

## SharePoint Free Trial Frequently Asked Questions (FAQs)

### 1. *Is the Free Trial really free?*

**Yes, the Free Trial is absolutely free.** No credit card information is needed and there is no obligation to purchase. Simply complete the trial registration form and you can get started within minutes.

### 2. *What do I get as part of the Free Trial?*

As part of the Free Trial you are given access to Windows® SharePoint® Server and are able to establish a SharePoint site, with a limited number of sub-sites, hosted on our servers. During registration, you are able to determine the URL for your site (either a standard URL such as <http://yoursitename.sharepointsite.com> or a customized URL\*, such as <http://yoursitename.com>).

Once registered, you can begin inviting users (up to 5) to access and begin building your SharePoint site. During the trial, you are allowed up to 10 MB of storage space for your site. A variety of site templates, support materials and documents are also available to you via the [Account Management Center](#) on the [SharePointSite.com](http://SharePointSite.com) website.

\* An additional fee of \$9.95 per month, per URL, will apply should you choose to upgrade to a paid account at the end of your free trial.

### 3. *Does the FREE TRIAL provide all of the functions and features as a paid account?*

YES! Your 30-day Free Trial provides you with a fully functional version of SharePoint with the same features and functions as a paid account. Using SharePoint, you and your users will be able to instantly build and customize your own sites and sub-sites using any of the free custom templates available on our website, or by creating your own. The only difference is that the number of authenticated users allowed and the amount of disk space available for storage differs from a paid plan.

### 4. *How can I convert from the Free Trial to a paid account?*

At any time during your 30-day Free Trial, you can upgrade to a paid account via the [Account Management Center on our website](#) or by working with one of our sales representatives. Prior to the end of your trial, you will also receive an email reminding you that your trial is ending.

You can elect to continue with your SharePoint Service on a month to month basis or on an annual basis, at a discounted rate. You may also select to move to host your SharePoint site on a dedicated server. The process for this migration is a bit more complicated and will require you to coordinate with a sales representative.

During the upgrade process you will have the opportunity to input your credit card information as well as select the account plan that is right for you. Please feel free to contact our sales team, at (703) 890-2860 or via email at [SharePointSales@apptix.com](mailto:SharePointSales@apptix.com), should you need any assistance with this process.

**5. Can I keep the same URL that I was using for the Free Trial, once I convert to a paid account?**

YES! Just convert to a paid account before the 30-day Free Trial is over and you can keep the URL you originally signed up with. An additional fee of \$9.95 per month, per URL, will apply if you have selected a custom URL, such as <http://yoursitename.com>.

**6. Once I convert to a paid plan, do I need to input my credit card information each month in order to make a payment?**

No. You only have to submit your credit card information once. Each month or year thereafter, Apptix will automatically bill your credit card for the recurring amount, depending upon the account plan that you have selected and any additional service fees that may apply. You can see this and any other account information by clicking on the "Update Subscription" option in the [Account Management Center](#) on our website.

**7. Once I select an account plan (Bronze, Silver or Gold), can I change it at a later date?**

YES! You can upgrade from any plan to another at any time. Simply login to the [Account Management Center](#) on our website and select the desired plan – the change will take place immediately. You can downgrade to a lower plan, but only if the number of authenticated user accounts and the disk storage you have used is BELOW the quotas set in the tier you want to select.

**8. What is the advantage of an annual account plan, vs. a month to month plan?**

Each of our paid account plans (Bronze, Silver and Gold) is available for either month to month payment or for an annual payment plan. Annual payment plans are convenient because they only require a single payment for the entire year's worth of access and support.

In addition, as a benefit to our customers, Apptix offers its annual account plans at a 20% discount, allowing users to lock-in the cost of their SharePoint Service for a year and save money. Other than the cost savings, all of the annual plans contain the same service, functionality and support as the month to month plans. And you can still change your plan at any time.

**9. Who can I contact, should I have any questions or need any support during the Free Trial?**

Upon registration, each customer is assigned a sales representative who can help you to get started and get the most out of the SharePoint Service Free Trial. You should receive an email from your assigned sales representative within a couple days of your registration. Should you need assistance, you can always contact a member of our sales team at (703) 890-2860 or via email at [SharePointSales@apptix.com](mailto:SharePointSales@apptix.com).