



MyDocSafe integration with Act! Premium Desktop

# Frequently Asked Questions.

## What is MyDocSafe?

MyDocSafe is a document security and e-sign software-as-a-service platform for smaller businesses. Perfect for regulated organizations concerned to collaborate securely with their clients and deliver enterprise class service when pitching, onboarding and sharing documents.

## What does the integration with Act! do?

The integration with MyDocSafe is available for Act! Premium Desktop. It enables Act! users to easily send documents for e-signature to new and existing contacts straight from Act!. And with a few mouse clicks, documents like terms of engagement and contracts can be shared for review and acceptance via banking grade encryption.

## Is there a free trial of MyDocSafe?

Yes, there is a 7 day free trial. Speak to one of our Act! sales experts to download our free integration file first, to experience fast e-sign and secure sharing from Act!. Then set up your free trial with MyDocSafe. Once you decide to go ahead, our exclusive affiliate coupon code gets you the best value for your first few months of use.

## What is the cost for MyDocSafe?

There are three price plans for MyDocSafe, **starting from £16 per month**. Which one is right for you will depend on how many MyDocSafe users you will have and how heavily you expect to use the MyDocSafe platform.

## Is the integration with MyDocSafe free?

Yes. There is no cost for the downloadable file which integrates MyDocSafe with Act!.

## What if I need assistance setting up and configuring the MyDocSafe integration?

Step-by-step guidance is available at [act.com](https://act.com). Our advisers are also available by appointment if you'd like additional assistance.

## Is on going technical support available?

There are a number of self-service resources available on our [Knowledge base](#) (search for MyDocSafe). Help on using the MyDocSafe platform is available via the chat option which is available in the main MyDocSafe screen accessed via the MyDocSafe log in. (Chat is not available from the preview pane available in Act! Premium). MyDocSafe users (including in trial) can also access their knowledge database [here](#).

## Will updates be made to the integration file?

The integration file will be updated from time to time. The download found at <https://mydocsafe.com/uk/integrations/act/> will always be the latest available version.

## Which versions of Act! integrate with MyDocSafe?

We have two integration files. One for 64-bit versions of Act! Premium Desktop and one for 32-bit versions. The MyDocSafe integration is supported on all supported versions of Act! per our [Obsolescence Policy](#).

## Does the MyDocSafe integration work with Act! Premium Cloud?

Because it requires a downloadable file installed by Microsoft Windows, at this time the MyDocSafe only works with Windows Desktop versions of Act! Premium.

## How do I renew MyDocSafe at the end of the subscription term?

Like Act!, MyDocSafe renewals are automatic. Unless you cancel your MyDocSafe subscription through the MyDocSafe web site, your use of MyDocSafe will continue uninterrupted.

## Will the MyDocSafe integration work for US and Canadian users of Act! Premium Desktop?

At this time (September 2022) we believe that it will, however it is due for certification by Act! LLC for use by US and Canadian users by the end of November 2022. Canadian organizations should note that for North American users, MyDocSafe data centers are located in the USA.