

# Stormboard FAQ's

## Pricing, Plans & Subscriptions

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**Q: Do I have to supply a credit card for the Personal Plan?**

**A:** No. Signing up for the Personal Plan is completely free and doesn't require a credit card.

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**Q: Do I have to supply a credit card for a 30-Day Free trial?**

**A:** Yes, a credit card is required to trial all paid subscriptions. All monthly subscriptions come with a 30-day trial. Before your trial expires, you'll be sent an email notifying you that your paid subscription will begin soon.

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**Q: What happens when the 30-day free trial ends?**

**A:** There are a few options when your trial expires. You can choose to purchase a subscription for the plan you were trialing, or downgrade to a different plan. Your trial will automatically convert to a paid subscription unless you change or cancel your subscription.

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**Q: Do you have pricing for educators?**

**A:** Yes! [Click here](#) to view more information about our education plans.

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**Q: Do you have pricing for non-profits?**

**A:** Yes! Stormboard offers a 25% discount on annual plans for certified non-profit organizations. Choose your plan and then contact us to apply your discount.

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**Q: What forms of payment do you accept?**

**A:** We accept Visa, Mastercard and American Express. Purchase Orders available for contracts greater than \$2,000 US.

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**Q: What currency is Stormboard billed in?**

**A:** All prices are in US Dollars.

## Billing

### Q: How does monthly billing work?

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**A:** We post-bill, which means that the bill comes at the end of the billing cycle. In other words, you pay for your 30 days of use at the end of the 30 days.

You are billed *per User*. Which means that every User that you add to your team is added to your bill. The person who created the Team, the Team Creator, is the one who gets the bill.

For example, if your bill comes on December 8, we bill for the Users that are on your team from the previous 30 days, from November 8 to December 7. You are charged for any User that was enabled during that time — whether they were enabled for one day or all 30. So, if you had 10 Users enabled at any time during those days, you will be charged for 10 Users, regardless of whether they are enabled at the time of billing.

### Q: What day do I get billed on?

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**A:** Your Stormboard invoice will be processed 30 days after you sign up for a paid subscription, or 30 days after your 30-Day Free Trial ends.

### Q: How do I find my billing date?

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**A:** Sign into your account and follow the steps below, or visit our [Help Document](#) for more detailed step-by-step instructions:

1. Click the *hamburger menu* located in the top left-hand corner of your Dashboard.
2. Choose "My Account". Select your *Team Account*.
3. On the left-hand panel choose the team you want the billing information for.
4. Select the *Billing* tab.
5. Your billing cycle and date will be displayed here.

### Q: How are the number of Users calculated?

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**A:** At the end of your billing cycle, the number of Users is the *total enabled Users* that appeared on your account over the course of the 30-day cycle.

You can *disable* Users that are not involved in any Storms, and they will be removed from the next billing cycle. Users that log into their accounts or are in a Closed Storm that you re-open during a billing cycle are automatically re-enabled and added to your bill.

## User Management

### Q: What is a User?

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**A:** A "User" is anyone that has a Stormboard account. Your subscription is priced per User (per person). If you are the person who is signing up for a subscription (the Team Creator) using your credit card, you will pay for yourself and any User that you add to your Stormboard Team.

As the Team Creator, you are also automatically the Team Administrator which means that you control the Users that are on your Team (you can add or remove them), and the functionality that they have.

If you are invited to someone else's Team, you will become a User on their Team and be added to their bill.

### Q: How many Users can be on my Team?

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**A:** The Personal Plan allows a *maximum of five Users*.

You are charged per User on the Business and Enterprise Plans, so you can add as many Users as you like. Each user you add will be added to your bill on a monthly plan. On an annual plan, you can add additional Users who will be pro-rated on your bill or disable Users from your pre-paid seats and fill them with new Users.

### Q: I got charged for Users that weren't actively using Stormboard this month. Why did that happen?

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**A:** If a User is enabled on your Team, you will be charged for them whether they use Stormboard or not. Just like you pay for your monthly TV Streaming App whether you watch it or not that month, you pay for all the Users enabled on your Team whether they are active or not.

You can avoid these monthly charges if you disable Users before the start of your monthly billing cycle. We will teach you about disabling Users in the FAQs below.

### Q: What if I want to remove Users so that my bill is lower on my monthly plan?

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**A:** You can remove Users from your bill by disabling them or turning them into Viewers (see below for information on Viewers).

### Q: What does disabling Users mean?

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**A:** Disabling Users removes them from your team and your bill. Note that if a User is active for any length of time during the billing cycle, you will be charged for that User.

When disabling Users on a Monthly Plan they will be removed from your billing on the next billing cycle. When disabling Users on an Annual Plan, the seat is instantly available for another User to use.

### Q: How do I disable Users?

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**A:** In order to disable Users, they cannot be a part of any open Storms. You can either close all of the Storms that the User is in, or you can ask them to leave any Storms they are in from their Dashboard.

Note that closing a Storm makes it read only. If you ever reopen the Storm, all of the Users in that Storm will be automatically re-enabled and added to your Team and your bill. (See below for ways to still access the information in a Storm you are planning to close or that you have closed).

Once the User you want to disable is removed from all open Storms, follow these steps:

1. Click the *hamburger menu* located in the top left-hand corner of your Dashboard.
2. Choose "My Account". Select your Team Account.
3. Click on the *Users* tab, this will list ALL the users in your team.
4. Click the *hamburger menu* on the right hand side of the user you would like to disable.
5. Select *Disable User*.

### Q: What if I still need the content in the Storm(s) I have to close to disable a User?

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**A:** There are two things that you can do in this case:

1. Run a Report — There are 12 reports for you to choose from in order to remove your content.
2. Copy/Move To — Select all of the sticky notes that you would like to continue to use and select "Copy/Move To" from the sticky note menu. You can then add all of the sticky notes into any existing Storm.

### Q: What if I need to go into a Closed Storm to run a report? Can I do this without re-enabling my disabled Users?

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**A:** You cannot re-open a closed Storm without re-enabling Users, but the Storm Administrator will be able to run Reports using the Report button at the bottom of the Storm without re-opening it.

### Q: What is a Viewer?

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**A:** Storm Viewers are not added to your Team or your bill and are only able to view the content of your Storms and not contribute. Only Storm Creators can invite viewers.

Viewers can:

- Participate as observers in Storms.
- See what is happening in the Storm in real-time.
- Zoom in and out of the Storm.
- See who created which idea and when.
- Viewers will still need to create a Stormboard account.

### Q: How do I invite Viewers to my Storm?

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A: To invite someone to your Storm as a Viewer:

1. Open your Storm.
2. Click *Invite Users* at the bottom of your Storm.
3. Choose whether you want to invite via *link*, *Storm ID and Key*, or *Email*.
4. From the dropdown menu on the right select *Viewer*.
5. Send your invitation of choice.

### Q: How do I turn a User into a Viewer?

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A: To turn a paid User into a free Viewer:

1. Open your Storm.
2. Click the *Actions* button in the menu at the bottom of your screen, and select *Manage Storm Users*.
3. Next to each person you have invited are options for what role each participant can hold: *Storm Administrator*, *Contributor*, and *Viewer*.
4. Select *Viewer*.
5. Click *Done*.

### Q: How many viewers can be in a Storm at once?

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A: The number of Viewers that you can have depends on your Subscription. The Business Subscription allows 10 Viewers total in all Storms. The Enterprise Subscription allows unlimited Viewers.