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!?

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

How do I import my list of contacts?

- Your trial contains sample contacts to help you explore Act! more easily. However, if you prefer to use your own data, you can simply click on "**Remove Demo Data**" on the Welcome Page and follow the steps below to import your 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.

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

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