### Accounts & Billing

* **How can I change my billing information?**

Just log in to your Dashboard and click on the Billing details tab of the Account section.

* **I forgot my password. How do I reset it?**

You can reset your password by clicking on the *Reset Password* link on the login page.

* **How can I change my password?**

You can change your password in the *Account*tab of your account in your dashboard.

* **Can I delete my account?**

There isn’t an automatic way to delete an account at this moment. You can contact us by email, using the same address email used for sign-up, and ask for account removal.

You will then no longer be able to push new data or do a search on your indices.

* **How can I move to my new plan if I use Heroku?**

You can easily move to a new plan using the following command heroku addons: upgrade search: PLAN, where PLAN can be either starter, growth or pro.

Find more information about the different plans on our pricing page.

* **I use Heroku, how does the over-quota work?**

Unfortunately, there is no over-quota if you signed up using Heroku. If you want to have access to over-quota, you need to uninstall your Heroku plugin, and create a new account  directly.

* **Is there any subscription engagement?**

No, you can pay monthly and can stop your subscription at any time.

* **Can I use my SearchTap account with multiple domains, sites or applications?**

Yes, there is no domain limitation. You can use SearchTap from as many domains as you want. You can also use the same account and indices for your website and mobile applications.

* **How can I upgrade or switch from one plan to another?**

You can upgrade or downgrade your plan at anytime, as long as your volume of data fits in your new plan. You can do that in the [*Current Plan*](https://www.algolia.com/users/edit#?tab=change-plan) section of the [*My Account*](https://www.algolia.com/users/edit) tab of your Dashboard.

Please contact us, if you wish to switch to our ENTERPRISE plan.

### Do you charge for support?

Nothing! Support is built into each of our pricing plans, so you’ll never pay a penny for support but just for our service.

* **What payment methods can I use?**

You can pay by both credit card & debit card. You’ll be billed in US Dollars (USD).

* **How do I extend the 14 day trial period?**

We make sure you have the best trial experience possible! Send us an email and we’ll see what we can do.

### What are the benefits of the Enterprise plans?

With our Enterprise plans, you are hosted on your own dedicated cluster:

* You can now search on a much larger number of queries.
* Your number of indexing and search string goes unlimited.
* Indexing gets faster, especially for large batches of queries, thanks to a dedicated access to all the threads of the cluster.
* You can create multiple applications on your cluster, allowing to easily manage different environments.
* Bandwidth comes included in our Enterprise pricing so no matter your traffic, your monthly fee stays flat.
* We can tune the engine for your needs.
* If you want extra peace of mind, we also offer a premium support option.

### About SearchTap

* **What can SearchTap do?**

It is a subscription based search solution for websites (eCommerce, Media and Publishing), mobile applications and enterprise softwares. We use advanced predictive analytics and language modeling algorithms to help users find most relevant information within your website. With investments in unrivalled technology and best in class cloud infrastructure, SearchTap offers world class speed and reliability right from the very the first keystroke.

If easily browsing and accessing relevant content on your website / application is key to your user experience, then you should give us a try. SearchTap is the only search engine built from the ground up for this type of experience.

* **What makes SearchTap better than Elasticsearch or Solr?**

Elasticsearch and Solr are beautiful tools for data analysis and document search. But they were not designed to provide a great user-facing search.

In a benchmarking test, SearchTap returned results up to 300x faster than Elasticsearch on every query performed.

SearchTap provides exact afix matching for “as you type” searching, typo-tolerance with smart result highlighting, and a ranking formula that is designed to be flexible, easy to configure and very powerful when you need to combine textual relevance and business objectives.

SearchTap is not only a different search algorithm, it’s a different search experience, designed to empower the users by giving them a direct and intuitive access to what they want to find.

Also, SearchTap provides a state of the art infrastructure, with an availability on search of 99%, distributed around the entire globe to provide the same speed no matter where your users are.

* **Who all use SearchTap?**

Our clients range from small startups to very large companies in a variety of industries and in 80+ countries.

* **What is the impact of SearchTap on SEO?**

SearchTap doesn’t have any direct impact on SEO. But there are various indirect positive impacts, due to the fact that search engines prefer websites with a good UX.

**Pin points duplicate pages**

By indexing search results from any provider, not just SearchTap, you can have duplicate content due to indexing of faceted pages that show the similar results.

This leads to a situation where the link equity or the link juice is spread across every page, and no one page ranks high in the search result pages. This problem can be solved with the use of a canonical tag. It tells the search engine crawlers, whether the page is duplicate or not.

Google as a search engine also doesn't recommend indexing search results pages. They reserve the right to penalize these pages and many SEO experts recommend disallowing these pages via your robots.txt and noindex'ing them. By letting the search engines crawl lower value pages like search results, you spend up your crawl budget and it might in turn not be allocated to more important pages.

### Security and Privacy

* **Is there any possibility of a human error by SearchTap?**

No. Apart from troubleshooting and profiling there is no human interaction with the search data. The data is replicated on triple layered servers inside the shell (+ all DSN replicas) and regularly has its data backuped.

* **Will you share/use/sell my data?**

Never we will. The data that you index in our servers is yours and only yours. We will never use it for anything apart from providing our search service. We never share it or sell it to anyone.

* **Is my data secured and encrypted?**

The safety and security of your data is of utmost priority to us. Our API clients using HTTPS (TLSv1, TLSv1.1, TLSv1.2) to send your data to our servers and you can choose to use TLS to query our indices as well.

By default, our JavaScript API client will use the same protocol as the page hosting it.

The backups are encrypted using GnuPG and the transfers between servers are encrypted via AES-256. Trust us, We put a lot of effort into having the best security.

* **Is my credit card safe?**

Absolutely. We use reknowned payment gateway, which is also used by other familiar, global companies such as AirBnB, Uber, Tictail, OpenTable, Hotel Tonight and Github, etc.

* **Do you backup my data?**

The backups are performed every 8 hours from one of the three servers of the shell.

* **Do you support 2-factor authentication?**

Yes. All the members of your team can setup the 2-factor authentication directly in the Account Details section of their dashboard.

* **How long does it take for my data to be deleted once I delete my account?**

If you decide to close your SearchTap account, we will delete all your data immediately.

The only data we will keep for longer are the query logs used by our Analytics feature (up to 3 month). Your emails to the support team won't be deleted as well.

### Analytics and Reporting

* **Can we download the Analytics? Is there an API?**

All data available in the analytics dashboard are accessible through our analytics API.

For now, this is only accessible through a REST API, not our API clients.

* **Can I extend the retention period of the analytics data?**

The retention period of the analytics data depends on your plan:

* 7 days for the plan A
* 30 days for the plan B
* 90 days for the plan C
* 90 days for the ENTERPRISE plan

If you want to increase it, it's possible to take an option available in the account tab of your dashboard.

* **Can you provide the list of all IP addresses of my visitors?**

You can retrieve the list of the top IP addresses with the Analytics API.

Unfortunately, it is not possible to retrieve all the IP addresses, only the most popular ones.

* **Can I get the queries that returned 0 results?**

Yes, it's one of the features of our Analytics.

Also, since SearchTap supports typo-tolerance, it's possible to mistype a word and still retrieve results. For this reason, this feature has 2 options:

* Find the queries that returned 0 results,
* Find the queries that would have returned 0 results if our typo-tolerance was disabled.
* **Can I still use Google Analytics (or another equivalent service)?**

The SearchTap analytics gets its data from the search calls performed from your website. We don't have any script that tracks your user's behavior on your site.

You're free to plug different services like Google Analytics or NewRelic to track your search analytics on your side.

* **Can I disable the Analytics for some queries?**

Yes. If you perform queries from the backend to compute recommendation or SEO pages, it could be interesting to remove those calls from the analytics to only consider the searches made by your customers, it's possible to set the analytics=false query parameter to disable it.

* **How often is the Analytics updated?**

The analytics is updated as soon as possible.

In average, the analytics data is available 15min after the queries have been performed but it can be delayed in case the underlying server is experiencing a temporary load.

* **Can I exclude IP from the analytics?**

No, it's not possible.

But, when querying SearchTap you can:

* Completely disable the analytics by passing the query parameter `analytics=false`
* Segment your users by passing `analyticsTag` query param.

### Searching

* **How do I filter my search results?**

There are multiple ways to filter your search results, depending on what you want to achieve:

* Tag Filters

If your records have an attribute that you'll use to filter by, that contains one or multiple values (for example:  color: 'blue', or tags: ['Electronics', 'Phones']), you can then filter the results based on these values. tagFilters does just that. It allows you to retrieve all 'blue' items, or all 'Electronics' products.

* Facet Filters

Facets have the same filtering possibilities as tags, but also have faceting abilities, which means that SearchTap will send you the list of the most relevant filters depending on the current search.

* Numeric Filters

Numeric filters are the equivalent of Facets for numeric values. You can for example filter all products whose price equals *19.95*. Numeric filters can also be used to filter by values greater than or smaller than (e.g. find products whose price is higher than $20).

* **What are facets?**

SearchTap enhances search experience by using facets. Facet is a search mechanism that enables the users to explore a collection of information by applying multiple filters. A faceted search system classifies data element in multiple attributes, called facets.

* **Changing the prefixing behavior with queryType**

SearchTap is built for search as-you-type, which means that by default, when a user searches for ipho, we’ll try to match all the objects that have the prefix ipho, like iphone.

You can modify this behavior with the settings queryType:

* prefixLast: only the last query word is interpreted as a prefix (default behavior).
* prefixAll: all query words are interpreted as prefixes.
* prefixNone: no query word is interpreted as a prefix. This option is not recommended, because it breaks the “as-you-type” experience.
* **What is Attributes To Snippet? How does it work?**

The AttributesToSnippet setting is a way to shorten ("snippet") your long chunks of text to display them in the search results. Just think about the small pieces of text displayed below a Google result: it's built from a subset of the sentences of the page content, includes your matching keywords, and avoid flooding the search results page.

For example, if you limit the number of words of the "description" attribute to 10, the "\_snippetResult.description.value" attribute of the JSON answer will only contain the 10 best words of this description.

* **Autocomplete vs Instant Search Result Page?**

SearchTap can be used to build a large variety of user experiences. The two main categories of interfaces that we see are autocomplete menus and instant search results pages:

* **Autocomplete menu**

The autocomplete menu is an interface based on a dropdown that displays the results of the search. It can display results for one or several categories of data (one or several indices).

* **Instant search results page**

The instant search result page is an interface where the whole page gets updated instantly as soon as the user starts typing. This is the most immersive experience.

* **How does SearchTap ignore plurals?**

This feature is designed to help users find what they want by searching for both the singular and plural versions of the words they typed.

To build it, we essentially built a dictionary of synonyms between the singular and plural versions of words in 88 different languages (main one are English, Italian, French, Spanish, German, Portuguese, Finnish, Polish, Arabic, Turkish, Norwegian, Romanian)

It takes into account all forms of plural:

* **Parent <-> Parents**
* **Child <-> Children**
* **Feet <-> Foot**
* **What is Highlighting?**

Highlighting is a visual cue explaining to the users which characters from their query have “matched” in the search results. This feature is very useful to help users understand why some results show-up on the page. It is particularly useful when the search query contains a typo-mistake (e.g. when typing “Androed” returns the result “Android”).

* **How to display only the most relevant filters?**

SearchTap does that out of the box. If you are using facets, SearchTap will automatically send you the most relevant (frequent) results for each facet, depending on the current search.

If you're implementing an instant search results page, the filters will be updated at each keystroke.