act!

If you've started an Act! Premium Cloud trial and have a few questions, please read below for answers to our Act! Premium

Frequently Asked Questions.

Can I increase the number of users in the trial?

Yes. An Act! Premium Cloud trial instance can accommodate up to 100 users. Simply click on your **user name** in the top right corner of Act!, then "**User Management**", "**Additional Settings**", and "**Add Users.**"

What features are included in the trial?

Act! offers a 14-day free trial of Act! Premium Cloud, which includes all the features outlined here. Act! Premium is available both on-premises (Act! Premium Desktop) and in the cloud (Act! Premium Cloud). Or, you can leverage a hybrid deployment for maximum flexibility. Your trial is in the cloud, but you will be able to select the deployment option that best fits your needs when you subscribe.

What is the easiest way to get started using Act!?

Act! makes it easy to get your trial up and running right away, using your own data. If you use Outlook or Gmail, simply follow these three easy steps:

1. Integrate your email: <make the following bullets>
   - Select "Email/calendar integration" from the Tools dropdown menu
   - Choose your email provider.
   - Enter your email address
   - Select the services you wish to sync with Act! (e.g. emails, contacts, and calendar events)
   - Follow the prompts to sign in to your email account and a confirmation message will appear indicating your email account is connected with Act!.

2 Confirm your calendar is set up by reviewing the Act! Calendar to see your calendar events are imported and ready to go.

3. Simply check the Contact list to confirm your contacts are already in Act! and ready for your trial experience.

It's that easy!.

For more ways to optimise your trial, check out our Quick Start Guide.

If I don't use Gmail or Outlook, how do I import my list of contacts?

- If your contacts are in a spreadsheet format, you can easily import them with our Import Wizard. Check out this Knowledgebase article for the easy-to-follow steps.

- If you have a large spreadsheet of contacts to import, we recommend using our free service to upload it. Refer to this Knowledgebase article for instructions and skip to the section "**Upload a Spreadsheet**."

- If you have used Act! before and would like to upload an existing Act! database, simply follow the instructions "**Upload an Act! Database**" in this Knowledgebase article.

- If you want to check out Act! Premium without uploading your contacts, click the "**Insert Demo Data**" on the Welcome Page and Act! will add sample contacts to your account.

- For additional information, watch this video on how to import data in Act! Premium.

Is there a mobile app for Act! Premium Cloud?

Absolutely! you can experience the convenience of Act! Premium Cloud on the go with our new mobile app, designed to boost your productivity wherever you are. Available for Android and iOS, Act! Premium Cloud Mobile is exclusively for Act! Premium Cloud subscribers.

Learn more in this short video.

Scan this QR code to download APC Mobile now.

Scan me

Can I generate and export reports?

Yes. Act! Premium has full reporting capabilities for generating and exporting reports and Act! Insights allows you to capture and view different types of information about your company at a glance, in a customisable dashboard format.

How do I get help using Act! Premium?

During your trial, you can access a complete library of digital Support resources by simply clicking on the **Question Mark icon** in the top right corner of Act!. Or, you can submit a support ticket using our web form and one of our expert advisers will be in touch.

How secure is my data in Act! and how are privacy concerns addressed?

We take security and privacy very seriously, for example we conduct regular SOC2 audits. For more information see our security and privacy web pages.

Learn more about Multi-Factor Authentication (MFA) here.

How do I purchase Act! Premium?

Simply click on the "Buy Now" button located in the top right corner of the screen. You will then be able to select the deployment option that best fits your business needs. Click here to learn more and view pricing.

After I purchase Act! Premium, how do I purchase additional seats?

Admin users are able to purchase additional seats within Act! by clicking on their **user name** in the top right corner of Act!, and then selecting "**My Account**" from the drop down menu. Next, simply click on "**Billing**," then the "**Add Seats**" button on the current plan. Lastly, select the number of seats and complete the purchase.

After I purchase Act!, how do I purchase add-ons?

You can add additional features and offerings to your Act! by navigating to the **Act! Marketplace** section in the navigation stackbar to the left. Or you can call us at **0845 268 0220**.

Do you have more questions?

Contact our sales representatives at orders@act.com