

CalTopo Teams FAQ's

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- **What are the system requirements?**

- We do not have specific system requirements. CalTopo runs in a web browser on a computer, or as a mobile app on iOS or Android. Any modern device or browser should be able to support CalTopo.

- **Do you accept Purchase Orders, Checks, Credit Card, ACH?**

- Yes to all of the above.

- **Where is your data stored?**

- All data is stored in the US; we are not able to store data in other locations at this time.

- **What version is the software?**

- The web application has no software version. The latest mobile app version can be found on Google Play and Apple Store. The desktop version can be found at <https://caltopo.com/offline/app>.

- **Do you provide training?**

- We have a series of videos to walk you through setting up the account, and more complex features, found here: [CalTopo Team Account Videos](https://vimeo.com/showcase/10358542) (<https://vimeo.com/showcase/10358542>)
- There is also a chapter in the user guide dedicated to setting up and using team accounts, found here: [CalTopo Teams User Guide](https://training.caltopo.com/all_users/team-accounts) (https://training.caltopo.com/all_users/team-accounts)
- Teams paying full price can request a video call to go over the features of these accounts at purchase.
- In partnership with NASAR, we offer a free online course for [using CalTopo in First Response](https://training.caltopo.com/firstresponse/course). (<https://training.caltopo.com/firstresponse/course>)
- Full-price Teams subscriptions are eligible for a one-time "Getting Started" video call.

- **How does the purchase process work? What do I need to get started?**

- First, fill out the questionnaire found at caltopo.com/teams. When we receive your form submission, we will reach out to you by email or phone to confirm details and provide a quote. Once you approve the quote, we will gather billing details, link the new team to your first admin, and send an invoice. Your first team admin needs to have an existing CalTopo login. To create a free account, go to [CalTopo.com/join](https://caltopo.com/join).

To learn more about CalTopo Teams or to request a demo account, visit caltopo.com/teams or contact info@caltopo.com.



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- **Do you have a phone number we can call for more information?**
 - The best way to get started is to complete the form at caltopo.com/teams. You may also leave a message with a call-back number at 530-500-0530, and we will get back to you.
- **How many team administrators do we need/can we have?**
 - We require that you keep at least two admins on the account.
 - Add as many more admins as you would like. You have complete control of the structure of your team account.
- **Can we use our agency emails to login, or do we use personal emails? Can we set up a custom login?**
 - It may be possible to use your agency emails, but setup options vary between agencies.
 - With any full-price team subscription, we can work with your agency IT department to support OAuth2/OpenIDConnect. Please email us at help@caltopo.com for more information.
- **Can we have a demo account?**
 - Yes! We can set you up with a sandbox demo account to use on your own. Please email us at help@caltopo.com to get started, or fill out the form at caltopo.com/teams.
- **What security measures do you take to protect team data?**
 - With Team subscriptions, administrators of the team have several ways to protect team data and privacy. Map data can be secured as either completely private (only members of the team can access it) or secret (users need a longer authorization string in addition to the map ID), to prevent a 3rd party who knows the map ID from viewing its contents, such as when media manage to see a map URL on a computer screen.
 - Team membership has several permission levels, allowing you to setup your team account so that most members can add data to maps, but not delete or modify the map as a whole.
 - Location sharing is only initiated by the end-user of a device. There is no remote activation of location sharing.
 - We use security measures to protect our servers and database. These include using a private, VPN-protected subnet on AWS. Access to the production database is limited to this subnet and only from production servers; there is no access directly to the database. Additionally, all employees undergo background checks.