

SharePoint Hosted Account Plan Frequently Asked Questions (FAQs)

1. What account plan options does Apptix offer?

Currently, Apptix offers three options for a hosted SharePoint account: Entrepreneur, Small Business, and Enterprise. As shown in the diagram below, each plan is designed to accommodate different types, levels and sizes of organizations.

Plan	Entrepreneur	Small Business	Enterprise
Included Users	100	500	1,000
Included Storage	500 Mb	5 Gb	10 Gb
Included Features	None	Site Builder Pack	Site Builder Pack & Team Collaboration Pack
Monthly Fee Equivalent*	\$19.95	\$49.95	\$99.95

**Monthly equivalent price with 1 year annual purchase. Windows SharePoint Services 3.0*

2. Once I select an account plan, can I change it at a later date?

YES! You can upgrade from one plan to another and/or add any additional options to your account at any time. You can do so online at any time, using the Site Administration Login on the Sharepointsite.com website.

The Site Administration Login is your online resource to manage your account with Apptix. To access the Account Management Center you can click on the Customer Login link at the top of website or at www.sharepointsite.com/manage.

3. What is the advantage of an annual account plan, vs. a monthly plan?

For your convenience, each of our paid account plans is available for either month-to-month payment or an annual payment plan. Annual payment plans are convenient because they only require a single payment for an entire year's worth of access and support.

In addition, as a benefit to our customers, Apptix offers its annual account plans at a 10% discount. This allows you to lock in the cost of your SharePoint Service for a year and save money in the process.

4. Can I customize the URL for my SharePoint site(s) instead using the generic xyz.sharepointsite.com?

YES! For \$9.95 a month, per URL, you can have a custom URL for your SharePoint site(s). Apptix offers DNS registration and hosting as part of a separate service, or you may choose to register a domain with another provider. In either case, you must update the domain "A" record to point to your SharePoint site. Instruction for creating the custom A Record required to take advantage of a customized URL for your SharePoint site can be found by [clicking here](#).

5. Once I register for a plan, do I need to input my credit card information each month in order to make a payment?

No. You only have to provide your credit card information once. Each month thereafter, Apptix will automatically bill your credit card for the monthly recurring amount.

6. Who can I contact, should I have any questions or need support?

Upon registration, you should receive an email regarding your registration.

Should you need assistance any time during your purchase you can contact our sales representatives directly, via our toll free number at 1-877-277-9773 (international customers please dial +1-703-890-2860) or via email at SharePointSales@apptix.com.

For support questions, please refer to the SharePoint Support Page at www.sharepointsite.com/support. There you will find FAQs and other valuable support resources. In addition, you can submit any questions or issue to our technical support using the forms found there.

Once you upgrade your account to a paid account, you will have access to our knowledgeable support team. Apptix provides comprehensive, customer support at 1-866-428-0128, 24/7!