



# 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.

To add more authors to your trial, you'll:

- Select your **profile icon/name** in the upper right to access account-wide settings
- Update your **Billing** to increase the number of Authors
- Create the author in **Authors**

Here are more detailed instructions:

1. Select your **profile icon/name** in the upper right.
2. Select **Billing** from the dropdown to view your account details.
3. The **Authors** number is the number of author seats available to your account. Use the + and - controls to adjust the number of author seats to your desired total.

## Account



You can add authors or knowledge bases at anytime!



Your trial will expire in 25 days.

Plan Cost		Knowledge Bases		Authors	
<b>\$79</b> <small>PER MONTH</small>	=	<b>1</b>	+	<b>1</b>	
Base Plan*: \$79		\$40 per additional knowledge base		\$20 per additional author	
0 Extra Kbs: \$0					
0 Extra Authors: \$0					
Total: \$79/month					

\*The base price of your subscription is \$79/month. It includes 1 knowledge base and 1 author.

Monthly  
Annually - 10% Discount

Buy Monthly Cancel Trial

Use the + and - controls under Authors to add or remove authors to your trial

- 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!
- Once you've adjusted the Authors, an Update button will appear in the Plan Cost section, just below the cost summary. Click this button to save your changes to the number of Authors (or Knowledge Bases).

Account

You can add authors or knowledge bases at anytime!

Your trial will expire in 25 days.

<p><b>Plan Cost</b> PER MONTH <b>\$119</b></p> <p>Base Plan*: \$79</p> <p>0 Extra Kbs: \$0</p> <p>2 Extra Authors: \$40</p> <p>Total: \$119/month</p> <p><a href="#">Update</a></p> <p><a href="#">Buy Monthly</a>   <a href="#">Cancel Trial</a></p>	=	<p><b>Knowledge Bases</b></p> <p><b>1</b> <input type="button" value="+"/> <input type="button" value="-"/></p> <p>\$40 per additional knowledge base</p>	+	<p><b>Authors</b></p> <p><b>3</b> <input type="button" value="+"/> <input type="button" value="-"/></p> <p>\$20 per additional author</p>	<p><a href="#">Monthly</a></p> <p><a href="#">Annually - 10% Discount</a></p>
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\*The base price of your subscription is \$79/month. It includes 1 knowledge base and 1 author.

Once you've finished adjusting authors or KBs, click **Update** to save your changes.

6. Once that change is processed, you'll have additional author seats in your trial.
7. Select your profile icon/name in the upper right.
8. Select **Authors** from the dropdown. You can create the accounts for your additional authors here using the instructions at [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 knowlede bases to your trial, you'll:

- Click your **profile icon/name** in the upper right to access account-wide settings
- Update your **Billing** to 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. Select your **profile icon/name** in the upper right.
2. Select **Billing** from the dropdown to view your account details.
3. The **Knowledge Bases** number controls the number of knowledge bases in your account. Use the **+** and **-** controls to adjust the number of knowledge bases to your desired total.

The screenshot shows the 'Account' settings page. At the top, there are two informational banners: 'You can add authors or knowledge bases at anytime!' and 'Your trial will expire in 25 days.' Below these is a pricing section. On the left, 'Plan Cost PER MONTH' is shown as '\$79'. This is broken down into 'Base Plan\*: \$79', '0 Extra Kbs: \$0', and '0 Extra Authors: \$0', with a 'Total: \$79/month'. In the center, there are two adjustable sections: 'Knowledge Bases' and 'Authors'. Each has a counter set to '1' with '+' and '-' buttons. An arrow points to the '+' button for Knowledge Bases. Below these is a note: '\*The base price of your subscription is \$79/month. It includes 1 knowledge base and 1 author.' To the right, there are buttons for 'Monthly' and 'Annually - 10% Discount'. At the bottom left are 'Buy Monthly' and 'Cancel Trial' buttons. A dark blue banner at the bottom of the screenshot contains the text: 'Use the + and - controls in Knowledge Bases to add and remove knowledge base slots from your trial'.

4. 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!
5. Once you've adjusted the Knowledge Bases, an **Update** button will appear in the Plan Cost section, just below the cost summary. Click this button to save your changes to the number of Knowledge Bases (or Authors).

## Account

You can add authors or knowledge bases at anytime!

Your trial will expire in 25 days.

Plan Cost	Knowledge Bases	Authors	Discount
\$159 PER MONTH	3	1	Monthly
Base Plan*: \$79	\$40 per additional knowledge base	\$20 per additional author	Annually - 10% Discount
2 Extra Kbs: \$80			
0 Extra Authors: \$0			
Total: \$159/month	*The base price of your subscription is \$79/month. It includes 1 knowledge base and 1 author.		
<a href="#">Update</a>			
<a href="#">Buy Monthly</a>	<a href="#">Cancel Trial</a>		

Once you've finished adding knowledge bases, click **Update** to save your changes

6. Once that change is processed, you'll have additional knowledge base slots in your trial. You can head to the dashboard by clicking the owl in the upper left and create a new knowledge base there. See [Creating an additional knowledge base](#) for more information.

## How do I extend my trial?

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

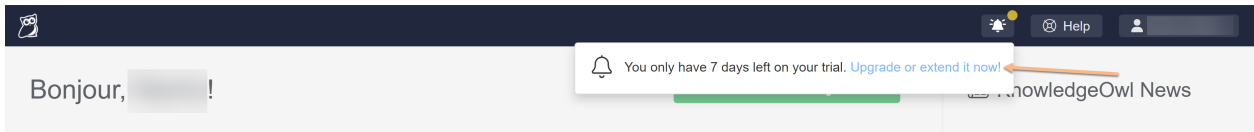
### After the first 15 days

At any point after your first 15 days, you can extend your trial by an additional 30 days. Once you hit this point in your trial, a yellow dot will appear in the notification area in the top navigation:

Hola, [Name]!

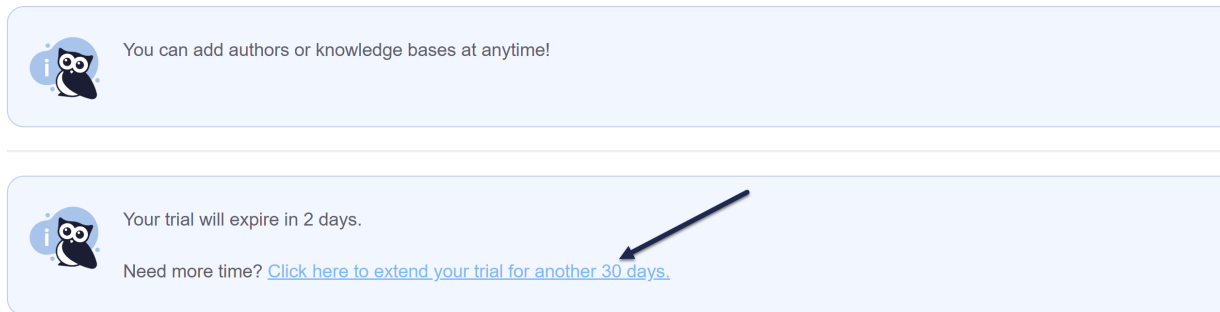
[+ Add More Knowledge Bases](#) [KnowledgeOwl News](#)

1. Select the notification bell to see your notification. You'll see a message letting you know how many days you have left on your trial. We recommend extending near the end of your trial so you get the most amount of time possible. 😊
2. Select the link in that message to **Upgrade or extend it now**.



3. This will take you to your **Billing** (you can also go there without clicking the link by selecting your **profile icon/name** in the upper right corner and selecting **Billing** from the dropdown!).
4. Near the top of the page, you'll see an informational callout that will tell you how many days you have left and give you the option to click to extend your trial for another 30 days:

Account



Plan Cost  
PER...

Knowledge Bases

Authors

5. Select the **Click here to extend your trial for another 30 days** link in the message.
6. You'll get a quick dropdown 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, the next time you log in you'll see this pop-up:

Oh no! Your trial period is up!

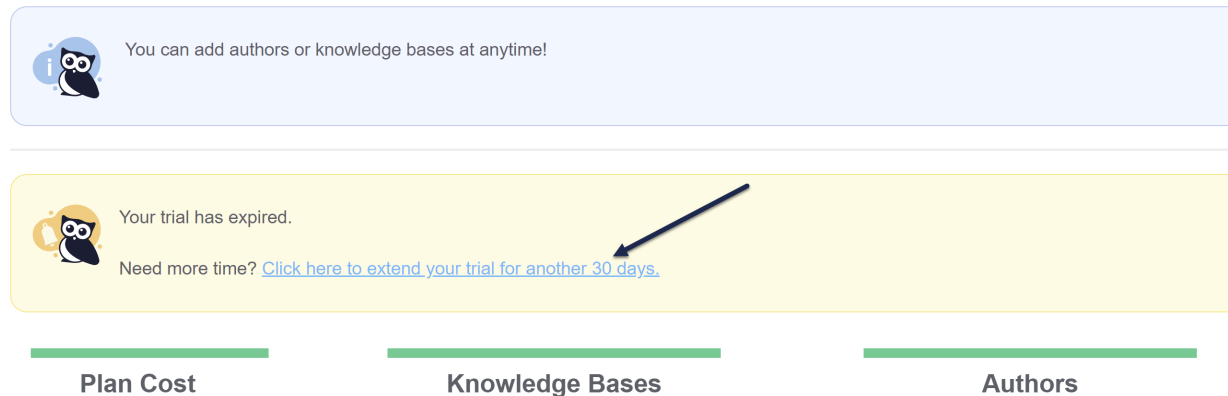
Don't worry, you can upgrade to a paid account, or extend your trial, by going [here](#).

To extend your trial by 30 days:

1. Click the underlined **here** link, which will take you to your **Billing**.

## 2. You'll see an option to extend your trial by another 30 days:

Account



The screenshot shows a light blue notification box at the top with an owl icon and the text: "You can add authors or knowledge bases at anytime!". Below it is a yellow notification box with an owl icon, the text "Your trial has expired.", and a link: "Need more time? [Click here to extend your trial for another 30 days.](#)". A black arrow points from the link to the "Knowledge Bases" tab below. At the bottom, there are three tabs: "Plan Cost", "Knowledge Bases", and "Authors", each with a green underline.

## 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?

To see full details on our plans and pricing, see:

- [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. See [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. Click on your profile icon/name in the upper right.
2. Select **Billing** from the dropdown.
3. Select the **Cancel Trial** button in the lower left corner:

Account

 You can add authors or knowledge bases at anytime!


 Your trial will expire in 25 days.

<p><b>Plan Cost</b> PER MONTH</p> <p><b>\$79</b></p> <hr/> <p>Base Plan*: \$79</p> <hr/> <p>0 Extra Kbs: \$0</p> <hr/> <p>0 Extra Authors: \$0</p> <hr/> <p>Total: \$79/month</p>	=	<p><b>Knowledge Bases</b></p> <p><b>1</b> </p> <hr/> <p>\$40 per additional knowledge base</p>	+	<p><b>Authors</b></p> <p><b>1</b> </p> <hr/> <p>\$20 per additional author</p>	<p><b>Monthly</b></p> <hr/> <p>Annually - 10% Discount</p>
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\*The base price of your subscription is \$79/month. It includes 1 knowledge base and 1 author.

Buy Monthly
Cancel Trial

4. A pop-up will appear confirming that you wish to cancel your account, and will list basically all of the same things listed above. Select **Cancel My Account** to finish cancelling account.

 **Cancelling your account will result in the following actions:**

- You will be logged out immediately
- Your knowledge bases will no longer be available
- Your authors will not be able to log in to KnowledgeOwl
- Your account and all data is flagged for permanent deletion

We'd love to know why you're cancelling! Your feedback will help us improve.

**Reason for cancelling:**

- Found another solution
- Price
- Missing important feature
- Too complex / confusing to use
- Other

[Back](#)

Cancel My Account

**5. You'll be logged off and all access to your trial will be discontinued.**