

## FAQ

### What is a Named User?

A named user refers to one unique, existing person in your organisation. The person can have multiple roles, work in multiple teams, use multiple system services, but finally still is one named user. A named user is typically identified by his email address.

### How are users counted towards billing?

You can add and remove users as your team changes. Whenever a change happens, your 7pace account will be charged or credited. Invoices will be created immediately and your payment method will be charged. Credits will be applied to your balance immediately and added to the next billing.

### Is there a free version available?

Yes, there is a free edition. 7pace Timetracker Free is limited to 3 users and 300 visible time records per account on a dedicated account with community support.

### Is there monthly billing available?

Yes, there is monthly billing available. Click [here](#) to see the pricing of the according plans.

### What payment options do you accept?

All subscriptions are payable by credit card (MasterCard, Visa, or American Express). Annual subscriptions of plan "Regular" or higher can be paid via credit card, bank transfer, or check.

### What happens if I am not satisfied with my 7pace Software purchase?

You can cancel your purchase within 30 days. Your payment will be refunded in full.

### I don't see a buy button. How can I purchase the software?

The purchasing experience is within the installed software. After starting a trial or installing Timetracker, just head for 'Settings' / 'My Account'. Here you can manage your subscription.

### Our on-prem servers are not connected to the internet. How do we purchase and activate the software?

If your server cannot connect to the 7pace subscription service, you will receive the activation with a file. Our sales team will be at your service for all sales related actions.

### Purchase order and invoice documents?

We accept purchase orders for plan Regular and higher. On every event on your 7pace account, an email is sent to the 7pace account owner. Invoices are also available to download from within the software.

### How can I cancel my subscription?

You can cancel your subscription at any time until the day of renewal. right within the software or by writing to [sales@7pace.com](mailto:sales@7pace.com).

### Still have more questions?

Please contact [sales@7pace.com](mailto:sales@7pace.com).

## Help & Support



### Show us what's broken

Report bugs and issues with 7pace Timetracker so we can get them fixed.

[Report a bug](#)



### Get answers

Our documentation answers most questions you probably have, but if it's not there, just drop us a line.

[Read documentation](#)



### Tell us what you want

Submit feature requests and we'll do our best to help you out. (No promises, though.)

[Submit feature request](#)