NEW!

Click the "Credits" link in the doForms web portal to purchase credit packages.

When you log into the doForms web portal, click on the Credits link in the upper screen header in order to open a Purchase credits window (see image, right). Note that you can also access this window by clicking My account > Purchase credits from the web portal's main drop-down menu.

About doForms credits:

Each doForms plan comes loaded with 10 credits. Thereafter, customers may purchase credit packages in groups of 100, 500, 1000, or 5000 credits.

doForms credits are required for the following tasks:

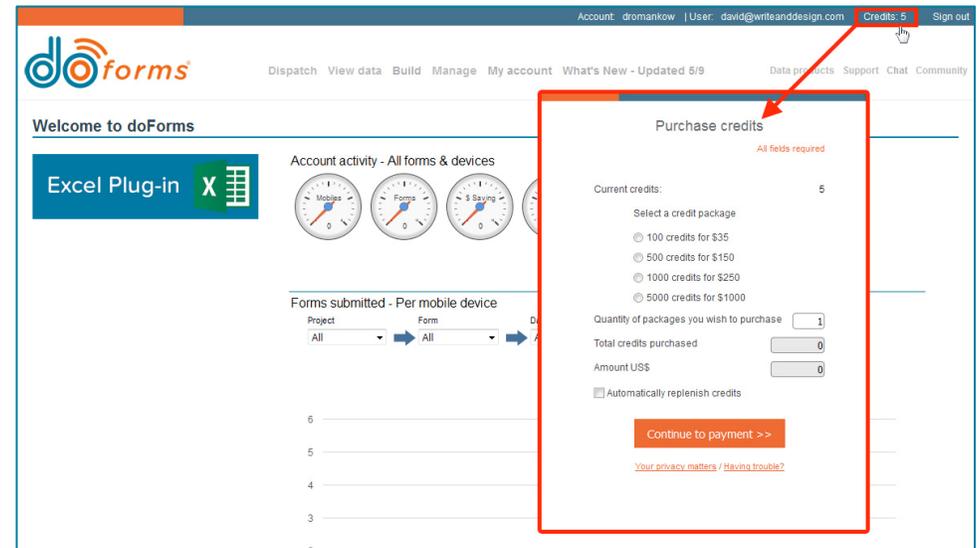**1. Running a report using the doForms Report Builder.**

The doForms Report Builder is a built-in report generator that allows users to run scheduled reports (reports are generated by consolidating fields taken from multiple submissions of the same form). Each time a user runs a report, one doForms credit is deducted from the account's remaining credit balance.

> **Note:** Report Builder deducts only one credit per report, no matter how many emails you send the report to. For example, if you run a weekly report on Fridays at 9am and send it to 100 email addresses, every Friday morning at 9am the report is run and sent to 100 email addresses, but only one credit is deducted from your doForms account.

2. Receiving a doForms form submission from outside users.

doForms allows outside users (i.e., people who are not signed up for a doForms plan) to view, enter, and submit forms using a browser. This can be done in one of three ways: A) A form URL may be sent via email, instant message, social media, etc. B) A form URL link may be embedded in a web page. C) The form itself may be embedded into a web page via an iFrame. When an outside user submits a form using one of these three methods, one doForms credit is deducted from the account's remaining credit balance.

> **Note:** One credit is deducted from your account only when a form is submitted by an outside user, and not each time a form is viewed. For example, if you embed a form into a web page via an iFrame and 100 people visit the page, no credits are deducted from your account. However, if five people each enter a form and submit it to you, then five credits are deducted from your doForms account.

Note: doForms plans and prices are subject to change at any time.

About purchasing doForms credits:

For information about purchasing doForms credits, please see the following page...

About purchasing doForms credits:

Each doForms plan comes loaded with 10 credits. Thereafter, customers may purchase credit packages in groups of 100, 500, 1000, or 5000 credits.

When purchasing doForms credits, the **Purchase credits** window will appear (shown in image, right). Select the desired credit package, the quantity of packages you wish to purchase, and then pay for the credits by clicking the **Continue to payment** button and following the prompts.

Note the following:

- If you select the **Automatically replenish credits** checkbox (highlighted in green, right), doForms will remember the credit package you have chosen, and then automatically replenish your account with the same credit package whenever you run out of credits.

- If a report runs through Report Builder and your account subsequently falls to 10 credits or less, the account administrator will receive an email notification that they are running out of credits (see image 1, below).

- When an account has two credits remaining, the account administrator will receive an email notification to this effect (see image 2, below). Additional email notifications will be sent when 1 credit remains, and when 0 credits remain.

- When an account runs out of credits and an outside user (i.e., someone who is not signed up for a doForms plan) attempts to submit a doForms form (e.g., from a web link or embedded form), the submission will fail, and the user will receive a message (see image 3, below).

- When an account runs out of credits and an attempt is made to run a report, the report will fail, and a message will appear (highlighted in green in image 4, below).

Purchase credits

All fields required

Current credits: 5

Select a credit package
- ○ 100 credits for $35
- ○ 500 credits for $150
- ○ 1000 credits for $250
- ○ 5000 credits for $1000

Quantity of packages you wish to purchase [1]
Total credits purchased [0]
Amount US$ [0]

☐ Automatically replenish credits

Continue to payment >>

Your privacy matters / Having trouble?

Note: doForms plans and prices are subject to change at any time.

①

From: do-not-reply@mydoforms.com [mailto:do-not-reply@mydoforms.com]
Sent: Friday, May 20, 2016 2:02 PM
To:
Subject: Urgent Attention Needed - doForms Credits - Report Writer

Dear

The remaining balance of Credits in your doForms ___ has fallen below 10. Your scheduled reports will not run once your balance hits 0. This is an early warning to purchase more credit from your doForms portal if you want your reports to keep running.

You can replenish your Credits by logging in to your doForms account, clicking on the Account tab, selecting Credits, and then clicking on Purchase Credits. Credits can be purchased in blocks of 100, 500, 1000, 5000 and 10000.

Please contact support@doforms.com if you have any questions.

Thank you,
The doForms Team

②

From: do-not-reply@mydoforms.com [mailto:do-not-reply@mydoforms.com]
Sent: Thursday, May 12, 2016 11:03 AM
To:
Subject: Urgent Attention Needed - doForms Credits - Report Writer

Dear

The remaining balance of Credits in your doForms ___ has reached 2. Your scheduled reports will not run until more credits are purchased from your doForms portal.

You can replenish your Credits by logging in to your doForms account, clicking on the Account tab, selecting the Credits, and clicking on Purchase Credits. Credits can be purchased in blocks of 100, 500, 1000, 5000 and 10000.

Please contact support@doforms.com if you have any questions.

Thank you,
The doForms Team

③

Full Screen Submit Print Cancel

We are sorry! There are currently no Web App submission credits remaining for this account. Please contact the account administrator and ask them to replenish the credit balance.

④

Save report as

You do not have any credits left.

Report name [Weekly Sales Report] Published

Save Cancel