# Frequently Asked Questions
# for
# AreYouSafe Bot - Microsoft Teams

## Billing

1. **Can I use the AreYouSafe bot without paying?**
   Yes. You can use a free version of the AreYouSafe bot for a team of up to **10** users.

2. **Is the trial of the AreYouSafe bot premium for a team of more than 10 users?**
   Yes. You can sign up for a 45-day trial for unlimited users.

3. **Do I need to enter credit card information to try AreYouSafe bot premium free for 45 days?**
   No. You can opt for a 45-day free trial without entering your credit card information.

4. **How much does the AreYouSafe bot premium subscription cost?**
   Monthly payment: $0.50 user/month

5. **What is the difference between the free and premium versions of the AreYouSafe bot?**
   The free version works for a team of up to 10 users. The premium version works for unlimited users.

6. **How do I subscribe to the premium version of the AreYouSafe bot?**
   You can opt for the 45-day trial of AreYouSafe bot premium. After the trial ends, we will prompt you to purchase an AreYouSafe bot premium subscription.

7. **What payment methods are accepted for the AreYouSafe bot premium subscription?**
   We accept Visa, American Express, MasterCard, and Discover.

8. **Do I need to purchase licenses for each user in my organization?**
   No. You only need to purchase a license for each user in your organization for whom you need to use the AreYouSafe bot features.

9. **How do I manage the AreYouSafe bot premium subscription?**
   **Step 1:** Log in to MS Teams with the Microsoft account you used to purchase the AreYouSafe bot premium subscription.
   **Step 2:** Go to Apps >> Search **Are You Safe?** >> Click the Are You Safe? search result and click the **Buy a subscription** button. On the Choose a plan page, click the **Manage subscription** link.
   **Step 3:** You will be redirected to Microsoft 365 Admin Centre where you can manage your subscription.

# How do I use the AreYouSafe bot?

1. **How do I install the AreYouSafe bot?**
   Go to Apps >> Search Are You Safe? >> Click the search result **Are You Safe?** and click **Add to a team** button > > Select the team's name and click the **Set up a bot** button. After successful installation, you will receive a welcome message from the AreYouSafe bot.

2. **How do I access the Dashboard tab?**
   You can access the AreYouSafe bot **Dashboard tab** from the **Chat** and **Team** sections by following these steps:
   **Chat:** Go to the Chat section >> AreYouSafe bot >> **Dashboard tab**
   **Team:** Go to the Teams section >> Go to the General channel under the team for which the AreYouSafe bot is installed >> AreYouSafe bot tab.

3. **How do I trigger a safety check?**
   Go to the **Dashboard tab** >> Click the **Create Incident** button >> Enter Incident details and make sure the **One-Time** radio button is selected >> Click the **Preview** button and click the **Send** button. Safety check notifications will be sent to all selected users.

4. **How do I trigger recurring safety checks?**
   Go to the **Dashboard tab** >> Click the **Create Incident** button >> Enter Incident details and make sure the **Recurring** radio button is selected >> Click the **Preview** button and click the **Send** button. Recurring safety check notifications will be sent to all selected users at the scheduled time.

5. **How do I view the results of previous incidents?**
   Go to the **Dashboard tab** to view the results of previous incidents.

6. **How do I send a request for assistance without a safety check?**
   Go to the **Dashboard tab** >> Click the **I Need Assistance** button and enter a comment with additional information.

7. **How do I give the ability to create safety checks to other users?**
   Go to the **Dashboard tab** >> Click the **Settings** button >> Choose user(s) from the **Select User** field and click the **Submit** button.

8. **How do I send a safety check message to the specific user(s) of my team?**
   Go to the **Dashboard tab** >> Click the **Create Incident** button >> Enter Incident details and select user(s) in the **Recipient(s)** field >> Click the **Preview** button and click the **Send** button.

9. **How do I send a safety check message to all my team users?**
   Go to the **Dashboard tab** >> Click the **Create Incident** button >> Enter Incident details and do not select any users in the Recipient(s) field >> Click the **Preview** button and click the **Send** button.

10. **How do I send safety check responses to users other than the AreYouSafe bot admin?**
    Go to the **Dashboard tab** >> Click the **Create Incident** button >> Enter Incident details and select user(s) in the **Select users where the incident responses should be sent** field >> Click the **Preview** button and click the **Send** button.

11. **How do I preview the safety check message?**
    Go to the **Dashboard tab** >> Click the **Create Incident** button >> Enter Incident details and Click the **Preview** button.

12. **How do I manage my incidents?**
    Go to the **Dashboard tab** >> Click the **Close, Copy, Delete** or **Reopen** buttons to manage your incident.

# Troubleshoot

1. **Can I use the AreYouSafe bot in a private team/channel?**
   Yes.

2. **Who will receive the assistance request after clicking the I Need Assistance button?**
   Assistance requests sent by users get sent to the admin(s) and assistance requests sent by the admin get sent to the other admin(s).