



## 30-Day Free Trial FAQ

### What kind of email address can I use?

- You can use your work email address. Personal or consumer email addresses cannot be used with this trial, meaning an address that uses a public domain, such as @live.com or @gmail.com.

### Why do I need to use my work email address?

- We need your work email address to associate your trial with the correct organization based on your work domain. We can connect you with colleagues who may already be trying Dynamics 365.

### What if I don't have a work email address?

- We encourage using the work email address for a faster sign-up experience. However, you can select the [Don't have a work email address](#) link during sign-up and use your personal email account.

Note: If you use your personal email account, you will create a new tenant with your preferred domain name and you will be added as a Global Administrator to the tenant.

### Can anyone join my trial organization?

- No. Only people from your organization can request to join the trial organization. You will receive an email to approve or deny the request. The requestor must have the same email domain as the trial owner.

### How many trial organizations can I have in my tenant?

- You can have a maximum of 5 trial organizations in your tenant.

### What is the maximum number of users per trial organization?

- 5 users per organization for a total of 25 users per tenant.

### How do I keep an existing trial organization?

- If you don't have a managed tenant, you must first convert your unmanaged tenant into a managed tenant. [Detailed instructions.](#)
- As a Global Administrator of the tenant, with your first Dynamics 365 subscription you also get a free production and sandbox instance. You can always buy additional instances. Any trial instance in your tenant can be converted into a paid instance if you have purchased the appropriate licenses.



### **What is a managed vs. unmanaged tenant?**

- A managed tenant is a container for the accounts within Office 365 where a Global Administrator can manage them. An unmanaged tenant is a container for the accounts within Office 365 with no Global Administrator.

### **Administration**

#### **How do I disable email signup for my tenant?**

- As a Global Administrator, you can run a Power Shell script to control this feature. [Learn more.](#)

#### **Why can't I backup my trial organization?**

- Administrative operations for are not supported for trials, except delete.

#### **Why can't I see my licensed users?**

- Users are not synced to a trial organization until they request to join and have been approved by the trial owner.

#### **How do I get back to the trial instance management screen?**

- To manage your trial instances or join a different trial organization, you can go to the [trial instance picker](#).