# Archer Exchange FAQs

On this page

* [Overview](#Overview)
* [Archer Exchange Client Login](#ArcherExchangeClientLogin)
* [Purchasing an Offering](#PurchasinganOffering)
* [Partner Program](#PartnerProgram)

## Overview

What is the Archer Exchange?

With the [Archer Exchange](https://archerirm.exchange/), the Archer team and our trusted partners have created a broad selection of supplemental, value-added offerings to help you get your unique risk management program on the right path, right from the start. You can leverage the Archer Exchange offerings to expand the use of Archer solutions into new business processes and address specific industry, geographic, regulatory, or technical requirements. The Archer Exchange features a fast and agile development cycle, enabling quick delivery of new and updated offerings for trending issues and connections to innovative technologies.

What types of offerings are available?

The Archer Exchange provides access to a wide range of pre-built offering that compliment and enhance the out-of-the-box capabilities of Archer solution use cases. The offering types are as follows.

* [Accelerators](accelerators/accelerators_intro.htm) to enhance the out-of-the-box Archer use cases.
* [App-packs](apppacks/app_pack_intro.htm) (application packages) to address specific risk issues for an industry, geographic area, or niche need.
* [Content](contentexchange/content_intro.htm) to augment and map risks to compliance requirements.
* [Integrations](integrations/integrations_intro.htm) for data exchange configurations to bring data into and push data out of the Archer Platform.
* [Tools & utilities](tools_utilities/tools_utilities_intro.htm) - functions to enable Archer administrators to enhance their Archer Platform implementation with additional capabilities.

Many offerings are free while others require Archer On-Demand Applications (ODA) licenses and additional licensing fees.

How can the Archer Exchange assist with our Archer implementation?

The Archer Exchange can help you and your organization:

* Enhance the breadth and depth of your Archer solutions.
* Adapt your risk program to keep pace with your organization’s changing needs.
* Leverage functionality developed by Archer partners.

What is an App-Pack?

App-Packs provide prebuilt applications addressing adjacent or supporting integrated risk management (IRM) processes. App-Packs are built in a similar fashion to Archer’s out-of-the-box use cases, but they are smaller and are intended to address a very specific risk issue that addresses an industry, geographic, or niche need.

What are accelerators?

Accelerators provide prebuilt use case configurations enhancing usability for specific industries, geographies, and more. Accelerators enhance out-of-the-box Archer use cases and provide configurations for a use case that specializes the use case for a specific industry or geographical need.

What is Content?

Content provides pre-mapped collections of best-practice policies, control standards, legal and regulatory requirements, industry standards, and assessments. This content can be imported into Archer use cases to augment and map risks to the compliance requirements that your organization faces.

What are Integrations?

Integrations offer prebuilt data exchange configurations to bring data into and push data out of the Archer Platform.

What are Tool & Utilities?

Tools & Utilities provide prebuilt functions enabling administrators to manage their Archer Platform implementation more easily or simplify the user's experience.

What are prerequisite use cases?

Archer Exchange offerings often leverage or augment capabilities for the out-of-the-box Archer solutions or use cases. For example, integrations may be configured to bring data into a specific use case, or an app-pack may require the use of an application, such as Findings which is available in Archer Issues Management. Prerequisite use cases indicate that this use case must be licensed to use the Archer Exchange offering.

Prerequisite use case or licensing information can be found on the offering’s **Feature** tab under **System and Licensing Information**. Additional information can be found in the offering’s documentation.

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Where do I find information on how to get support for an offering?

Support information can be found in the following areas on the Offering listing:

* At the bottom of the offering's **Overview** tab.
* On the **Policies & Support** tab.

If the offering is supported by a partner, the partner contact information is available within these sections.

If the offering is supported by the Archer Technical Support team, a message displays telling you to open a support case on the Archer Community using this link: [Support](https://www.archerirm.community/s/archer-support). (A login to the Archer Community is required to access this information. You must be a registered Archer Community user and a licensed customer or partner to access this content on the Archer Community.)

How can I determine if an offering will work in a specific Archer environment?

Some Archer Exchange offerings are available in only the Archer SaaS environments or in only the client on-premises environment. Every offering displays **Supported Archer Environments** information in the following two locations:

* On the offering **Overview** tab in **Additional Information > Categories > Supported Archer Environments**.
* On the **Policies & Support** tab on the right-hand side in **Categories > Supported Archer Environments**.

Is there guidance on how to implement offerings?

Documentation is available for all Archer Exchange offerings. A link to **Read Documentation** is on the offering's **Overview** tab page under **Support** and also on the **Policies & Support** tab under **Support**.

All documentation is available on the [Archer Help Center](https://help.archerirm.cloud/exchange/content/exchange/archer_exchange.htm).

Are there any demonstration videos available?

For some offerings, a video demonstration of the offering is available on the Archer Community. Links to the **Video Demonstration** are on the **Overview** and **Support** tabs.

How do I download the installation package for an offering?

For a majority of the Archer Exchange offerings, clicking the Learn More button on the offering Overview page directs you to the installation package available on the Archer Community. You must log in to the Archer Community as a registered Archer Community user and a licensed customer or partner to access this content on the Archer Community. If you have difficulty accessing the installation package on the Archer Community, contact the Community Manager at [community.support@archierirm.com](mailto:community.support@archierirm.com) and request access.

There are a few offerings, specifically Integrations, that may not require an offering installation package. Some integrations provide instructions for implementation in the Archer Help Center documentation and do not require pre-packaged configurations in an installation package. If this scenario is the case for an offering, this is detailed on the **Features** tab under the **System and Licensing Information**. Click **Learn More** on the product Overview page to access the Archer Help Center page for the offering implementation instructions.

For paid offerings, the download package may be available either through the myApp page on the Archer Exchange or on myArcher. Review the **Editions and Pricing** tab for specifics on how your paid offering will be fulfilled and provided to you.

How do I license Archer Exchange offerings?

The Archer Exchange provides hundreds of offerings to help you augment your program.

Some offerings are available for you to use free alongside prerequisite use cases.

Some offerings require the use of Archer On-Demand Applications (ODAs). These offerings require you to license a particular number of ODAs for the offering to function.

Some offerings require additional paid licensing. These offerings require that you discuss the offering with your account representative or you can purchase the offering via the Archer Exchange.

All license information is documented for each offering on the **Features** tab under System and Licensing Information and on the **Editions and Pricing** tab.

## Archer Exchange Client Login

Client Login Availability

Archer Exchange Client login is available for active Archer clients and employees. Clients must have an active, registered account on the [Archer Community](https://www.archerirm.community/) to log in to the Archer Exchange.

The Archer Community does not support login access for partners. Partners that join the Archer Exchange program will receive login credentials through their Archer partner manager upon acceptance to the program. The Archer Exchange does not currently support access to Archer Velocity partners.

Do I need to register for an account to view offerings on the Archer Exchange?

You do not need to register or log in to see Archer Exchange offering information. Most information about the offering is publicly visible on the Archer Exchange website. To view pricing information or purchase an offering, you must log in.

I am receiving an “Access Denied” error message. Who should I contact for assistance?

Confirm that you have an active, registered account on the [Archer Community](https://www.archerirm.community/). If you confirm that you can log in to the Community and still are not able to log in to the Archer Exchange, contact us at [archer.exchange@archerirm.com](mailto:archer.exchange@archerirm.com).

I am receiving a “403 App Not Assigned” error message. Who should I contact for assistance?

Confirm that you have an active, registered account on the [Archer Community](https://www.archerirm.community/). If you confirm that you can log in to the Community and still cannot log in to the Archer Exchange, contact us at [archer.exchange@archerirm.com](mailto:archer.exchange@archerirm.com).

## Purchasing an Offering

What products are available to be purchased?

Archer allows existing Archer clients to purchase select Archer and partner offerings on the Archer Exchange. Clients can add offerings to their cart and complete the checkout process. The Archer Exchange guides users through the fulfillment process and bills organizations for these purchases through the standard Archer billing and invoicing processes.

Products that are available for purchase are denoted with the  (shopping cart) icon on the Search and Product listing pages.

Are there any purchasing restrictions?

Purchases are currently restricted to existing clients who have a direct billing relationship with Archer. Clients that purchased Archer through a distributor or reseller can view and access free offerings or partner-referral offerings. We plan to offer these organizations the ability to utilize commerce capabilities to purchase offerings in the future.

If your organization does not have a direct billing relationship with Archer, you may see an offering available on the Archer Exchange, but when you login, that offering is no longer displayed or available for you to purchase. Log out, search for the offering again, and contact the partner directly to purchase this offering.

Who should I contact with pricing questions?

If you have questions about offerings on the Archer Exchange, please contact your Account Representative.

What currency are prices shown for an offering?

Prices are displayed in US Dollars ($ USD).

Does the Archer Exchange marketplace take credit cards?

No, not at this time. Once your order is complete, Archer uses your regular payment terms and method that has been set up for your existing Archer service contract.

Why is there a different price displayed on the Search Results page versus the offering’s Editions & Pricing page?

For offerings that have a single price point, the single price is listed on the Search Results page. If there are multiple editions or price options for an offering, the Search Results page displays the lowest price displayed on the offering’s **Editions & Pricing** tab.

What does it mean when an offering shows as Free on the Product Listing page?

The **Free** indicator on the Product Listing page indicates that additional licensing fees are not required to use the offering. The offering may require that you have already purchased a prerequisite use case or have questionnaires licensed, but no additional fees are required.

If an offering is not listed as Free, additional license fees or Archer On-Demand Applications (ODAs) may be required. Review the license information for each offering on the **Features** tab under the **System and Licensing Information**.

What offerings currently display pricing information?

Only select Archer and partner offerings display pricing information at this time. Many offerings are available at no cost and are listed as Free.

Who within my Company can purchase offerings?

With the addition of purchasing capabilities, new access permissions have been added for a Company Admin and a Billing Admin on the Archer Exchange to ensure that orders are created by users with the appropriate purchasing authority for your organization.

The following table defines the roles and permissions on the Archer Exchange.

| Role | Permissions |
| --- | --- |
| User | * View offerings and pricing on the Archer Exchange. * Initiate a request to their Company Admin to purchase an offering. * View and download purchased offerings once the offering has been assigned to them by the Company Admin. |
| Company Admin | * View offerings and pricing on the Archer Exchange. * Receive requests from users within their organization to purchase an offering. * Add offerings to their cart. * Complete the purchasing transaction. * Receive order confirmation emails. * Download the offering when available on the Exchange. * Assign users within their organization to view and download the offering. * Receive emails from Archer or partners to fulfill orders. * Receive notifications of upcoming subscription renewal information. * Automatically assigned the Billing Admin role in addition to the Company Admin role. * See notifications within the user experience when payments are nearing their due date or are overdue. |
| Billing Admin | * Be responsible for the financial relationship with the Archer Exchange. * Access information regarding their organization’s billing information. * Manage offering subscriptions. * Receive notifications of upcoming subscription renewal information. * May be the same or a separate contact from the Company Admin. * See notifications within the user experience when payments are nearing their due date or are overdue. |

Company Admin and Billing Admin access permissions are set according to your existing Archer Service Contract contact information.

* The **Install At** contact on your organization’s Archer service contract is assigned the Company Admin access permission for the Archer Exchange.
* The **Bill To** contact on your organization’s Archer service contract is assigned the Billing Admin access permission for the Archer Exchange.
* All other users within the company are listed as a standard User.

On December 12, 2024, clients with direct billing arrangements may receive an email inviting contacts to join the Archer Exchange as the Company Admin and Billing Admin.

* If either your Company Admin or Billing Admin has already logged into the Archer Exchange, the permissions will be automatically assigned to their existing user account on the Archer Exchange.
* If either your Company Admin and Billing Admin has not previously logged into the Archer Exchange, they will receive an email inviting them to accept an invitation to join the Archer Exchange. The email link may be disabled after a few days. If you need to have the link resent, email [archer.exchange@archerirm.com](mailto:archer.exchange@archerirm.com) with this request.

If you believe that the Company Admin or Billing Admin contact assignments are incorrect, contact your Account Representative or email us at [archer.exchange@archerirm.com](mailto:archer.exchange@archerirm.com). Our team will work with your Account Representative to update the Archer service contract information.

I see a Request to Buy button instead of a Buy button. Why?

The ability to make purchases on the Archer Exchange is available to the Company Admin or Billing Admin. These users have been identified as persons with the authority to make purchases on behalf of your organization.

Standard users of the Archer Exchange do not have purchasing capabilities. These users are presented with a **Request to Buy** option. When they select this option, their Company Admin and Billing Admin are sent a message indicating that a purchase has been requested on the Archer Exchange that is available for their review.

How do I Buy an offering?

The Company Admin or Billing Admin both have permission to add a purchasable offering to their Cart. To purchase an offering, the user must first be logged in.

To buy an offering:

1. Review the details for the offering:
   1. Review the **Pricing** tab for details on the offering including term length, cost, and more. Multiple pricing editions may be available on the **Pricing** tab. Each edition may have different product capabilities, term lengths and more.
   2. Review the details for each Edition specifics to determine which edition to buy.
2. Click on the **Buy** button.
3. Click **Add to Cart** to add the offering to your Cart, or click the **Buy Now** button to immediately begin the checkout process.
4. When you are ready to check out, view your Cart.
   1. Review the terms of your offering purchase. (If you determine that you do not want to purchase the offering, click **Remove** to remove the offering from your cart.)
   2. If a yellow box requesting additional Information displays, click **Edit** to enter the required information. This is offering-specific information required by Archer or the partner in order to complete the fulfillment of the offerings.
   3. If an Archer Representative assisted with your order, add their name to in the **Archer Representative that Assisted** field.
   4. Enter the **Install At** and **Ship To Contact** information for the offering; this information is requested for each offering in your cart as the location for each offering could change.
   5. If you have been provided a discount code, enter the code in the **Apply discount codes** and click **Apply**.
5. Click **Next**.
6. Review the order information on the Review and Buy page to assure accuracy. If needed, you can return to the previous step to update your cart information.  
   Review terms and conditions for the marketplace as well as the terms for each offering in your cart. You must agree to the terms and conditions before you are able to complete your purchase.
7. Click **Complete Purchase** to complete the order purchasing process.
8. After the purchase is complete, you will be directed to a page that will allow you to view your purchased offerings or continue shopping.

After I purchase an offering, how do I receive or fulfill it?

There are a variety of ways that Archer Exchange offerings can be delivered to you. See the instructions on the offering’s **Pricing** tab for details on how the offering will be distributed to your organization.

After I purchase my offering, how do I manage it?

If your organization has already licensed an offering or is using the **Try the Free Edition** option, the user’s options will change on the Offering page to **Manage App**.

An app store listing displays with all of the Archer Exchange offerings that they have been assigned that your company owns. There are several actions you can take from this screen depending on your permissions:

* Click on the app icon to display to the offering's help documentation.
* Hover over the icon to display the option to **Assign Users** or **Manage the app**.

Select **Manage the app** to display the following options depending on your permissions.

* **Overview**. The overview tab provides general information about the offering along with the Support contact information.
* **Assign Users and User Information**. Admins have the ability to assign users within their Company to view offerings that have been purchased or are free.
* **Update Subscription**. Admins can update an existing subscription for the offering. This allows the admin to cancel or renew the subscription.
* **Order History**. Users can view details about the existing order including the service start date, status, invoice payment, purchaser, edition, frequency and total fee.
* **Download Files**. Some offerings allow you to download the offering package. If more than one version is available for the offering in order to support multiple languages or Archer Platform versions, the language or version number displays.

How will I know if the offering has been paid?

Once the order has completed, the order will be ready for payment. Archer utilizes the payment terms and method that has been set up for your service contract and payment terms. The invoice for payment will be sent to your designated contact for payment.

The order displays the current payment status (unpaid or paid). If the payment is overdue, the Company Admin and Billing Admin will see messages within the Archer Exchange user experience indicating that the payment is due soon or overdue.

## Partner Program

What is the Archer Exchange Partner Program?

The Archer Exchange offers a program to enable Archer partners to share their best practices and expertise with Archer clients. The Archer Exchange partner program provides access to Archer software, enabling you to develop and offer best practice Accelerators, App-Packs, Tools & Utilities, Integrations, and Content to Archer customers on the Archer Exchange. Technology organizations that provide high value offerings to enhance risk and compliance data within Archer can also participate by representing their offerings on the marketplace through integration and/or by reselling their offerings to Archer clients.

Why should our organization participate in the Archer Exchange Partner Program?

The Archer Exchange Partner Program provides an opportunity to highlight your organization’s expertise and best practices, market your organization’s expertise for specific geographies, industries or niche risk and compliance business processes, and create a services opportunity to expand your footprint with new or existing Archer customers. In addition, the Archer Exchange Partner Program provides you with a structured process to develop, verify, and market innovative Archer offerings that augment the Archer suite. Through the Archer Exchange partner program, you can leverage Archer's market-leading technology to expand your reach to customers worldwide and to deliver offerings and services that drive new business growth and improve customer satisfaction.

How can our organization find out more about the Archer Exchange Program?

Contact the Archer Exchange team at [archer.exchange@archerirm.com](mailto:archer.exchange@archerirm.com) to request additional information.

I am already an Archer Exchange Partner. Where can I get more information?

The Archer Exchange Partner Overview on the [Archer Community](https://www.archerirm.community/) provides the Archer Exchange Partner Program Guide and all tools needed to get started. Contact the Archer Exchange team at [archer.exchange@archerirm.com](mailto:archer.exchange@archerirm.com) to request access.

If I have questions about the purchase process, who do I contact?

If you need additional support or have questions, contact us at [archer.exchange@archerirm.com](mailto:archer.exchange@archerirm.com).

**Important:** The content in this document is believed to be accurate at the time of publication. This content may change at any time without notice.