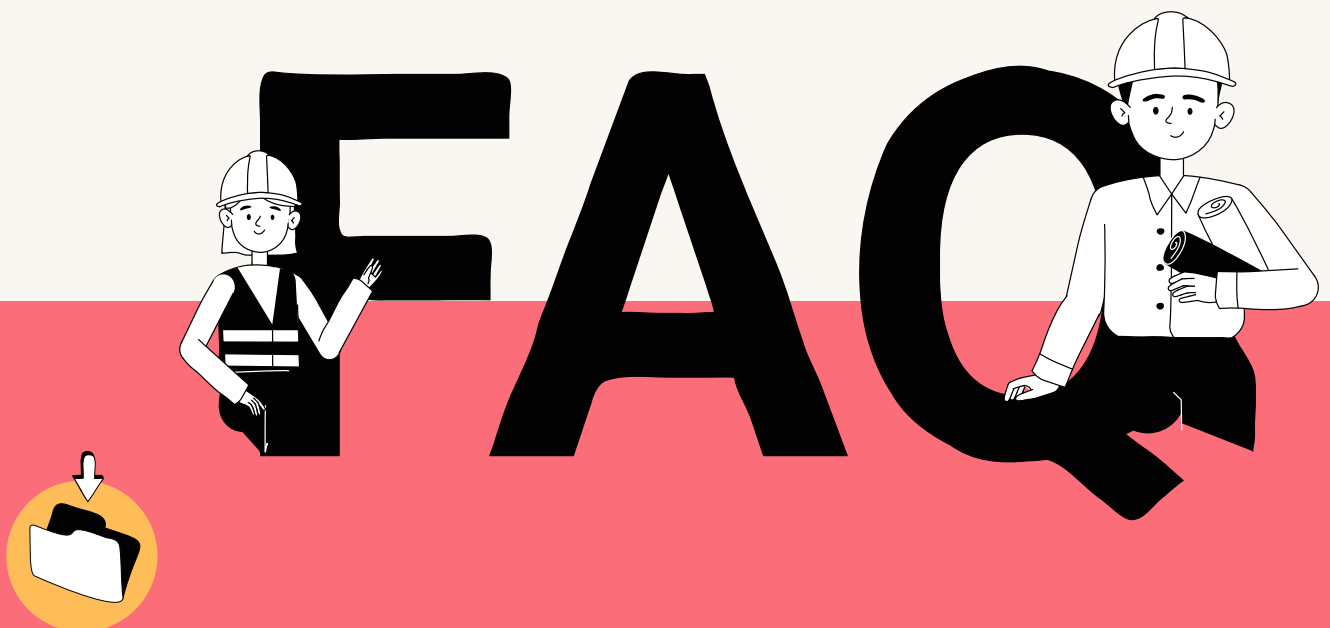




Frequently Asked Questions

Your Capsa questions,
answered





FAQs

Capsa is built to make construction simpler. This guide collects the most common questions people ask about the platform.

If you just want the essentials, start with the Top 10 FAQs below. If you need more detail, keep reading for the full list. And if you still can't find what you need, reach us at support@capsaapp.com.



Top 10 FAQs

- **What is Capsa and who is it for?**

Simple document management for construction. Built for architects, builders, surveyors, project managers, consultants, trades, suppliers, and homeowners.

- **How do I start a new project?**

Log in. Click Create Project. Choose a plan and make the first payment. Your project is ready.

- **Do I need training to use Capsa?**

No. It's designed to be simple. Most teams are up and running in minutes.

- **Does Capsa work on mobile and offline?**

Yes. Use the iOS or Android app on site. View files offline and they sync when you're back online.

- **How does version control work and can I see old versions?**

Upload a new file and Capsa stacks it on top. The latest version is always shown. Open a document to view full history.

- **How do I invite users and control what they can do?**

Add emails in Users to invite. Set or update permissions any time. Unlimited users per project.

- **Do you charge per project or per user?**

Per project. Invite as many users as you like at no extra cost.

- **Do you offer a free trial?**

No free trial. We offer a free demonstration so you can see how it works before you subscribe.

- **Do you charge VAT or sales tax?**

Yes. We apply the tax required in the subscriber's country. UK subscribers pay VAT on top.

- **What happens if a payment fails or a project is paused?**

If payment fails we notify the owner and pause the project. You have 15 days to fix it before the project is scheduled for deletion.

If a project is paused, you can still log in but access is frozen. You have 30 days from the pause date to resolve the issue.



Getting Started

- **How do I create a Capsa account?**

Head to the sign-up page, enter your details, and you'll have a user account in minutes.

- **How do I start a new project?**

Once logged in, click Create Project. Choose your plan, make your first payment, and your project is ready to go.

- **How do I invite users to my project?**

Open your project, go to Users, and add their email addresses. They'll get an invite and can join instantly.

- **Do I need training to use Capsa?**

No. Capsa is designed to be simple — most teams are up and running in minutes without training.

Features

- **How does version control work?**

Every time a document is uploaded, Capsa stacks it on top of the previous version. The latest version is always what you see.

- **Can I see old versions of documents?**

Yes. Click on a document to view its full version history.

- **How does search and tagging work?**

Instead of messy folders, Capsa uses smart tags and filters. Add tags to your documents and use search to find exactly what you need.

- **Does Capsa work offline?**

Yes. Use the Capsa mobile app to view documents offline. Any changes sync when you're back online.

- **Is there a mobile app?**

Yes. Capsa has a free app for iOS and Android, perfect for site access.

- **Will Capsa notify my team when documents are updated?**

Yes. Capsa automatically alerts the team when a new document or version is uploaded.



Managing Projects & Users

- **What is a project owner?**

The project owner is the person who creates the project. They manage billing and have full control over settings and users.

- **Can I change the project owner?**

Yes. Ownership can be transferred to another user in the project settings.

- **How do I manage user permissions?**

Every project has a controller who sets what each user can see or do. You can set permissions when inviting users or update them at any time.

- **Can I add or remove users at any time?**

Yes. Invite as many users as you like, and remove them if they no longer need access. training.

- **How many users can I add?**

Unlimited. Capsa projects don't have per-user fees, so you can invite the whole team.

Pricing & Plans

- **What's included in the Capsa Project Plan?**

The Project Plan gives you everything you need to run a project: 1GB of storage, unlimited users, version control, reporting, notifications, and full access on web, mobile, and offline.

- **How do storage bolt-ons work?**

If you need more storage, add it in project settings. Bolt-ons cost £5 per 1GB per month and can be added or removed any time.

- **What is Capsa Vault?**

Vault is a low-cost archive for completed projects. For £9 per month, it keeps all documents and version history accessible for as long as you need it.

- **Do I pay per project or per user?**

Per project. You can invite unlimited users at no extra cost.

- **Do you charge VAT?**

Yes. We charge whatever tax is applicable in the subscriber's country. For UK users, VAT is applied on top of the subscription price.

- **Can I cancel at any time?**

Yes. Capsa is a monthly subscription with no minimum term. Cancel whenever you like.



Pricing & Plans

- **Do you offer a free trial?**

No. Instead, we offer a free demonstration to show you how Capsa works. We don't believe in "free plans" that restrict features or users. With Capsa, you get everything upfront.

- **Why doesn't Capsa offer a free plan?**

Because "free" often means limited. With Capsa, every project has full access to all features and unlimited users from day one — no hidden catches.

Payments & Billing

- **How do I pay for Capsa?**

You pay monthly by debit or credit card. All payments are handled securely by Stripe.

- **Can I change my payment details?**

Yes. Go to your billing settings to update your card at any time.

- **What happens if a payment fails?**

If a payment fails, we'll notify the project owner and pause the project until the payment is updated. You'll have 15 days to fix the issue before the project is scheduled for deletion.

- **What happens if a project is paused?**

You can still log in, but access to project documents is frozen. You have 30 days from the pause date to resolve the issue.

- **Where can I find invoices or receipts?**

Invoices and receipts are available in your billing settings. Download them any time.

- **Can I cancel at any time?**

Yes. Capsa is a monthly subscription with no minimum term. Cancel whenever you like.



Fixing Issues

- **I can't log in – what should I do?**

Check your email and password. If forgotten, use the reset link. Still stuck? Contact support.

- **A document won't upload – how do I fix it?**

Check your internet connection and file size. If it keeps failing, try again or contact support.

- **Notifications aren't coming through – what can I check?**

Check account settings, your email junk folder, and device notification settings.

- **The mobile app isn't syncing – what do I do?**

Check your internet connection, refresh, or log out and back in. If it continues, contact support.

Support

- **How do I contact Capsa for help?**

For general enquiries, use the Contact Us option on our website.

For in-app help, raise a ticket directly through your account.

- **What's the response time for support?**

We aim to reply within one working day, often much faster.

- **Is there a knowledge base or help centre?**

Yes. The Learn page covers common questions, and the Resources page has guides, templates, and articles.



Capsa was built to make construction easier for everyone. If you have a question that isn't here, just ask — we're always improving.

If you have any questions, you can reach us at support@capsaapp.com

For further information about Capsa or for further useful content, try our website www.capsaapp.com