

Manage App Ratings and Reviews

From the Applications page of the Apperian Portal, display the Review page for an app to view its rating and user reviews. You can delete a review to permanently remove it from the database so it is not listed on the Reviews tab in the Apperian Portal or the app's Reviews page in the App Catalog.

To view and manage ratings and reviews

1. On the Apperian Portal navigation bar, click **Applications**. Use the Search box to search for the application.
2. Click the application name or icon to display the Details page, and then click the **Reviews** tab to display the Reviews page. This page displays:
 - A **Rating** section that lists the total number of Likes and Dislikes, plus a bar representing the percentage of total votes that are Likes and Dislikes. If a user rated an app with the 5-star rating system, each rating of 4 or 5 stars is translated to a Like and each rating of 3 or less stars is translated to a Dislike.
 - A **Reviews** section that lists all the reviews of the app submitted since the app was added to the App Catalog, including the name of the user, the date of the review, and the user's Like/Dislike vote. Use the menu above the list to change the number of reviews displayed on each page. Click **X** next to a review to permanently delete it from the database.

The screenshot shows the 'Actions' page for an app with the following components:

- Header:** 'Actions' title, 'iOS: Phone+Tablet' subtitle, and 'Approval Process' section with 'QA Testing' and 'Security Review' both set to 'Pass'.
- Navigation:** Tabs for Analytics, Details, Reviews (selected), Inspection, Policies, Signing, and Approval Log.
- Rating:** A bar chart showing 3 Likes (blue) and 2 Dislikes (grey).
- Reviews:** A list of reviews with a '5 Reviews' selector. The reviews are:
 - Dislike by Maria Brisson (2016-10-20): 'Disappointing performance. The previous version was faster.'
 - Like by Harvey Brighton (2016-10-20): 'Love it! Great team tool.'
 - Like by Robert James (2016-07-07): 'Try it! This app has doubled my productivity!'
- Footer:** 'Prev 1 Next' pagination controls.

Red callout boxes provide the following annotations:

- 'View the number of Likes and Dislikes, plus a bar representing the percentage of total votes that are Likes and Dislikes.'
- 'Select the number of reviews to show on each page.'
- 'Reviews are listed in chronological order, with the most recently submitted review first.'
- 'Click X to delete a review you do not want users to see.'