



Click Studios

Passwordstate

Licensing FAQ

Below is a collection of questions and answered gathered from customers relating to Passwordstate's pricing model.

Question:

What does Annual Support + Upgrade Protection entitle you to?

Answer:

Annual Support + Upgrade Protection entitles you to all minor and major releases of Passwordstate, priority email & phone support, and remote desktop assistance if required. Full details for the Support Agreement can be found here [View Support Agreement](#).

Question:

How does the Named User licenses ranges work i.e. 10 to 19 licenses?

Answer:

The licensing is structured to offer greater discount as you require more licenses, and move through the difference price brackets. Below is a table showing the different price ranges, and these prices include Annual Support and Upgrade Protection.

No. Users	Price per User (USD)
1 to 9	\$49.20
10 to 19	\$44.40
20 to 49	\$39.60
50 to 74	\$36.00
75 to 99	\$31.20
100 to 199	\$26.40
Enterprise	\$5,634.00
Global	\$14,940.00
High Availability	\$1707.60

Question:

What is the difference between Named User, Enterprise License and Global License?

Answer:**Named Users**

Named Users allows for one Production installation, and a specific number of Named Users who can log into Passwordstate and use the software.

Enterprise License

Enterprise License allows for one Production installation, with an unlimited number of users.

Global License

Global License allows for an unlimited number of Production installations, and an unlimited number of users.

If also purchasing the High Availability license, the Global License also allows for unlimited number of installations of this as well.

(Note: The Global License is only allowed to be used within same company structure - no subsidiaries, or partner companies, or separate government departments)

Question:

Can we purchase licenses through a Reseller?

Answer:

Yes you can purchase licenses through a Reseller, but it can cost more than purchasing through us directly, as you will need to pay for their service in addition to the price of your licenses. Click here for a list of [Authorized Resellers](#)

Question:

What happens if I need to purchase additional licenses?

Answer:

You simply order the required number of licenses from our [Buy Now](#) page, and we will send you license keys for the total amount of licenses (we check every order to see if you are an existing customer, and we co-terminate your maintenance for you). If you have Annual Support and Upgrade Protection with your existing licenses, then you must also order this for the additional licenses - we cannot mix and match license types.

Question:

Are the Client Access Licenses a one-time purchase or annual cost?

Answer:

The Client Access Licenses are a perpetual license (one-time cost), and they are yours to own forever once purchased.

Question:

Is a client access considered a user account or a password created?

Answer:

Licensing is based on the number of users. There are no other restrictions in Passwordstate, and you can record an unlimited number of passwords.

Question:

What is the cost of Annual Support + Upgrade Protection in subsequent years?

Answer:

Subsequent years for Annual Support + Upgrade Protection is 20% of the cost of the Client Access licenses without Annual Support. For example, if you were to purchase 10 licenses with annual support for \$443.52 USD, subsequent years for Annual Support would be \$73.92 USD.

Question:

What is the purpose of the High Availability module?

Answer:

The purpose of the High Availability module is to allow you to have a second install of Passwordstate for Disaster Recovery purposes – without purchasing this license, the End User License Agreement (EULA) only allows you to have one production install. In the event your primary Passwordstate web server or database server were unavailable, you can still access your passwords via the High Availability instance.

Question:

How is the High Availability module licensed?

Answer:

The HA module is licensed for the same number of Client Access Licenses you have purchased for the primary install, and the HA license allows you to have a secondary installation for disaster recovery purposes.

Question:

Are there any restrictions in Passwordstate based on the licensing?

Answer:

The only restriction we have is the number of users. You can add unlimited passwords and have unlimited access roles.

Question:

Are there any discounts for education institutions and non-profits?

Answer:

Yes, we offer 30% discount. Please refer to this page for full details - [Non-Profit Discount](#). Note: The full 30% discount is only available when purchasing direct through Click Studios, as we allow our Resellers to charge an additional 20% on top of the retail prices.

Question:

How can I request a quote?

Answer:

Requesting an obligation-free quote is easy! Simply visit the following page and fill in your details - [Request a Quote](#)

Question:

After I purchase, do I need to reinstall the software?

Answer:

There is no need to reinstall your software. Your existing installation can be updated by simply updating your license keys

Question:

Are there any discounts for government organizations?

Answer:

Discounts are not offered to government organizations (unless you are a provider of primary, secondary or tertiary education in which case you would qualify for Click Studios academic pricing).

Question:

How can I submit a purchase order (PO number) to Click Studios?

Answer:

To get started, please visit the following page for instructions on how to submit a PO to us - [Purchase Order Instructions](#).

Once we receive your purchase order, we will provide you with an Invoice which references your PO Number. Once payment has been received, Click Studios will forward you your license keys. We do not accept purchase orders as form of payment. We provide fully functional evaluation licenses for you to use while payment is being arranged. We are able to keep our prices low by offering a standard End User Agreement to all our customers and do not offer commercial credit.

Our payment terms are Net 0-day and we accept payment by bank transfer, and credit card. Once full payment is received, we will issue the license keys and email the nominated billing and technical contacts.

Question:

If you purchase without Annual Support + Upgrade Protection and want to upgrade to a future release of Passwordstate, do you have to buy all new licenses?

Answer:

No, we will offer an upgrade path - although it's generally more cost effective to purchase the Upgrade Protection annually.