

Frequently Asked Questions

FREQUENTLY ASKED QUESTIONS

1. How do I create an account?

To create an account, visit our website and click "Sign Up". Enter your email address and create a password. You'll receive a verification email within minutes. Click the link to verify your email and complete the setup.

2. How do I reset my password?

If you forget your password, click "Forgot Password" on the login page. Enter your email address and receive a password reset link. Click the link and follow the instructions to set a new password.

3. What payment methods do you accept?

We accept all major credit cards (Visa, MasterCard, American Express), PayPal, and bank transfers for enterprise customers.

4. How do I cancel my subscription?

You can cancel your subscription anytime from your account settings. Go to Account > Billing > Subscription and click "Cancel". Your access will continue until the end of your current billing period.

5. Do you offer a free trial?

Yes, we offer a 14-day free trial with full access to all features. No credit card required.

6. How long does customer support usually take?

Our support team typically responds within 24 hours for standard issues and 2 hours for urgent matters.

7. Can I upgrade my plan?

Yes, you can upgrade anytime. Your new charges will be prorated based on your current billing cycle.

8. Do you offer discounts for annual billing?

Yes, we offer a 20% discount for annual subscriptions compared to monthly billing.

9. Is my data encrypted?

Yes, all data is encrypted in transit (HTTPS/TLS) and at rest using AES-256 encryption.

10. How do I export my data?

You can export your data in CSV or JSON format from Settings > Data Export. The export is generated within 24 hours and sent to your email.