



Trial FAQs

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Hoot, thank you for signing up for a KnowledgeOwl trial! Here are answers to some of our most frequently asked trial questions.

How do I add more authors to my trial?

You can add author seats in your KnowledgeOwl trial at any time.

The fastest and easiest way is to select **Invite author to trial** in the top navigation. This will automatically add another author seat to your trial account.

If you'd like to do the process manually to better mimic how it would work in a paid account:

1. Go to **Account > Billing**.
2. The **Authors** number is the number of author seats available to your account. Use the plus and minus controls to adjust the number of author seats to your desired total.

Use the plus and minus controls in the Authors section to add or remove author seats

3. As you toggle, you'll see the overall Plan Cost price adjust. Don't worry--we aren't charging you, we just want you to see what these author seats would cost if you subscribed!
4. Once you've adjusted the Authors, select **Update** in the **Current Price** section to save your changes to the number of Authors (or Knowledge Bases).

Once you've made changes, select **Update** in the **Current Price** section to update your billing estimate

5. Once that change saves, you'll have additional author seats in your trial.
6. Go to **Account > Authors** (or **Security and access > Authors**).
7. Create the accounts for your additional authors following the steps in [Add an author](#).

What role should I use for the new authors?

When you sign up for a trial, your account is created with:

- A **Login Type** of Self administered username and password

- The **Full Account Admin** box checked
- In **Knowledge Base Access**, the **Editor** role on the knowledge base you created

If you want your other authors to have the same permissions as you, you can copy these exactly. The **Full Account Admin** box is not required for people to test or use the functionality. The **Writer** role has fewer permissions than the **Editor** (see [What is the difference between an editor and a writer?](#) for more details), and you can also create [custom roles](#) if you'd like.

How do I add more knowledge bases to my trial?

You can add more knowledge bases in your KnowledgeOwl trial at any time.

To add more knowledge bases to your trial, you'll:

- Go to **Account > Billing**
- Increase the number of Knowledge Bases
- Head to the main dashboard to [Create an additional knowledge base](#)
- Assign that knowledge base to other authors in their **Knowledge Base Access**

Here are more detailed instructions:

1. Go to **Account > Billing** to view your account details.
2. The **Knowledge Bases** number controls the number of knowledge bases in your account. Use the plus and minus controls to adjust the number of knowledge bases to your desired total.

Use the plus and minus controls in the Knowledge Bases section to add or remove knowledge base slots.

3. As you toggle, you'll see the overall Plan Cost price adjust. Don't worry--we aren't charging you, we just want you to see what these extra knowledge bases would cost if you subscribed!
4. Once you've adjusted the Authors, select **Update** in the **Current Price** section to save your changes to the number of Knowledge Bases (or Authors).

Select Update to save your changes

5. Once that change saves, you'll have additional knowledge base slots in your trial.
6. Select the owl in the upper left or select the knowledge base dropdown and select **Dashboard** to head back to your dashboard.
7. Follow the steps in [Create an additional knowledge base](#) to create your new knowledge base.

How do I extend my trial?

Your initial trial is good for 30 days. There are two points at which you can extend your trial:

After the first 15 days

At any point after your first 15 days, you can extend your trial by an additional 30 days. To do so:

1. Go to **Account > Billing**.
2. Near the top of the page, an informational callout lists how many days until your trial expires:



Open the link to extend your trial for another 30 days.

3. Select the **Click here to extend your trial for another 30 days** link in the message.
4. You'll get a quick confirmation and the message should update to say: "Your trial will expire in 30 days."

If you've already extended your trial by 30 days, and you still need more time, [contact us](#) and let us know how much more time you need, and we can extend it further.

After your trial expires

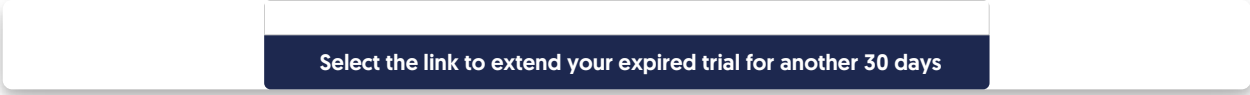
Once your trial has expired, when you log in, the page will be blocked by a modal telling you your trial has expired:



Sample expired trial modal

To extend your trial by 30 days:

1. Open the underlined here link, which opens **Account > Billing**.
2. You'll see an option to extend your trial by another 30 days:



Select the link to extend your expired trial for another 30 days

3. Select the link to extend your trial by 30 days.

If you've already extended your trial by 30 days, and you still need more time, [contact us](#) and let us know how much more time you need, and we can extend it further.

What happens when my trial expires?

We understand that evaluating knowledge bases can take time, and sometimes 30 days is just not enough time to do a full evaluation--or priorities change and you're asked to prioritize something else instead.

When your trial expires, your trial information will continue to exist for at least **6 months** past the date of expiration.

This includes:

- Your own author account and permissions, plus any additional author accounts you created
- Any knowledge bases you created, plus all the content they contain

- Any other settings changes you made in your trial

You can [extend your trial](#) to regain access to your trial and all the work you've done, so you can pick right back up where you left off.

Or you can choose to subscribe to make the relationship more permanent--see [How do I pay for my account?](#) for more information!

What are my pricing and plan options?

For full details on our plans and pricing, refer to:

- [Plans](#)
- [Pricing](#)

For other trial questions not answered here, see: [Plans and trials FAQ](#).

How do I get Business or Enterprise Extras?

All trials are given our KnowledgeOwl plan level, which includes all of our features.

If you need guaranteed uptime SLAs, HIPAA compliance, or other legal or security bells and whistles, you'll want to add either our **Business Extras** or **Enterprise Extras**. See [Plans](#) for a more detailed breakdown of what's included in each plan.

If you'd like your account set with either of these Extras, please [contact us](#) to let us know which one you'd like, and one of our support or billing owls will update your account.

What happens when I subscribe to KnowledgeOwl?

We were hoping you would ask this question. 😊

When you decide to subscribe to KnowledgeOwl, you can choose to pay in-app with a credit card (monthly or annually) or set up an annual invoicing process. Refer to [How do I pay for my account?](#) for more information on these billing options.

We don't want you to lose all the work you've done during your trial, so once you subscribe, we keep all the content, authors, and changes you've already made. You're welcome to wipe them all and start fresh if you want!

What if we had multiple trial accounts?

While you can [add more authors to your trial](#) at any time, sometimes different members of your team may have signed up for trials independently, so there may be multiple accounts.

If one of these accounts has everything you want, use that account to subscribe from.

If you need a knowledge base or author account migrated from a separate trial into your main account, [contact us](#) and let us know what you need moved. Our support owls should be able to get things moved around so that your subscribed account has what it needs.

How do I cancel my trial?

Sometimes, KnowledgeOwl just wasn't what you were looking for, or maybe isn't the right thing for you right now.

You can let your trial naturally expire at the 30-day mark.

If you'd like to be more proactive, you can also cancel your trial. If you cancel:

- You will be logged out immediately
- Any knowledge bases you created as part of your trial will no longer be available
- You and any other authors you created will no longer be able to log in to KnowledgeOwl
- Your trial account and all data is flagged for permanent deletion

To cancel your trial:

1. Go to **Account > Billing**. The Billing page opens.
2. Select **Cancel Trial** in the lower left corner:



Select Cancel Trial

3. A modal opens for you to confirm that you wish to cancel your account and let you know what happens with your data and account once you cancel. Select your **Reason for cancelling**.
 4. Once you select your **Reason for cancelling**, the **Cancel My Account** button becomes active. Select that button to cancel your account.
 5. You'll be logged off and all access to your trial will be discontinued.
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