



FAQ

Registering for your free trial

Can I still register for your free trial if the company I represent is based outside of Australia or New Zealand?

Unfortunately we are contractually unable to offer trials outside of Australia and New Zealand at this time. If the company you represent is based outside of Australia and New Zealand, please contact the relevant regional Experian Data Quality office to discuss your free trial needs. Details of Experian's regional offices can be found [here](#).

Registering for your free trial

Why can I not use my personal email address?

As our products are focussed on business users, we require a business email address in order to register for a free trial. We understand that some businesses do not have business email addresses - if this is the case please [contact us](#).

Activating your free trial

Why have I not received my activation email?

Please check your inbox/junk/spam folders for emails from noreply.dataquality@experian.com. Alternatively, you can request a new activation email by entering the email address you used to register. If you're still having issues, please [contact us](#).

Activating your free trial

My activation link has expired, how do I get another one?

The activation link expires after 90 days from the day it was sent to you. If this has happened, we suggest registering for another free trial using a different email address. If you're still having issues, please [contact us](#).

Activating your free trial

Why have I not received an email verification code?

Please check your inbox/junk/spam folders for emails from msonlineservicesteam@microsoftonline.com. Alternatively, you can request a new verification code by clicking 'Send code' on the email verification page. If you're still having issues, please [contact us](#).

Using your free trial

How long does the free trial last for?

Your free trial starts once you activate your trial and lasts for 14 days or once 500 of each Australian address, New Zealand address, email and mobile validations have been used, whichever comes first.

Using your free trial

How many validations do I get?

Your free trial includes 500 Australian address, 500 New Zealand address, 500 email and 500 mobile validations.

Using your free trial

Can I extend the duration of my free trial?

We understand that you may need more time to evaluate our products. Free trials can be extended for an additional 14 days, however unfortunately this does not include a top up on validations. The button to extend your free trial can be found on the Self Service Portal dashboard that you will be provided access to as part of your trial.

Using your free trial

Can I add more users?

Once you have access to the Self Service Portal, administrators are able to add additional users and manage their access.

Using your free trial

Is reporting available?

Once logged into the Self Service Portal click on the 'Reports' tab on the left navigation menu to generate usage reports. Alternatively, you can use the interactive tutorials (accessed from the bottom-right of the screen) to learn how to build reports. Please note, in order to use the interactive tutorials, cookies must be enabled.

Using your free trial

Why do I need access to the website code to set up the free trial?

In the Self Service Portal we have a wizard to help set up a new integration. The final step of the wizard generates a code snippet that you then need to add to the HTML on the page you wish to carry out the validations. If you don't have access to the page code, we suggest speaking to the relevant person in your company who can do this for you before you activate your free trial.

Using your free trial

What support is available to me during the free trial?

As well as extensive documentation, there are guided tours and interactive tutorials available to you from within the Self Service Portal. Please note, in order to use the guided tours and interactive tutorials, cookies must be enabled. Your account manager will also be in contact with you throughout your free trial and will be able to assist with any support you require. Customers engaging with Experian on a commercial basis have access to 24/7 support and 99.95% uptime.

Upgrading your free trial to a live account

How do I purchase a license to keep using the software beyond the trial?

It is great to hear that you would like to continue using our products! To upgrade your free trial account to a live account, please contact your account manager who will reach out to you during your free trial.

If you cannot find the details of your account manager you can click on the 'Contact us' button in the top right of the Self Service Portal, or please [contact us](#).

Upgrading your free trial to a live account

How much does this software cost?

As our customers have different needs, all product packages are quoted individually. Please contact your account manager who will reach out to you during your free trial. If you cannot find the details of your account manager you can click on the 'Contact us' button in the top right of the Self Service Portal to view our contact details.



Security and performance

How does Experian Data Quality ensure the security of data during transmission?

All transmissions to our gateways are secured in a variety of ways. For further information please see [here](#).

Security and performance

Does Experian Data Quality store my data?

Our data retention policies vary by product, for detailed information please [see here](#).

Security and performance

What is the average response time for validations?

Response times can vary according to internet latency and network configuration. Most responses are less than 1 second as measured from the point when they hit Experian Data Quality's servers to being returned to your application.

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