# SQURE.IO Messenger: Frequently Asked Questions

**Which packages are available?**
SQURE Free, SQURE Cloud Standard, SQURE Cloud Plus and the SQURE On-Premise Edition (customisable). You can test Cloud Standard and Cloud Plus free of charge and without obligation for 90 days, for up to 90 users. The current overview is available here: https://squre.io/pricing/.

**How many users are included in the free package?**
10 users, “free forever” according to the package overview.

**Where can I get the app?**
You can find all options at https://squre.io/downloads/: the mobile app in the App Store and on Google Play, the desktop app for macOS and Windows, and the web chat directly in the browser.

**Do I need to install anything?**
No. With the SQURE.IO Web Chat you use SQURE.IO directly in the browser, with no installation or download.

**On which devices can I use SQURE.IO?**
On mobile devices via the mobile app, on your computer with the desktop app (macOS and Windows) and in the browser with the web chat.

**Why do I receive two emails and need two passwords?**
You have two accounts: one as portal admin for administration and one as user account for using SQURE.IO. For each of them, you set a separate password via the link in the respective email.

**Which email belongs to which account?**
“SQURE Account Information” belongs to the portal admin. The email with your SQURE.IO login details belongs to your user account. Invited team members receive their own email.

**Which address do I need for administration?**
https://portal.squre.io, as stated in the email “SQURE Account Information”.

**What is my username?**
You can find your username in the email with your login details.

**Do I have to enter myself under “Invite your team”?**
No. You receive your login details separately by email (portal admin and user account). Under “Invite your team” you enter additional people.

**I want to invite my team later. Is that possible?**
Yes. In the “Invite your team” step, choose **Skip for now**. You then create your users directly in the portal. There, too, they receive an email to set their password.

**What do my invited team members receive?**
An email with their username and the “Set Password” link, which they use to set their password.

**When do my team members receive their email?**
After you have clicked **Send invitations**. If you chose **Skip for now**, your users receive the email as soon as you create them in the portal.

**The email with the link has not arrived. What should I do?**
First check your spam folder and whether the correct email address was entered during registration or when inviting. You can only find out your username through this first email. Without it, you cannot request a new password. If the email still does not arrive, please contact support.

**I have forgotten my password. What should I do?**
On the login screen, click **Forgot password?**. You need your username for this, which you know from the email with your login details. With it, you can request a password change.

**My password does not work.**
Check upper and lower case. If you no longer remember it, **Forgot password?** helps.

**I have set my password. What happens next?**
Click **Click here to log in**, or open SQURE.IO via the app or the web chat and log in with your username and password.