

# Help - Account

## *Create or Modify your Account*

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### 1. How much does nVISION On Demand cost?

nVISION On Demand is free during the preview. After the preview stage, we plan to charge a low monthly subscription fee based on your choice of features and data usage. For additional information view the Pricing Page.

### 2. Where can I find my past invoices?

Currently, you can not view your past transactions within nVISION On Demand; however, we do send you an e-mail invoice every time we bill you.

### 3. What is an account owner? How can I change the account owner on my account?

In nVISION On Demand, every user must create their own account. These accounts are not tied together in any way, and while files are private by default, they can be shared with members of a Group.

### 4. How do I change or modify my credit card?

Online automatic payment is coming soon. Currently payments will be processed manually by a Symmetrics team member. To change or modify payment information, please contact Symmetrics at 604-891-5571 or email is at [ondemand@symmetrics.com](mailto:ondemand@symmetrics.com).

### 5. How do I cancel my account?

If you do no longer want to pay for nVISION On Demand, feel free to downgrade to the Free Forever plan. If you want to delete your account, please call us (604-891-5571), and we can delete it for you.

## 6. How do I upgrade account level?

From the My Profile page, select Change, select the new plan, and select Change Plan. If you are going from a Free Forever account to a paid account you will have to insert payment credentials, and will be billed right away. If you are upgrading from one paid account to another, you will be billed the new amount on the next payment date, and will follow the same cycle as before.

Choose your licensing plan

Name	Description	Disk	Sharing	Price	Payments	
Free Forever	for everyone	10MB	0 Users			<a href="#">Change Plan</a>
Solo	for data jockeys	100MB	1 Users	69.00 USD	Monthly	<a href="#">Change Plan</a>
Workgroup	for info fanatics	250MB	5 Users	149.00 USD	Monthly	Your Plan


## 7. How do I downgrade account level?

From the My Profile page, select Change, select the new plan, and select Proceed. You will still have to pay the previous invoice in full, and will be billed the lesser amount on the next payment date, and will follow the same cycle as before. If you downgrade to a lower number of sharing licenses, the most recently shared users will no longer be in the group. If you downgrade to a lesser amount of data, your existing data marts and questions will still be available, and questions can still be asked (but not saved) of your data, nor can additional data be uploaded to the data mart.

**Usage Statistics**

Disk Space: You are using **4.29 MB** of your **100 MB** (4%) [Details](#)

Sharing: You are using **2** of your **1** licenses (**200%**) [Details](#)

 **You need to upgrade your licensing plan**

Some of the people you are sharing with are not able to access your private groups.

**What are my next steps?**

Click "Details..." to review usage details

Upgrade to a new licensing plan

## 8. What is the refund policy?

Registration with nVISION On Demand has no commitments (unless you have a site license). Billing is on a per-month basis, and can be canceled at any time. When you downgrade, your account will change immediately, and you will be charged the new price (or nothing) starting on the next payment.

## 9. How does the 30-day free trial work?

nVISION On Demand's 30-free trial allows you to sign-up for any account, and have the first 30 days free. Credit information is required at registration, and unless you cancel the account (or downgrade to a free account) you will be charged on the 31st day.

## 10. What happens with the 30-day free trial if I upgrade from a free account to a paying account?

The free-forever plan has no "free trial" but is always free. When you upgrade to a paid you get the first 30 days for free. The first 30 days of any paid account are free. you will need to enter your credit information, and will be billed for later cycles.