Trial FAQs

Last Modified on 01/04/2023 7:06 pm EST

This is a topic display category containing some Frequently Asked Questions (FAQs) we get from trial users. Topic display categories will display the full content of all articles they contain, and you have several display options to choose from. Here, we're using Accordion.

What features are available during my trial?

Our entire feature set is available at all plan levels, and we also make it available in your trial.

The one exception to the feature set is our bulk reader import. We limit this during trials since it can be used to send out large volumes of emails and we've had a few bad actors in the past. If you'd like to test this feature during your trial, let our support owls know.

What are my pricing and plan options?

For full details on our plans and pricing, see:

- Plans
- Pricing

For other plan or pricing questions not answered there, see: Plans and trials FAQ.

All trial accounts come it at our Flex plan level. If you'd like to update to Business or Enterprise, see How do I update my trial to the Business or Enterprise plan? for more details.

How do I add more users to my trial?

You can add user seats in your KnowledgeOwl trial at any time.

To add more users to your trial, you'll:

- Update **Your Account > Account** to increase the number of Content Editors, then click **Change Plan** in the **Plan Cost** section to save those changes
- Create the user in **Your Account > Users**

See more detailed instructions in our Support knowledge base: How do I add more users to my trial?

What role should I use for the new users?

When you sign up for a trial, your account is created with:

- A **Login Type** of Self administered username and password
- The **Full Account Admin** box checked
- In Knowledge Base Access, the **Editor** role on the knowledge base you created

If you want your other users to have the same permissions as you, you can copy these exactly. The Full Account Admin box is not required for people to test or use the functionality. The **Writer** role has fewer permissions than the **Editor**, and you can also create custom roles if you'd like. See more detailed information on the default Editor and Writer role permissions as well as how to create custom user roles in our Support knowledge base: User roles & custom roles

How do I add more knowledge bases to my trial?

You can add more knowledge bases in your KnowledgeOwl trial at any time.

To add more users to your trial, you'll:

- Update **Your Account > Account** to increase the number of Knowledge Bases, then click **Change Plan** in the **Plan Cost** section to save those changes
- Head to the main dashboard to Create an additional knowledge base
- Assign that knowledge base to other users in their **Knowledge Base Access**

See more detailed instructions in our Support knowledge base: How do I add more knowledge bases to my trial?

How do I extend my trial?

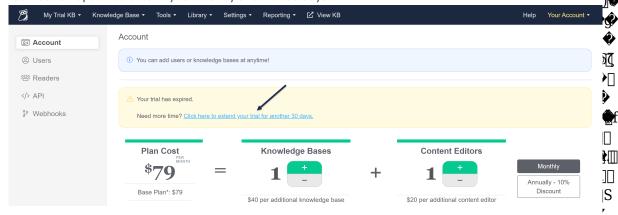Your initial trial is good for 30 days.

Once your trial has expired, the next time you log in you'll see this pop-up:

Oh no! Your trial period is up!

Don't worry, you can upgrade to a paid account, or extend your trial, by going <u>here</u>.

To extend your trial by 30 days:

1. Click the underlined **here** link, which will take you to **Your Account > Account**.

2. You'll see an option to extend your trial by another 30 days:

3. Click the link to extend your trial by 30 days.

If you've already extended your trial by 30 days, and you still need more time, use the **Help** link in the upper right of app.knowledgeowl.com to contact our support owls. Let us know how much more time you need, and we can extend it further.

What happens when my trial expires?

We understand that evaluating knowledge bases can take time, and sometimes 30 days is just not enough time to do a full evaluation--or priorities change and you're asked to prioritize something else instead.

When your trial expires, your trial information will continue to exist for at least **6 months** past the date of

expiration.

This includes:

- Your own user account and permissions, plus any additional user accounts you created
- Any knowledge bases you created, plus all the content they contain
- Any other settings changes you made in your trial

You can extend your trial to regain access to your trial and all the work you've done, so you can pick right back up where you left off.

Or you can choose to subscribe to make the relationship more permanent--see How do I pay for my account? in our Support knowledge base for more information!

What happens when I subscribe to KnowledgeOwl?

We were hoping you would ask this question. 😊

When you decide to subscribe to KnowledgeOwl, you can choose to pay in-app with a credit card (monthly or annually) or set up an annual invoicing process. See How do I pay for my account? for more information on these billing options.

We don't want you to lose all the work you've done during your trial, so once you subscribe, we keep all the content, users, and changes you've already made. But you're welcome to wipe them all and start fresh if you want!

What if we had multiple trial accounts?

While you can add more users to your trial at any time, sometimes different members of your team may have signed up for trials independently, so there may be multiple accounts.

If one of these accounts has everything you want, use that account to subscribe from.

If you need a knowledge base or user account migrated from a separate trial into your main account, click the **Help** link in the upper right of app.knowledgeowl.com and let us know what you need moved. Our support owls should be able to get things moved around so that your subscribed account has what it needs.