

## Platform Upgrade Frequently Asked Questions

### Where can I find information on my current app and platform user licenses?

There are several places to view your license and subscription info under the administration tab.

- **License Audit View:** This view shows a summary of licensed and unlicensed users. Filters & bulk actions are available for easy review and admin.
- **License Manager View:** The licenses view within your instance will display the licenses you currently have and assignments by user.
- **Subscription View:** The subscription view shows which licenses you have by project, product and with user counts and sub term/duration.

### Which application users are required to have a platform user license?

Every app user is required to have a platform user license. For existing customers, all licensed app users will be assigned a complimentary platform user license for the duration of your current subscription.

### Can we continue sharing our licenses with outside organizations?

Yes, but an additional app user licensing fee is required for each external user.

### Can I add additional users?

Yes, but an additional app user licensing fee is required for each external user.

### Am I limited to a number of studies per app user?

No, application power users have the ability to create unlimited studies\* per our reasonable use policy outlined in our [MSA](#).

### Am I limited to a number of sites per study?

- For studies started after the upgrade there is no limit to the number of sites per study. However, if site staff need to access the applications, then a license is required for each site user.
- For studies started prior to the upgrade, we will continue to honor your existing study & site license entitlements. Contact sales for more information.

#### Release Resources for Administrators

[Preview Access begins May 27, 2022](#)

[Download Platform Upgrade Admin Guide](#)

[Download Peak Productivity Platform Datasheet](#)

[View Peak Productivity Platform Webpage](#)



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