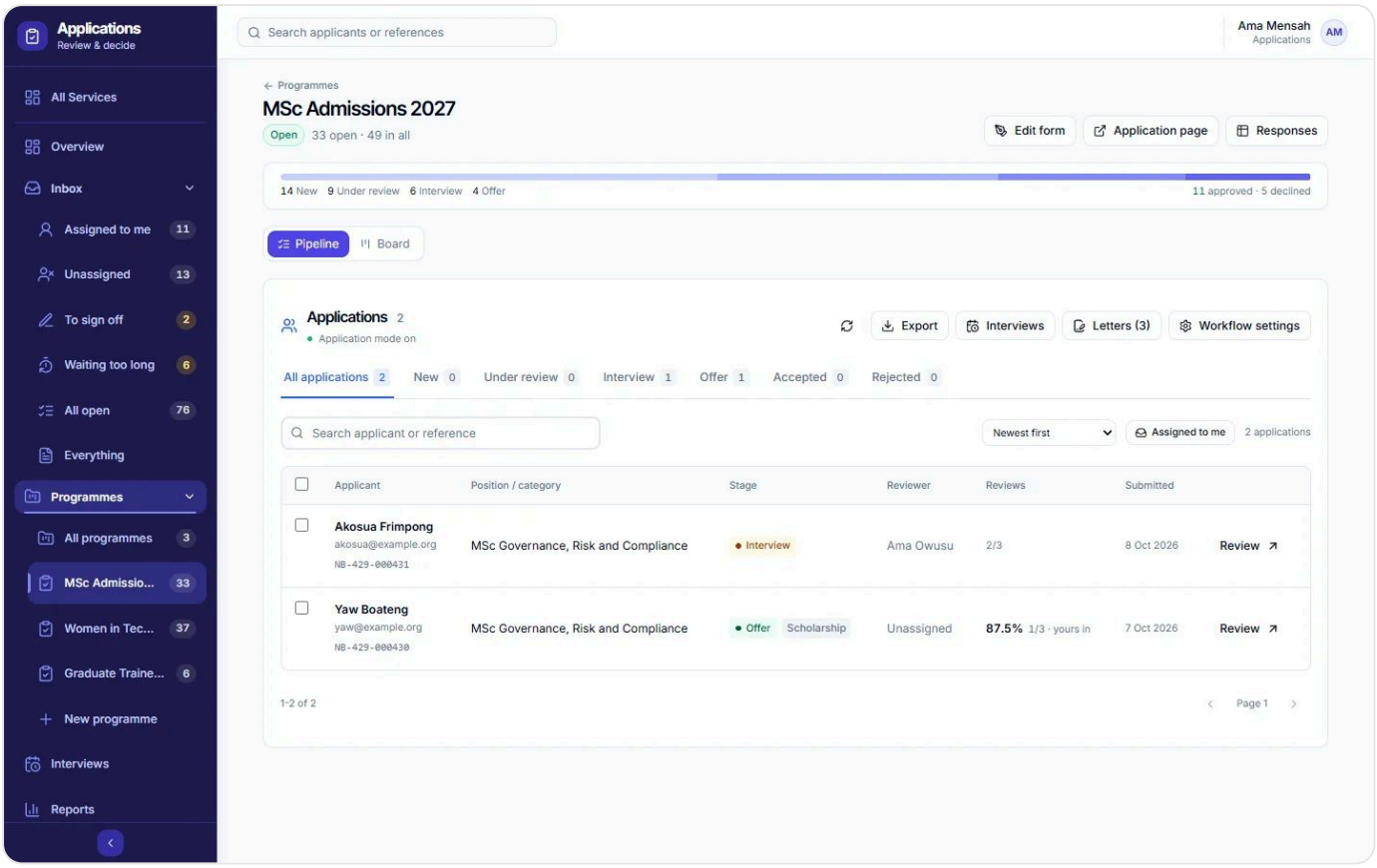
Waiting too long. Applications that have not moved in time, so nothing is forgotten.

On a phone, each application is one block with its stage, wait and reviewer.



On a phone. The same queues, laid out for a small screen.

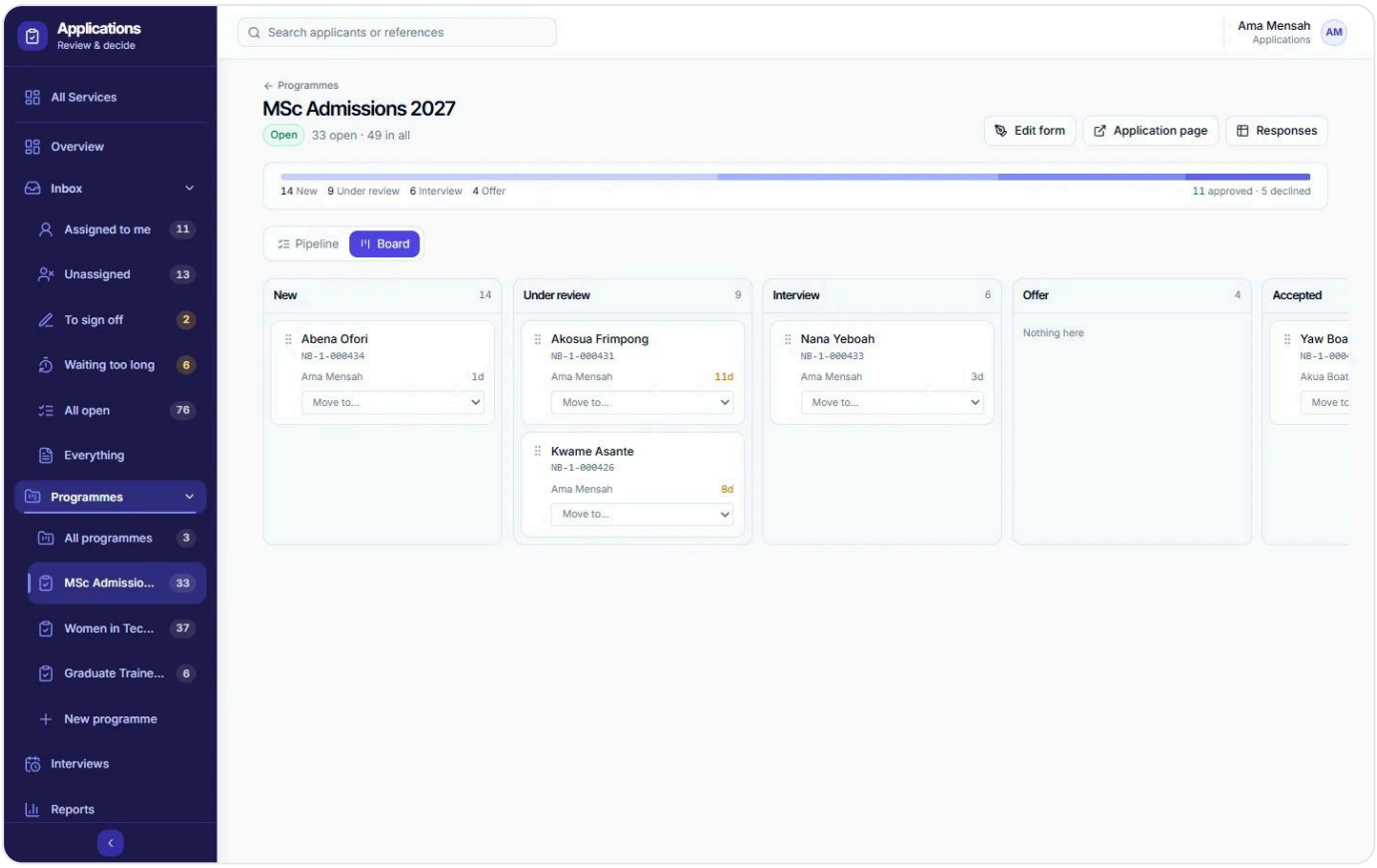
4 One programme



A programme. The pipeline: every application, its stage and its reviewer.

- **The buttons at the top**: **Edit form** changes the application form, **Application page** opens it as applicants see it (share this link), **Responses** opens the full answers table in Forms.
- **Pipeline** lists the applications with stage tabs, search, bulk actions and export. This is the same list as the Applications tab in Forms.
- **Board** shows one column per stage.

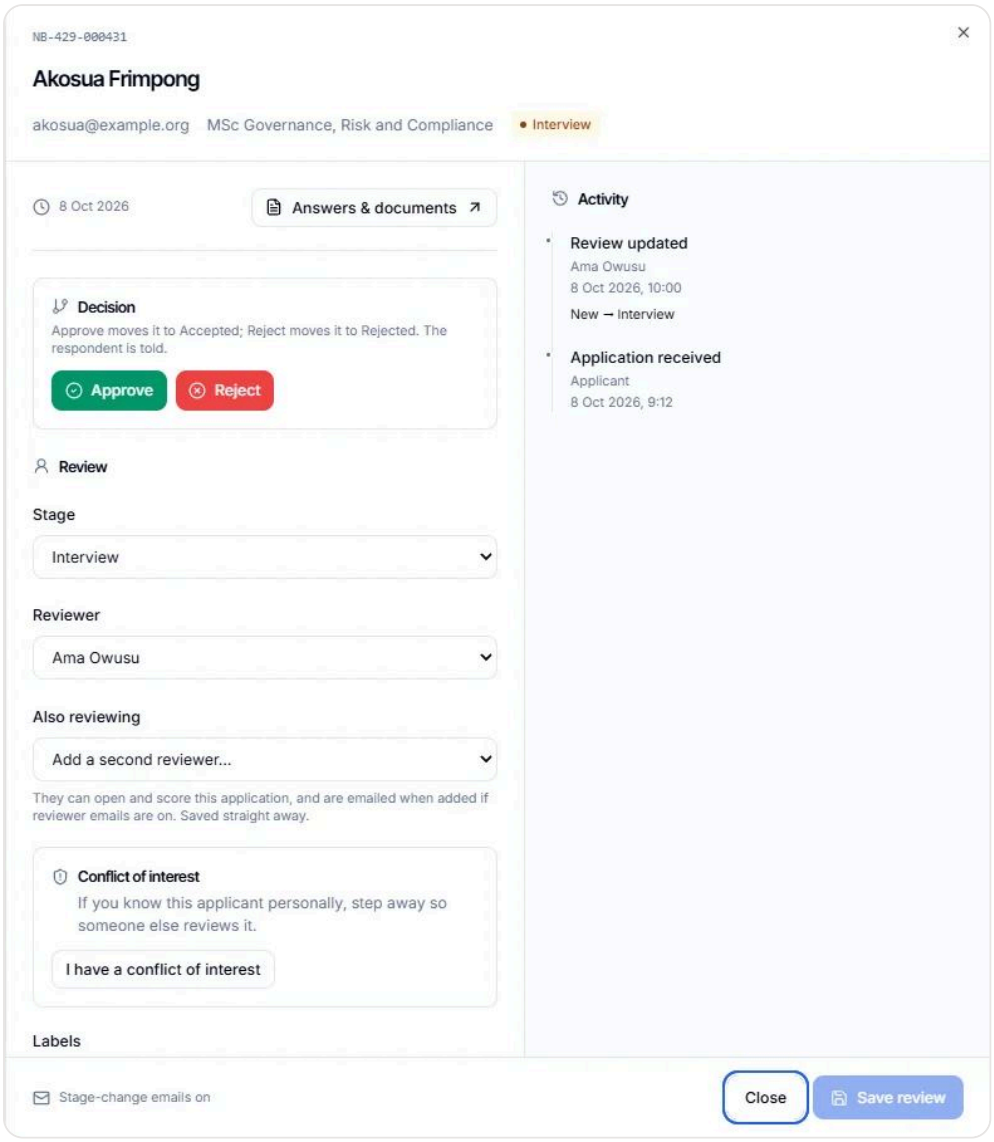
The board



The board. Drag an applicant to the next stage, or use its Move menu.

- Drag a card to another column, or choose a stage from its **Move to…** menu. The move sends the same emails and letters as a move from the review.
- The approved and rejected columns take no cards. Approve and reject from the review, where you can add the comment the applicant may receive.

5 Reviewing an application



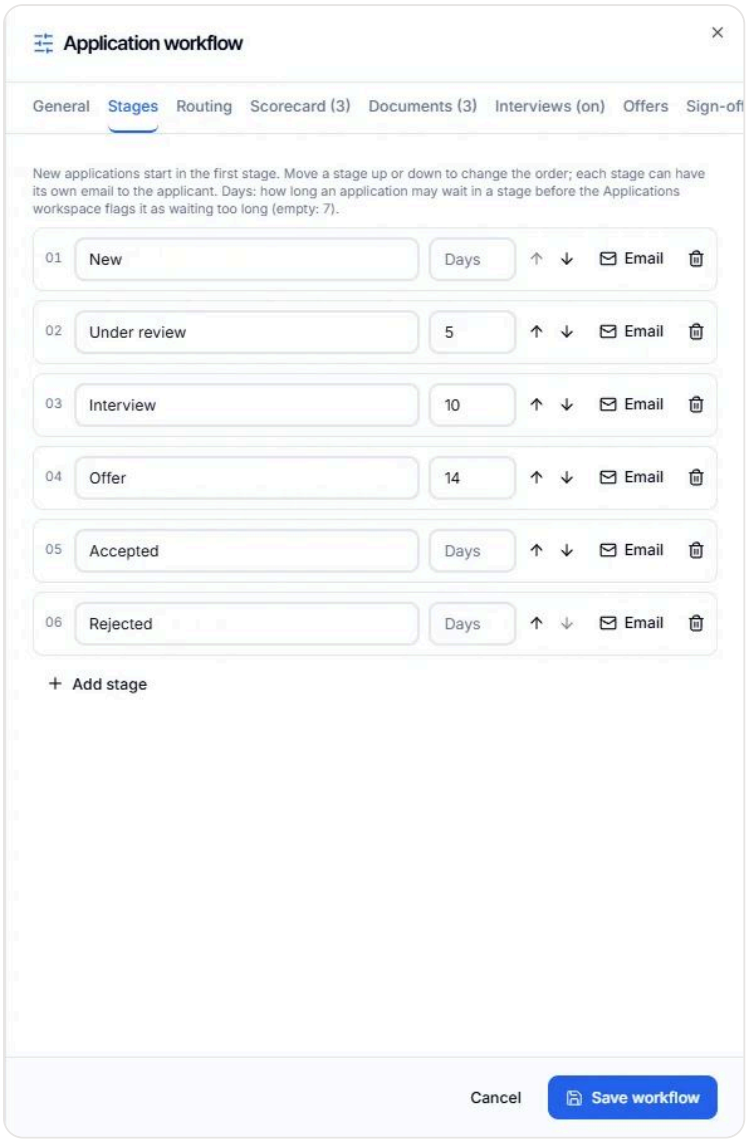
The review. Stage, reviewer, notes, scores, documents, interviews and the decision, in one panel.

Select an application anywhere to open its review. Everything about the application is here:

- **Answers & documents** opens what the applicant submitted.
- **Stage, reviewer and labels**, with a note for the team. Save with **Save review**.
- **Scorecard**, **documents** and **interview**, when the programme uses them.
- **Decision**: **Approve** or **Reject**, with a comment you can share with the applicant. A rejection needs a reason.
- **Activity**: every change, by whom and when.

The Forms guide explains scorecards, document checklists, interviews, letters and automations in full; they work the same here.

6 Stages and time limits



Stages. Name each step, put them in order, and say how long each may take.

1. On the programme page, select **Workflow settings**, then **Stages**.
2. Rename, reorder, add or remove stages. New applications always start in the first one.
3. In **Days** beside a stage, type how long an application may wait there. Leave it empty for the standard 7 days.
4. Select **Save workflow**.

An application that waits longer than its stage allows shows in **Waiting too long**, turns amber in the inbox and on the board, and counts as late in Reports.

7 Conflict of interest

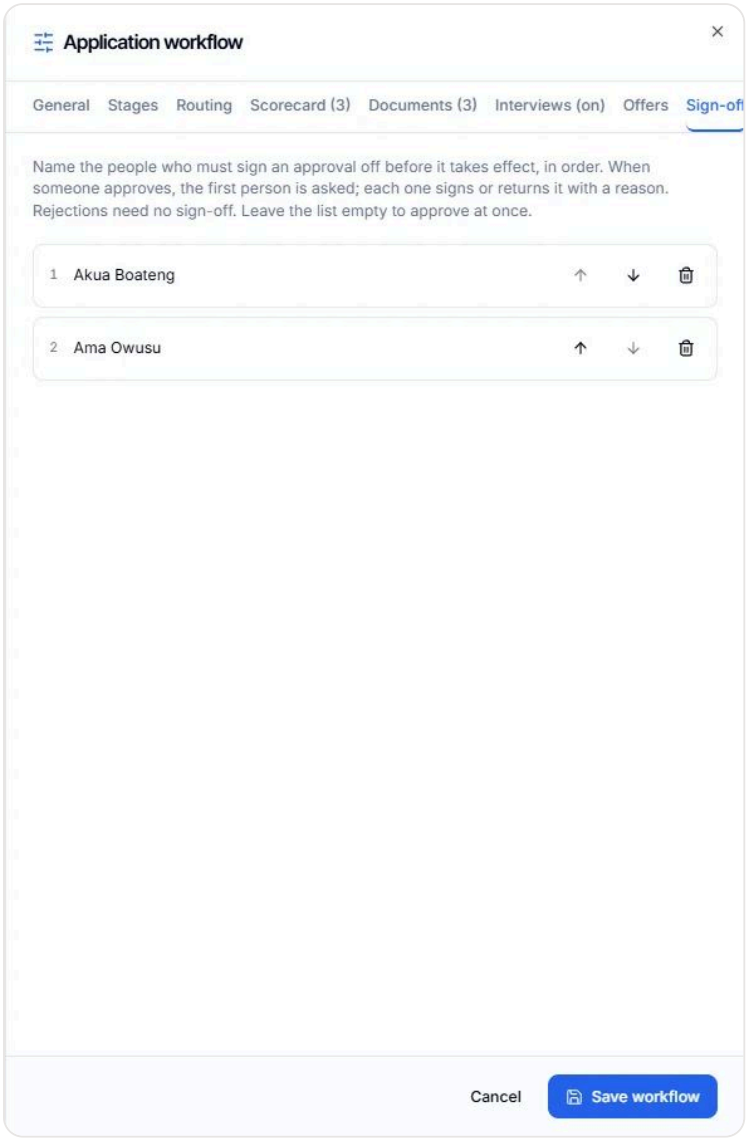
If you know an applicant personally, a relative, a colleague or a former student, step away so someone else reviews them.

1. Open the application's review.
2. Under **Conflict of interest**, select **I have a conflict of interest**.
3. Say why. Only the people who run the programme see this.
4. Select **Declare and step away**.

You come off the application, as its reviewer or co-reviewer, and nobody can assign you to it again. The application's history records that a conflict was declared, without the reason. If you were its reviewer, it becomes unassigned so someone else can pick it up.

8 Sign-off before approval

Some decisions need more than one person: a head of department, then a dean. Name them in **Sign-off** and every approval waits for them, in order.



Sign-off. Up to five people who sign an approval off, in order.

Setting it up

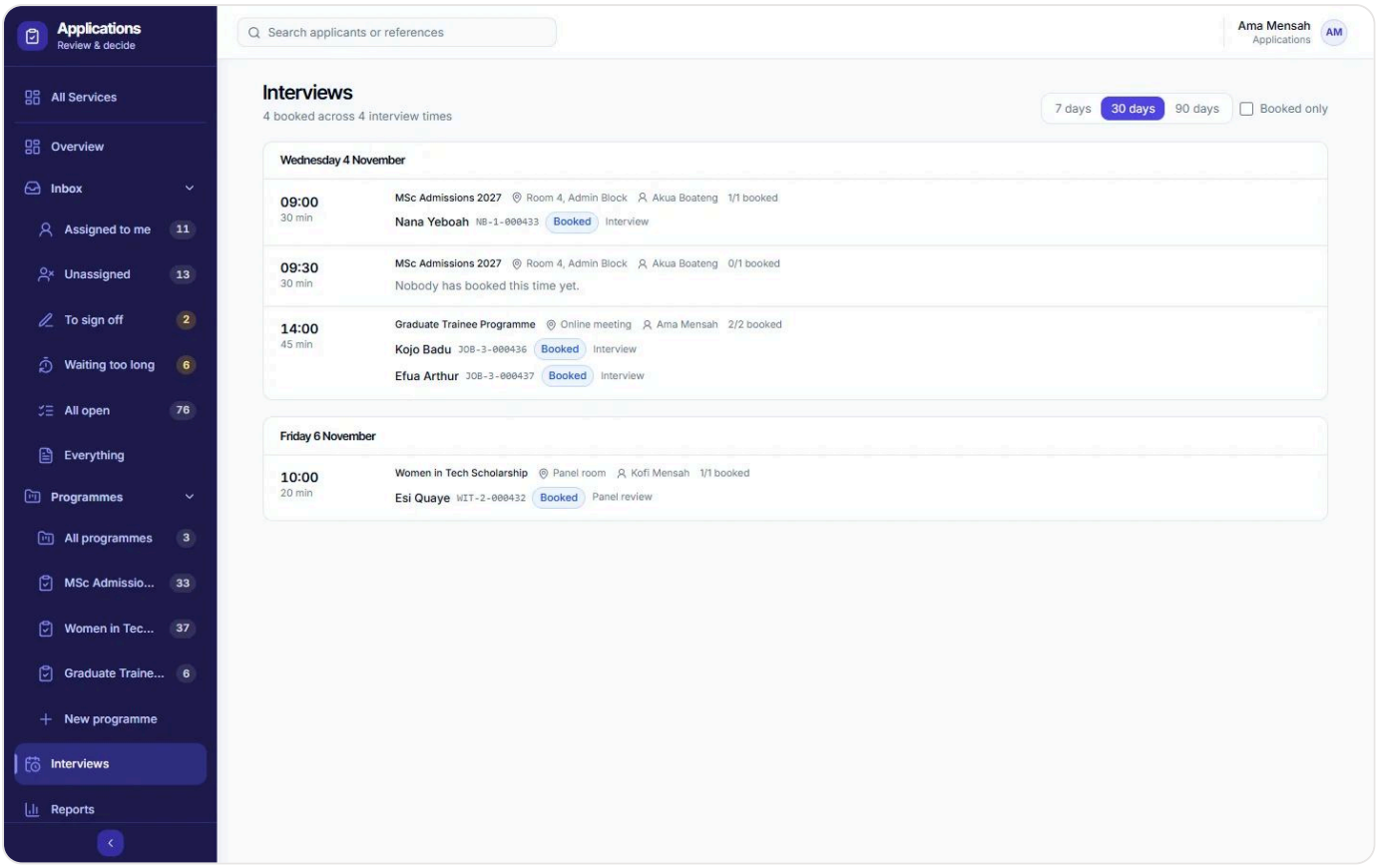
1. Open **Workflow settings**, then **Sign-off**.
2. Choose people from **Add someone who signs off**, in the order they should sign. Use the arrows to change the order.
3. Select **Save workflow**.

> **WHO CAN SIGN**
> Only people who already have edit or applications access to the form can be named. Give them access first.

How it works

- When someone selects **Approve**, the application does not move yet. The first person is emailed "To sign off" with a link.
- Each person opens the review and selects **Sign off**, or **Return** with a reason. A return ends the round, and the person who approved is told why.
- When the last person signs, the approval goes through: the application moves to the approved stage and the applicant gets the email, letter and comment exactly as if it had been approved directly.
- Rejections need no sign-off. Rejecting an application also ends any sign-off still waiting.
- Applications waiting for your signature are in **Awaiting my sign-off** in the inbox, and under **To sign off** in the side menu.

9 Interviews

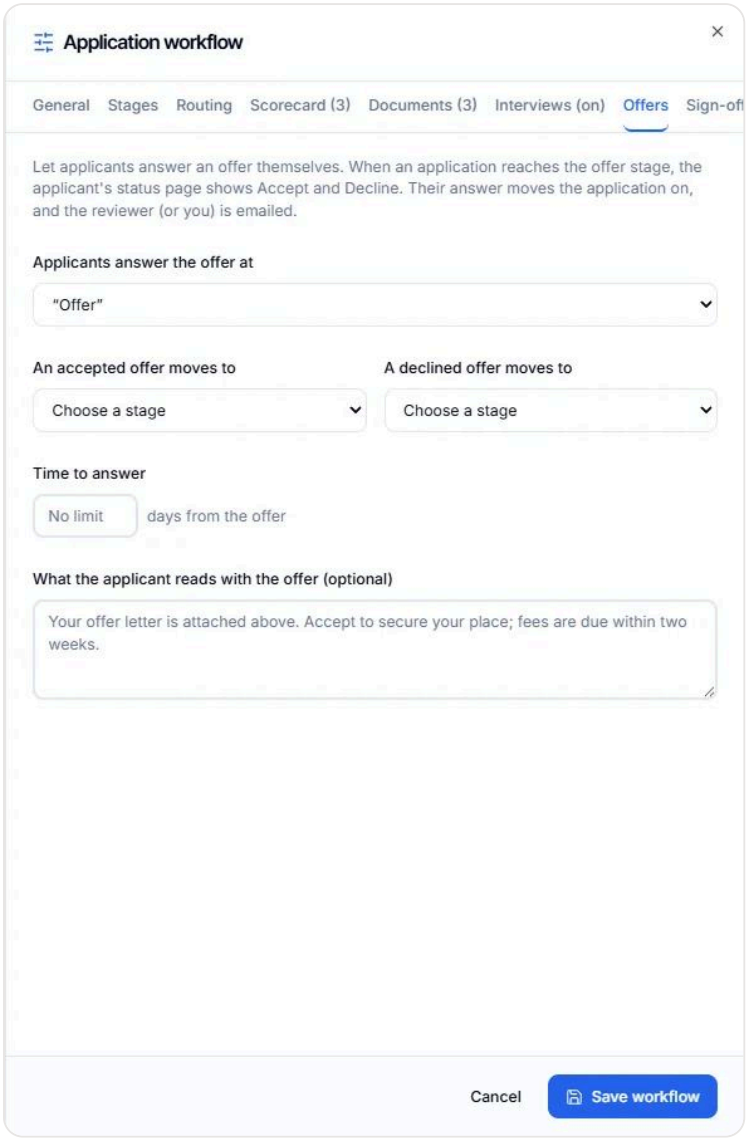


Interviews. Every interview time across your programmes, with who is coming.

- **Interviews** in the side menu lists the next 7, 30 or 90 days across all programmes, grouped by day, in each programme's time zone.
- Each time shows the programme, place, interviewer, how many places are taken, and each booked applicant with their status. Select a name to open their review.
- Tick **Booked only** to hide times nobody has chosen.
- Interview times are added inside a programme: **Workflow settings**, then **Interviews**.

10 Offers applicants answer themselves

Instead of chasing applicants for a yes or no, let them answer the offer from their status page.



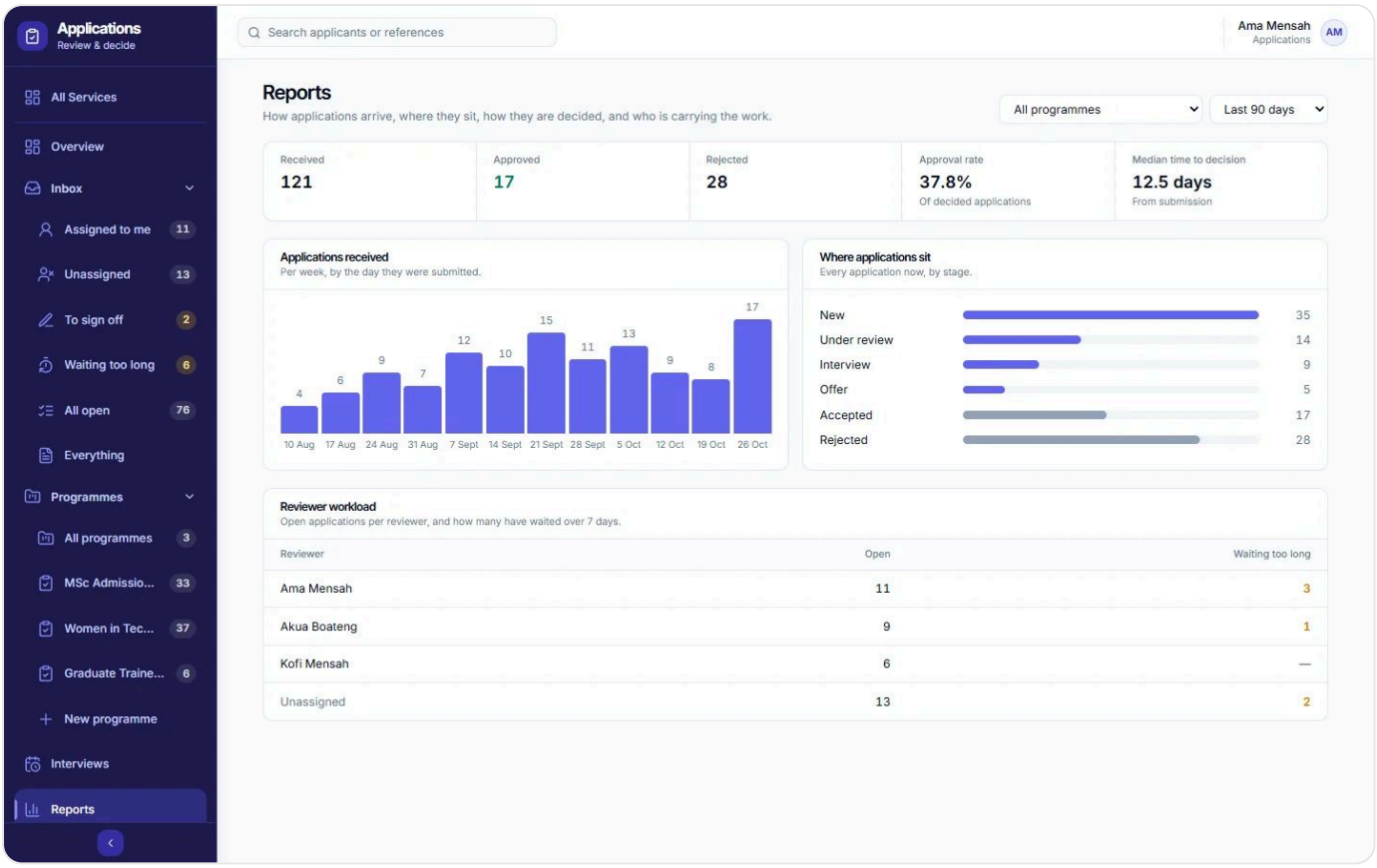
Offers. The offer stage, where each answer goes, and how long applicants have.

1. Open **Workflow settings**, then **Offers**.
2. In **Applicants answer the offer at**, choose your offer stage.
3. Choose where **An accepted offer moves to** and where **A declined offer moves to**.
4. Optionally set **Time to answer** in days, and write what the applicant reads with the offer.
5. Select **Save workflow**.

When an application reaches the offer stage, the applicant's status page shows **You have an offer** with **Accept the offer** and **Decline**. Their answer moves the application to the stage you chose, emails its reviewer (or you), and sends that

stage's emails and letters. After the time to answer has passed, the buttons close and the applicant is asked to contact you.

11 Reports



Reports. How applications arrive, where they sit, how they are decided, and who carries the work.

- Choose a programme, or all of them, and a period: the last 30, 90, 180 or 365 days.
- **Received, approved, rejected**, the **approval rate** of decided applications, and the **median time to a decision** from submission.
- **Applications received** per week, and **where applications sit** now by stage.
- **Reviewer workload**: each reviewer's open applications and how many are waiting too long. Use it to share the work out.

12 Reviewers and access

- **Who sees a programme.** The form's owner and co-owners, people the form is shared with, and people invited to review it. Nobody else, and an organisation's programmes never show to anyone outside it.
- **Inviting a reviewer.** From a review, use **Add a reviewer**, or share the form from Forms with edit or applications access.
- **Reviewers who see only their own.** In **Workflow settings**, **General**, choose that reviewers see only the applications assigned to them. They then see just those, in the review and in every queue and report.
- **Routing.** In **Routing**, send new applications to a reviewer by their answers, for example by programme or country.
- **Team members.** Anyone on your team who can use Forms can use Applications.

What applicants see

Every applicant gets a reference by email and a private status page at **/applications/status**, opened with a code sent to their email. No account is needed. There they see their stage and every update, download letters, upload documents you ask for, book an interview, pay fees you bill at a stage, answer an offer, and withdraw if they change their mind.