We understand you may have a lot of questions during your trial, so we've compiled answers to some frequently asked questions to help get you started.

Frequently Asked Questions.

Can I increase the number of users in the trial?

Yes, to add more users, simply go to Settings, in the main menu, select **Account** > **User Management** > **Add Users**.

What tier level is the trial and what features are included?

Act! offers a 14-day free trial of the Expert tier for Act! CRM, which includes all features outlined here.

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

Check out our Quick Start Guide for simple steps to get up and running right away.

How do I import my list of contacts?

- In the trial banner at the top of your screen, go to "**Get Started with Act!**" and then select "**Import a CSV**."
- If you want to check out Act! CRM with demo data, simply go to "**Get Started with Act!**" or go to **Settings** > **Import** and Act! will add sample contacts to your account.

Please note: We're not quite ready to migrate existing Act! databases, but we'll be sure to let you know when a database can be migrated if you check the "**Please notify me about product updates**" box in the trial. To locate this box, simply go to "**Get Started with Act!**" in the trial banner at the top of your screen and select "**Import**." In the meantime, we hope you'll explore Act! CRM with demo data or by uploading a .CSV file.

If you want to check out Act! CRM without uploading your contacts, go to "**Get Started with Act!**" in the trial banner at the top of your screen, and select "**Insert demo data**." Act! will add sample contacts to your account.

Can I generate and export reports?

Yes. Act! CRM has customizable dashboards that provide an overview of your company at a glance as well as search and filter capabilities which can be exported as reports.

How do I get help using Act!?

You can access support resources by simply selecting 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.

How much is Act! CRM and are there payment plans?

Act! offers three affordable Act! CRM tiers, including Starter, Professional and Expert. You can easily select the tier that includes the features that best fit your needs, along with a payment plan that works best for you too. In addition, Act! offers extra flexibility through add-ons, which you can use to supplement your tier. During your trial, simply select the "**Buy now**" button to view the plans and features or click here to learn more and view pricing.

How do I purchase Act! CRM?

Simply select the "**Buy now**" button located at the top of your screen. You will then be able to select the tier, number of users and payment plan that best fit your business.

After starting a subscription, how do I add additional users?

After starting a subscription, Admins are able to add additional users within Act! CRM by going to "**Settings**" in the main menu and selecting **Accounts** > **User management** > **Add users**. Next, simply follow the instructions to complete the purchase.

After starting a subscription, how do I purchase add-ons?

Very soon, users will be able to purchase add-ons within Act! CRM, but today you can add additional features and offerings to your Act! CRM by calling us at **866-873-2006**.

Is there a way to see Act! in action and ask additional questions?

Yes. Click here to register for a live demo with an Act! specialist.

Do you have more questions?

Contact our sales representatives at orders@act.com.