Welcome to RCIC App

What RCIC App is, what it isn't, and how the modules fit together.

Up to date as of v1.32.0

CONTENTS

• What this is
• How the modules fit together
• What this isn't
• Version and updates

What this is

RCIC App is the multi-tenant SaaS platform that Investatech Inc. builds for Regulated Canadian Immigration Consultants (RCICs) and the licensees who work alongside them. The platform packages sixteen working modules behind a single sign-in, ranging from a public booking page through to Service Agreements, Transfer Room, Active File Review, Co-Counselling, and a full Secure PDF Tools workspace.

Every tenant runs on the same code base. Your data, calendar connections, Stripe Connect account, branding, and language settings are scoped to your company; no other tenant can see them. The platform is bilingual end-to-end (English and Quebec French) and a Premium tier unlocks additional runtime translation into eight further languages for client-facing surfaces.

> **Note**: RCIC App is independent. It is privately developed software, not endorsed, reviewed, or sanctioned by the College of Immigration and Citizenship Consultants (CICC), IRCC, or any government body. Each licensee remains responsible for ensuring their use of the platform meets their regulatory obligations.

How the modules fit together

The modules are independent but designed to compose. A client books a consultation through Bookings. The consultation produces a CICC-aligned Initial Consultation Agreement they sign on the booking page. From that lead, you produce a Service Agreement; the moment it is fully signed, a Transfer Room opens automatically with the case-folder tree pre-provisioned in your connected Drive. If the matter is a one-off response (a Procedural Fairness Letter, a refusal, a Request for Additional Documents), Active File Review handles intake-to-receipt in a single flow that ends by generating a Service Agreement seeded from the file.

Communications sit alongside this spine. Personal Invites issue one-off booking links you can paste into a chat. Events host group sessions with attendee tickets and QR check-in. Q&A offers shared-session-per-date paid or free Q&A blocks. Written Consultations sell time-boxed written advice with a tiered cap on page count. Single Bills issue Stripe-collected bills (or offline-paid markers) for any work outside of a Service Agreement. Let's Coordinate handles group scheduling polls and structured surveys.

Cross-cutting workspaces support the rest. Secure PDF Tools is an eleven-tool client-side workspace (compress, split, merge, convert, PDF-to-images, OCR, organize, protect, stamp, redact, sign). Fax sends and receives PSTN faxes through a single shared line, billed in points. Co-Counselling Agreements handle the two-RCIC instrument used when you bring in another regulated professional. The Store hosts pay-as-you-go credits for things like Stripe top-ups, paid AI reviews, and demos. The AI Assistant is an in-dashboard chat that knows your account context.

What this isn't

- It is not a substitute for legal advice. The platform produces templates and instruments based on your inputs; you remain responsible for ensuring every output meets the requirements of your matter.
- It is not a trust accounting ledger. Active File Review and Single Bills record operational milestones (payment received, fee earned) but do not move bank funds or post to a general ledger.

- It is not a regulator-administered service. Anything labelled CICC-aligned reflects our reading of the Code at the moment we shipped the feature. The CICC may update rules at any time; updates flow through release notes.
- It is not a backup of your client files. Each module retains data according to its own retention policy. When you delete your account or a tenant lifecycle event triggers a purge, the platform purges its copy and you keep what you exported.

Version and updates

This manual is kept in sync with the platform release. The version label at the top of every chapter is sourced from the same constant the dashboard footer reads. When you see a release tag in this manual, it means the chapter reflects the platform's behaviour at that release.