GETTING STARTED

Your free trial, event pass and activation

How the 14-day trial works, the event pass dates, and what we check before switching your feeds on.

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The free trial (always-on plan)

- Up to 4 feeds, free for 14 days.
- Stripe takes your card at sign-up and charges nothing that day.
- On day 15 the plan starts at the price you chose, unless you cancel first from your account page.
- Need more than 4 feeds? Start with 4 and add the rest once you are live, or start paid straight away.

The event pass

An event pass covers one feed for one event. An event runs up to 5 days, at one primary location, under one name and branding. A series of events, or events at several places, are several events.

- Set the event up in the portal as early as 12 months before.
- Feeds go live 14 days before the first day, so you can place cameras, draw lines and test.
- Feeds stop at the end of the last day.
- Dashboards and the post-event report stay readable for 3 months after.

What activation checks

The app analyses live cameras, so a person checks each new account before its feeds switch on:

- Payment: a card is on file through Stripe, for a trial or a paid plan.
- Business: the organisation is real, through an ABN, a website or a matching work email.

- Machine: the computer can carry your feeds (64-bit Windows, AVX2, enough memory for the profiles you want).

We usually finish the same business day. If something is missing, we write to you and say what we need.

After activation

Your feeds are switched on in the portal, a set-up check of each feed's lines and zones follows, and the sign-in emails go out. If a feed still shows no numbers, see **Feeds not counting: activation and feed limits** (crowdsense.events/knowledge-base/desktop/feeds-not-counting).

Still stuck?

Email **support@crowdsense.events** with your account reference (it starts CS-D-), the computer's name and a screenshot of what you see. For sales questions, **contact us** (crowdsense.events/contact).