

Product & Service FAQ Knowledge Base

Last Updated: 2025-03-01

This document contains answers to frequently asked questions about our product, "ConnectSphere," and related services.

Section 1: Getting Started

Q: What is ConnectSphere?

A: ConnectSphere is a project management and team collaboration platform designed to help teams organize, track, and manage their work from start to finish. It provides tools for task management, file sharing, team communication, and progress tracking.

Q: How do I sign up for an account?

A: You can sign up for a free 14-day trial on our website. Click the "Sign Up" button, provide your email address, and create a password. No credit card is required for the trial.

Q: How do I reset my password?

A: If you have forgotten your password, click the "Forgot Password?" link on the login page. Enter your registered email address, and we will send you a link to reset your password. The link is valid for 60 minutes.

Section 2: Billing and Subscriptions

Q: What are the available subscription plans?

A: We offer three plans:

1. **Basic:** Free forever, for up to 5 users with limited features.
2. **Pro:** ₹750 per user/month, includes advanced features like Gantt charts and time tracking.
3. **Enterprise:** Custom pricing, includes dedicated support, enhanced security, and unlimited users.

Q: How can I upgrade or downgrade my plan?

A: You can change your subscription plan at any time from the "Billing" section in your account settings. Upgrades are effective immediately, while downgrades take effect at the end of the current billing cycle.

Q: What is the refund policy?

A: We offer a 30-day money-back guarantee on all new Pro and Enterprise plan subscriptions. If you are not satisfied, you can request a full refund within 30 days of your first payment.

Q: Do you offer discounts for non-profits or educational institutions?

A: Yes, we offer a 30% discount for registered non-profit organizations and educational institutions. Please contact our support team with your documentation to apply for the discount.

Section 3: Features & Functionality

Q: Can I integrate ConnectSphere with other apps?

A: Yes. ConnectSphere integrates with popular applications like Slack, Google Drive, Dropbox, and GitHub. You can manage integrations from the "Integrations" tab in your account settings. We do not currently have an integration with Microsoft Teams, but it is on our roadmap for late 2025.

Q: Is there a mobile app?

A: Yes, the ConnectSphere app is available for free on both iOS (App Store) and Android (Google Play Store). The mobile app provides access to all key features, allowing you to manage projects on the go.

Q: How does file storage work?

A: File storage limits are based on your plan:

- **Basic Plan:** 1 GB total storage.
- **Pro Plan:** 100 GB per user.
- **Enterprise Plan:** Unlimited storage.

Section 4: Troubleshooting

Q: Why am I not receiving email notifications?

A: Please check the following:

1. Ensure that notifications are enabled in your account's "Notification Settings."
2. Check your email client's spam or junk folder.

3. Verify that your registered email address is correct.
If the issue persists, please contact our support team.

Q: The application is running slow. What can I do?

A: Try clearing your browser's cache and cookies. Ensure you are using a supported, up-to-date web browser (Chrome, Firefox, Safari, or Edge). If the problem continues, it may be related to a wider service issue. Please check our official status page at <https://www.google.com/search?q=status.connectsphere.com> for any ongoing incidents.

