Your profile

Everything personal to your account: display name, headshot, signature, RCIC attestation, theme, booking cap, account credentials, and translated-agreement name overrides.

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What My Profile is for

My Profile is the per-user counterpart to Settings. Settings holds the configuration that applies to the entire workspace (company info, branding, billing, integrations); My Profile holds the configuration that applies to your account alone (display name on the booking page, signature, RCIC attestation, theme, booking cap). Every teammate has their own My Profile page; the Owner cannot edit a teammate's profile directly, though Settings ’ Team lets the Owner toggle which modules each teammate can access and which paid seat they occupy.

Open My Profile from the profile popover in the top bar (the avatar circle on the right). The page is a single long surface broken into cards: Theme at the top, then Account credentials (Owner-only), Daily booking cap, Profile details (display name, headshot, role title, bio, languages), Regulated Consultant attestation (when applicable), Calendars, and Name overrides for translated agreements (Premium-gated). A sticky pill nav at the top of the page jumps between cards.

The Theme card

Three themes are available: Light (white surfaces, maroon accents — the cleanest option), Colourful (white surfaces with per-module accent colours that tint the sidebar icons and active items), and Dark Lite (charcoal surfaces with the maroon accents preserved). New accounts default to Colourful. The choice is per-user (your Owner's preference does not propagate to you, and yours does not propagate to teammates) and persists across sign-out. The theme applies only to /dashboard; client-facing surfaces follow your tenant's branding instead.

The Account credentials card (Owner-only)

The Owner sees an Account credentials card immediately below Theme. The card lets the Owner change their sign-in email (Supabase sends a confirmation to the new address before the swap completes) and change their password (with a re-authentication step that validates the current password before accepting the new one). Both flows return a clear success or error pill and never partially commit; if Supabase rejects the change, your old credentials remain in effect.

> **Important**: Teammates cannot self-rotate credentials. The Owner controls all team credentials end-to-end: changes their own email and password from this card, and triggers a password reset for any teammate via Settings ’ Team ’ 'Send password reset'. This is a deliberate policy (the Owner is the legal subscriber and stays in control of recovery). If a teammate truly needs a new sign-in email, the Owner edits the auth row through the platform team out-of-band.

The Daily booking cap card

Every member sees a Daily booking cap card. The field accepts a positive integer (or empty for unlimited) and represents the maximum number of bookings + events + Q&A sessions that count against your calendar on any single day before the booking page hides further slots for you. The cap protects your day from being filled by back-to-back consultations; clients still see other members' open slots if your firm operates in Team Mode. Empty (the default) means no per-member cap, which is the right choice for solo practitioners.

Display name and member slug

Inside the Profile details card, your display name is the human-readable name that appears throughout the platform: on the booking page next to the services you offer, on the signed Service Agreement under your signature, on the email From-line clients receive, and in the tenant alerts that fan out to your firm when a booking lands. Your member slug is the URL suffix on your personal booking page at rcicapp.ca/book/<tenant-slug>/<your-slug>; tenants who run Team Mode share this URL with clients who should specifically meet with you instead of any team member.

Role title, bio, and languages

Role title (for example, 'Senior RCIC' or 'Intake Coordinator') appears under your display name on your member booking page and on the tenant directory if your firm has one published. The bio field is a short free-text paragraph that appears below your headshot on the same surfaces; treat it as the first impression a prospective client gets. The consultation-languages field is a comma-separated list of the languages you can practise in (English, French, Mandarin, Spanish, and so on); it surfaces on your booking page as a quick scannable cue for clients picking a member.

Headshot upload

The headshot uploader accepts JPG, PNG, and WebP files up to a generous size cap. Pick a square or near-square image cropped to your face plus a little shoulder room; the platform resizes and caches the URL automatically so the file you upload is what every consumer renders. The image lives under the tenant's branding storage bucket and is served via a public URL; cache-busting is built in so a replacement upload is visible within seconds. Every role (Owner, RCIC, Assistant) can manage their own headshot; nobody else can.

WhatsApp number

If you set a WhatsApp number on your profile, it appears in the footer of every booking confirmation email and event ticket your clients receive, formatted as a click-to-chat link. Leave the field empty if you do not want WhatsApp to be the channel your clients reach you on outside of email. The number is not used anywhere else on the platform; it is purely a convenience for client-side contact.

The Regulated Consultant section

If you are an RCIC, the Regulated Consultant section is where you self-attest. The first step is for the Owner to grant you eligibility (Settings ’ Team ’ flip a teammate's seat type to RCIC). Once eligibility is granted, the Profile page reveals a dedicated RCIC Self-Attestation card where you fill in your name as it appears on the CICC public register, your CICC ID, your register URL, your licence class and status (R-level, RCIC-IRB, restricted, etc.), the date of your most recent self-verification, and any conditions on your licence. The platform does not call the CICC register on your behalf; the attestation is your own statement, which you can update at any time.

The attestation gates a number of downstream behaviours: only attested members can be listed as the RCIC of record on a Service Agreement, only attested members can countersign a fully-signed agreement, only attested members can mark a service as CICC-compliant on the booking page, and only attested members can manage participants on a Transfer Room. The platform sends a friendly reminder once a year, asking you to re-confirm your attestation; until you do, your profile stays usable but the next time you try to perform a regulator-gated action you get a small banner asking you to refresh the attestation first.

Scope of practice

Your scope of practice is a short paragraph that describes which kinds of immigration matters you take on (Express Entry, refugee claims, family sponsorship, study and work permits, etc.). It appears on your booking page beside your headshot and bio, and it flows into the Code-aligned 'About your licensee' clause of every Service Agreement you sign as the RCIC of record. Keep it accurate and specific; clients use it to self-screen before booking, and the agreement renderer uses it verbatim.

Connected calendars

Each member can connect up to two calendars on the Calendars card: a Google Calendar (Google Workspace or personal Gmail) plus a Microsoft 365 Outlook calendar. The first calendar you connect is your Primary; new bookings + events + Q&A sessions land there as full calendar events with conferencing links. The second calendar becomes your Secondary; freebusy intervals from it block availability on your booking page, and a busy-block (no attendees, no conferencing) is mirrored onto it after every booking so you see the slot occupied on both calendars. You can promote the secondary to primary with one click from the same card; the platform handles the role swap atomically.

> **Note**: If a refresh token goes stale (Google or Microsoft has revoked it because a password changed, MFA was reset, or the account itself was disabled), the card flips to an amber 'Reconnect required' state and explains what to do. The booking page degrades gracefully in the meantime: it continues to render slots based on existing in-app bookings while you reconnect. No calendar event is silently lost.

Name overrides for translated agreements

If your firm is on Premium and has enabled client-side translation for Service Agreements into non-Latin-script languages (Arabic, Chinese, Persian, etc.), the platform's runtime translator would otherwise transliterate your name letter-by-letter. The Name overrides card lets you provide the exact target text for your name in each enabled language. Set it once; every translated agreement going forward renders your name as you specified, while the surrounding clause text continues to flow through automated translation as normal.

Signing and signatures

Capturing a signature is technically a workspace setting (Settings ’ Signing and signatures) because the captured signature is then used across every Service Agreement, Co-Counselling Agreement, and PDF Sign envelope you countersign as the RCIC. The capture flow lives off Settings rather than My Profile because it shares its UI with the workspace-wide signature mode picker that the Owner controls; the captured signature is your own, but the chrome that wraps it is shared. See the Workspace settings chapter for the full walk-through.