

KAP Q&A

Marketing, communication, and content technical session

Date: June 4, 2024

Presenter: David Cegla

Subjects: Product Integrations

Recording: [Link](#)

This document answers all questions that were asked by campusM customers via the chat feature of the webinar.

Q: As an institution that is considering adding additional profiles (such as 'prospective student') - can you please describe how the user journey would work for a 'prospective student' who then becomes a 'student'?

A: The full explanation is in the video, but, the idea is to have a non-authenticated user as a "Prospect" student, as there is no user in the university's authentication system, where there are tiles with information that can be shared to non-authenticated users. So, no Product Integrations, but tiles with links to specific useful locations in the institution's site, such as registration pages, contact information, open days, etc.

Q: If a student, retired of university for large period, what is the group or role for it??

A: I would suggest following the same rule as the status of their user, if their authentication is revoked, there should be a non-authenticated user like Guest / Prospect that they can still access.