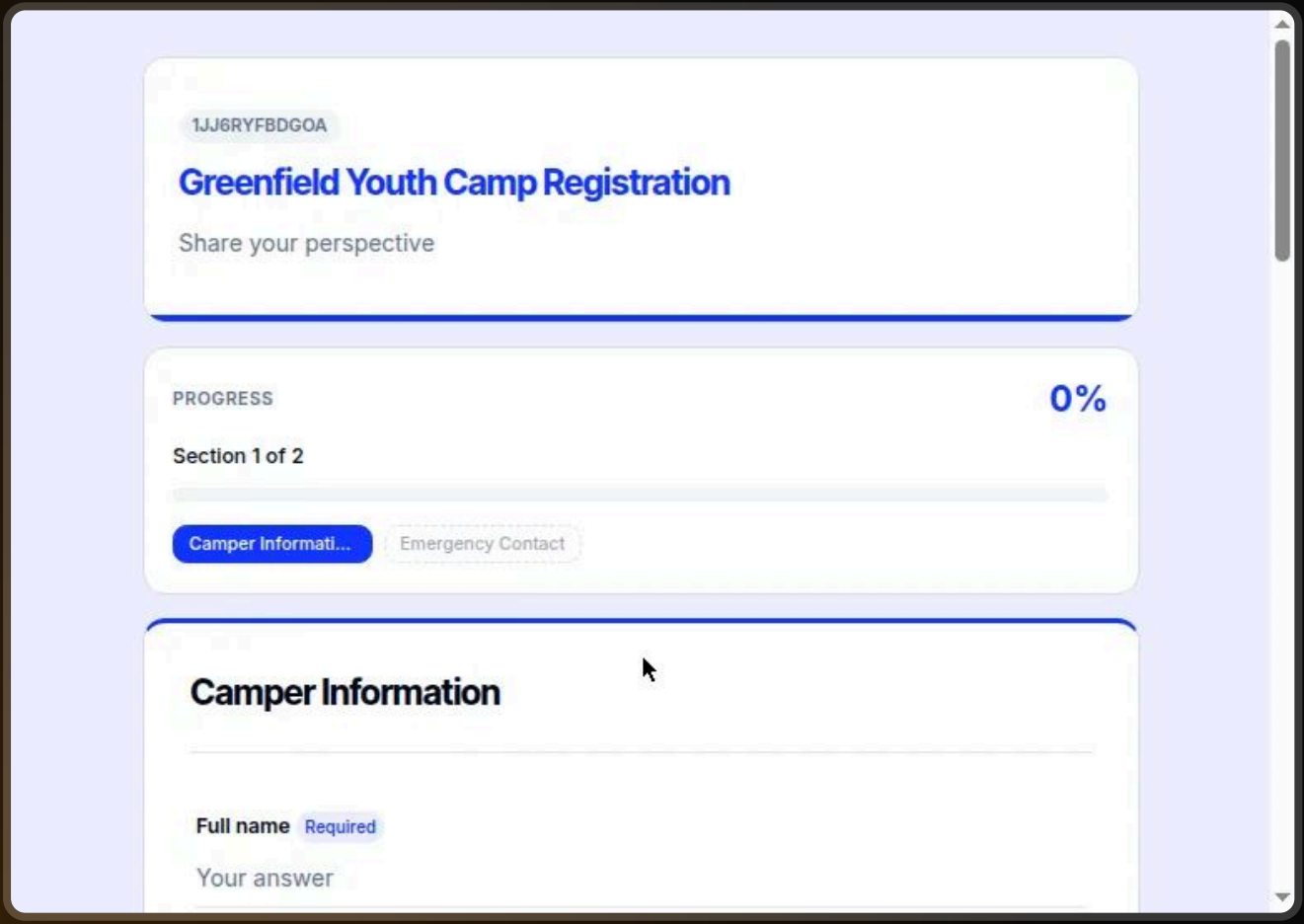
LAINNOV

USER GUIDE

LAINNOV Forms

Build forms in minutes — ask anything, share with a link or on your website, and watch the answers roll in.



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The latest version of this guide, with search, is at **help.lainnov.com/forms**.
Questions: support@lainnov.com.

USER GUIDE

LAINNOV Forms Guide

LAINNOV Forms is the complete form system: build registration forms, surveys, applications and order forms, share them with a link or on your website, collect answers and payments, and work with the results.

This guide tours the whole system in the order you will meet it: the home page and its menus, starting a form, the builder with all its question types, the four workspace tabs, every settings screen, sharing, what respondents see, responses, and managing your forms. Each chapter says what the screen is for, what you see, and how to do each task step by step. Screenshots use a made-up demo form, *Greenfield Youth Camp Registration*, so the questions and answers are examples only.

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

Your first form

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

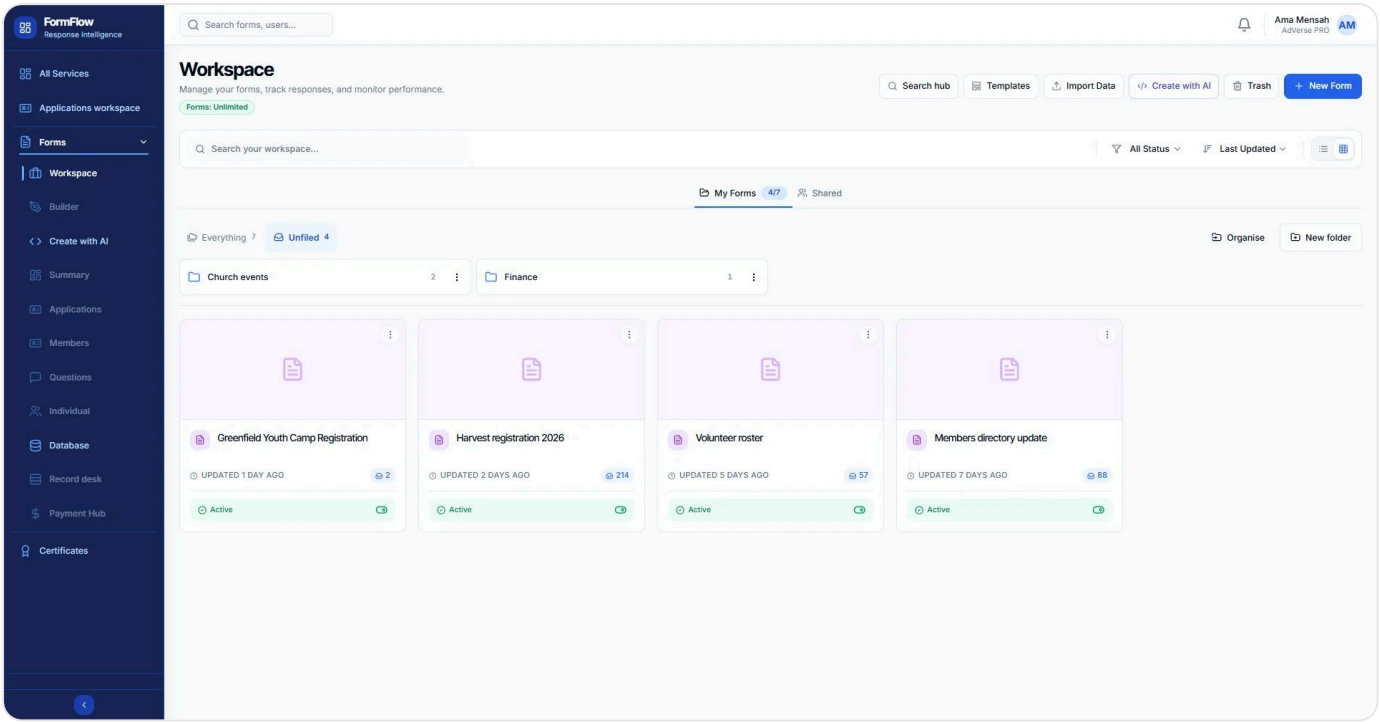
- [ ] **Start a form** — blank, or from a ready-made template. Starting a new form
- [ ] **Add your questions** from the question list. Adding questions
- [ ] **Mark the must-answer questions** as required. Question settings
- [ ] **Share it** — send the link, put it on your website, or print the QR code. Sharing your form
- [ ] **Read the answers** and download them when you need them elsewhere. Reading responses

Opening Forms

- From the LAINNOV menu, open **LAINNOV Forms**. You land on the **Workspace**, the home page with all your forms.
- If the page cannot load, check your internet connection and select **Retry**.

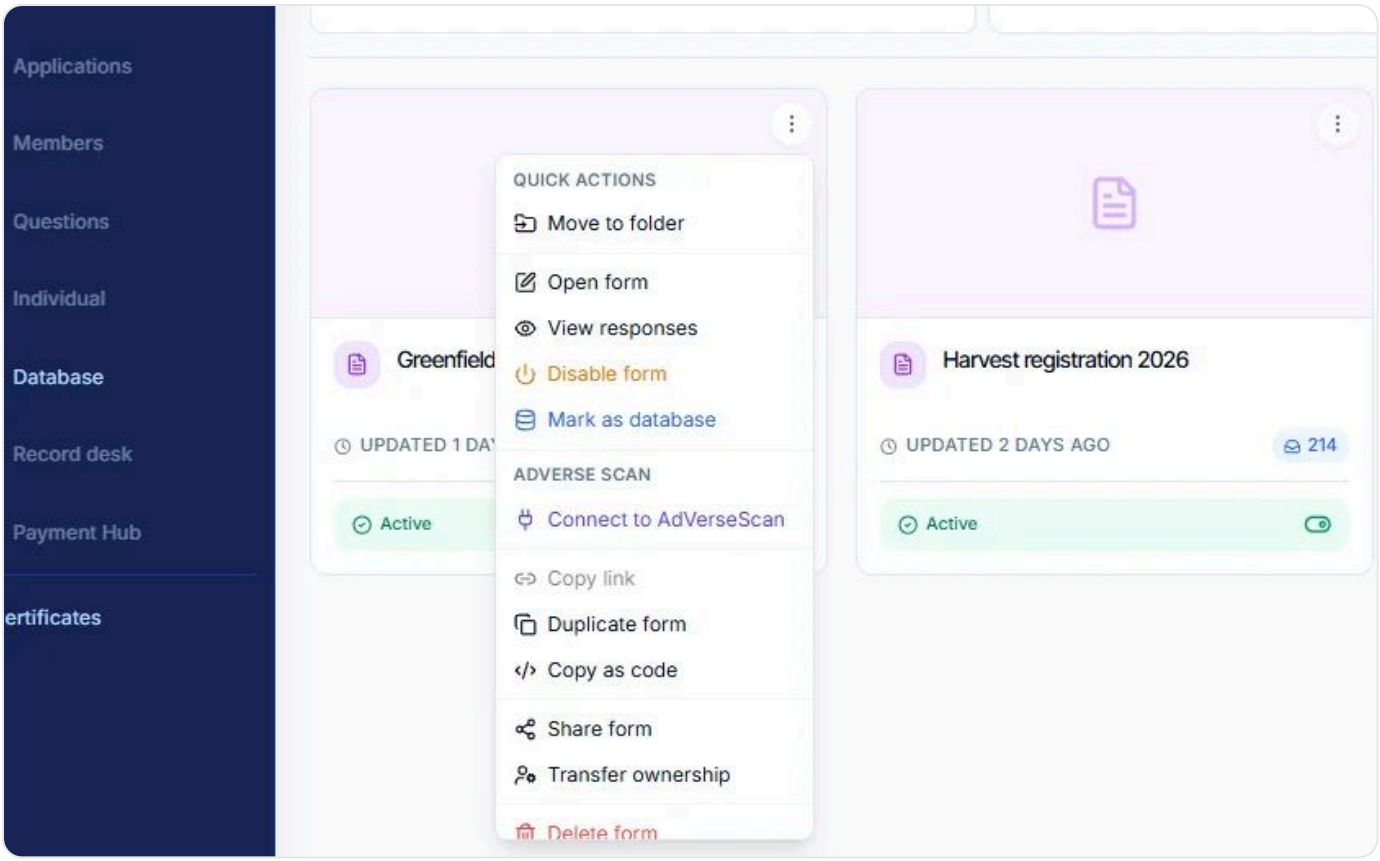
1 Finding your way around

The **Workspace** is the Forms home page: every form you made or were invited to, in one place.



The Workspace. Your forms, with how many answers each one has.

- **Top buttons.** **Search hub**, **Templates**, **Import Data**, **From Code (AI)** and **+ New Form**.
- **Find a form.** Type in the search box, or filter by **All Status** and **Last Updated**. Switch between **List** and **Gallery** views.
- **Tabs.** **My Forms** shows your own forms; **Shared** shows forms others shared with you.
- **Folders.** Keep forms tidy with folders — **Everything**, **Unfiled**, **New files**, or make your own with **New folder** and **Organise**.
- **Each form card** shows the name, an **Active** badge, when it was last changed and how many answers it has (for example "Updated 2 days ago · 34 responses"). The **Enabled** switch turns the form on or off without deleting it.
- **The ⋮ menu.** Every form card has a three-dot menu with everything you can do to that form: **Move to folder**, **Edit form**, **View responses**, **Disable form**, **Mark as database**, **Connect to LAINNOV Scan**, **Copy link**, **Duplicate**, **Copy as code**, **Share**, **Transfer** and **Delete**. More on these in Managing your forms.

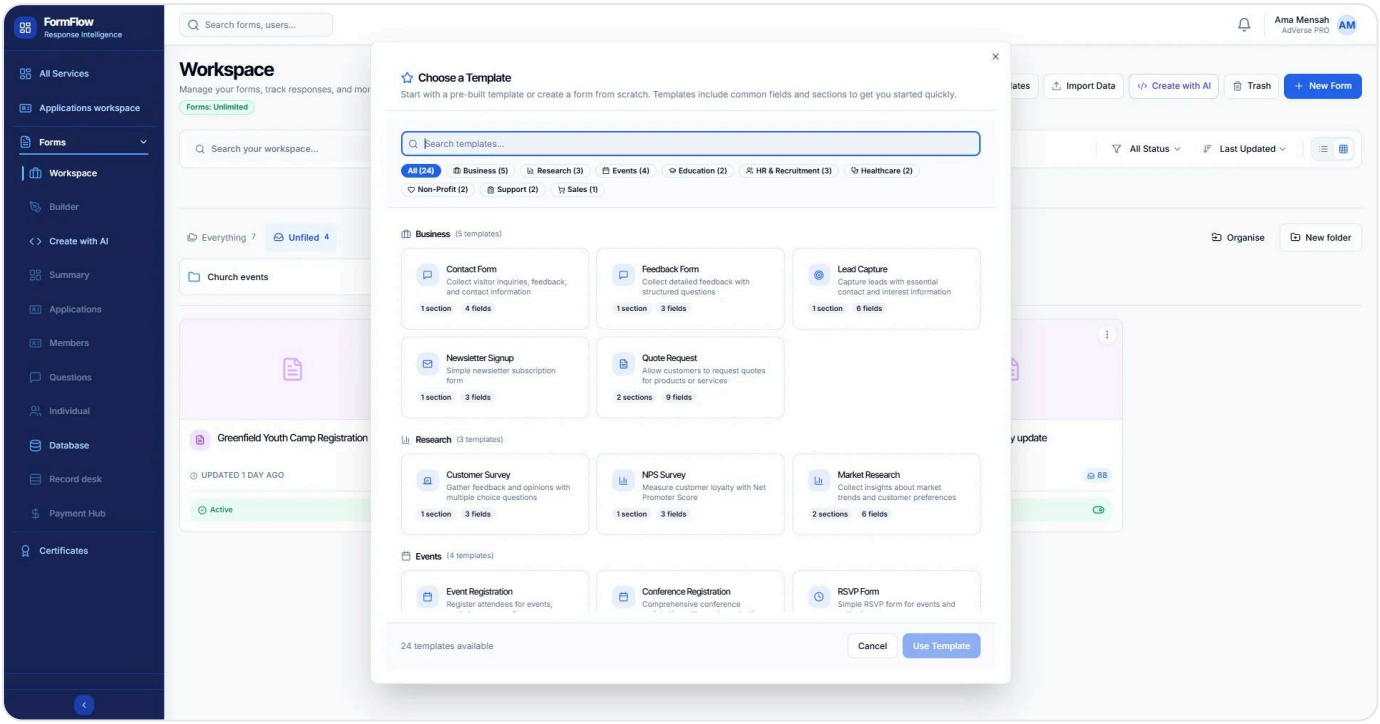


The actions menu. Everything you can do to a form, in one list.

2 Starting a new form

Select **+ New Form** and a blank form is created straight away — no pop-up, no questions to answer first. It opens in the builder, ready for your questions.

Starting from a template

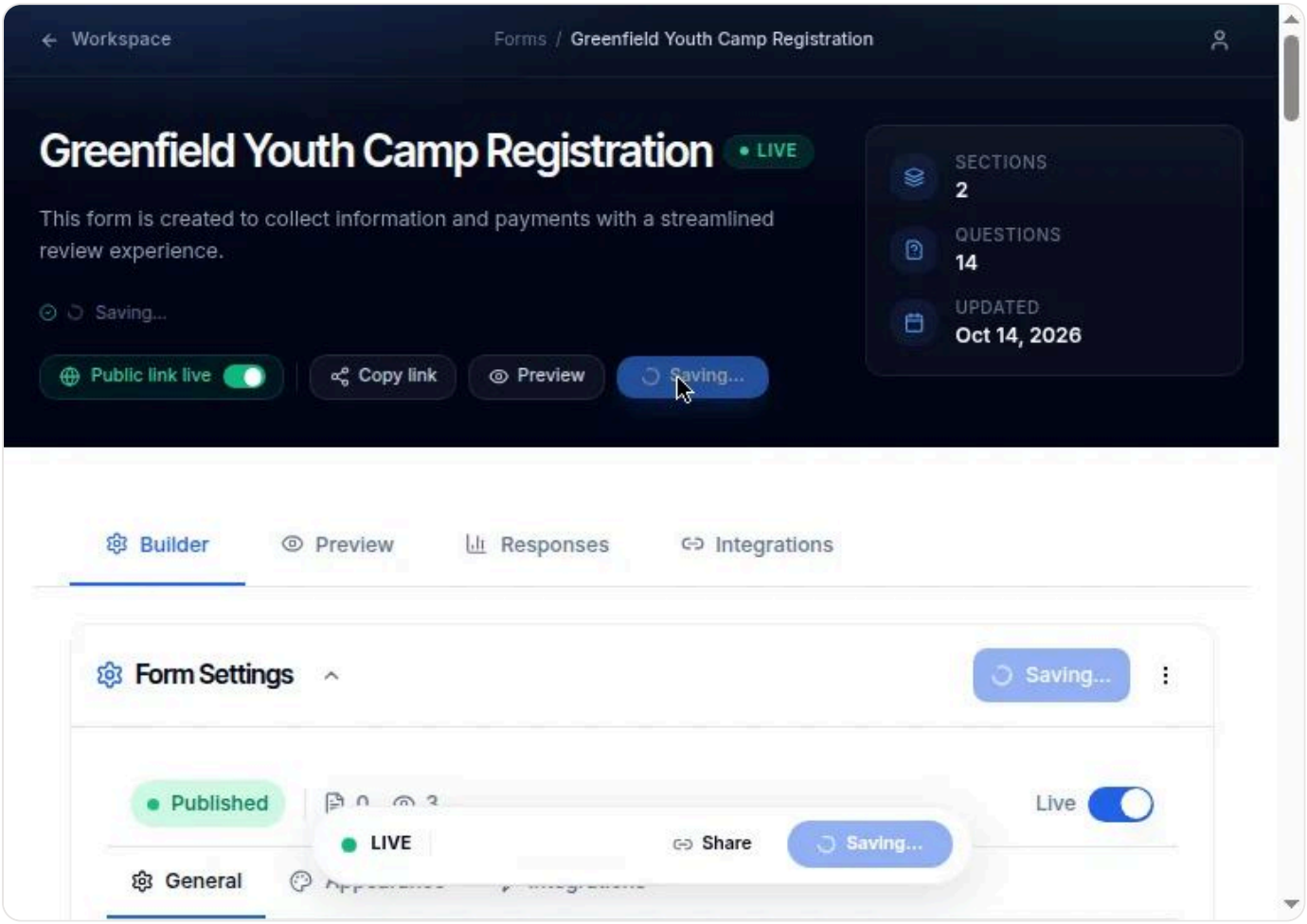


Templates. Ready-made forms for common jobs — pick one and make it yours.

Select **Templates** on the home page to browse the gallery: 24 ready-made forms in categories like Business, Research, Events, Education, HR & Recruitment, Healthcare, Non-Profit, Support and Sales — for example Contact Form, Event Registration, Job Application and Donation Form. Pick the closest one, then change the questions to fit. Everything in a template can be edited or deleted.

3 The form workspace

Open any form and you get four tabs across the top. This is where all the work happens.



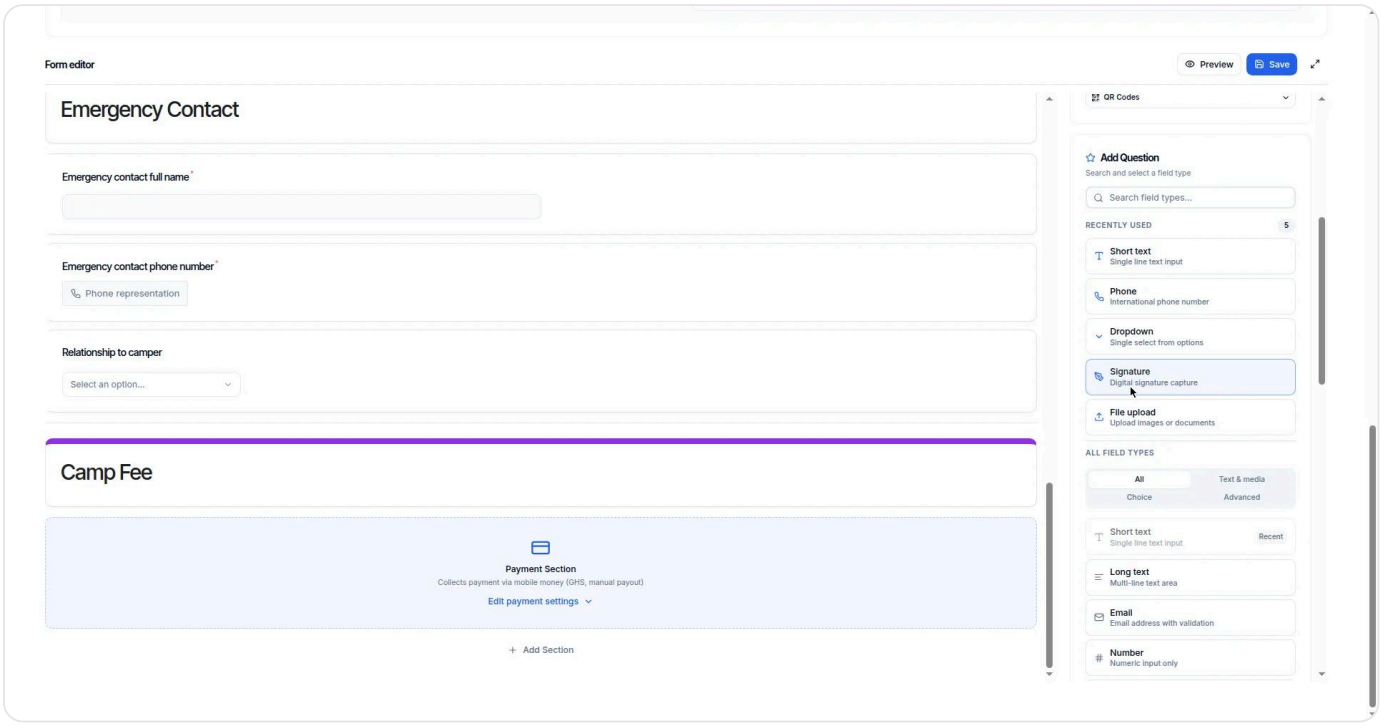
The form workspace. Builder, Preview, Responses and Integrations — everything about one form.

- **Builder** — add and arrange questions, change settings, make it look right.
- **Preview** — see the form exactly as respondents will see it.
- **Responses** — read the answers, see the numbers, download them.
- **Integrations** — send answers to other apps (more in Sending answers to other apps).

The top bar also shows a **Public link live** switch, **Copy link**, **Preview** and **Save**. Save often — your changes are kept only when you save.

4 Adding questions

Questions come from the **Add Question** list in the builder. Click a type to add it, or drag it where you want it. Click any question on the form to select it; drag it up or down to move it.



Add Question. Every question type, grouped so you can find things fast.

The question types

There are 29 types, grouped so you can find things fast:

GROUP	WHAT YOU GET
Text & contact	Short text (one line), Long text (a paragraph), Email, Number, Phone, Country, Address.
Choice	Dropdown (pick one from a list), Multiple choice (pick one), Checkboxes (pick as many as apply), Legal Checkbox (a tick box for terms).
Date	Date (a date picker with smart options — see Smart date questions), Date Range (a start and an end date).
Rating & scales	Rating (stars), Likert Scale (agree/disagree), Matrix (a table of questions answered the same way), Ranking (drag items into order), Slider (pick a number on a sliding bar).
Files & signature	File upload (photos or documents), Signature (sign with a finger or mouse).
Display	Image display (show a picture on the form), YouTube video (show a video), Description (write instructions or a heading on the form) — none of these ask anything.

GROUP	WHAT YOU GET
Smart	Church unit and GNAAS unit (pick from the church or GNAAS directory), Calculated (a number worked out from other answers), Repeater (ask the same set of questions more than once), Hidden (a field people never see, for your own notes).

CHURCH UNIT AND GNAAS UNIT

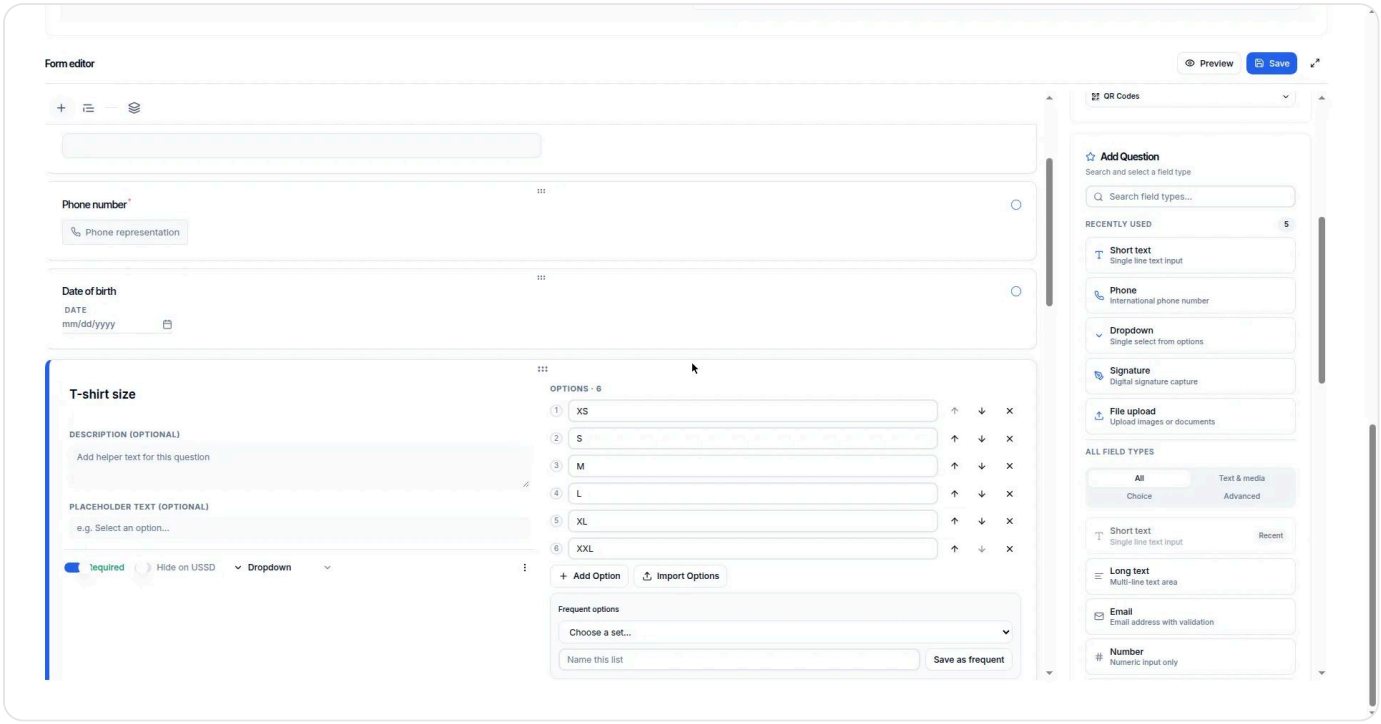
These two only appear on Adventist accounts. They let people pick their union, zone or fellowship straight from the directory instead of typing it.

Change or remove a question

Click a question, then use the small buttons on it: the pencil edits it, the copy button duplicates it (the copy lands right below the original), the bin deletes it. Deleting a question also deletes its answers, so be careful on a form people have already filled in.

5 Question settings

Click a question, then look at the settings panel. What you see depends on the question type.



Question settings. Everything about the selected question, in one panel.

Required questions

Turn on **Required** and the person must answer before they can submit. Use it for the questions you truly need — every required question is one more reason someone gives up halfway.

Answer options

For dropdowns, multiple choice and checkboxes, type each option on its own line in **Options**. You can reorder them by dragging, and add an **Other** option that lets people type their own answer.

Saved option sets

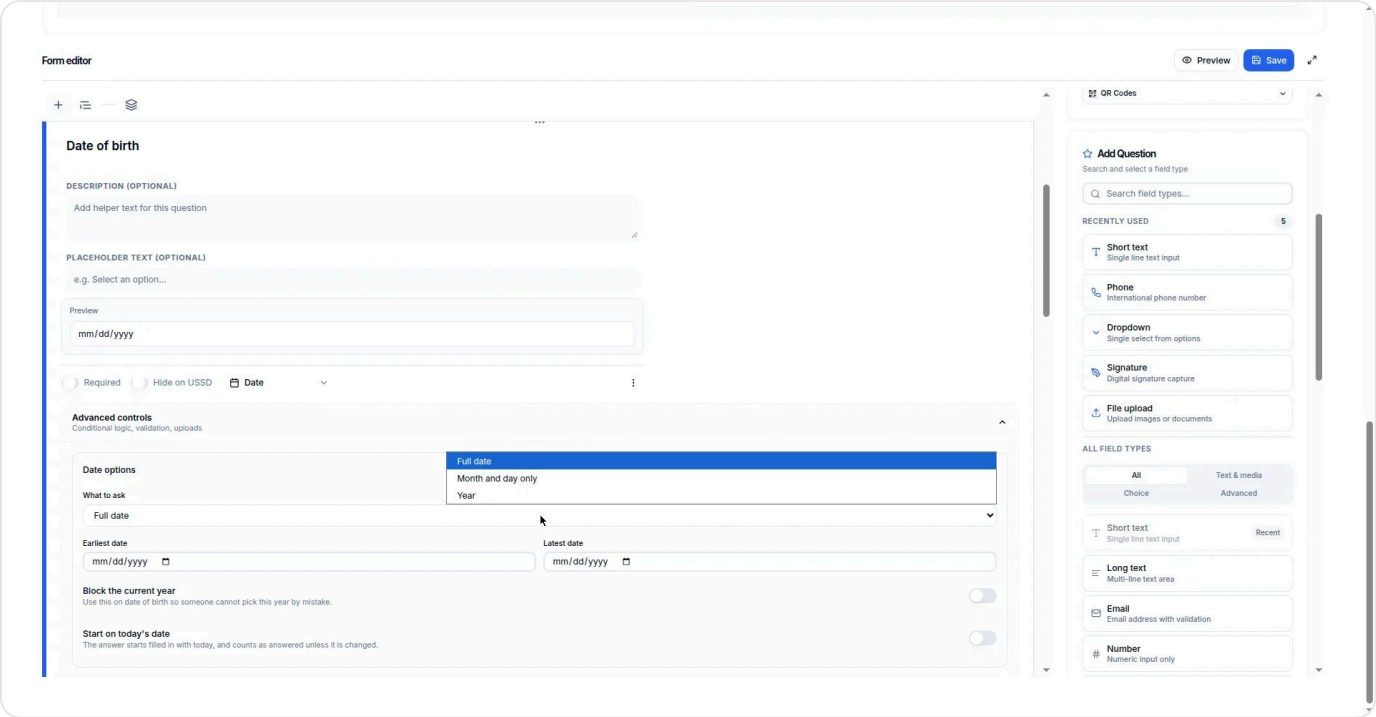
If you reuse the same options on many forms (for example a list of regions, or Yes / No / Maybe), save them once as a **preset**. Next time, pick the preset from the list instead of typing everything again. Change the preset and every question using it gets the new options.

Placeholder and description

- **Placeholder**: grey hint text inside an empty answer box, for example "e.g. Ama Serwaa". It disappears when the person starts typing.
- **Description**: a line of help under the question, for example "Use the name on your ID card."

6 Smart date questions

Date questions are smarter than a plain calendar. Select the date question, open **Date options**, and choose what to ask.



Date options. Choose what to ask and which dates are allowed.

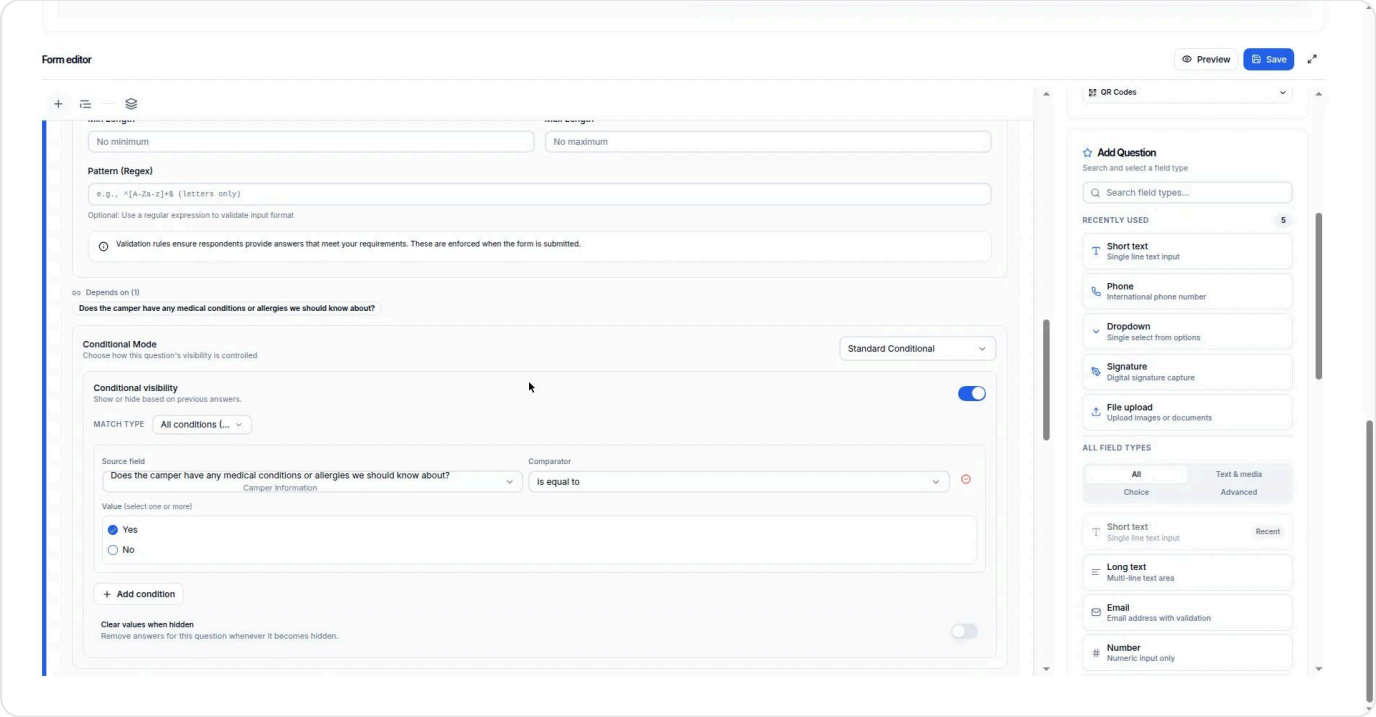
- **Full date**: day, month and year — the usual choice.
- **Month and day only**: for birthdays, when people do not want to share their birth year. The year box goes away — you still get the birthday for greetings, without the age.
- **Year**: for questions like "Year you joined" — people scroll through years instead of a full calendar.
- **Earliest date** and **Latest date**: nobody can pick outside this range. Useful for "date of birth" (no future dates) or camp dates.
- **Block the current year**: stops people picking this year — handy for birth years.
- **Start on today's date**: the box starts filled with today.

7 Organising with sections

A **section** is a titled group of questions, for example "Personal details" or "Camp choices". Sections break a long form into readable chunks. Add one from the question list, then drag questions into it. The **Form outline** sidebar in the builder shows your sections at a glance and jumps to each one when you click it.

Turn on **Pages** and each section becomes its own page, with **Back** and **Next** buttons. One screen at a time feels light on a phone. People can go back and change earlier answers before they submit.

8 Showing questions based on answers



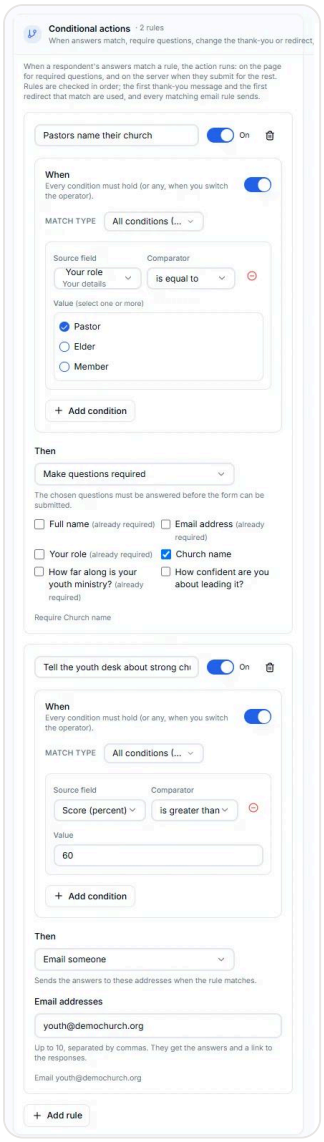
Show or hide. This question only appears when the person picked "Yes" above.

Show this question when...

On any question, open **Show this question when** and pick an earlier answer it depends on. For example: only show "Please give details" when the person answered "Yes" to "Does the camper have any medical conditions or allergies we should know about?". People never see questions that do not apply to them, so the form feels shorter.

> **KEEP IT SIMPLE**
>
> Show/hide rules are powerful, but a form with too many of them is hard to test. After you add rules, fill in the form yourself once as each "type" of person and check the right questions appear.

Conditional actions: require, thank-you, redirect, email



Two rules. Pastors must give their church name; strong churches are emailed to the youth desk.

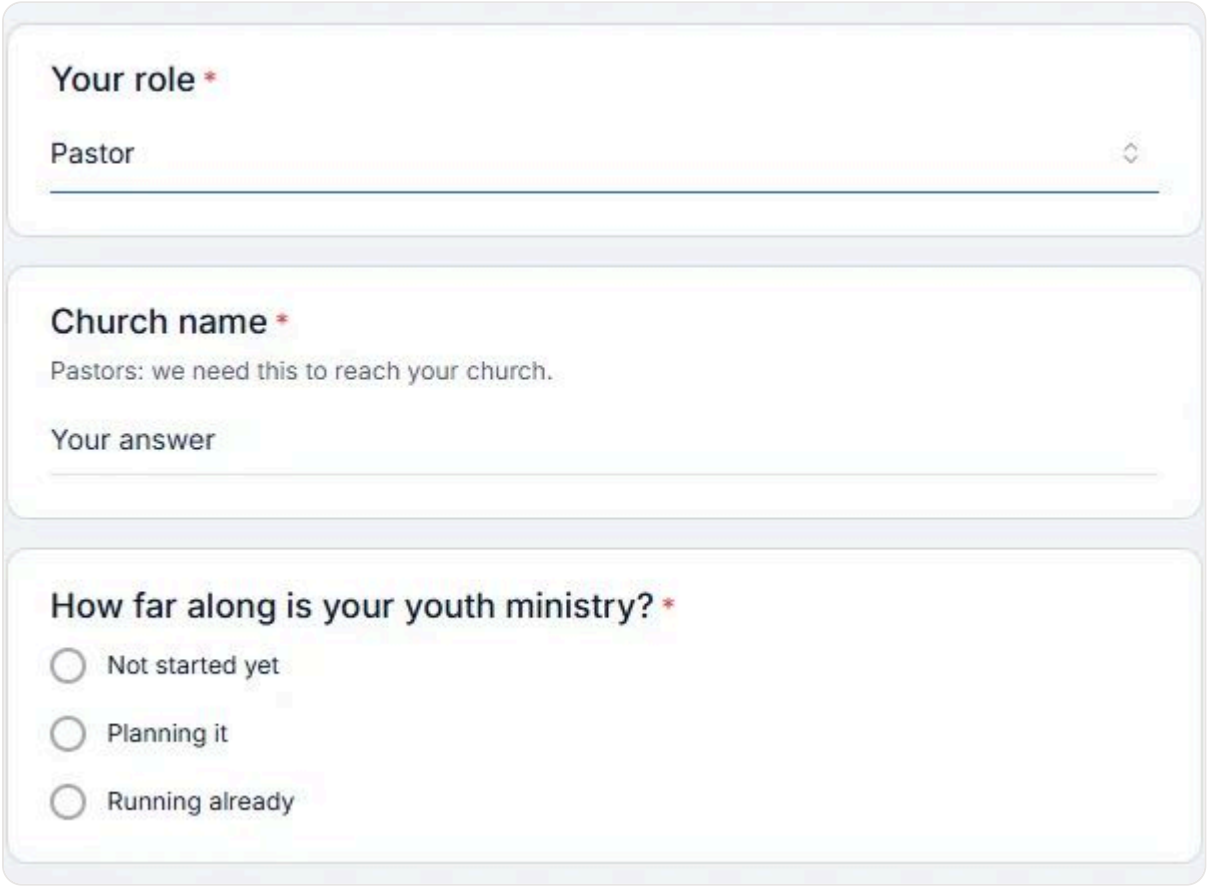
Show/hide decides what a person *sees*. A **conditional action** decides what *happens* when their answers match a rule. In the builder, open **Form Settings**, then the **Conditional actions** group, and select **Add rule**. Every rule has two halves:

1. **When.** Pick the answers that must hold, using the same condition editor as show/hide: a question, a comparison and a value. Add more conditions and choose whether all of them or any of them must be true.
2. **Then.** Choose one action:
    - **Make questions required**: tick the questions. They become required on the page the moment the condition is true, and the form will not submit without them.
    - **Show a different thank-you message**: people who match see this message instead of the usual confirmation.

- **Send to a different page**: people who match go to this web address after submitting.
- **Email someone**: the addresses you list receive the answers, with a link to the responses.

Rules are checked in order. The first thank-you message and the first redirect that match are used; every matching email rule sends. Switch a rule off with its **On** toggle to keep it without using it.

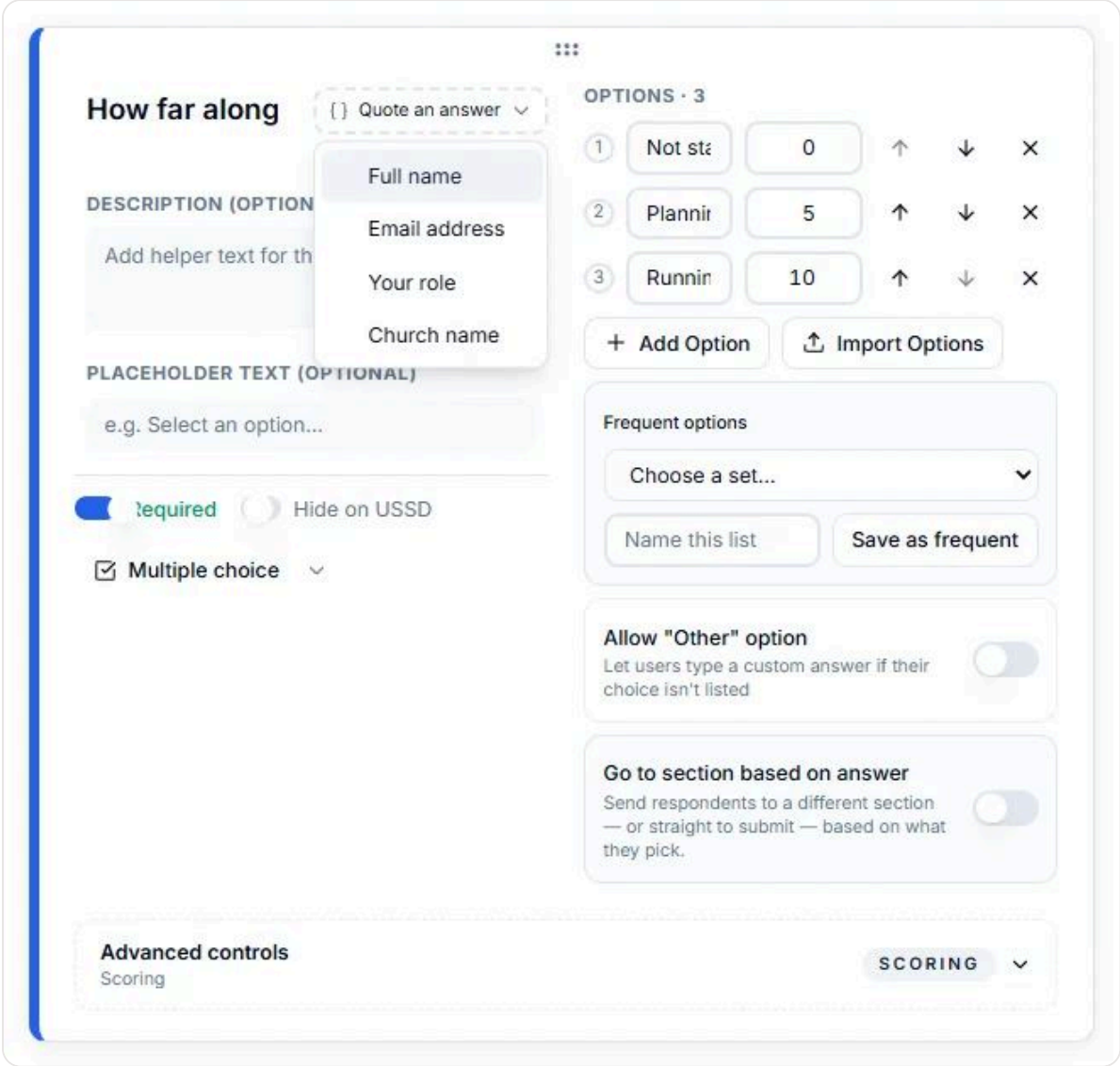
> **EXAMPLES**
> "When *Role* is equal to *Pastor*, make *Church name* required." "When *District* is equal to *Accra West*, email *accrawest@yourunion.org*." "When *Score (percent)* is less than *50*, show the thank-you message: Thank you for trying. Would you like a follow-up call?"



On the live form. The moment this person picks Pastor, "Church name" becomes required.

> **WHAT RESPONDENTS CAN SEE**
> Only the conditions and which questions a rule requires travel with the public form, so the page can react as people answer. Your messages, redirect links and email addresses stay on the server.

Quoting an earlier answer

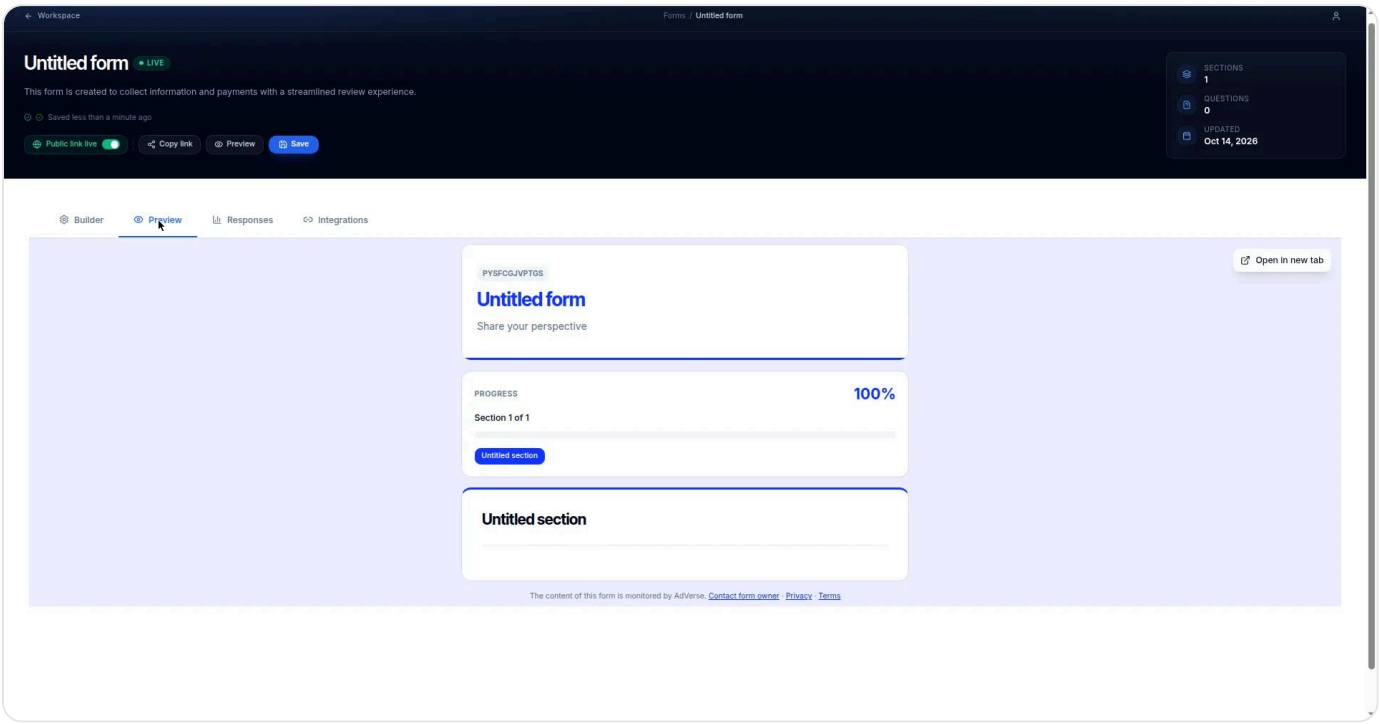


Quote an answer. Pick an earlier question and its token lands in the label where your cursor is.

Any later question, section title, thank-you message, redirect link, welcome email or SMS can repeat something the person already typed. Beside each question label in the builder, **Quote an answer** lists the earlier questions; pick one and a token such as `{{field:…}}` is inserted where your cursor is. Under the confirmation message the same picker copies the token for you to paste. On the live form the token is replaced by that person's answer: "Hi {{field:…}}, which district is {{field:…}} in?" becomes "Hi Ama, which district is Osu Church in?".

A blank answer prints nothing. A token that names a question that no longer exists is left as typed so you notice it. With scoring on, `{{score}}`, `{{score_max}}`, `{{score_percent}}` and `{{score_outcome}}` work the same way.

9 Previewing



Preview. Your form exactly as the public will see it.

Open the **Preview** tab any time while you build. It shows the live form exactly as respondents will see it — the same questions, the same look, the same order. Use **Open in new tab** to see it full-screen, and try filling it in yourself before you share it.

10 Making it look right

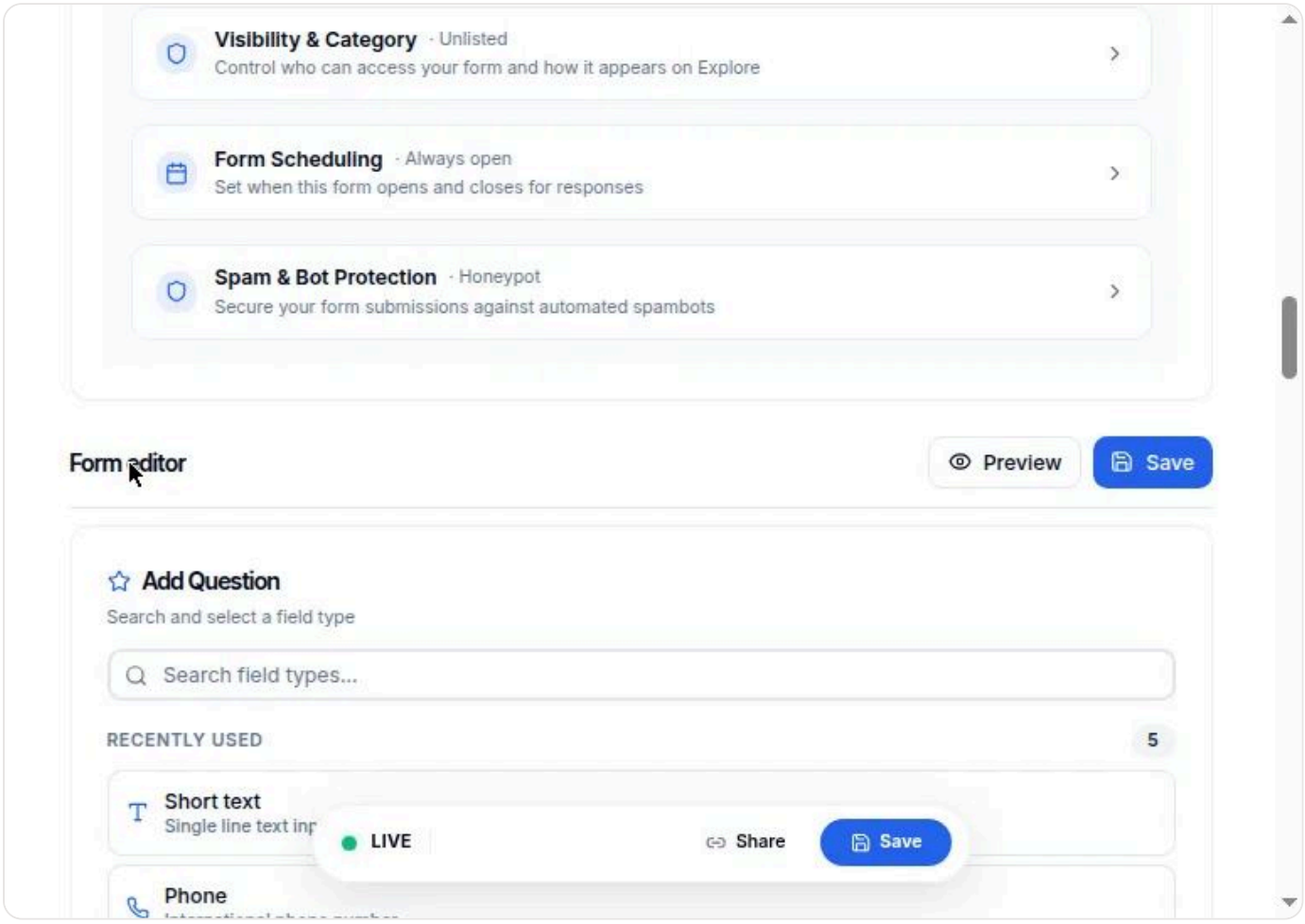
In the builder, open **Form Settings** and choose the **Appearance** tab. Pick one of 9 styles — Modern, Admission, Classic, Minimalist, Dark Mode, Neumorphic, Step-by-Step, Conversational or AI Chat — then make it yours:

- **Theme color** (or pick from the ready-made presets) and **Typography** for the text.
- Add a **cover/banner image** at the top and your **logo**.
- Set the **page colors** and a **page background image** behind the form.

Check the **Preview** tab after each change — what looks good on your laptop may feel crowded on a phone.

11 Form settings

In the builder, **Form Settings** holds everything about how the form behaves. It has three tabs: **General**, **Appearance** and **Integrations**.



Settings. Details, what happens after submitting, who may answer, and when.

Form details

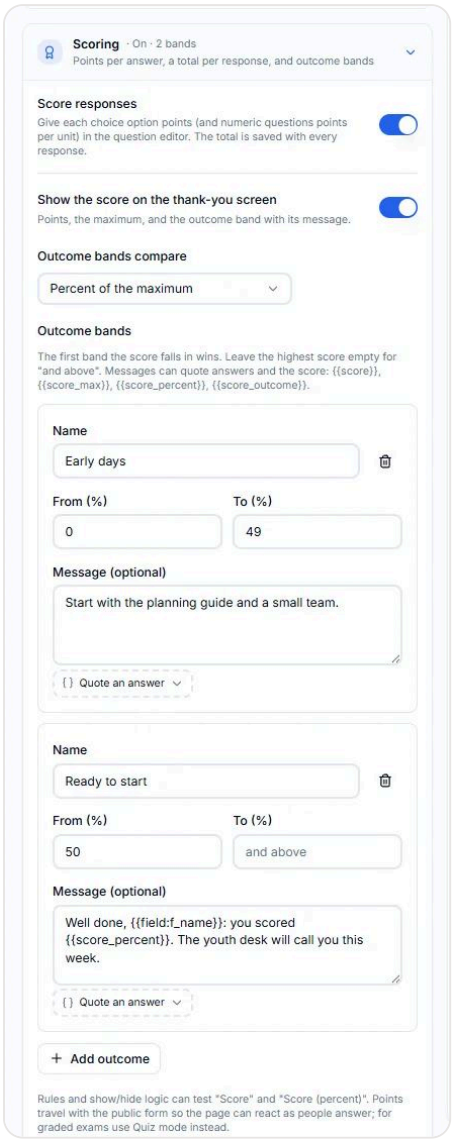
The **title** and **description** people see at the top of your form.

After submission

- **Confirmation message**: what people see right after they submit. Write something warm and useful, for example: "Thank you! We have your registration. Watch your WhatsApp for camp details." The thank-you screen is centred. To put it on the left or right, select all the text in the message and use the align buttons in its toolbar: the whole screen, buttons included, follows.
- **Redirect URL**: send people to a web address instead of showing the message.
- **Response limit**: the form closes itself after this many answers. Handy when camp beds are limited.
- **Progress bar**: show people how far through the form they are.

- **Registration code**: give every respondent their own code, in **random** or **sequential** order — useful for check-in at the gate.

Scoring

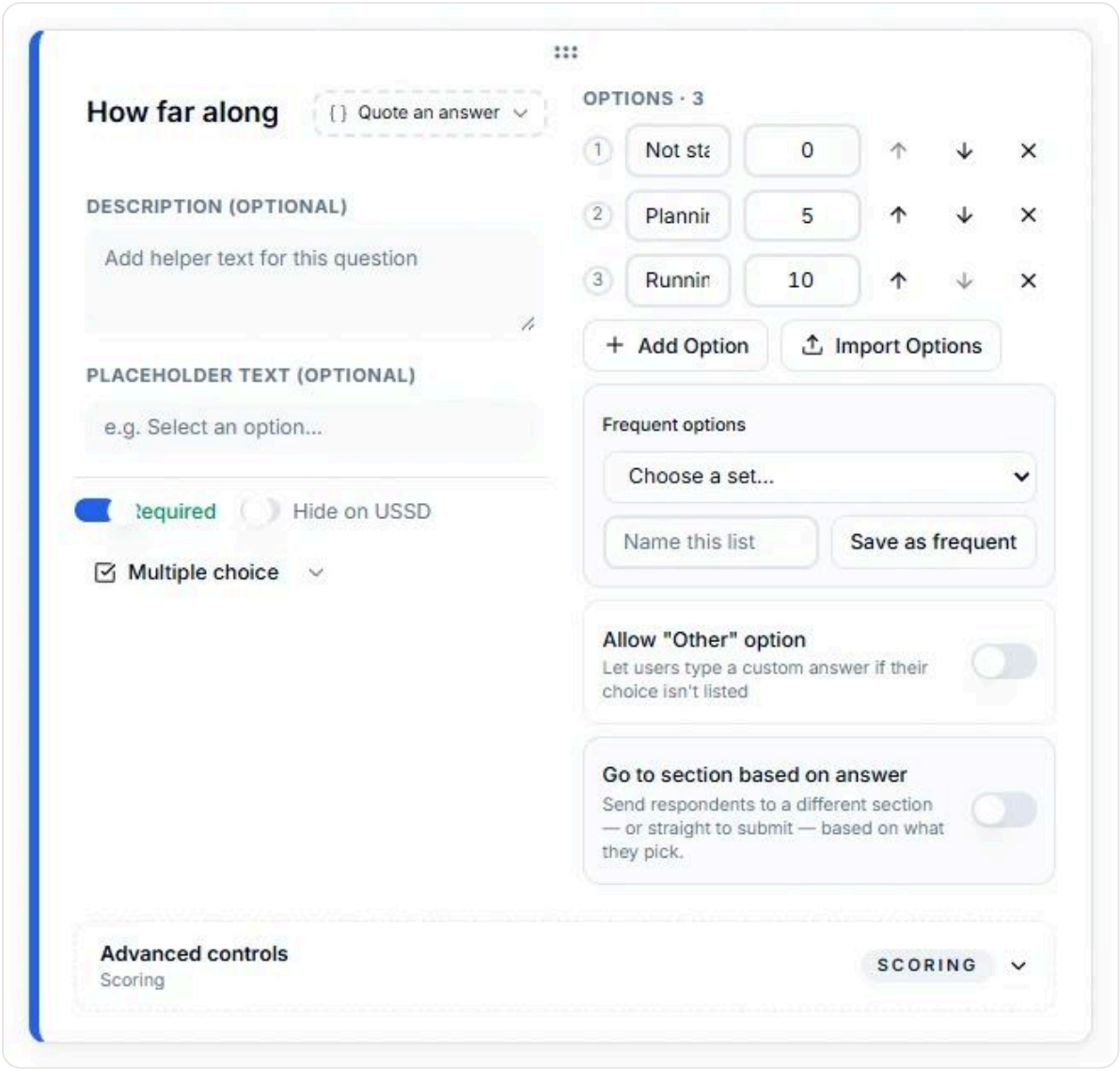


Scoring settings. Scoring on, shown on the thank-you screen, with two outcome bands by percent.

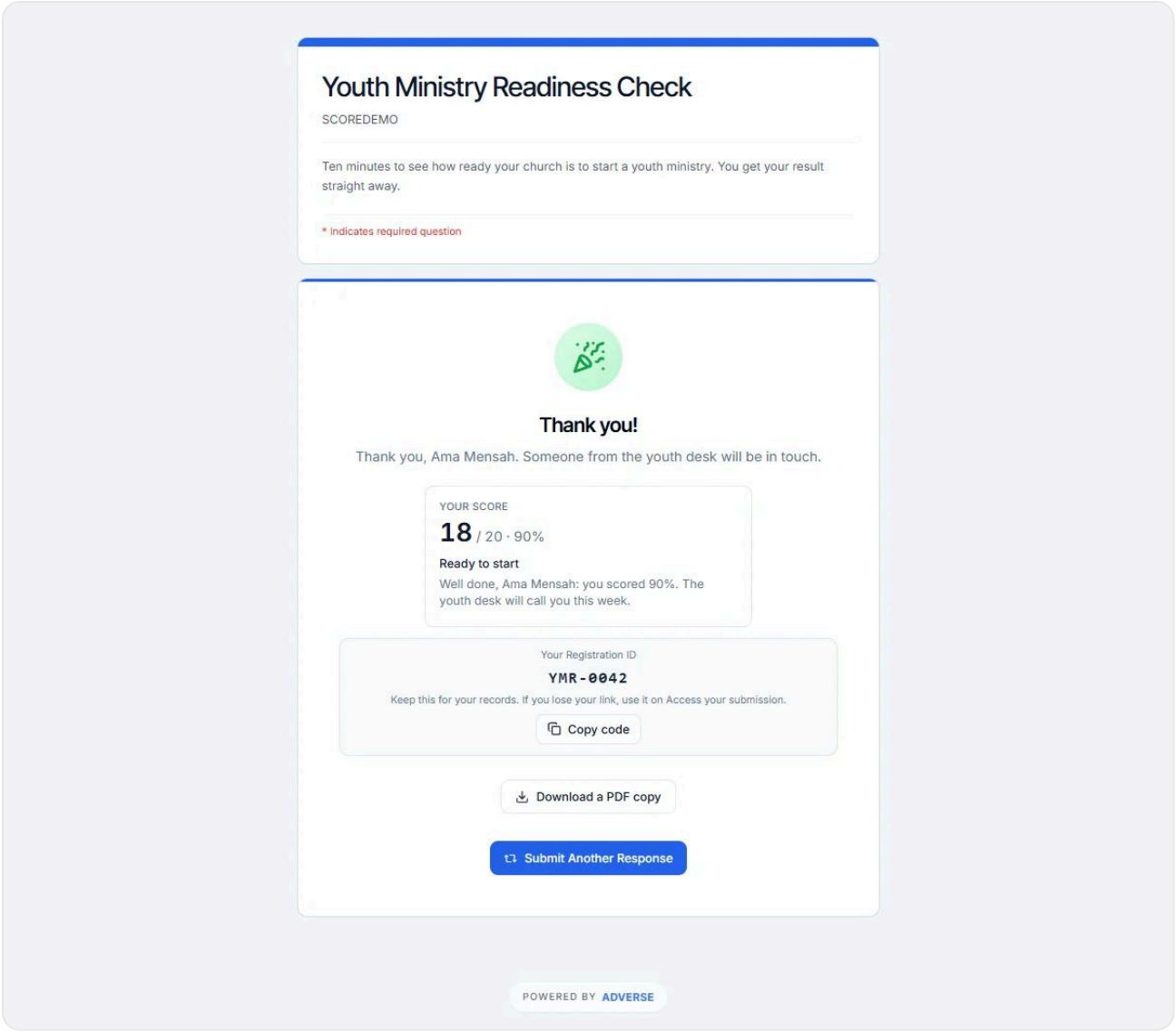
Scoring turns a form into a points quiz or an assessment, without answer keys: each answer is worth points, every response gets a total, and the total can fall into an **outcome band** such as "Pass" or "Needs a follow-up". It suits self-assessments, readiness checks, eligibility screens and light-hearted quizzes. For graded exams with hidden answer keys and attempts, use **Quiz mode** instead.

1. In **Form Settings**, open the **Scoring** group and switch on **Score responses**.
2. Go back to your questions. Every option of a choice question now has a small **pts** box: type the points that option earns (negative numbers are allowed). Number, rating and slider questions get **Points per unit** under **Advanced**: a rating of 4 with 2 points per unit scores 8.

3. Choose whether **Outcome bands compare** points or percent of the maximum, then **Add outcome** for each band: a name, a lowest and highest score (leave the highest empty for "and above") and an optional message. The first band the score falls in wins.
4. Switch on **Show the score on the thank-you screen** if people should see their result: the points, the maximum, the percent and the band's message.



Points per option. With scoring on, every option gets a pts box.



What people see. Their points, the percent and the outcome band's message.

The total is saved with every response. In **Responses** each row shows "Score: 7 / 10", and the CSV exports gain a **Score** column. Once scoring is on, **Score (points)** and **Score (percent)** appear as choices in show/hide rules and in conditional actions, so a high scorer can see an extra section or trigger an email. Band messages, thank-you messages, emails and SMS can quote the result with `{{score}}`, `{{score_max}}`, `{{score_percent}}` and `{{score_outcome}}`.

> **HOW THE MAXIMUM IS WORKED OUT**
>
> For a single-choice question it is the highest-scoring option; for tick-boxes, the sum of the positive options; for a rating or slider, the top of its scale times the points per unit. A number question needs a "highest value counted" so the percent can be worked out; without one, people see points but no percent.

POINTS ARE NOT SECRET

The points per option travel with the public form so the page can react as people answer. Anyone technical could read them, so keep scoring for assessments and quizzes where that does not matter.

Visibility & category

Choose who can open the form: **Public** (anyone can find it), **Unlisted** (only people with the link), or **Private** (only people you allow). You can also file the form under a **category**.

Form scheduling

Set when the form **opens** and **closes** for answers, in your **timezone**. Turn on the **countdown timer** and respondents see how long is left — good for registration deadlines.

Spam & bot protection

Keep junk answers out. **Honeypot** quietly catches automated spam; the **bot check** asks real people to prove they are human before submitting.

CLOSING IS INSTANT

The moment a form closes — by hand, by date, by answer limit, or with the **Enabled** switch — nobody new can submit. People halfway through will see "This form is closed" when they try to send.

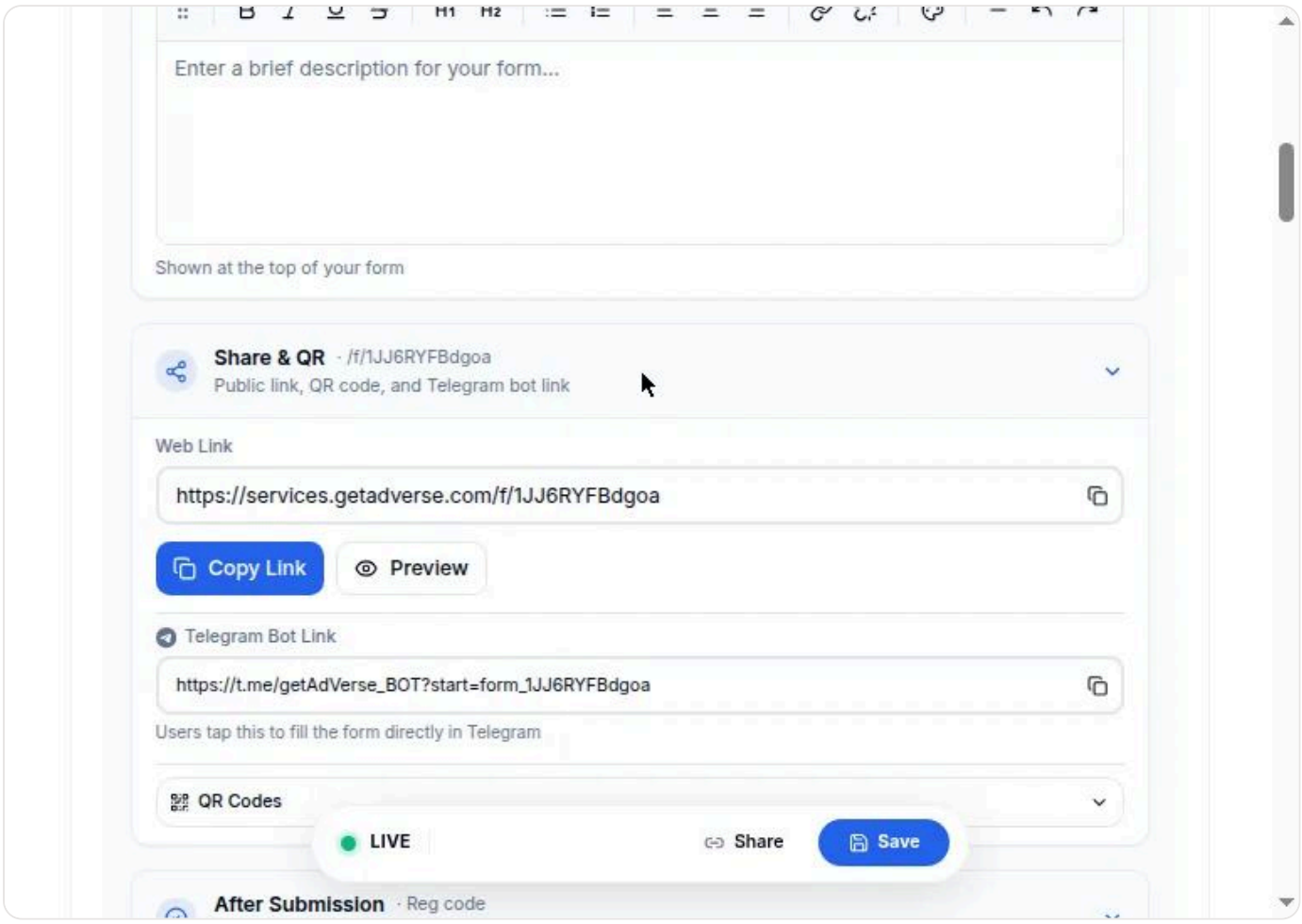
12 Extra tools

The **Integrations** tab inside Form Settings holds tools that connect your form to the rest of LAINNOV:

- **Donation Drive**: add a donate button to the form, linked to one of your LAINNOV Pay payment links.
- **SMS Notifications**: text yourself (or your team) when someone answers.
- **Welcome Email**: send each respondent an email after they submit.
- **Respondent portal**: let people view or update their own answers later through a secure link.
- **Voucher gate**: only people with a valid voucher code can open the form.
- **LAINNOV Save Integration**: automatically register respondents as savings members in LAINNOV Save.
- **Data Bundle/Airtime**: sell data and airtime through the form, over USSD and Telegram.
- **Student fees mapping**: link form answers to student fee records.
- **USSD Registration**: let people register by dialling a code like *711*2203# on any phone — no internet needed.

13 Sharing your form

A form only takes answers while it is switched on — use the **Public link live** switch in the builder, or the **Enabled** toggle on the home page.



Share Form. The public link, the Telegram link and QR codes, all in one place.

The public link

Every form has its own web address. Select **Copy Link** and send it by WhatsApp, SMS, email or social media. Anyone with the link can fill in the form — they do not need an LAINNOV account.

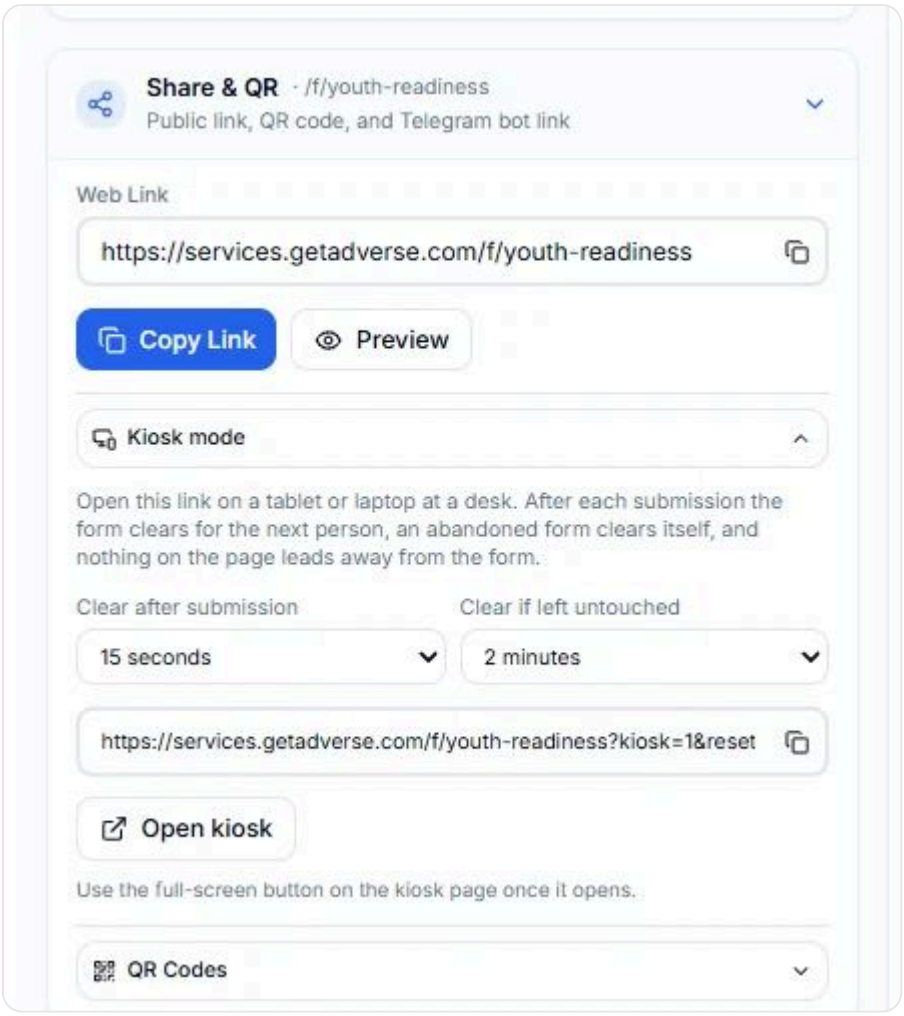
Telegram bot link

The **Telegram Bot Link** opens the form inside Telegram, so people can fill it in without leaving the app.

QR codes

Select **QR Codes** to get a printable code. Stick it on a poster or a church notice board — people point their phone camera at it and the form opens.

Kiosk mode: one device, many people in turn

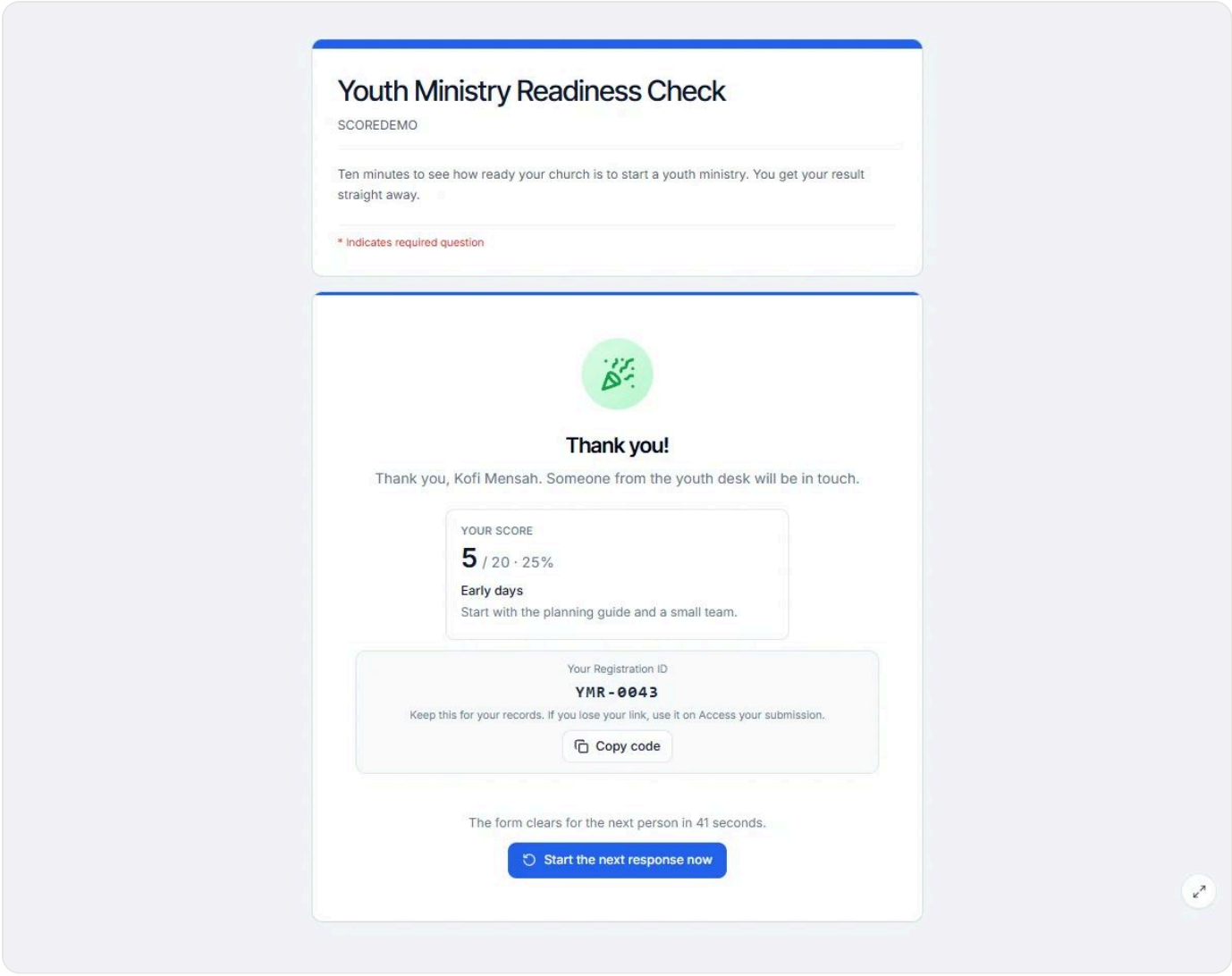


Kiosk mode. Two timings and a link made for the kiosk device.

At a registration desk, a gate or an exhibition stand, one tablet or laptop takes everyone's answers one after another. **Kiosk mode** makes the form clear itself for the next person. In the **Share** dialog, open the **Kiosk mode** block, choose the two timings and select **Copy kiosk link**. Open that link on the kiosk device; nothing changes for people using your normal link.

- **Reset after**: how long the thank-you screen stays before the form clears for the next person (15 seconds unless you change it). A **Start the next response now** button skips the wait.
- **Idle**: how long a half-filled form may sit untouched before it clears itself, so one person's half-typed answers never greet the next (2 minutes unless you change it; set it to 0 to switch the idle timer off). The countdown only starts once someone has begun answering.

The kiosk page offers a fullscreen button so the browser's address bar and tabs are out of reach. Registration codes, payments and everything else work as usual; each person's submission is a normal response in your list.



Between people. The thank-you screen counts down, then the form clears itself.

> **SET IT UP ONCE**
>
> Open the kiosk link, go fullscreen, and test it yourself: submit, wait for the reset, then start a form and walk away to see the idle timer clear it. On a shared device, do not sign in to LAINNOV in that browser.

Putting the form on your website

Open the **Embed** dialog and pick how the form sits on your site:

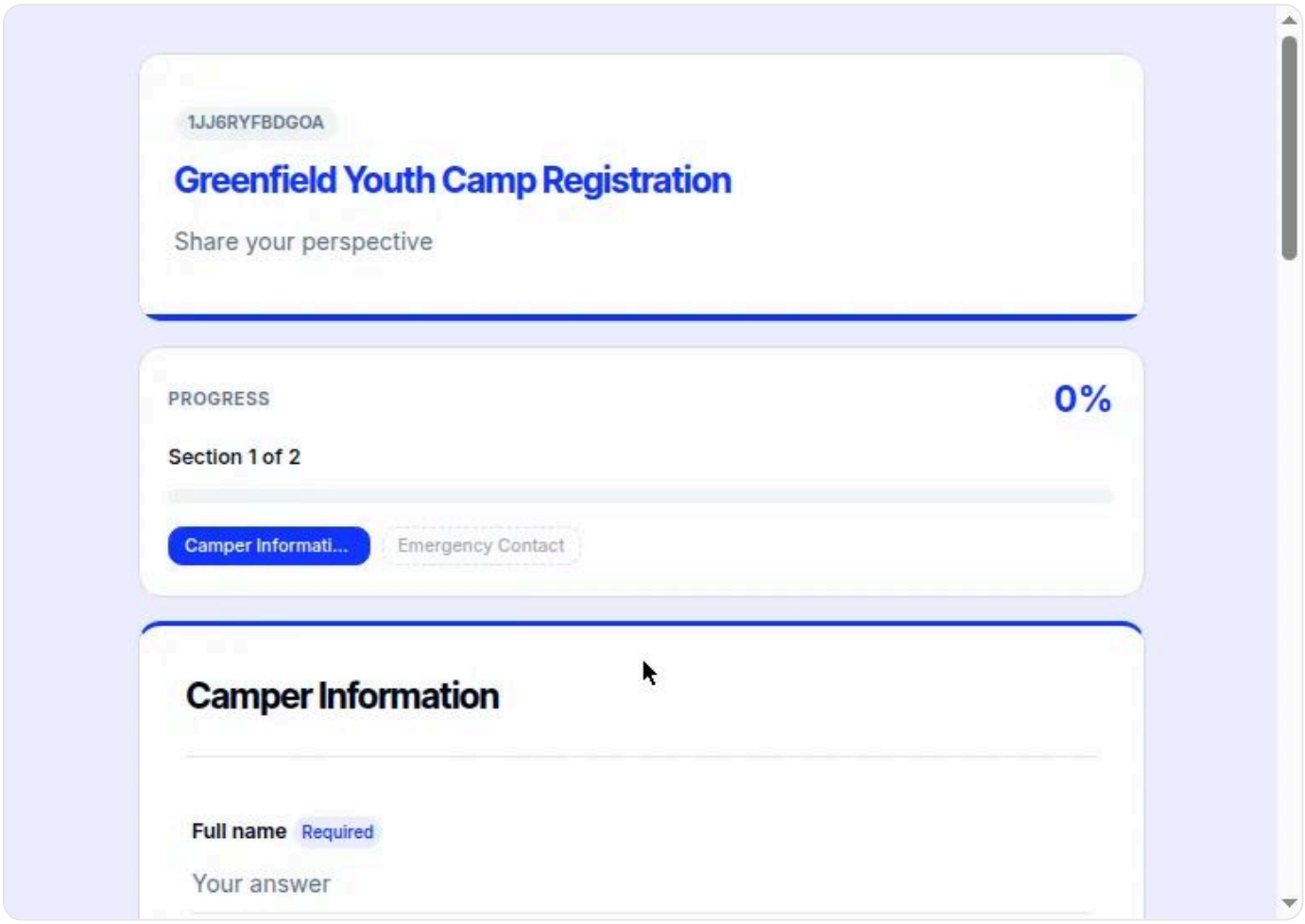
- **iFrame** — the option for most websites: copy the ready-made snippet and paste it where you want the form.
- **JavaScript** — for sites where you manage the code yourself.
- **Link** — just the plain web address.
- **Popup** — the form opens in a small window over your page.

You can set the **width** and **height**, pick a **theme**, **hide the header or footer**, and turn on **auto resize** so the form grows with its content. The **Direct URL (for Google Sites**

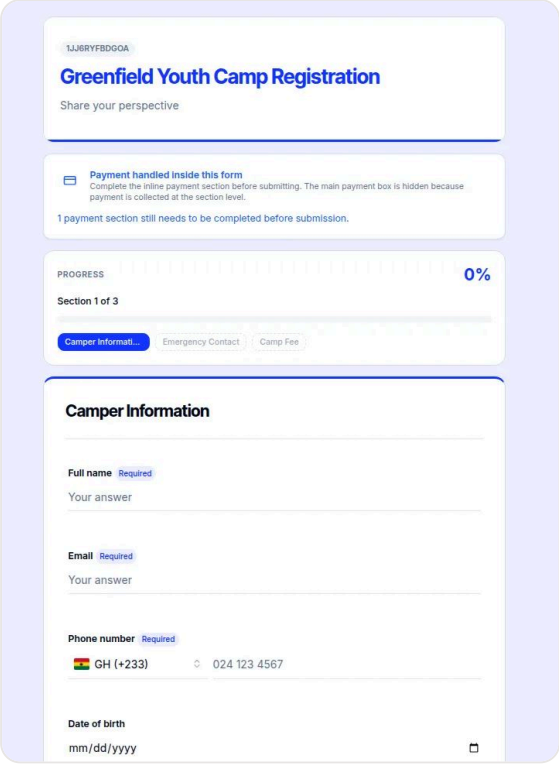
& other platforms) is a plain link that works where snippets are not allowed.

14 What the person filling sees

Respondents get a clean page with your title, description and questions — nothing of the builder, no LAINNOV menus. It works in any browser, and they need no account.



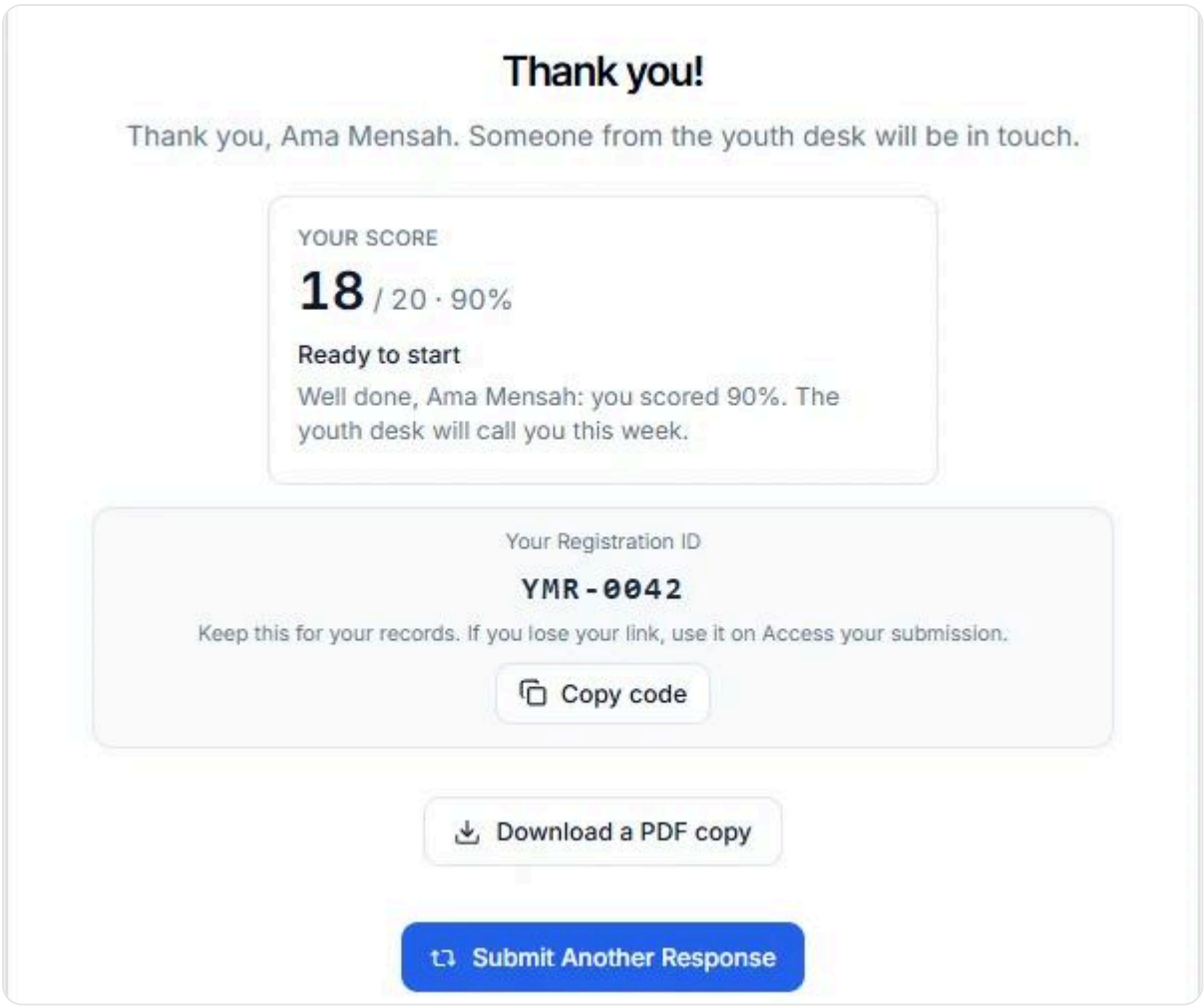
The public form. What people see when they open your link.



On a phone. The same form, stacked for a small screen.

A PDF copy of every submission

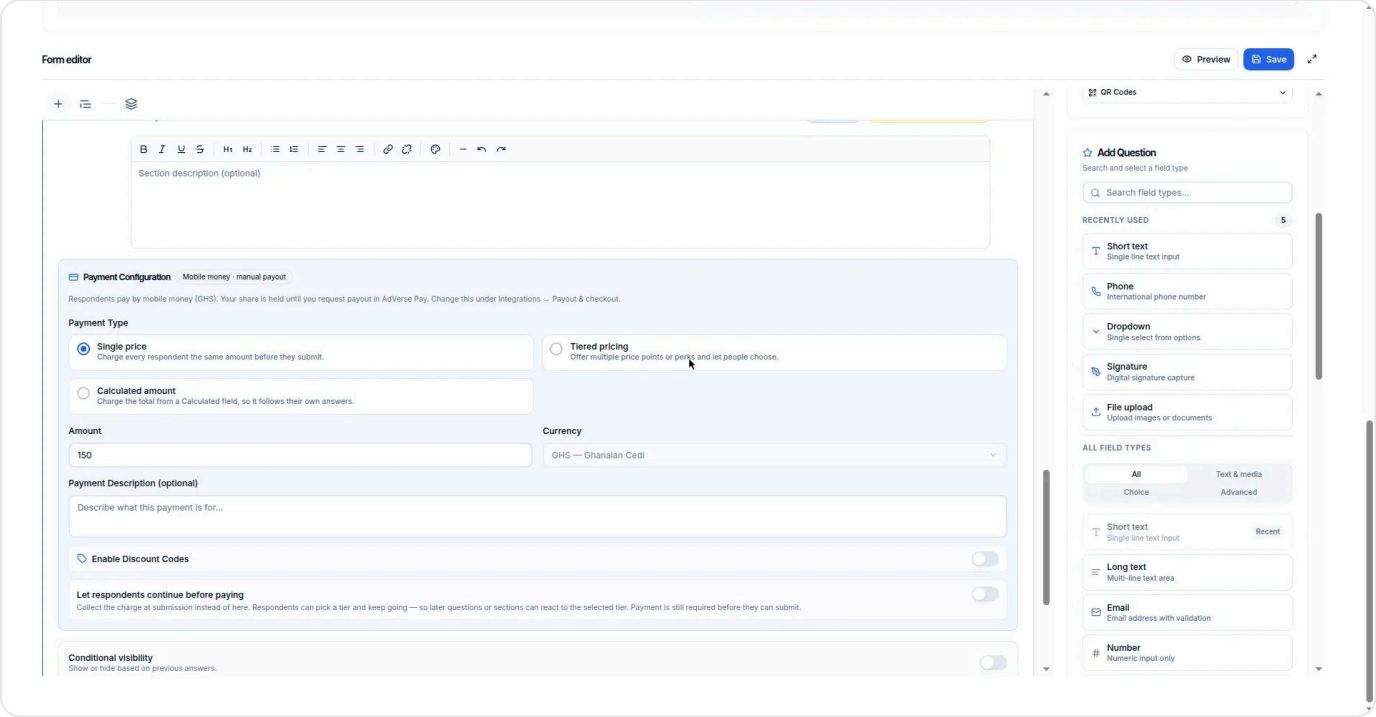
Everyone who submits can keep a copy of what they sent. The thank-you screen offers **Download a PDF copy**: a tidy document with your form's title, your organisation's name, the date and time, their registration code, every question with their answer, and the payment details when they paid. If you send a welcome email, the same PDF is attached to it. In the Responses page, every single response has a **Download PDF** button that produces the same document for your own records or for someone who lost theirs.



A copy to keep. The registration code and the PDF copy, on every thank-you screen.

Nothing needs switching on; the copy is there for every form. Hidden questions and questions the person never saw are left out, so the PDF reads the way their form did.

15 Collecting payments



Payment question. People pay as part of submitting the form.

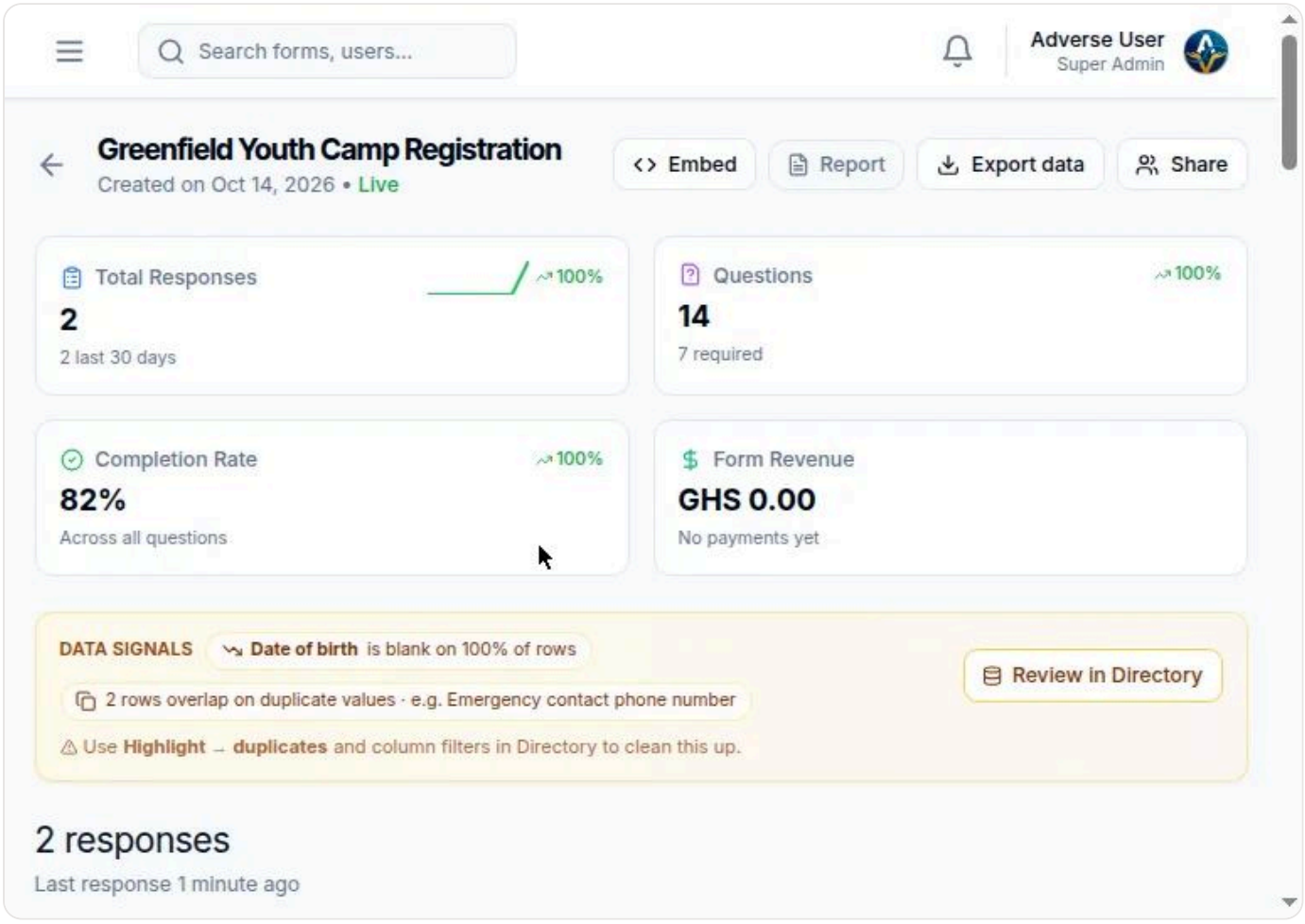
Add a **payment question** and set the amount — for example a camp fee of 150 GHS. When someone submits the form, they pay there and then: by mobile money or manual payout, collected as part of the submission. The answer is only counted once the payment goes through.

- Each payment shows in the response, so you can see who has paid and who has not.
- Money lands in the organisation's account; payouts work like the rest of LAINNOV.

> **FAILED PAYMENTS**
>
> If a payment fails, the person is told to try again. Their answers are kept so they do not have to retype everything.

16 Reading responses

Open the **Responses** tab — also called **FormFlow — Response Intelligence** — to see all answers in one place. Each row is one person's submitted form.



Responses. One row per person, with totals at the top.

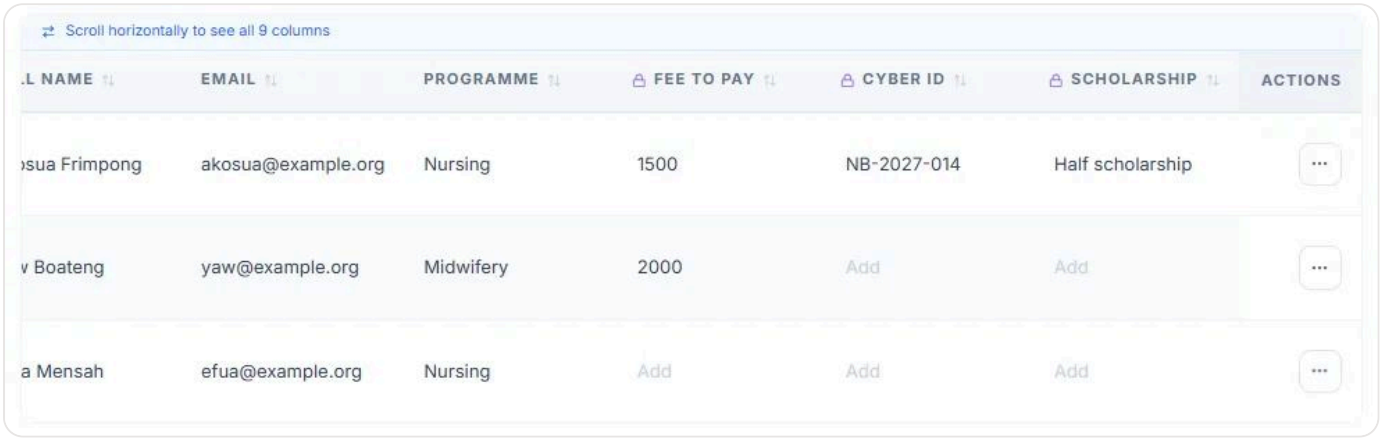
- **Stat cards.** **Total Responses**, **Completion Rate** and **Form Revenue** (from payment questions) at a glance.
- **Member directory.** One card per person, built from the name, phone and other details they gave. Search by name, open a card to see everything that person submitted, and edit or delete a member if you need to.
- **Share menu.** **Copy dashboard**, a **public share link** for the results, or **invite by email** so a teammate can view them.
- **Responses report.** Pick a date range to see how answers came in over time.
- Use **Search** to find a name or an answer, and the **filters** to narrow by date or by answer to a question. **Embed** puts the results view on your website.

Private columns

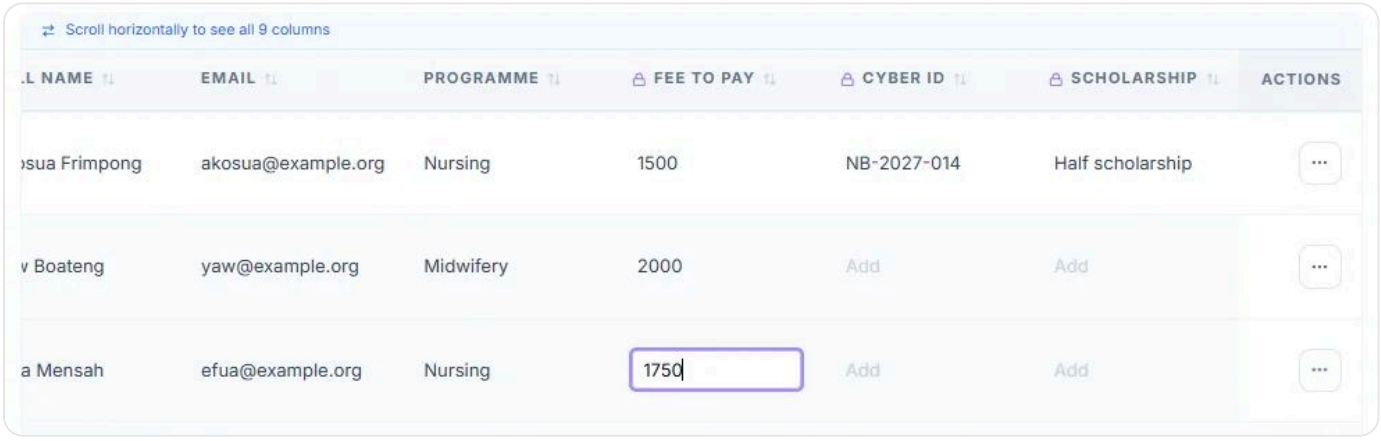
Add your own columns to the responses: the fee each person is to pay, an ID you issue, a scholarship decision, a note. Only you and the people you share the form

with can see and fill them in. They are never part of the public form, and the people who filled it in never see them: not on the form, in their emails, their PDF copy or the applicant portal.

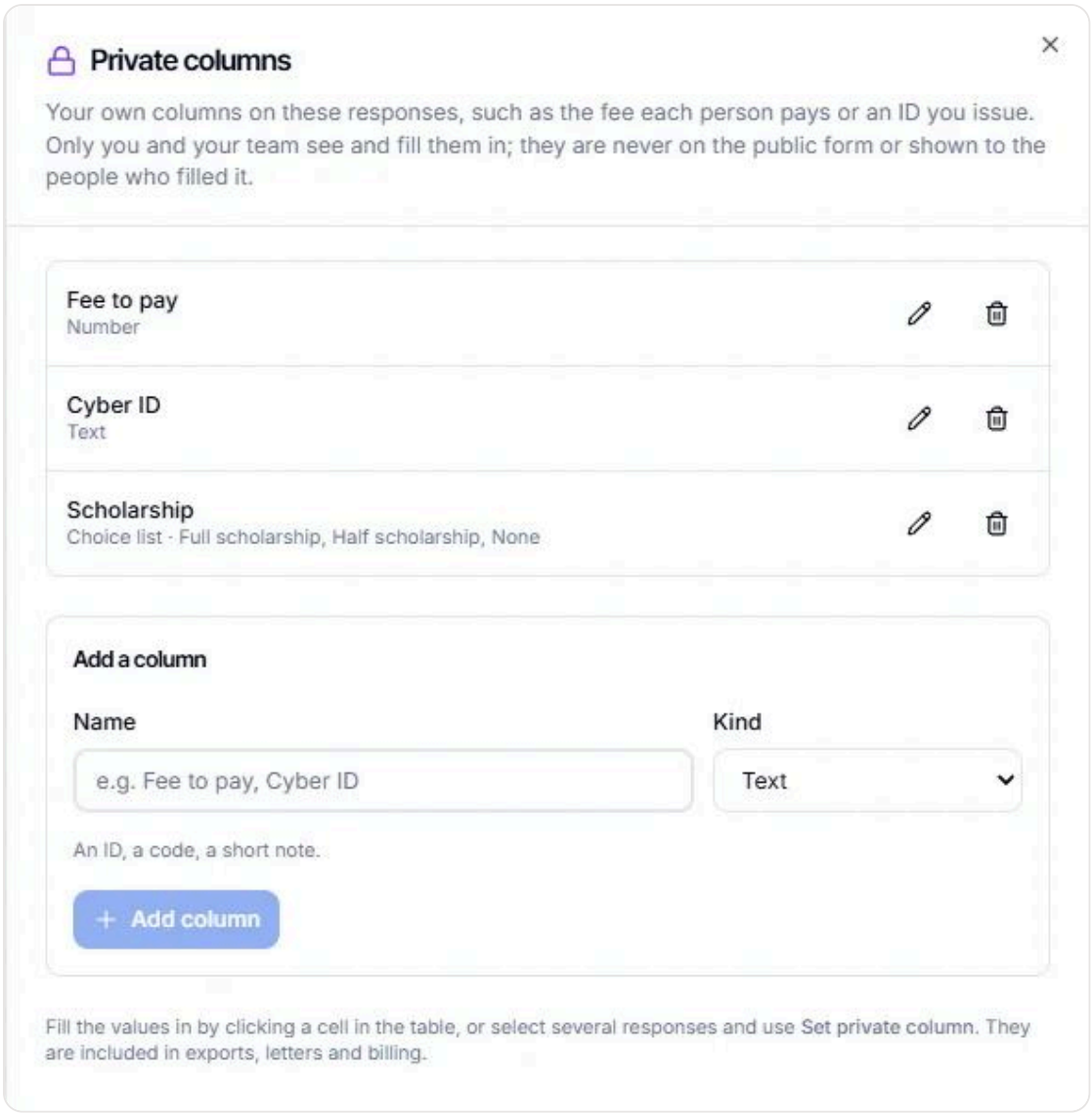
1. On the **Responses** page, select **Private columns**.
2. Under **Add a column**, give it a name and choose its kind: **Text**, **Number**, **Date**, **Choice list**, **Email** or **Notes**. Add as many as you need.
3. The column appears at the end of the table, marked with a lock. Select a cell to fill it in; press Enter to save or Esc to cancel. A Number column only takes numbers, a Date column a date.
4. To give many people the same value, tick them and use **Set private column** in the bar above the table.



Private columns in the table. Marked with a lock; empty cells say Add.



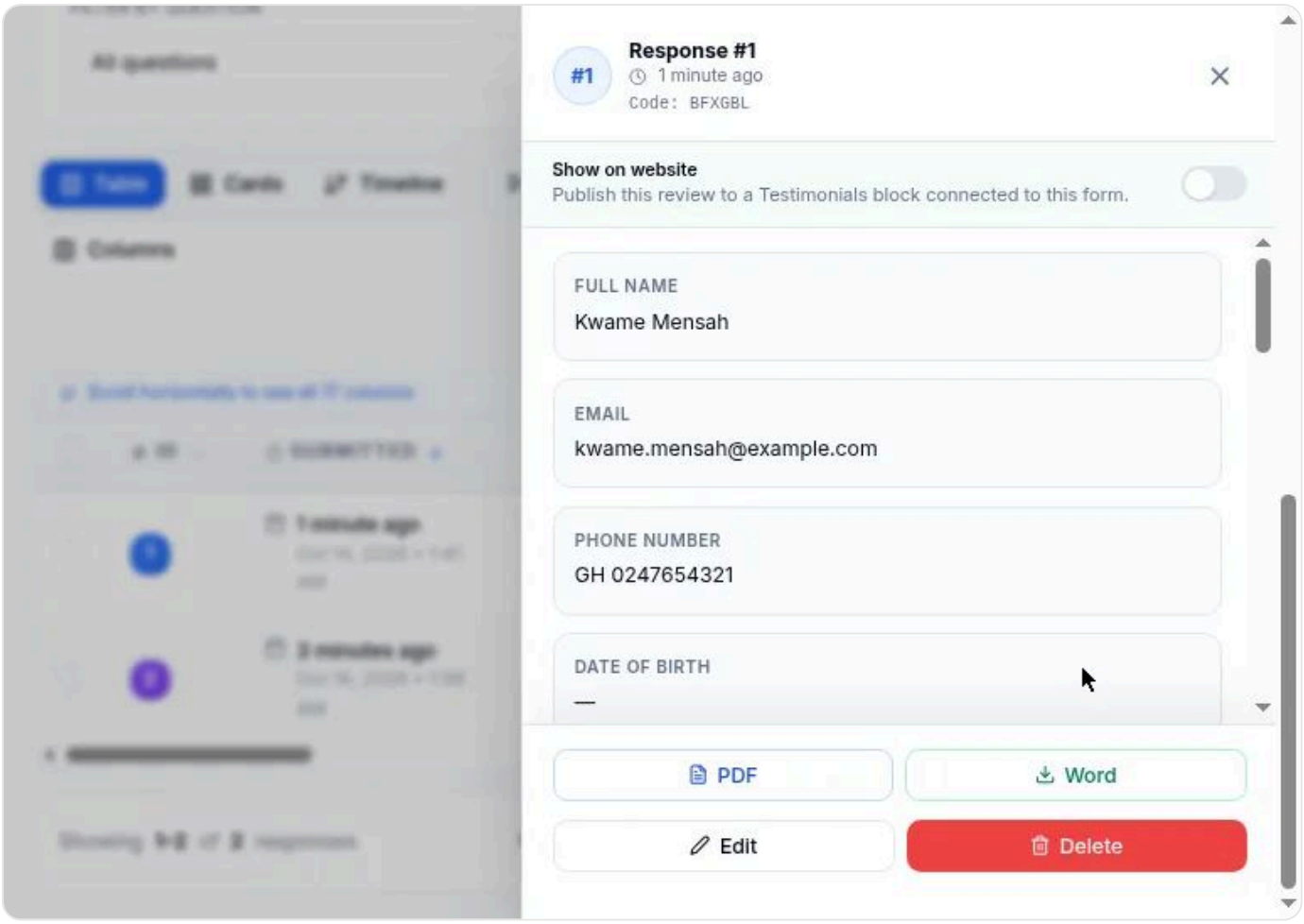
Filling one in. Type and press Enter.



Managing them. Add, rename or remove.

Private columns are included in your exports, can be used in letters as merge fields, and a Number column can be each person's amount in Billing. In the builder they appear in a **Private columns** section with a **Private** tag; any question can be made private with its **Private column** switch. Removing a column hides it everywhere; the values already entered are kept with each response.

17 A single response



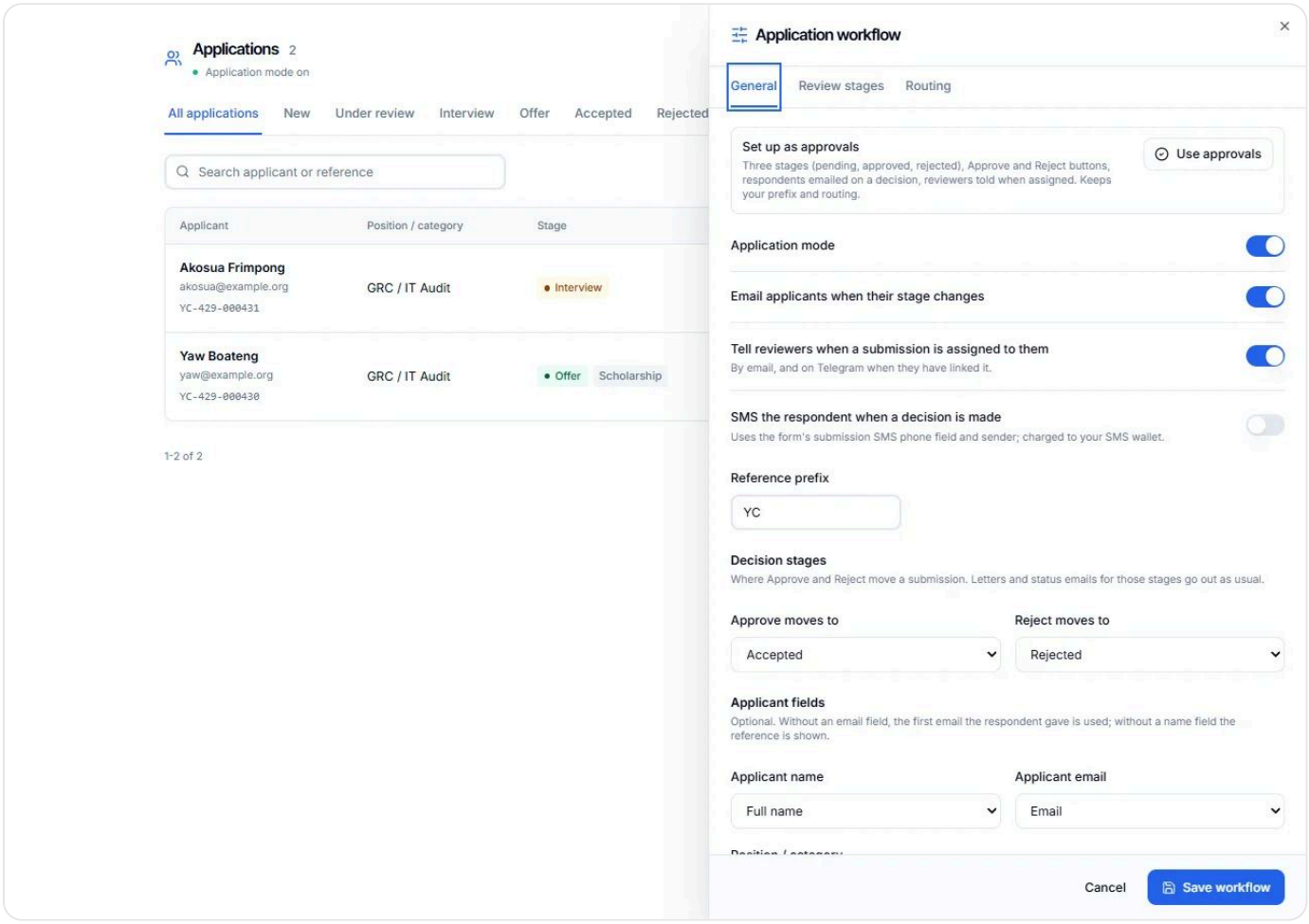
One response. Every answer the person gave, question by question.

Click a row to open that person's full answers, in the order of your questions, with the date and time they submitted. If the form collects files or signatures, you open and download them here. **Download PDF** gives you the same PDF copy the person could take on the thank-you screen.

18 Approvals and applications

Some forms are not finished when the answer arrives: a leave request needs a yes or no, a scholarship application moves through stages, a vendor sign-up has to be checked by the right desk. The **Applications** tab in the Responses page turns any form into that kind of workflow. Every submission becomes an application with a reference number, a stage, a reviewer and a history, and the person who applied can follow it from the applicant portal.

Setting up approvals



Workflow settings. "Use approvals" sets the three stages; Decision stages say where Approve and Reject go.

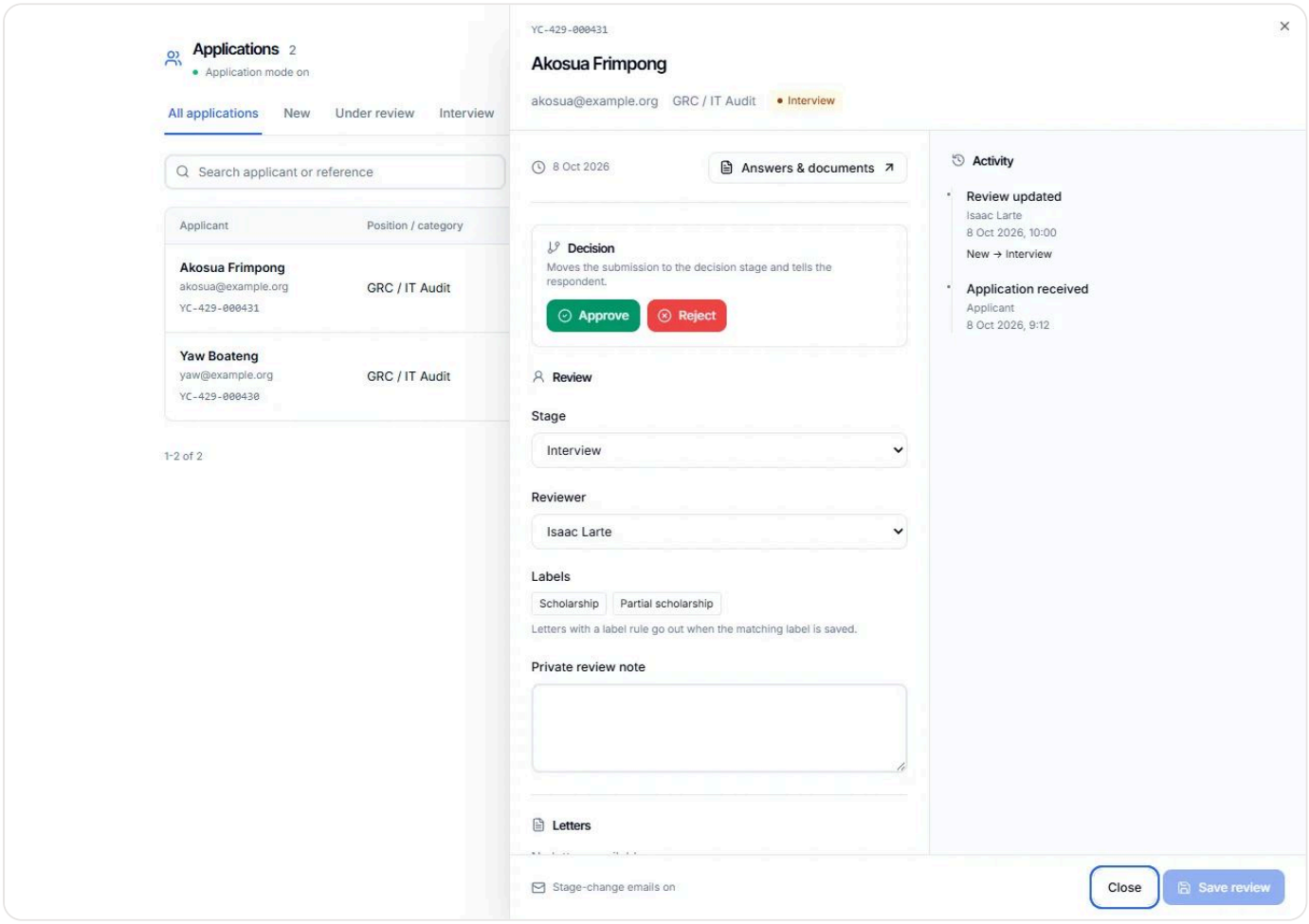
1. Open the form's **Responses** page and select the **Applications** tab, then **Workflow settings**.
2. Select **Use approvals**. That switches on application mode with three stages, **Pending review**, **Approved** and **Rejected**, wires the Approve and Reject buttons to the last two, turns on status emails and tells reviewers when something is assigned to them. Anything you already set, such as the reference prefix, is kept.

3. Check the **Applicant fields**. They are optional: without a name question the reference is shown instead, and without an email question the first email the person gave is used for their status emails.
4. Save. Submissions from now on appear in the tab. If people already applied before you switched it on, the tab offers to **Bring in** those earlier responses too, without emailing anyone.

Need more than approve or reject? The **Stages** tab lets you build your own pipeline, for example Received, Shortlisted, Interview, Offer. Then choose which two stages **Approve** and **Reject** move to under **Decision stages**. Stages named Approved or Accepted and Rejected are picked up automatically.

Reviewing and deciding

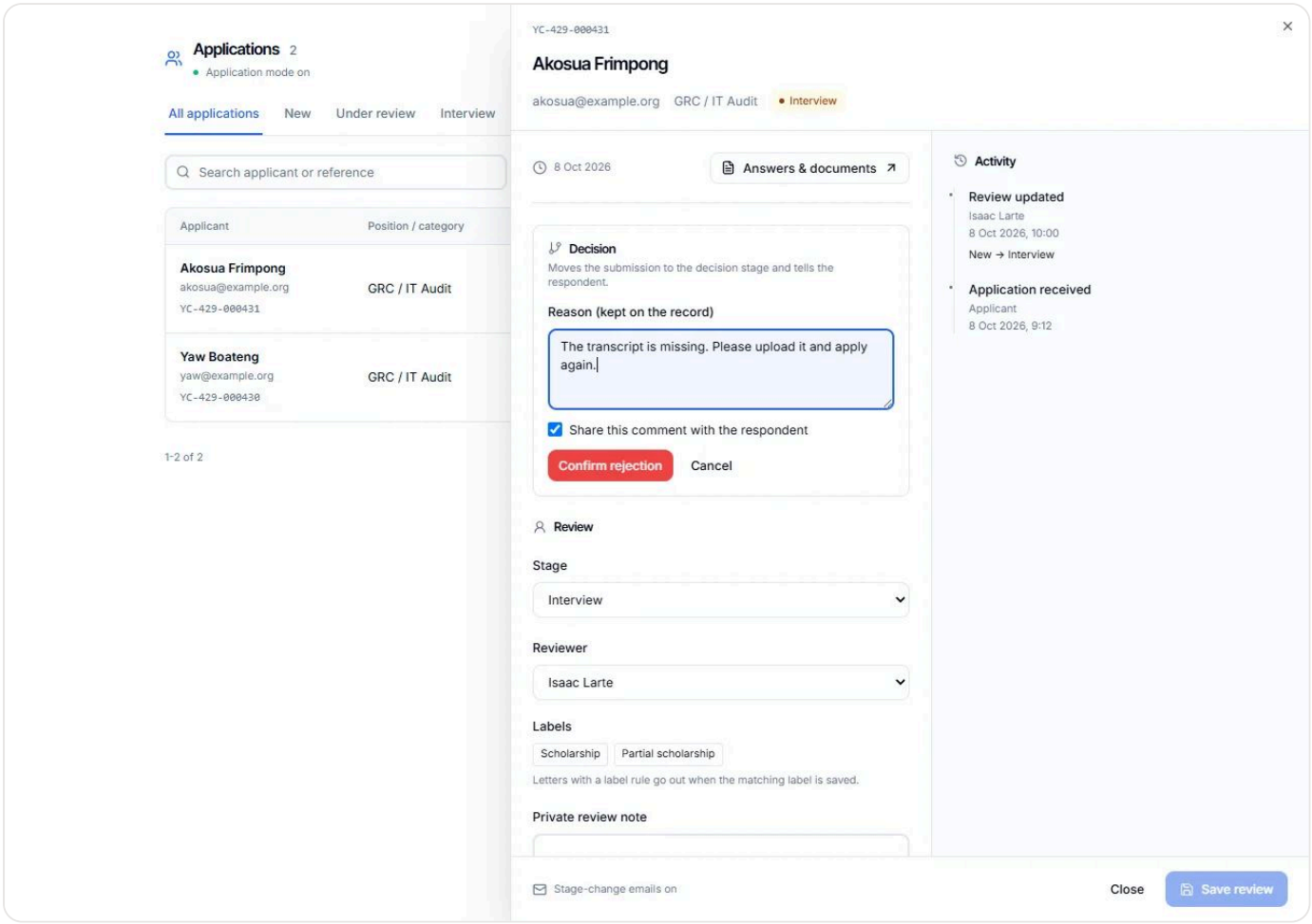
Select an application to open its review. You see every answer, the history so far, and the decision block:



The review. Approve or Reject sits above the usual stage, reviewer and labels.

- **Approve** moves it to the approved stage. Add a comment if you like.
- **Reject** asks for a reason; it is kept on the record.

- **Share this comment with the respondent** decides whether the person reads your comment in their status email and on the applicant portal. It is on by default for a rejection and off for an approval.



Rejecting. A reason is required; tick the box to share it with the person.

Once an application is decided, the block says so: **Approved** (or **Rejected**), who decided and when. Approving it again is not offered; **Reject instead** (or **Approve instead**) changes the decision, which tells the person again.

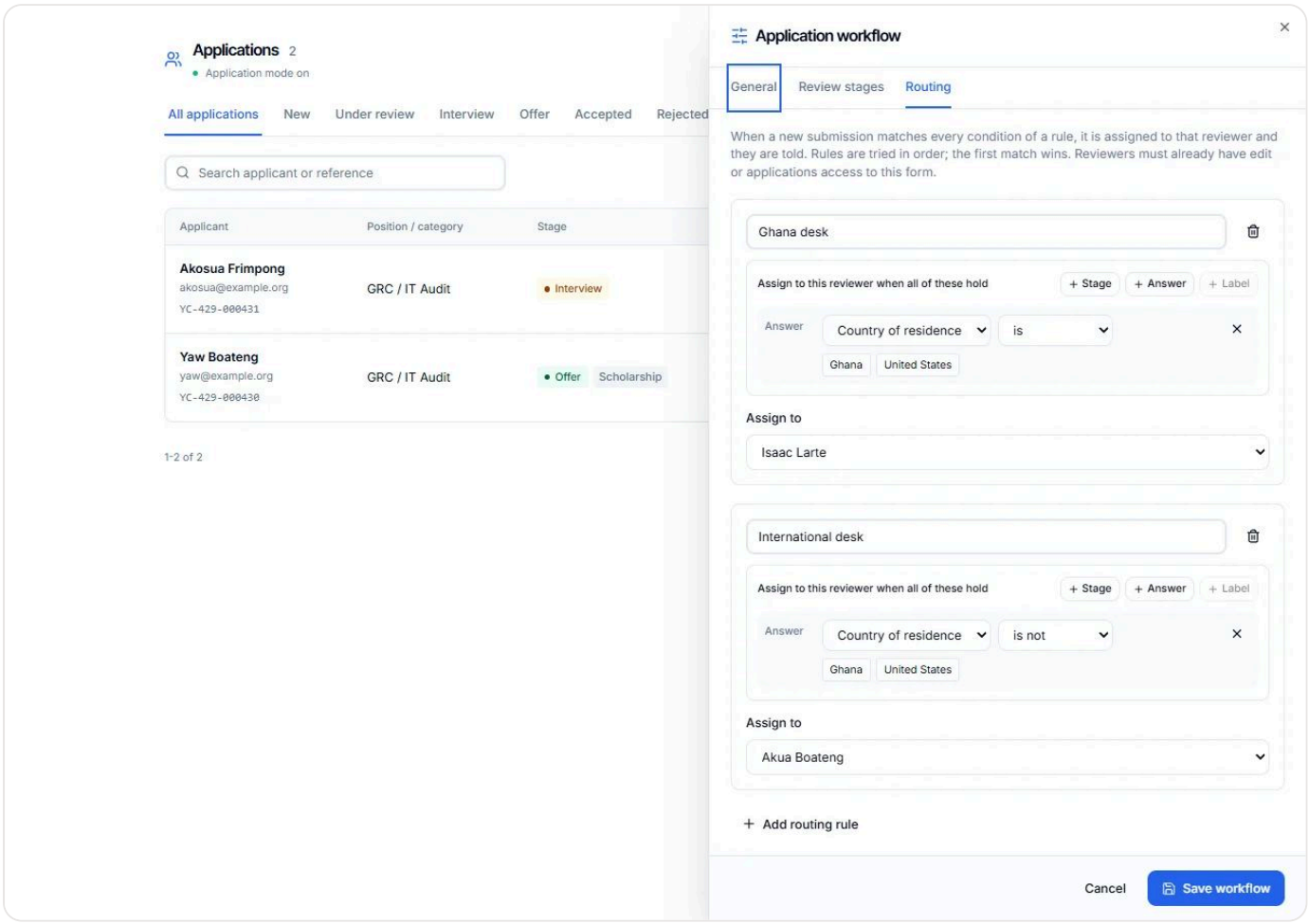
Below the decision, the review form still lets you move the application to any stage, assign a reviewer, add labels and leave a private note. Every change is written to the history with who did it and when.

> **LETTERS**
>
> If you have set up **Letters**, an approval or rejection sends the letter that matches the new stage, as a PDF, in place of the plain status email.

Routing applications to the right reviewer

The **Routing** tab of Workflow settings assigns new applications automatically. Each rule has conditions on the answers, built with the same editor as show/hide, and a

reviewer. Rules are tried in order and the first match wins. The reviewer gets an email, and a Telegram notice when they have linked it, with a link that opens that application directly. Reviewers must already have edit or applications access to the form: give it from **Manage access** on the Responses page, where a **Applications** grant lets a colleague or an invited guest review without being able to change the form.



Routing. Each rule has conditions and a reviewer; the first match wins.

In the list, **Assigned to me** shows a reviewer only their own queue. To go further, switch on **Reviewers see only the applications assigned to them** in the General tab: anyone who does not manage or edit the form then sees, opens and exports only their own applications.

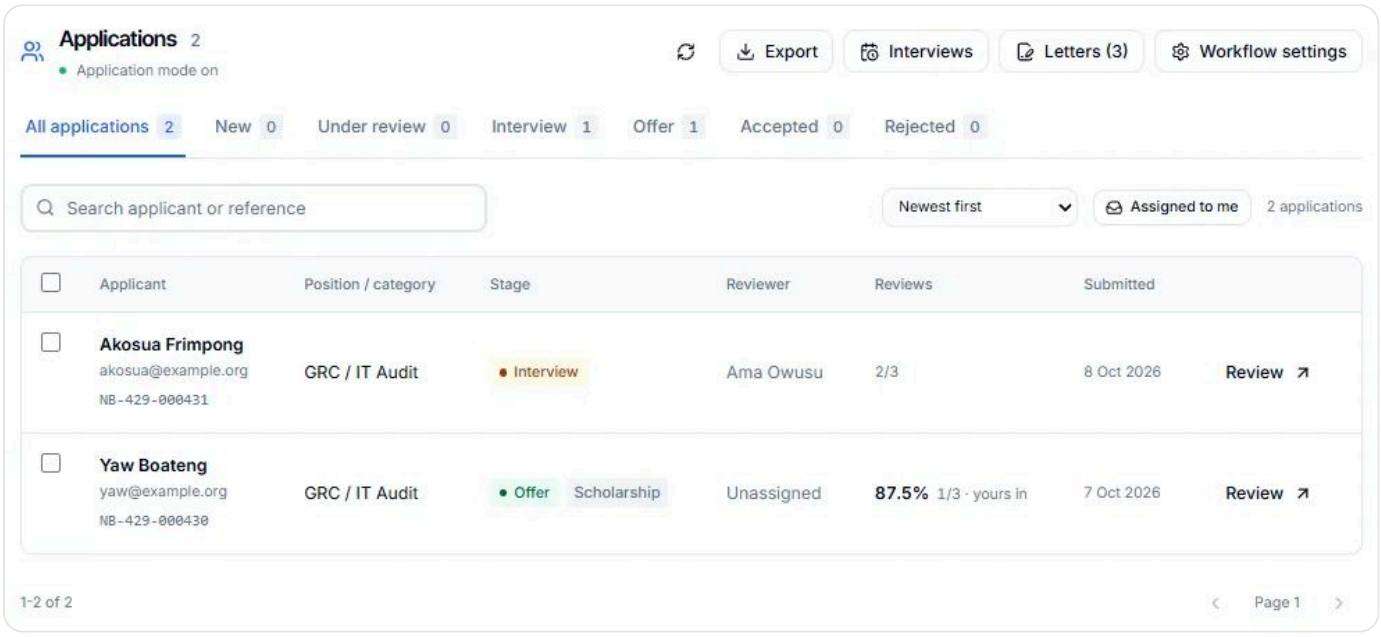
Adding reviewers, and more than one on an application

The reviewer list holds the people who can review this form's applications. To add someone, select **Add a reviewer** under the reviewer list in any review and enter their email. Someone who already has an account can review straight away and appears in the list; anyone else is emailed an invitation and appears once they accept it. They can see and review the applications, not change the form. Only the form's owner can add reviewers.

The **Reviewer** on an application is its lead: routing, reminders and **Assigned to me** follow them. To have others review it too, choose them under **Also reviewing** in the review. They are emailed when added (when reviewer emails are on), can open and score the application, and it appears in their own list, including when reviewers see only the applications assigned to them. Remove someone with the cross on their name. For many applications at once, tick them and use **Add reviewer** in the bar above the list. The export has an **Other reviewers** column.

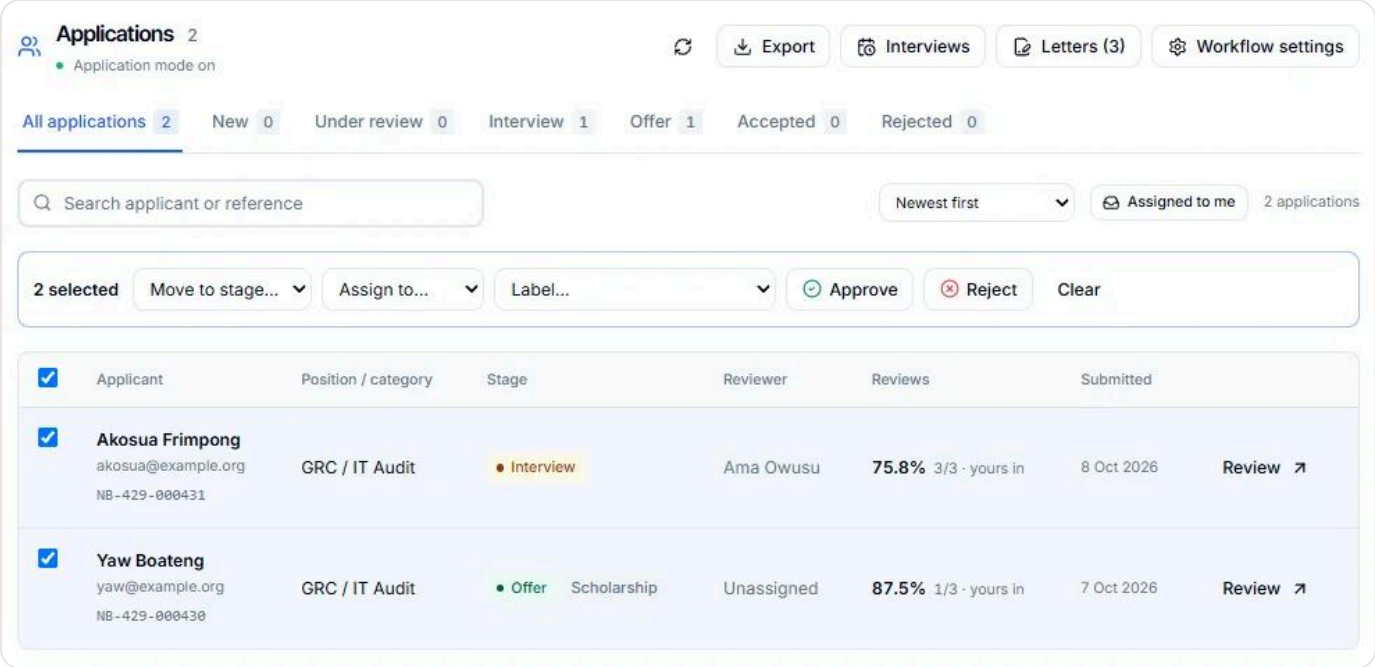
Working with many applications

The stage tabs above the list show how many applications sit in each stage, and they follow your search and the **Assigned to me** filter. The sort menu puts the newest or the oldest first, or, with scorecards on, the highest review score first.



The list. Stage counts in the tabs; the Reviews column shows the average score and how many scorecards are in.

Tick applications to change them together. A bar appears above the list:



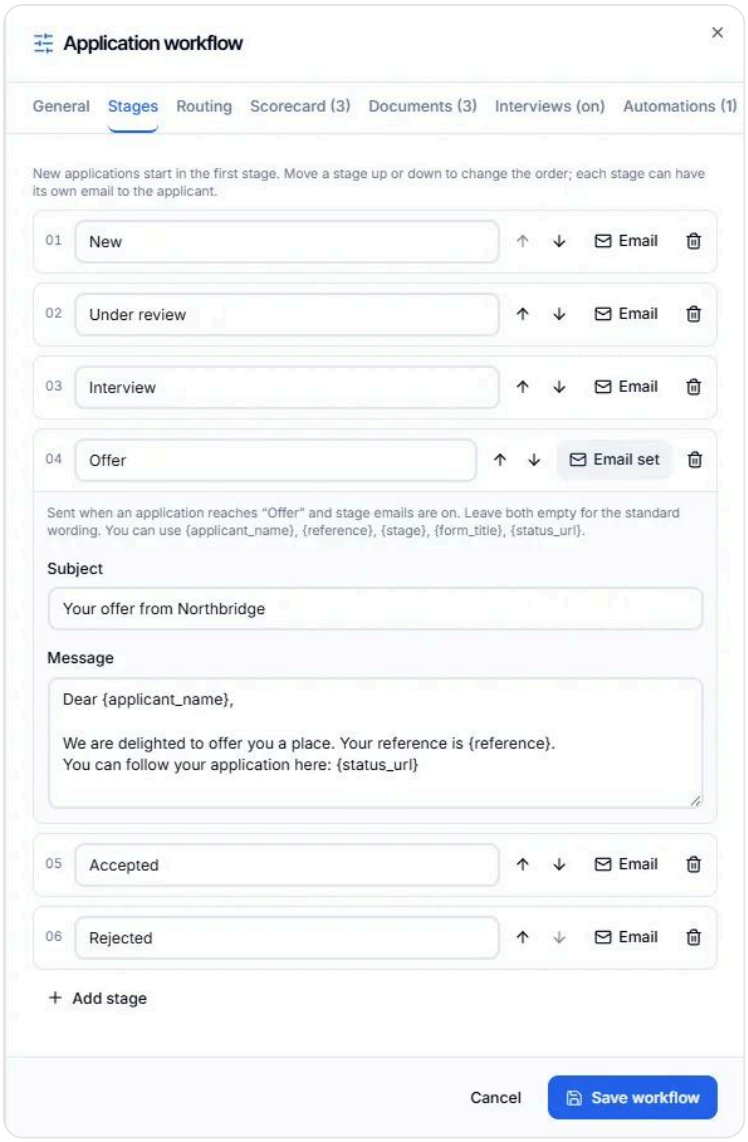
Changing many at once. Each application is changed exactly as if you did it on its own.

- **Move to stage**, **Assign to** and **Label** apply the same change to every ticked application.
- **Approve** and **Reject** ask for one comment for all of them; a rejection still needs a reason.
- Letters, status emails and SMS go out to each person exactly as they would one by one. If one application cannot be changed, the others still are and you are told which one failed.

Export at the top downloads the applications that match your current filters as a spreadsheet: reference, applicant, stage, reviewer, labels, scores, interview time, dates and every answer.

Your own email for each stage

With **Email applicants when their stage changes** on, people get a standard status email. To write your own, open **Workflow settings**, then **Stages**, and select **Email** next to a stage.

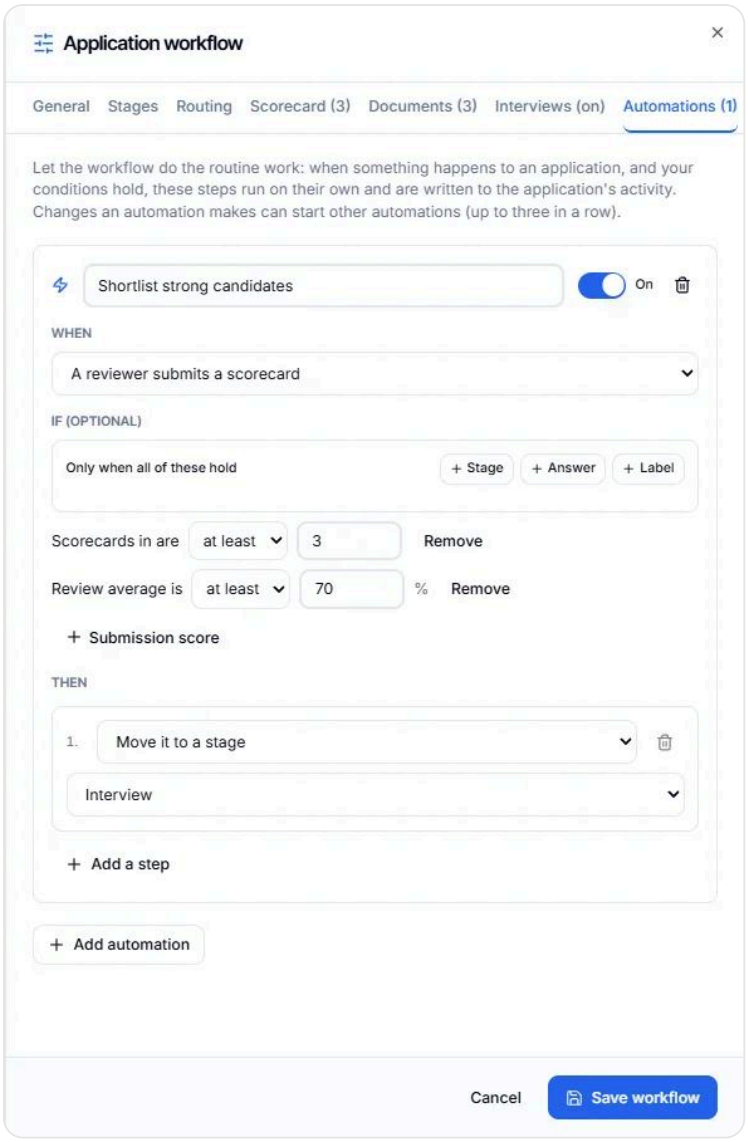


A stage's email. Leave both boxes empty to keep the standard wording.

Use `{applicant_name}`, `{reference}`, `{stage}`, `{form_title}` and `{status_url}` (the link to the applicant portal); they are filled in for each person. Use the arrows to put the stages in order: new applications always start in the first one. A stage that still has applications in it cannot be removed until you move them.

Automations

Automations do the routine work for you. Each one says *when* it runs, *if* anything must be true, and *then* what happens. Set them up in **Workflow settings → Automations**; a form can have up to 30.



An automation. When three scorecards are in and they average 70% or more, the application moves to Interview.

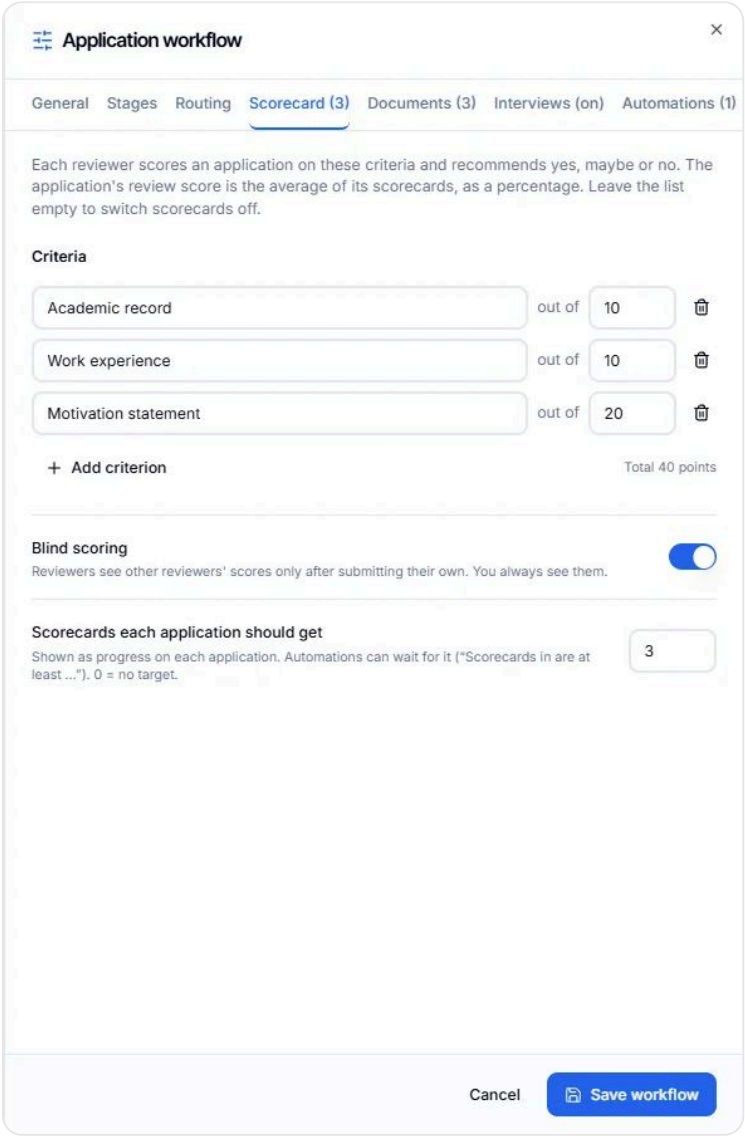
WHEN	RUNS
A new application arrives	as soon as someone submits
An application reaches a stage	when it is moved there, by anyone or by another automation
A label is added	when a reviewer or an automation adds that label
An application waits in a stage with no activity	after the number of days you choose, and again every that many days while nobody touches it (checked every half hour)
A reviewer submits a scorecard	each time a scorecard comes in
All requested documents are in	when the last required document is uploaded
An interview is booked	when the applicant or a reviewer books an interview
A bill is paid in full	when a bill for the application is fully paid (within half an hour)

If is optional: the stage, an answer and a label work as in letters, and you can add the submission score, the review average or the number of scorecards. **Then** can do up to eight steps: move to a stage, assign a reviewer, share among several reviewers (the one with the fewest open applications first), add or remove a label, email or SMS the applicant, send a letter, or tell the team.

Everything an automation does is written to the application's activity as **Automation:** ***its name***. A change it makes can start another automation, up to three in a row, and one automation never runs twice for the same change.

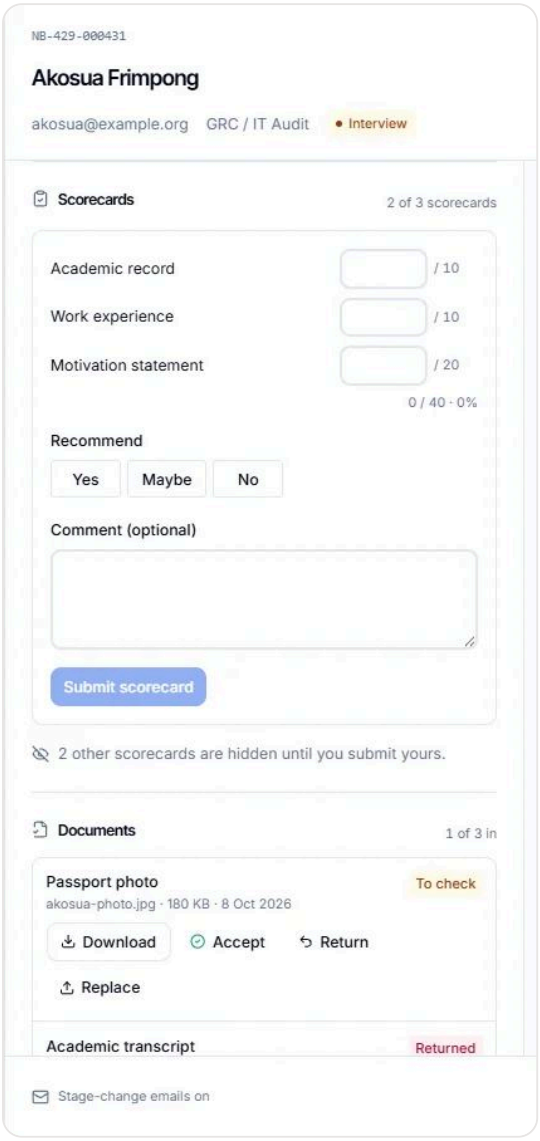
Scorecards

When several people review the same applications, scorecards let each of them score every application the same way. In **Workflow settings** → **Scorecard**, add your criteria and what each is scored out of.

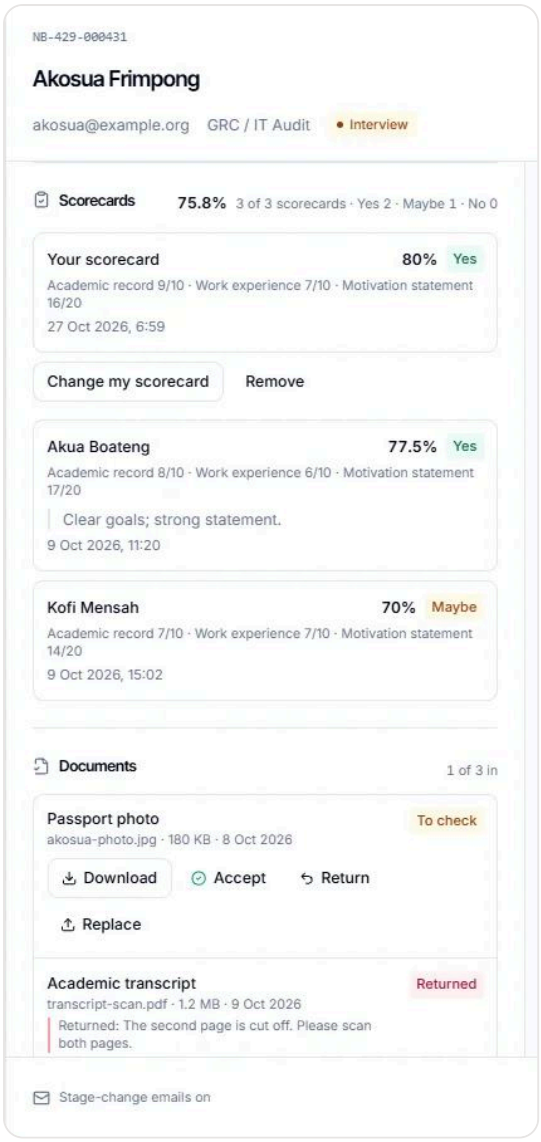


Scorecard settings. Criteria, blind scoring and how many scorecards each application should get.

- Each reviewer fills in a score for every criterion and recommends **Yes**, **Maybe** or **No**, with an optional comment. They can change or remove their own scorecard later.
- The application's review score is the average of its scorecards, as a percentage, with the count of yes, maybe and no.
- **Blind scoring**, on by default, hides other reviewers' scores until you submit your own, so nobody is swayed by the first opinion. You, as the form's owner, always see them.
- **Scorecards each application should get** shows progress, such as 2 of 3, and automations can wait for it.



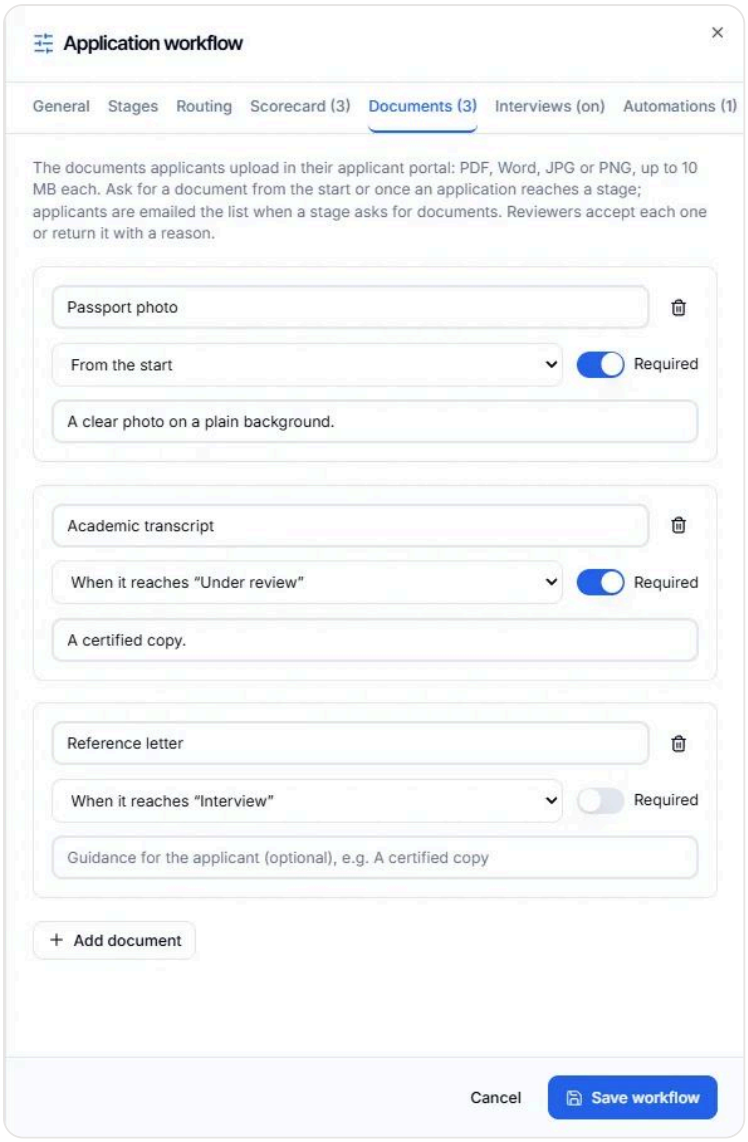
Before you score. The others stay hidden.



After you score. Everyone's scores and comments.

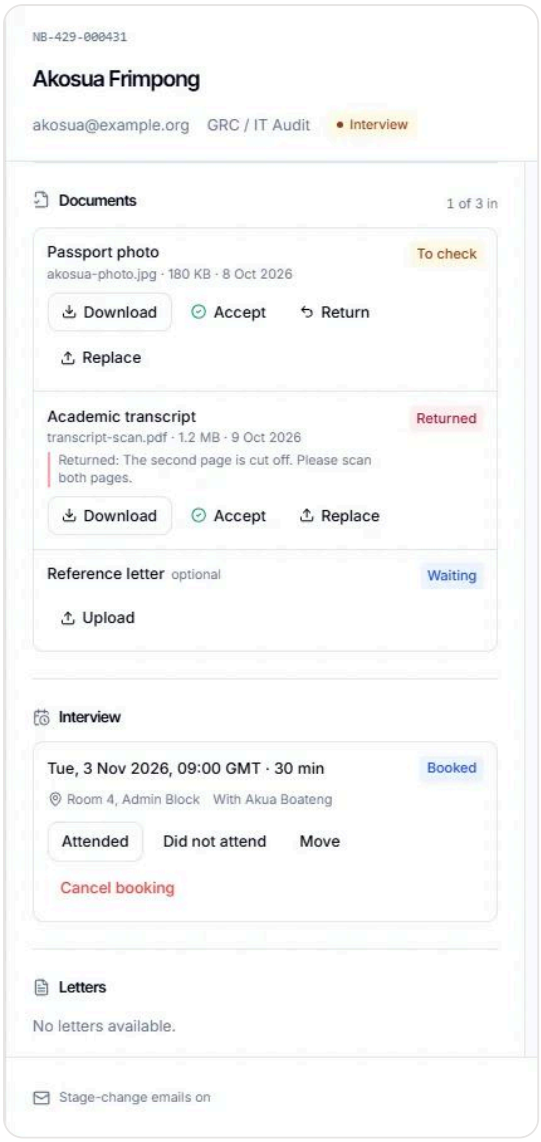
Document checklist

Ask applicants for documents such as a passport photo, a transcript or a reference letter, and collect them in one place. In **Workflow settings** → **Documents**, add each document, say whether it is required, add guidance if it helps, and choose when to ask for it: from the start, or once an application reaches a stage.



Documents to ask for. Each one from the start or from a stage.

1. When an application reaches a stage that asks for documents, the applicant is emailed the list. An application that skips past that stage is asked too.
2. The applicant uploads each document in the applicant portal: PDF, Word, JPG or PNG, up to 10 MB each.
3. In the review, each document shows its state. **Download** it, then **Accept** it, or **Return** it with a reason: the applicant is emailed the reason and can upload a new copy. **Upload** lets you add a copy someone sent you another way.
4. When every required document is in, the assigned reviewer (or you) is told, and the **All requested documents are in** automation runs.

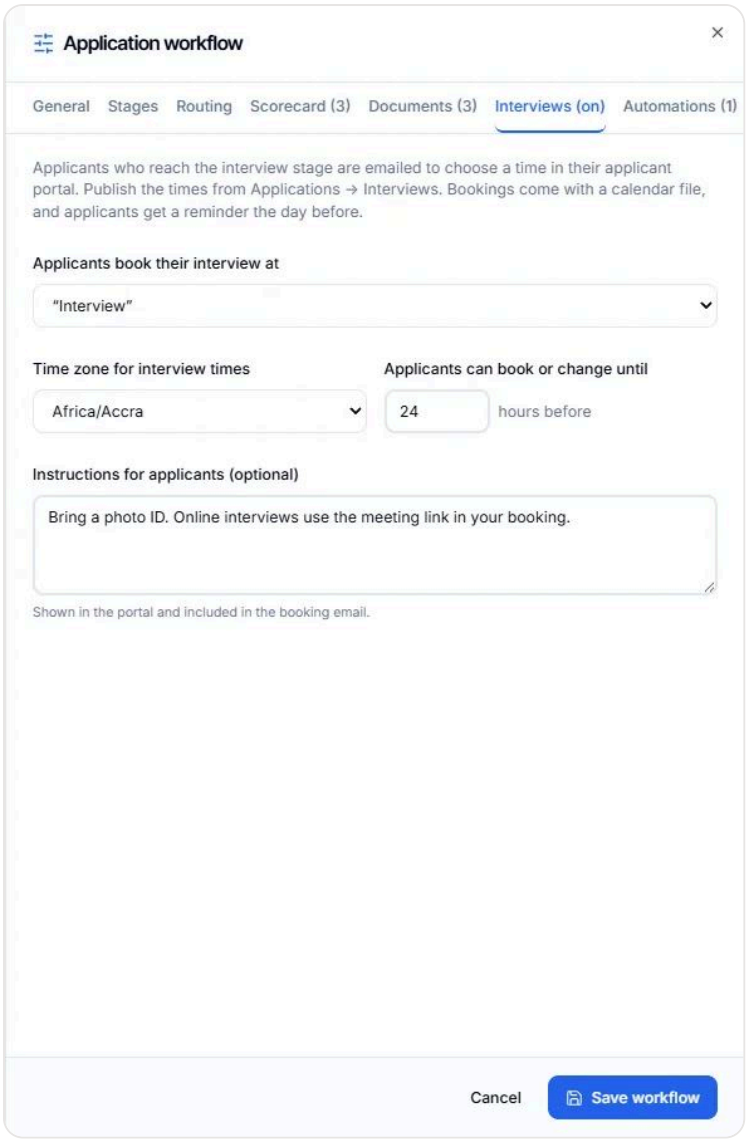


Checking documents. To check, returned with a reason, still waiting.

Uploads close when an application is withdrawn or rejected, and a document cannot be replaced once you have accepted it.

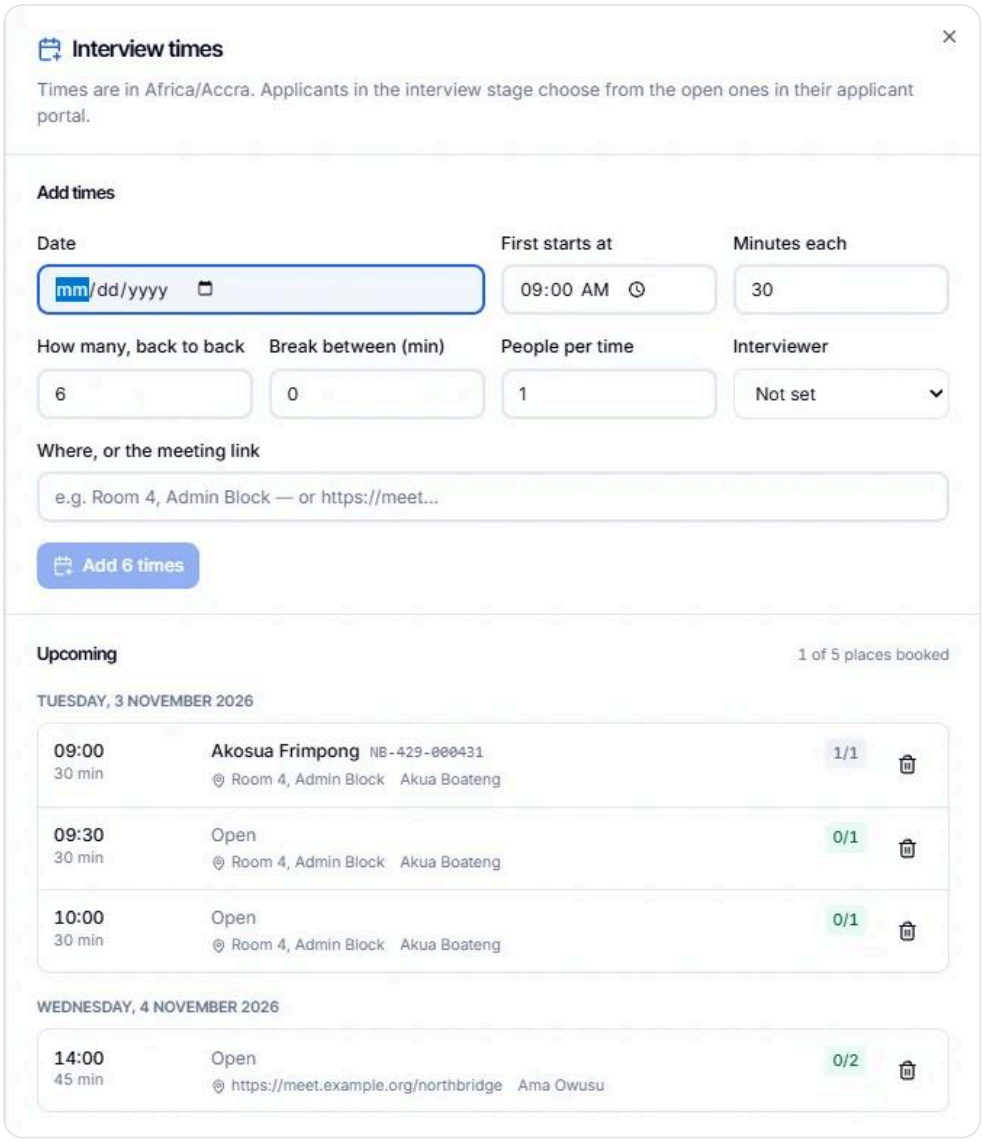
Interviews

Let applicants choose their own interview time. In **Workflow settings** → **Interviews**, choose the stage where they book, the time zone your times are in, how many hours before an interview booking and changes close, and any instructions.

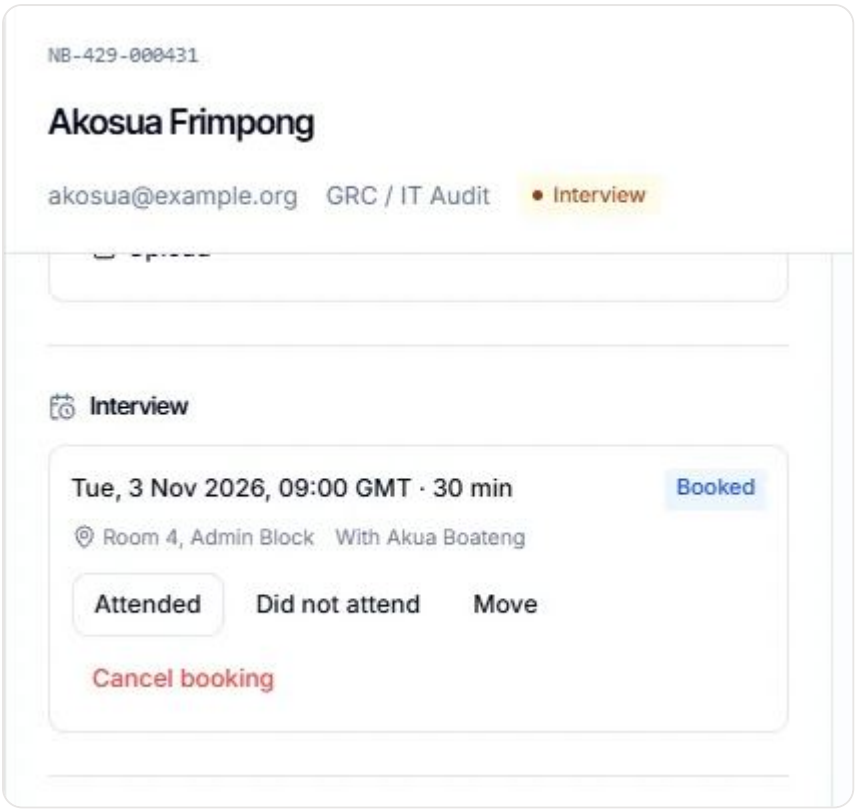


Interview settings. The booking stage, time zone, cut-off and instructions.

1. Select **Interviews** at the top of the Applications tab and add your times: a date, when the first one starts, how long each lasts, how many back to back, a break between them, how many people each time takes, where it is (or the meeting link) and who interviews.
2. Nothing is sent when an application reaches the interview stage. Open the review and choose **Invite to book an interview**: the applicant is emailed to choose a time in the applicant portal, and sees only the times that still have room. Or choose **Book a time for them**.
3. The booking email carries a calendar file, and the interviewer is told. A reminder goes to the applicant the day before.
4. In the review you can book a time for someone, move or cancel their booking, and afterwards mark **Attended** or **Did not attend**.



Interview times. Add a run of times; see who booked each.



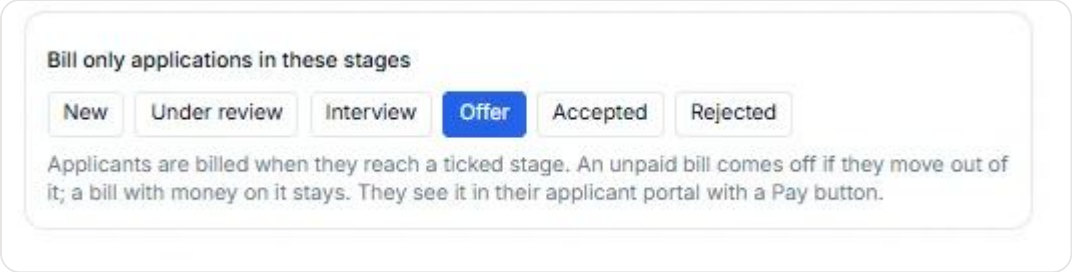
An applicant's interview. Record the outcome or move it.

Cancelling a time from the Interviews sheet frees its bookings and emails those applicants to choose another.

Fees at a stage

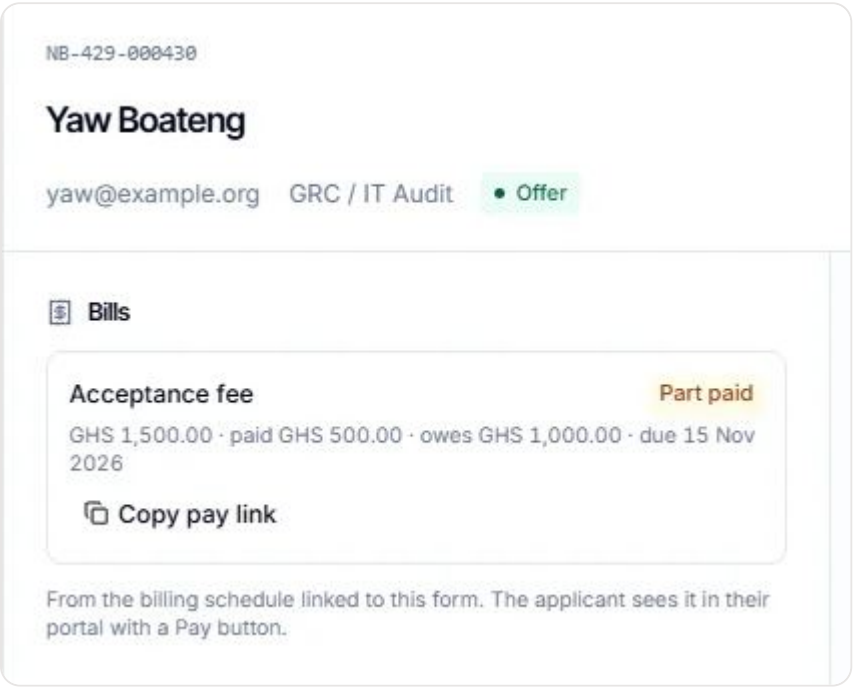
Charge applicants at a point in the process, such as an acceptance fee once they reach Offer, through LAINNOV Billing. The applicant pays from their applicant portal, and you see what each one has paid on their review.

1. In Billing, create a schedule (or edit one) and link it to this form.
2. Under **Bill only applications in these stages**, tick the stage or stages to charge at. Leave them all unticked to bill every response, as before.
3. For the payer's ID, choose **Application reference**: it is what the applicant already has, so their payment link just works.
4. For the amount, use the schedule's amount for everyone, or **Amount from a form field** with a private column such as Fee to pay, so each person is charged what you set for them.

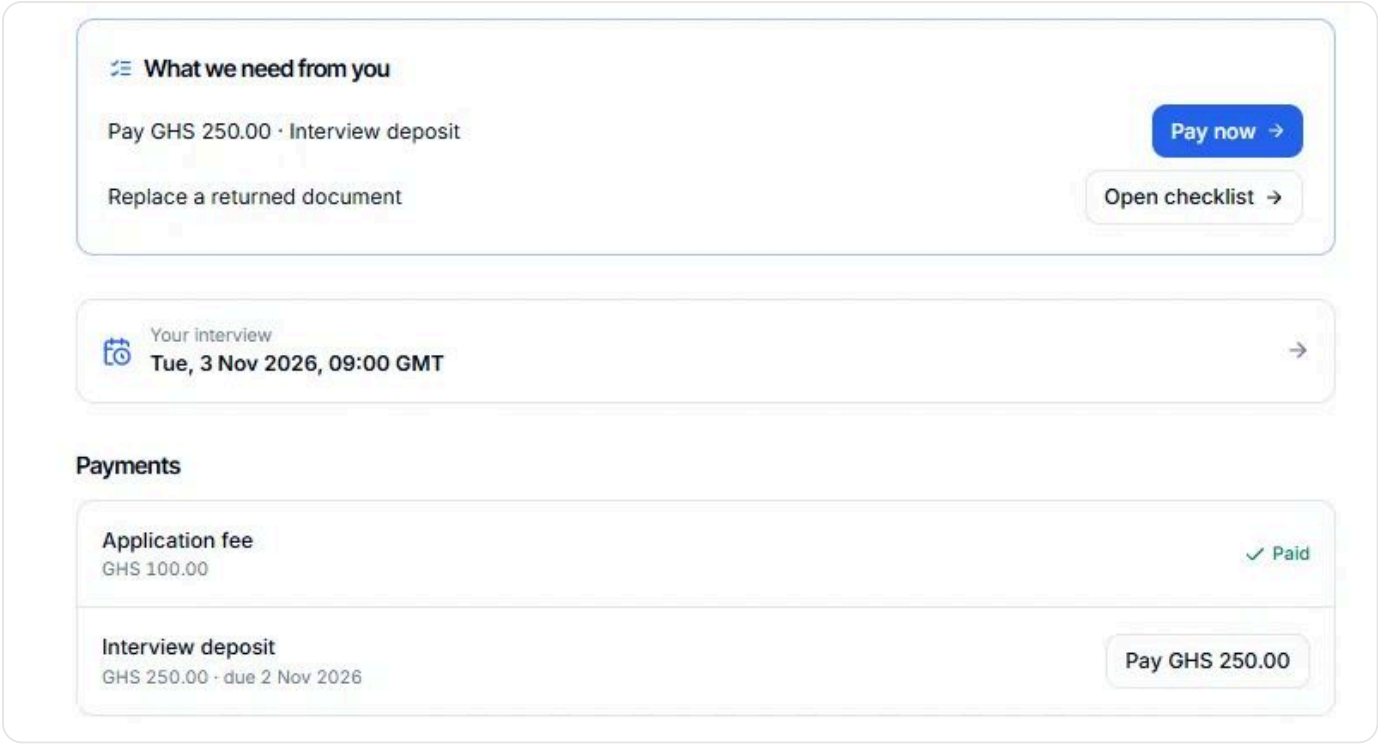


Billing only some stages. Here, applicants are billed when they reach Offer.

An applicant is billed as soon as they reach a ticked stage. If they are moved out of it before paying, the unpaid bill comes off; a bill with any money on it stays. Their bill shows in the review, with a link you can copy and send, and in their applicant portal with a **Pay now** button.



On the review.



In the applicant portal.

To act when someone pays, add an automation that runs when **A bill is paid in full**, for example to move them to Accepted. It runs within half an hour of the payment, or straight away when the application is opened.

> **A NEW INTAKE**
>
> To bill next year's cohort on a new application form, open last year's schedule in Billing and choose **Start next billing period**. Leave **Copy this period's payers** off (it is off for a schedule linked to a form), then link the new schedule to the new form. If you do link a schedule to a different form, payers from the old form who have not paid come off it; anyone who has paid stays.

Bringing accepted applicants into a course

When the people you accept go on to study with you in LAINNOV LMS, the application form can fill the cohort's group for you.

1. In the LMS, open **Students**, choose the cohort's group, and select **Connect a form**.
2. Choose this form and match the name and email questions.
3. Under **Only bring in applications at these stages**, tick the stage that means accepted, such as Enrolled, and select **Save and bring them in**.

Everyone already at that stage joins the group now. After that, an applicant joins the moment you move them to the stage, and not before. Leave every stage unticked to

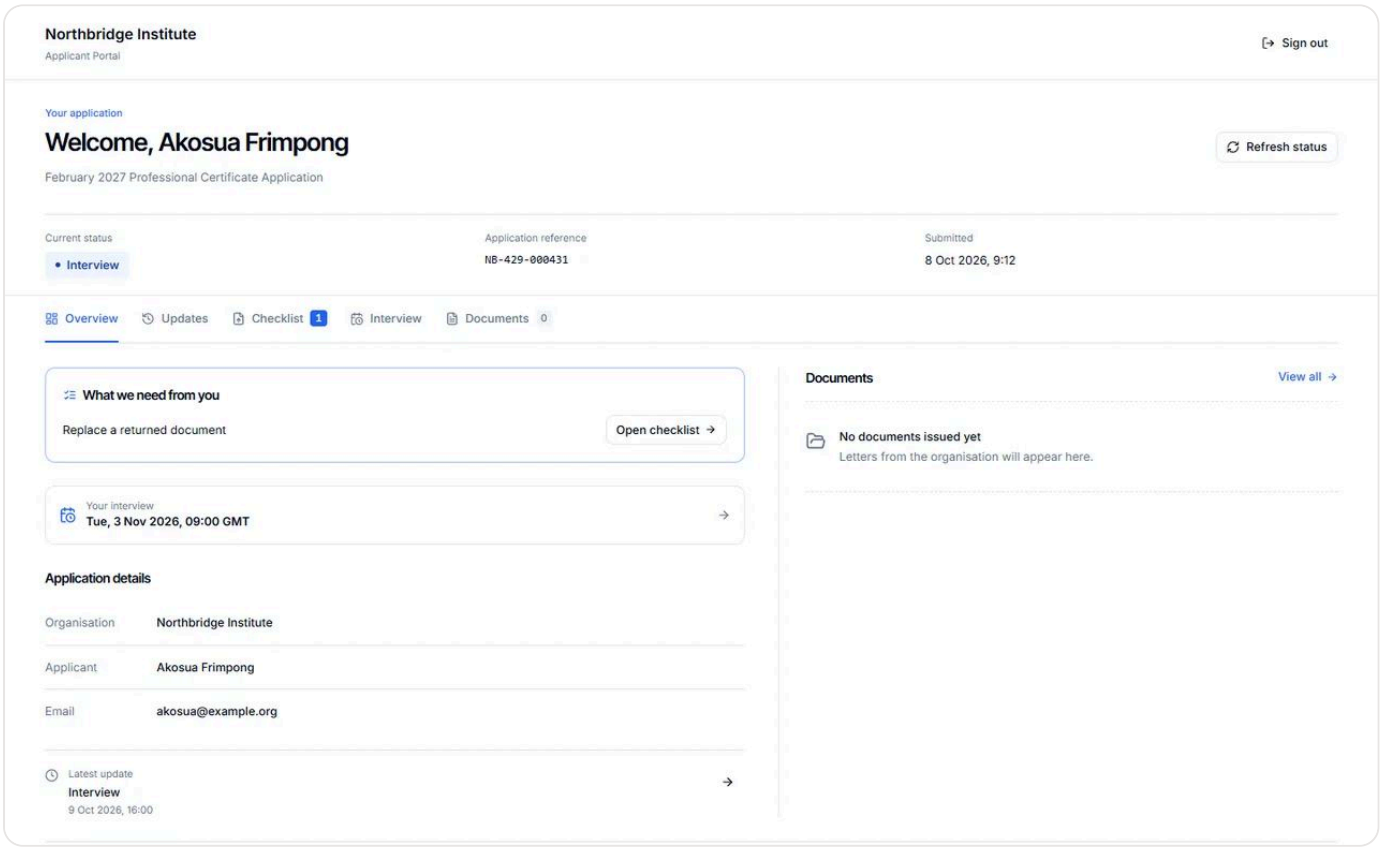
bring in each response as it arrives.

To make payment the key to the course, link the cohort's billing schedule to the same group under **Billing access control** on the Students page, and choose the group under **Applies to**. Members can then sign in once their bill on that schedule is paid, part-paid, waived or pre-approved. A bill for another cohort does not count, so last year's students cannot open this year's group without paying for it. The class card on **Years** shows how many have signed in and how many are waiting to pay.

What the applicant sees

After submitting, the person gets their **application reference** on the thank-you screen and in their welcome email. At any time they can open the applicant portal at `services.lainnov.com/applications/status`, enter the reference and the email they applied with, and sign in with the code that is emailed to them. They see the current stage, the history of stage changes, any decision with the comment you chose to share, and any letters you shared. They can also withdraw an application that is still open.

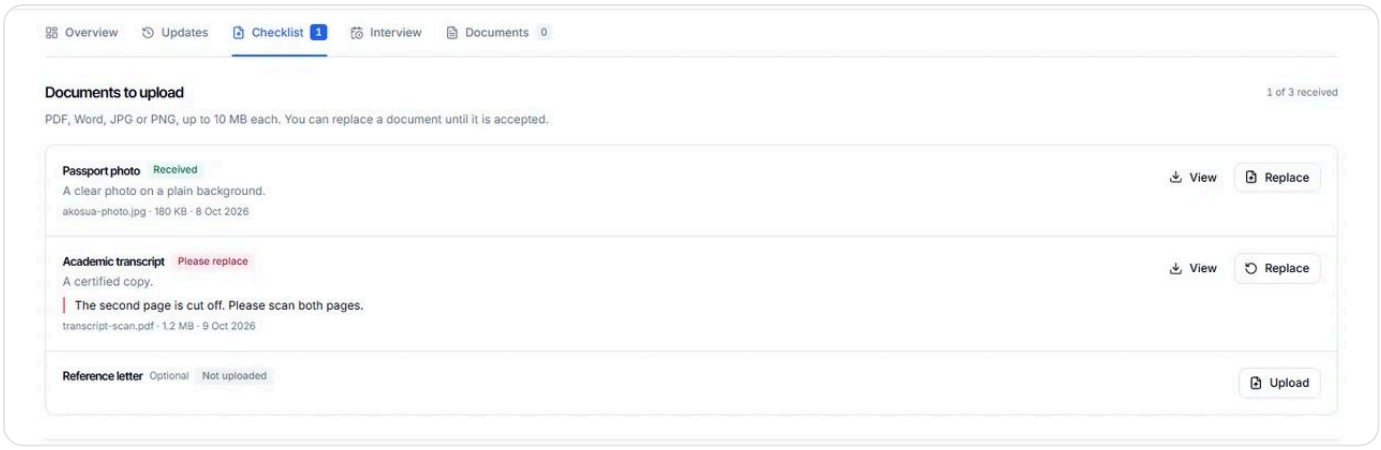
When there is something for them to do, the overview says so under **What we need from you**, and two more tabs appear:



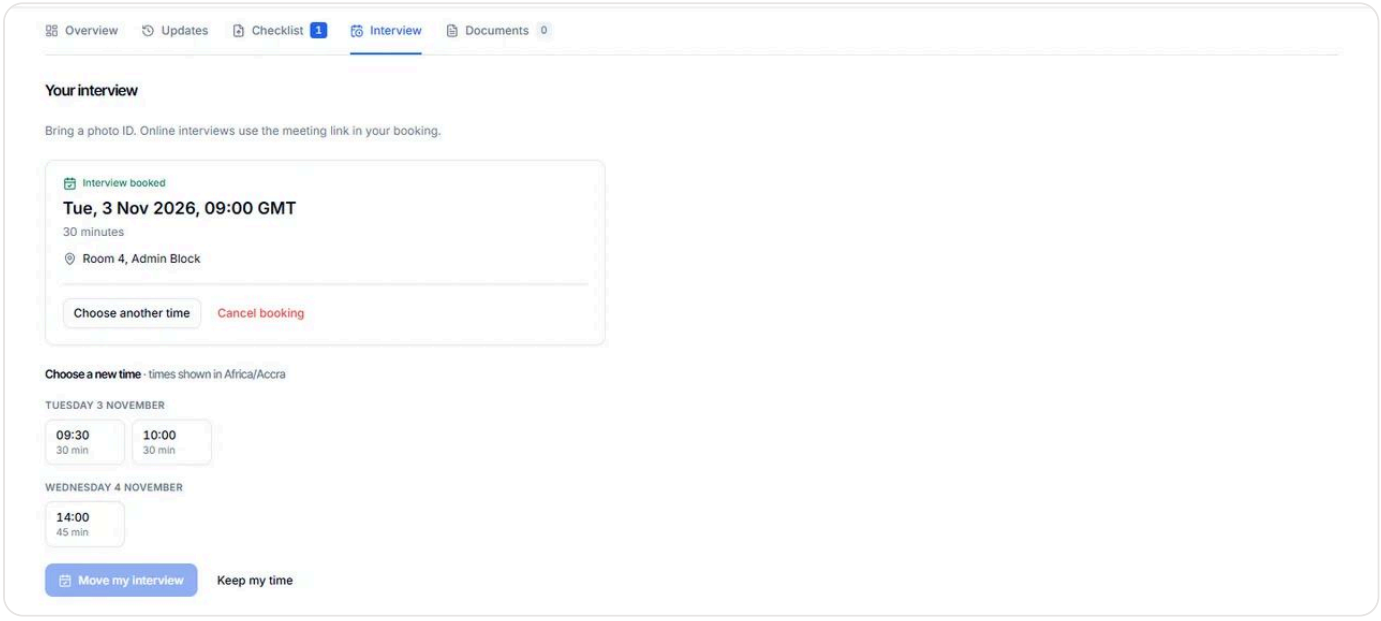
The applicant's overview. What is still needed, and their interview.

- **Checklist** lists the documents asked for so far, with any reason a document was returned, and lets them upload or replace each one.

- **Interview** shows their booking, or the open times to choose from, and lets them change or cancel it until the cut-off.
- **Payments**, on the overview, lists their bills with what is paid and a button to pay the rest.



Checklist.

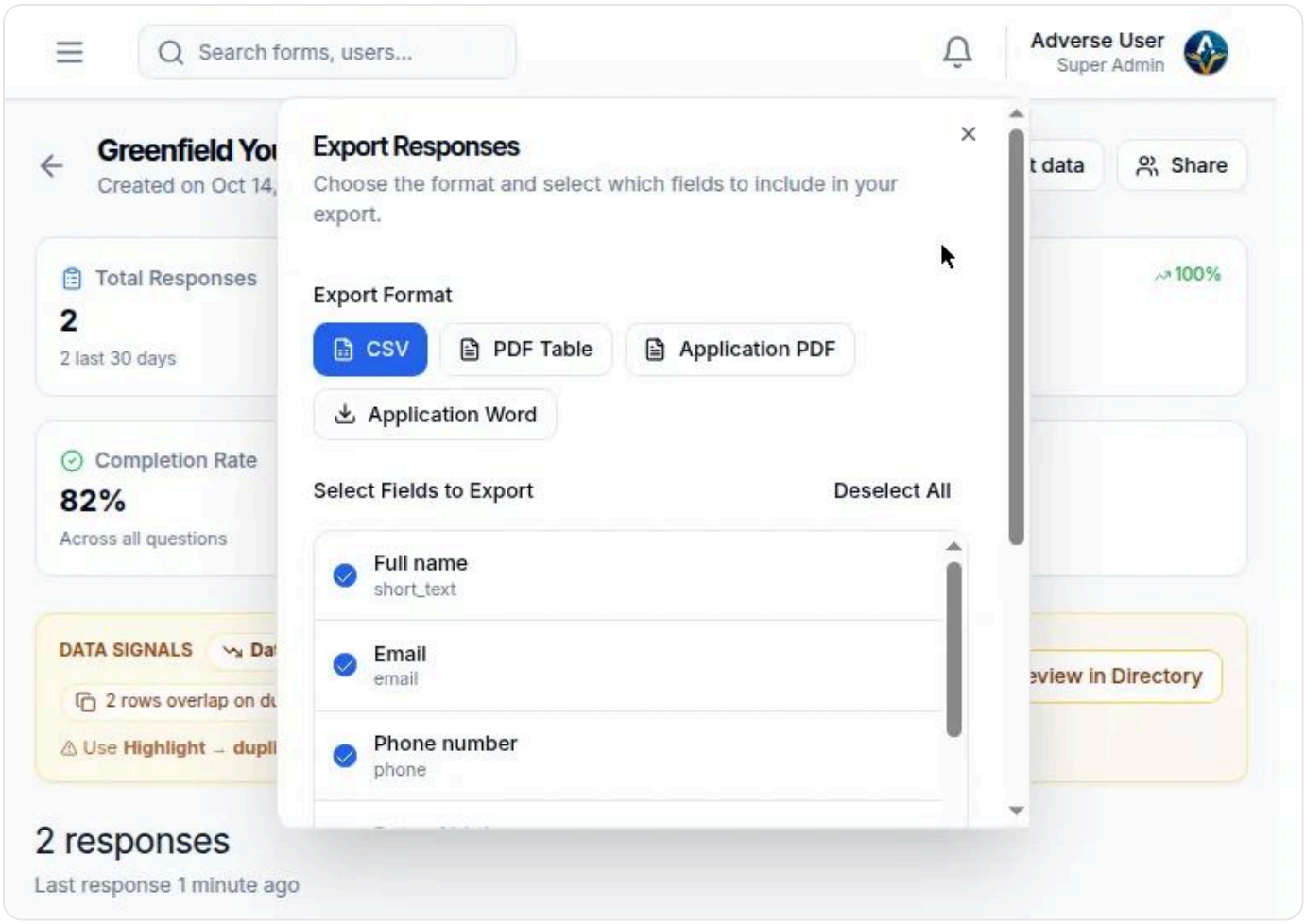


Interview.

Reviewers' notes, scores, labels and names are never shown to the applicant.

> **EMAILS AND SMS**
>
> With status emails on, the person is emailed whenever their stage changes, from your organisation's email identity. Switch on **SMS the respondent when a decision is made** in the General tab to add a text message, sent through the form's submission-SMS phone question and sender, charged to your SMS wallet.

19 Downloading the answers

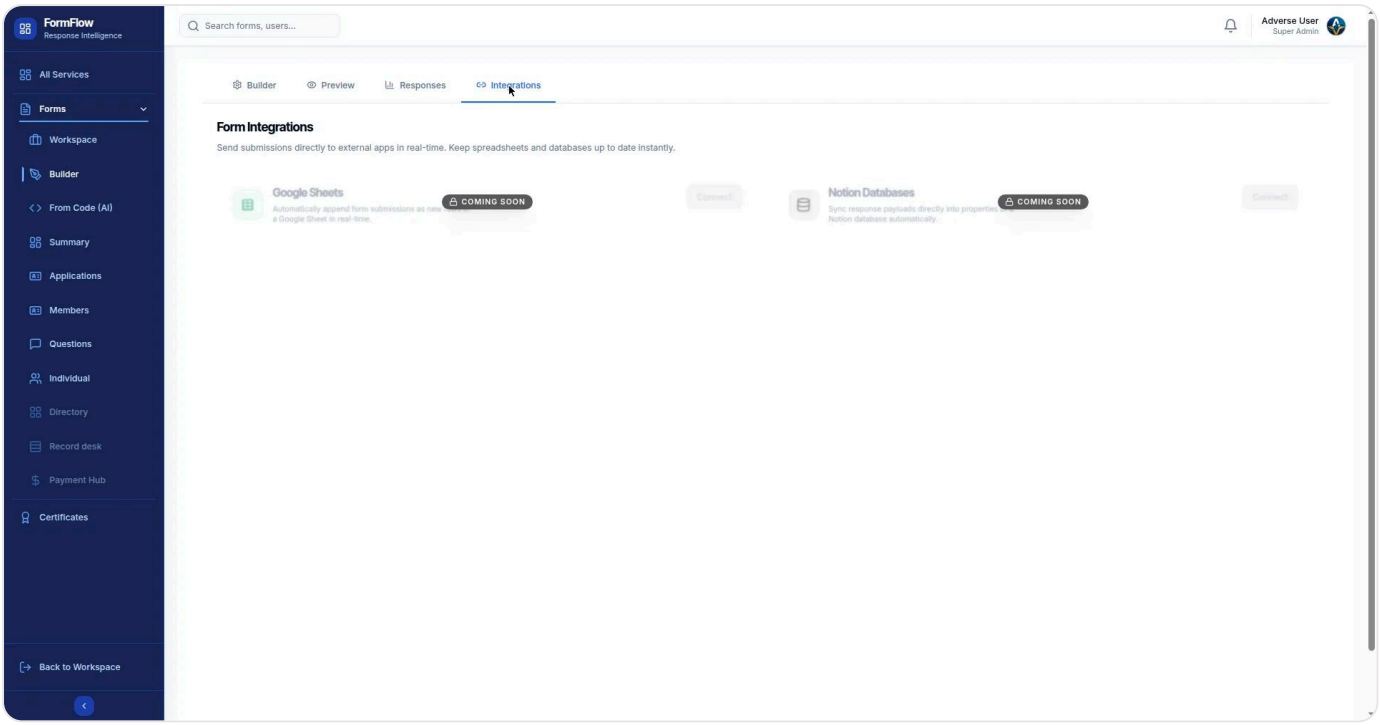


Export. Take the answers to a spreadsheet.

Select **Export data** to download all answers as a spreadsheet (CSV or Excel). Each question becomes a column, each person a row. Export again any time — it always includes the latest answers.

> **ANSWERS ARE YOURS**
> Export whenever you like and keep your own copies. Deleting a form deletes its answers too, so export first if you ever plan to remove a form.

20 **Sending answers to other apps**



Integrations. Send answers to other apps automatically.

Open the **Integrations** tab to connect the form to other tools. Right now you will see **Google Sheets** and **Notion Databases**, both marked **COMING SOON**: when they are ready, every new answer will appear in your spreadsheet or Notion database by itself, with no copying and pasting.

21 Managing your forms

Everything about a form's life happens from the ⋮ menu on its card (see Finding your way around):

- **Duplicate**: make a copy to reuse the same questions next term or next event. **Move to folder** keeps the list tidy.
- **Disable form** (or the **Enabled** switch): stop new answers without deleting anything. Turn it back on any time.
- **Mark as database**: treat the form's answers as a people list — this powers the member directory views.
- **Connect to LAINNOV Scan**: link the form to attendance scanning.
- **Copy as code**: get a code version of the form for the **From Code (AI)** flow.
- **Transfer**: hand the form to someone else. **Delete**: remove the form and all its answers for good — export first (see Downloading the answers).

Messages and fixes

The messages you are most likely to meet, and what to do.

YOU SEE	WHY, AND WHAT TO DO
"This form is closed."	The close date passed, the answer limit was reached, or the owner switched it off. Ask the form owner to reopen it (see Sharing your form).
"You have already responded."	One answer per person is on. If it was a mistake, the form owner can delete your old answer so you can try again.
"Rule 2 refers to a question that is no longer on the form."	A conditional action or routing rule points at a deleted question. Open Conditional actions, fix or remove that rule, then save again.
A respondent sees "Field … is required." for a question that is not marked required.	A conditional action makes it required for people who match a rule. Check the rule in Form Settings; the question shows a Required mark on the page as soon as the rule applies.
"Give the reason when rejecting; it is kept on the record."	Rejections need a comment. Write the reason, then choose whether to share it with the respondent.
"Routing can only assign people who already have edit or applications access to this form."	Give the reviewer access first from Manage access on the Responses page, then save the routing rule again.
An applicant cannot sign in to the applicant portal.	The reference and the email must match the application exactly. Open the application in the Applications tab to see both; the email is the one in the applicant email question, or the first email they gave.
The kiosk form cleared while someone was still filling it in.	The idle timer ran out. Make a new kiosk link with a longer **Idle** time, or set it to 0 to switch the timer off (see Kiosk mode).
The welcome email arrived without the PDF.	The PDF is attached only when the welcome email is on and the form could be rendered. Check the welcome email settings; the person can still take the copy from the thank-you screen, and you can download it from their response.
The thank-you screen shows points but no percent.	No maximum could be worked out, usually a number question without a "highest value counted". Add one under that question's Advanced settings (see Scoring).
"Please answer the required questions."	Questions marked **Required** are empty. Fill them in — they are marked with a star.
"The file is too large."	The upload is bigger than the form allows. Use a smaller photo or file and try again.
"Payment failed. Please try again."	The payment did not go through. Check the mobile money balance, then retry — the typed answers are kept.
"Form not found."	The link is wrong or the form was deleted. Check the link with whoever sent it.

YOU SEE	WHY, AND WHAT TO DO
"You do not have permission to view responses."	Your role cannot read answers. Ask the form owner.
A question you expected does not appear	It may only show for certain answers (see Show this question when…). Fill in the form as the person would and check.

Glossary

Workspace

The Forms home page with all your forms.

Form

The whole thing: your questions, shared with one link.

Question

One thing you ask, for example "Full name".

Response

One person's filled-in form.

Section

A titled group of questions inside the form.

Page

One screen of a multi-page form.

Template

A ready-made form you can start from.

Conditional action

A rule: when answers match, require questions, change the thank-you or redirect, or email someone.

Token

A placeholder such as `{{field:…}}` or `{{score}}` that is replaced by the person's own answer or result.

Outcome band

A range of scores with a name and a message, for example "Pass, 50 and above".

Application

A submission that is being reviewed: it has a reference, a stage, a reviewer and a history.

Stage

Where an application is in your pipeline, for example Pending review, Approved, Rejected.

Routing rule

A rule that assigns a new application to a reviewer based on the answers.

Kiosk mode

A link that makes the form clear itself for the next person, for one shared device at a desk or gate.

Required

A question that must be answered before submitting.

Options

The preset answers for a choice question.

Preset

A saved set of options you can reuse on many questions.

Public link

The web address anyone can use to fill in the form.

QR code

A printable square code; a phone camera turns it into the form link.

Confirmation message

What people see right after they submit.

Response limit

The maximum number of answers before the form closes itself.

Registration code

A unique code given to each respondent, for check-in.

Member directory

The searchable people list built from the answers.

Payment question

A question that collects money when the form is submitted.

Voucher gate

Requiring a voucher code before the form will open.

USSD

Registering by dialling a code on any phone, no internet needed.

LAINNOV Forms user guide. Screens and wording reflect LAINNOV Forms as of September 2026. The form, people and answers in the screenshots are invented examples.