MANAGING YOUR ACCOUNT AND SUBSCRIPTION
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Requirements
Requirements

Before using ActivityInfo make sure your system meets these requirements to ensure a smooth experience with the platform.

Browser Requirements

ActivityInfo requires one of the following browsers:

- Firefox (Latest version)
- Google Chrome (Latest version)
- Safari (Latest version)
- Microsoft Edge (18 or higher)

Limited support is available for Internet Explorer 11, not all functionality is available. Making a Database available offline and syncing changes made while offline is not supported in Internet Explorer 11.

Screen Resolution Requirements

The full version of ActivityInfo which includes Database and Report design, requires a laptop, desktop, or tablet (Android/iPad Pro) with a minimum screen resolution of 1024x768.
# ActivityInfo limits

The following sections provides a list of limits of ActivityInfo. It is important to keep in mind the limits of ActivityInfo when you create a Database and you design your Forms.

## Database structure

<table>
<thead>
<tr>
<th>Limit</th>
<th>Value</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum number of Users with access to a Database</td>
<td>10,000</td>
<td>Users</td>
</tr>
<tr>
<td>Maximum number of Forms in a Database</td>
<td>500</td>
<td>Forms</td>
</tr>
<tr>
<td>Maximum number of Subforms in a Form</td>
<td>30</td>
<td>Subforms</td>
</tr>
<tr>
<td>Maximum number of Records in a Form</td>
<td>200,000</td>
<td>Records</td>
</tr>
<tr>
<td>Maximum number of fields in a Form</td>
<td>600</td>
<td>fields</td>
</tr>
<tr>
<td>Maximum Folder depth</td>
<td>10</td>
<td>Folder within Folder</td>
</tr>
<tr>
<td>Maximum Subform depth</td>
<td>5</td>
<td>Subform within Subform</td>
</tr>
</tbody>
</table>

## Form structure

<table>
<thead>
<tr>
<th>Limit</th>
<th>Value</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum number of Keys per Form</td>
<td>10</td>
<td>Keys</td>
</tr>
<tr>
<td>Maximum number of Serial Number fields per Form</td>
<td>1</td>
<td>Field</td>
</tr>
<tr>
<td>Maximum number of Relevance rules per field</td>
<td>10</td>
<td>Relevance rules (conditions)</td>
</tr>
<tr>
<td>Maximum number of Options</td>
<td>100</td>
<td>Options</td>
</tr>
<tr>
<td>Limit</td>
<td>Value</td>
<td>Unit</td>
</tr>
<tr>
<td>---------------------------------------------------------------------</td>
<td>-------</td>
<td>---------------</td>
</tr>
<tr>
<td>Options per Single/Multiple Selection field</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maximum number of Options for all Single/Multiple Selection fields in a Form</td>
<td>1,000</td>
<td>Options</td>
</tr>
<tr>
<td>Maximum Attachment size</td>
<td>10</td>
<td>MB</td>
</tr>
<tr>
<td>Maximum number of Attachments per field</td>
<td>20</td>
<td>Attachments</td>
</tr>
<tr>
<td>Maximum length of a Text field Record value</td>
<td>1,024</td>
<td>Characters</td>
</tr>
<tr>
<td>Maximum length of a Multi-line Text field</td>
<td>65,536</td>
<td>Characters</td>
</tr>
<tr>
<td>Maximum length of a Form or Folder Label</td>
<td>1,024</td>
<td>Characters</td>
</tr>
<tr>
<td>Maximum length of a field Label</td>
<td>1,024</td>
<td>Characters</td>
</tr>
<tr>
<td>Maximum length of a field Description</td>
<td>2,048</td>
<td>Characters</td>
</tr>
<tr>
<td>Maximum length of a Calculated field formula</td>
<td>1,024</td>
<td>Characters</td>
</tr>
<tr>
<td>Maximum length of a field Code</td>
<td>20</td>
<td>Characters</td>
</tr>
<tr>
<td>Maximum length of a field Option</td>
<td>500</td>
<td>Characters</td>
</tr>
<tr>
<td>Maximum length of Key field appearing in a dropdown result of a Reference field.</td>
<td>128</td>
<td>Characters</td>
</tr>
</tbody>
</table>
## API

<table>
<thead>
<tr>
<th>Limit</th>
<th>Value</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Query API Response Size</td>
<td>32</td>
<td>MB</td>
</tr>
</tbody>
</table>
Manage your Account
Signing up for a new Account

The following section describes how to sign up for an ActivityInfo account in order to access the platform. ActivityInfo offers a free trial plan to users, with certain limitations. Please see our Pricing page for details on the limitations of the trial plan, as well as our Subscription plans for larger deployments.

⚠️ You must meet the minimum browser requirements to use ActivityInfo. Please see our Browser Requirements documentation to check you have a browser which meets the requirements.

How to Sign Up

1. Complete the Sign up form
   - Navigate to the Sign Up page on the ActivityInfo website.
   - Fill in your details on the Sign Up form, and select your preferred language.
   - Carefully review the Terms and Conditions and Privacy Policy and check the box if you agree to these terms.
Click the "Start your Trial" button to complete your registration. You will be presented with a screen asking you to confirm your email address.

2. Confirm your Email Address and create your password

- Check your email inbox for the confirmation email from ActivityInfo.

- Click on "Activate your account", and you will be brought to the Password Creation page.
• Choose a strong and memorable password, and enter it into each field.
• Check the box if you would like to receive emails about the latest features, news and resources from ActivityInfo.

💡 Don't worry! If you forget your password you can reset it at any point.

### ActivityInfo user registration

Thank you for signing up to ActivityInfo! To complete the process, please fill in the following fields.

**Choose a password:**

```
**********
```

**Confirm your password:**

```
**********
```

I want to receive emails with training materials, invitations to webinars, and news and updates about ActivityInfo:

- [ ] Yes, I want to receive these emails
- [ ] No, I do not want to receive these emails

• When you are ready, click "Continue" to set your password and complete the Account creation.
The following section describes how to log in to your ActivityInfo account to start using the platform, after you sign up for an account.

How to Log In to your Account

• Navigate to the Login page on the ActivityInfo website.
• Enter your email address and password into the Login form.
• Once you are ready, click the "Log In" button to log into ActivityInfo.

If you enter incorrect login credentials, you will receive an error message. Check your email address and password, and retry.

Have you forgotten your password? Please see our Resetting your Password documentation for further instructions.
Logging In with Humanitarian.ID

The following section describes how to log in to your ActivityInfo account with your Humanitarian ID credentials. Using this way of logging in doesn't require you to create a new password.

**Humanitarian ID** is a contact information management system used by responders during crises or disasters. Being able to use your HID account to log into ActivityInfo not only means that you have one less account to remember, but it also allows you to move seamlessly across OCHA's range of humanitarian community websites, including ReliefWeb and HumanitarianResponse.info.

How to Log In with your Humanitarian.ID

1. Select the Humanitarian.ID Login option
   - Navigate to the [Login page](#) on the ActivityInfo website.
   - Click on the "Log In with Humanitarian.ID" button. This will take you to the Humanitarian.ID login page.

2. Log In to Humanitarian.ID
   - On the Humanitarian.ID Login page, enter your email address and password into the Login form.
   - Once you are ready, click the "Login" button.
• If successful, you will be directed automatically to the ActivityInfo application.

Log in

Email
Your email address

Password
Your password

[REGISTER] [LOGIN]

Forgot your password?
Accepting your invitation to ActivityInfo

The following section describes how to accept your invitation to ActivityInfo. When a Database owner would like you to add Records to one or more Forms, they will invite you to contribute to their Database. To do so, you will require an ActivityInfo account. If you do not already have an ActivityInfo account, then you will receive an email requesting you to create one.

⚠️ You must meet some Requirements to use ActivityInfo. Please make sure you are aware and meet these Requirements in order to use ActivityInfo.

How to Accept your Invitation

1. Check your Email
   • Check your email inbox for an email from ActivityInfo.
   • Click on "Sign up now" to set up your ActivityInfo account. If you have a Humanitarian.ID, click on "Log in with Humanitarian ID" to log in with your Humanitarian ID to ActivityInfo. This way you don't need to set up an account.

2. Set Up your Account
   • Fill in your name in the form, and select your preferred language.
   • Choose a strong and memorable password, and enter it into each field.
   • Carefully review the Terms and Conditions, and check the box if you agree to these terms.
   • Check the box "Yes, I would like to receive this emails", if you would like to receive emails about the latest features, training materials, webinars, news and resources from ActivityInfo.
   • When you are ready, click "Continue" to create your account and start using ActivityInfo.
Don't worry! If you forget your password you can reset it at any point.
Resetting your password

The following section describes how to reset the password on your ActivityInfo account. If you forget your password, you will need to regain access to your account. For security reasons, ActivityInfo will never provide your password on request. Therefore, we ask that you reset your password using a secure process so that your account is never compromised.

How to Reset your Password

1. Click on the "Forgotten your Password?" Link

   - Navigate to the Login page on the ActivityInfo website.
   - Click on the "Forgotten your Password?" link, and you will be brought to the Reset Password page.

2. Complete the Reset Password Form

   - On the "Reset your password" page, enter your email into the provided field.
• When you are ready, click on the "Reset" button.

Reset your password

Please enter your email address and we will send you an email with a link that will allow you to reset your password.

Email address

RESET

• You will see a notification that an email has been sent with further instructions.

Reset your password

Please enter your email address and we will send you an email with a link that will allow you to reset your password.

Email address

RESET

We've sent you an email with instructions how to you change your password.

3. Confirm your Reset Request

• You will receive an email at the provided email address shortly after.
• If you wish to continue with the reset, click on "Reset your password" and you will be brought to the New Password page.
4. Choose a New Password

• On the "Choose a new password" page, enter your new password in the provided field.
• To confirm your new password is correct, enter it again in the confirmation field.
• When you are ready, click on the "Continue" button to set your new password.

You can now log in your ActivityInfo account with your new password.
Changing your name

The following section describes how change your Name in ActivityInfo.

How to change your name

• Click on the Accounts button and from the drop-down menu click on "Profile settings".

• Change your name in the Profile settings page and click on "Save profile".
Profile settings

Your name
Fay

Preferred language
English

Cancel  Save profile
Selecting your language

The following section describes how to select your language on ActivityInfo. You can either set your preferred language which is the language you will see when you log in, and the language you will receive emails in or you can temporarily change the language, meaning that the change will apply only for the running session and will change back to the default language when you log out.

ActivityInfo offers a number of languages for users to choose from. If you prefer to work in a language other than English, you can easily switch your system language.

You can change your 'Preferred language" using the Profile settings page. Alternatively, you can switch to another language temporarily.

Please note that when you use the 'Switch language' option, the language you choose will remain the default language until you switch language using 'Switch language' again or until you log out and end the running session. In this case, you will not be able to change to another language using the Profile settings.

 располагает большим количеством языков, которые пользователи могут выбрать. Если вы хотите работать на языке, отличном от английского, вы можете легко сменить свой системный язык.

Вы можете изменить свой 'Preferred language" с помощью страницы Profile settings. Альтернативным решением является временный переключение на другой язык.

Пожалуйста, обратите внимание, что при использовании опции 'Switch language' вы не сможете изменить язык до тех пор, пока не переключитесь обратно при помощи 'Switch language' или не выйдете из сессии и не завершите ее. В этом случае вы не сможете изменить язык при помощи Profile settings.

💡 Когда вы приглашены в ActivityInfo, предпочтительный язык устанавливается отправителем приглашения. Вы можете изменить это, когда будете принимать приглашение и подтверждать свой ActivityInfo аккаунт.

💡 Пожалуйста, обратите внимание, что все данные, созданные вами или другими пользователями (например, формы, записи, отчеты и т.д.), будут сохраняться в том языке, в котором были созданы/добавлены.
• Click on the arrow to under 'Preferred language' to reveal the available languages and select the language you prefer.

• Click on "Save profile" to save the change.
How to switch to another language temporarily

- Click on the Accounts button and click on "Switch language".

- Click on the language you want to use ActivityInfo in.
• The language is selected. To cancel click on "Back".
Adding ActivityInfo to your Home Screen

The following section describes how to add ActivityInfo to your Home Screen. This will automatically create an application version of ActivityInfo. You can perform all the usual tasks such as Data Entry, Reporting and going offline in ActivityInfo right from your Home screen.

How to add ActivityInfo to your Home Screen

- Log in ActivityInfo.
- On your browser find the settings, (e.g. in Google Chrome click on the three dots).
- Click on "Install ActivityInfo".

- Click Install on the "Install app" pop-up.

- The ActivityInfo Logo will appear on your Home Screen.
How to open ActivityInfo from the Home Screen

- Double click on the ActivityInfo Icon on the Home Screen to open ActivityInfo.
Adding ActivityInfo to a mobile device

The following section describes how to add ActivityInfo to your mobile device for mobile data collection. This way you automatically create an application version of ActivityInfo which will allow you to quickly access ActivityInfo. You can perform all the usual tasks such as Data Entry, Reporting and going offline in ActivityInfo.

⚠️ The full version of ActivityInfo which includes Database and Report design, requires a laptop, desktop, or tablet (Android/iPad Pro) with a minimum screen resolution of 1024x768.

How to add ActivityInfo to your mobile device

- Login to your account using any of the required browsers available on your mobile device.
- Click on the message shown at the footer of the screen "Add ActivityInfo to Home screen".

- If you don't see this message click on the three dots at the top-right of your screen and click on "Add to Home screen."
• Click on "Add" on the new pop-up message to confirm the addition.

• ActivityInfo has been added to your mobile device with the rest of your Apps and you can access it by clicking on it.
How to open ActivityInfo from your mobile device

- You can log in to ActivityInfo using any of the required browsers installed on your mobile device or by clicking on the icon of the App that you just installed.
Manage your Subscription
User Accounts

This section explains the User Account types in ActivityInfo and the difference between Database users and Database owners. It includes a QA section for more clarifications on each Account type.

All users who interact with the ActivityInfo system have a User Account. User Accounts also have a type, which specifies the type of activity that a user is able to perform in ActivityInfo.

There are two types of Users Accounts:

- Database user
- Database owner

**Database User Accounts** allow users to contribute to multiple Databases from different organizations. Users of these Accounts cannot own Databases. They can add a Database only if they automatically start a Free Trial subscription. Once a Free Trial subscription expires, they have to subscribe to a paid subscription plan in order to continue as a Database Owner Account or they have to Transfer the Database ownership to a Database owner.

**Database Owner Accounts** allow users to own Databases and to contribute to multiple Databases from different organizations. These accounts require a paid subscription plan.

Read the following subchapters for more information on the two types of User Accounts.

1. Database User

**What is a Database User Account?**

A Database User Account allows users to contribute to Databases (add Records, add Forms, manage users, etc.) owned by another user. Depending on their Permissions and Role in a Database, Form or Folder a Database User can perform a variety of actions.

**When do I have a Database User Account?**

A User has a Database User Account if:

- They have been invited to contribute to a Database, but do not own any Databases themselves.
If a user accepts ownership of a Database, they will automatically become a Database Owner Account.

**Do I need a subscription for a Database User Account?**

A Database user *does not* require a subscription, as long as they do not own a Database.

### 2. Database Owner

**What is a Database Owner Account?**

A Database Owner Account allows users to perform a variety of actions:

- **Add their own Databases**
- View, Add and Edit Records
- Manage Users
- View and Add Reports
- View and Add Forms
- and more

View more about Permissions and Roles: [Permissions and Roles](#).

A Database Owner Account can also contribute to Databases owned by other users without restriction.

**When do I have a Database Owner Account?**

A user has a Database Owner Account if they currently own *any* Databases.

Specifically, a User has a Database Owner Account if:

- They have added their own Database
- They have accepted ownership of a Database from another User

**Do I need a subscription for a Database Owner Account?**

A Database Owner Account **always** requires a paid subscription.

The start of a Free Trial subscription begins when a user sign ups to ActivityInfo.

Once a Free Trial subscription has expired, the user will have to subscribe to a paid subscription in order to continue as a Database Owner Account.
Can I add users to contribute to my Database?

A Database Owner can invite Users to contribute to their Database.

The number of users that can be added to a Database will be limited by the Database Owner’s subscription plan. It is the sole responsibility of the Database Owner to ensure their User count is within their subscription plan limits.
Subscriptions

The this section presents the subscription types in ActivityInfo available for Database Owner Accounts and explains the difference between a Free Trial and a paid subscription. It includes a QA section for each type to provide more clarifications.

1. Free Trial Subscriptions

What is a Free Trial subscription?

A Free Trial subscription is a temporary subscription to ActivityInfo which allows users to test the ActivityInfo platform and evaluate whether it meets their needs before opting for a paid subscription.

How can I get a Free Trial subscription?

When a user signs up for a Free Trial in ActivityInfo the Free Trial starts. Their Free Trial subscription will continue until the trial period has elapsed.

What limitations does the Free Trial subscription have?

A Trial Subscription is limited to:

1. A 30-Day trial period
2. A unique user count across all Databases of 10 Users

Other than the above limitations, users have full unrestricted access to the ActivityInfo platform.

What happens when my Free Trial subscription expires?

When the trial period elapses, the Free Trial subscription will expire. All Databases owned by the user will be locked, and they will no longer be able to access their Forms or Reports.

A User can maintain access to their Databases by signing up for a paid subscription. Otherwise, all data associated with the Databases will be kept in the ActivityInfo platform for a period of 60 days. After this, it will be removed entirely.
If your trial period has expired but you still require more time to test the system, please contact us to discuss the possibility of an extended trial.

2. Paid Subscriptions

What is a paid subscription?

A paid subscription is a full subscription to one of the ActivityInfo subscription plans. We offer a range of subscription plans to suit everyone from small teams to large organizations.

How can I get a paid subscription?

Users can purchase a paid plan immediately, or contact us for more information on what our paid subscriptions offer.

What limitations does a paid subscription have?

A paid subscription is limited only by the total number of users who can contribute to the Databases associated with the account. The total number of users allowed depends on the paid subscription plan. Other than the total user limit, users have full unrestricted access to the ActivityInfo platform.

How is the total user count calculated?

The total number of users is calculated by the unique user count across all of a user's Databases.

What happens when my paid subscription expires?

When the paid subscription period elapses, the paid subscription will expire. All Databases owned by the user will be locked, and the user will no longer be able to access Forms or Reports.

A user can maintain access to their Databases by renewing their paid subscription. Otherwise, all data associated with the Databases will be kept in the ActivityInfo platform for a period of 60 days. After this, it will be removed entirely.
Managing your Billing Account

This section describes how you can manage your Billing account. To view the Billing Settings page, you need to be a Technical Contact of a paid subscription or to have started a Free Trial.

In the Billing Settings page you can view information about your subscription. More particularly, you can view:

- Whether or not your account is in a trial phase (i.e. you are on a [Free Trial subscription](#))
- The user limit
- The expiration date
- The number of unique users in your databases
- The number of databases you own

If your account has expired you can directly purchase a subscription or request a quote. If you are on a monthly subscription you can cancel the renewal through this page.

How to view your Billing account

Click on the Accounts button and from the drop-down menu click on "Billing account".

In the Billing Settings page you can view information related to your Billing account.
How to purchase a subscription or request a quote

- Click on the Accounts button and from the drop-down menu click on "Billing account".
• On the Billing Settings page, click on "Purchase a subscription now" to continue with purchasing a subscription or on "Request a quote" to email us.

If you click on "Purchase a subscription now", you can fill in the information on the following page to order your subscription.
Monthly plans are available for 2 - 20 users and can only be purchased via credit card payment.

How to cancel a monthly renewal

- Click on the Accounts button and from the drop-down menu click on "Billing account".
In the Billing Settings page you can view information related to your Billing account.
Click on "Cancel renewal" and proceed with cancelling the renewal.

Billing account

Your subscription includes 3 users and will renew automatically on 2020-06-04.

Cancel renewal
Update ActivityInfo
Checking your version

This section describes how to check which version of ActivityInfo you are using to ensure it is the latest release. ActivityInfo is a constantly updated system, with many improvements and patches applied each month.

💡 Check the Releases page for more information on the latest Releases.

How to check your version

• Navigate to the Profile menu the top-right hand corner of the screen.
• On the drop-down menu, find the "Version" followed by a number. The number beside this (e.g. 4.0.1.73) is the ActivityInfo version you are using.
Updating ActivityInfo

The following section describes how to update ActivityInfo to use the latest available version.

As new updates are released, you will need to have the updated ActivityInfo version to ensure you have the latest improvements and bug fixes.

You will be notified when a new release of ActivityInfo is available.

How to update to the latest available version

- When a new release of ActivityInfo is available, the system will notify you with a message which will appear on the bottom-left corner of the screen and it will update to the latest version.
- You can also click on "Load new version now" to load the latest version of ActivityInfo.

SUCCESS
A new version of ActivityInfo has been downloaded. Do you want to reload now?

Load new version now