

# OnDemand User accounts

OnDemand user accounts are unique and should not be shared. Basic packages start out with five users, so additional users may affect the billing statement for your account.

You don't need to request additional users, and you can add as many as you want. However, if the number of users exceeds the number stipulated in your quote, your monthly bill will increase.

Checkpoint Kiosk users and Insights users don't affect your billing:



- To add Checkpoint Kiosk users, see [Using Checkpoint Express](#).

If you have questions about your account, contact Support at 1-800-669-2509.

# Site Admin recommendations

We recommend a minimum of **two** active Site Admins assigned to your OnDemand account at all times.

To make changes to your list of authorized Site Admins:

- Have your Primary Contact or Senior Pastor complete this [OnDemand Authorized Update \("OAU"\) form](#).
- Fax the form to 1-800-644-5786 or email it to [clientupdates@acst.com](mailto:clientupdates@acst.com).

It may take up to 2 business days to verify and complete the request.