

Frequently Asked Questions about the Acumatica-Smartsheet integration

1. How does it work?
 - The 8-minute video that explains the integration and demonstrated how it works is [here](#).
2. How much will the integration cost?
 - The integration is offered at no charge.
3. Where is the integration published?
 - It will be on GitHub like the DocuSign integration.
4. Who is responsible for support?
 - Acumatica wrote the free integration. It is an integration using our API's; it is not a customization.
 - Any additional customizations to Acumatica are done by our partners.
 - Customizations to Smartsheet are done by the customer or a Smartsheet reseller.
4. Is there a special login and password?
 - Customers will need use their standard Acumatica log in and their Smartsheet log in.
5. Does Smartsheet have a free account for demos?
 - Smartsheet does offer a free trial.
 - The details of the licensing costs are [here](#).
 - ISV's wishing to add functionality can get access to a development environment.
6. Does Smartsheet provide training?
 - Smartsheet is very intuitive and easy to learn. Their training videos are [here](#).
 - and there are many more on YouTube.
7. Does integration count as an addition user for Smartsheet?
 - The integration does not count as a user, but you must have valid users for it to work and to collaborate on projects.
 - Smartsheet has the following user types:
 - SysAdmin
 - Group Admin
 - Resource Viewer
 - Licensed User
 - Non-licensed User
 - Free Collaborator

8. How is the integration installed?

- A separate document has been created to provide step by step instructions.
- Return to the Smartsheet landing page and download the [Acumatica-Smartsheet installation instructions Oct 2017](#)