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AssetCloud FAQ's

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Learn more about AssetCloud by reviewing frequently asked questions.

1. What is an Asset?

An asset is any item that value to your business. They have maintenance or calibration costs, depreciate in value over time, have a specific lifespan of usefulness, and have salvage value.

2. What is an Asset Type?

An Asset Type is a category that groups assets based on certain characteristics. Types can be as broad as a general description such as "Computers." They can also be more specific. For example, you can set up various asset types of computers - by manufacturers (Dell, HP, Mac), by model (MacBook, iMac, MacPro), or by size (22-inch monitors, 26-inch monitors, 30-inch monitors).

3. What is an Asset Tag?

A unique identifier for your asset that is printed on a label placed on the asset - the barcode.

4. Can I create my own asset tags?

Yes, AssetCloud will allow you to design and create your own asset tags.

5. What is the difference between a site and location?

A site is the building where an asset resides. The location defines what area within a site that the asset resides. For example, your Administrative Building would be site and the human resources office within that building would be a location.

6. Can I import my data into the system?

Yes, AssetCloud will allow you to import all your existing data into the system, and you can even use the provided Import Samples as your templates.

7. Can I practice with demo data so I don't impact my production data?

Yes, when you sign up for a trial for AssetCloud, we supply trial data in the system.

8. What information is needed to start managing my assets?

AssetCloud needs to have 4 pieces of data to enter an asset into the system. Each asset must have a Site, Location, Asset Type, and Asset Tag number to be entered into the system.

9. Do I have to setup my email server to use the system?

AssetCloud doesn't require you to setup your SMTP email settings to use the system, but you will need to complete this setup in order to reset your password, invite new users, and schedule reports and notifications.

10. Can I customize my own reports?

AssetCloud allows you to design your own reports based on your organization's needs. This is offered as a standard feature in the Complete edition and as an add-on for the other editions.

11. Does AssetCloud have an app that can be used?

Yes, each user will have the ability to download and use the available apps. Download the iOS app or the Android app and scan the barcode generated from the system located in Reports > Other Reports > Mobile Install.

12. Can I get an email on when an event occurs in the system?

Yes, AssetCloud allows you to setup notifications based on triggers that you determine are crucial for your organizations management of its assets.

13. What are users?

An user is what we call anyone who logs into AssetCloud. AssetCloud does have the capabilities of setting up admin only licenses to manage users only. Every other user would need their own user license. Add as many users as you want on any plan, with the exception of the standard plan, which is limited to two users.

14. How does the free trial work?

When you sign up for your trial of AssetCloud you'll have access to all features. At any point during the trial you can choose a plan and pay by credit card from within your account or by contacting a solution advisor.

15. Are discounts available?

We offer a discounted price for subscriptions billed annually, multi-annual contracts, and tiered pricing brakes based on number of users.

16. Can I buy features a la carte? Are there any add-on fees?

AssetCloud add-ons allow you to select the best plan to fit your needs and then pick and choose the additional features that you want in your AssetCloud. You only pay for the ones you need. Contact us if you would like to purchase an add-on.

17. Can I change plans at any time?

Absolutely. Simply contact a solution advisor and they will cover all your options and ensure your change is handled smoothly.

18. Do you offer non-profit discounts?

While we don't have specific discounts for non-profits or educational organizations, we do offer a discount when you sign up for an annual account. Contact us for details!

19. Does my AssetCloud subscription come with support?

We provide technical support to assist you with any problems you may face in using AssetCloud. Support is provided throughout the week by email, live chat or by phone 8am-6pm CST. This is absolutely free of charge.

20. Does AssetCloud have training services for our staff?

We provide users with various training options including our online sessions and onsite services. We have built our interface that is intuitive and easy to understand from the start. There are training videos in help and support section explaining using of various modules. We believe in train the trainer, and like to get an evangelist within your institution who can understand and drive adoption of our system.

21. Can I cancel any time?

Yes. We never lock you in, and we make sure it's easy to get your data out of AssetCloud. Once you cancel your account, you'll be responsible for charges incurred for that billing period, but you won't be charged again.

22. What forms of payment do you accept?

We accept all major credit cards: Visa, Mastercard, American Express, and Discover. We also provide an invoicing option for our annual plans. Contact us to setup payment by check or bank transfer. We do not offer monthly invoicing.