GoldMine Cloud FAQ

What version of SQL should I choose?   SQL Express is an option for companies that plan to stay under 10 GoldMine users, and have a small amount (<1 GB) of GoldMine data. We recommend SQL Standard for companies that have, or will grow to 10 or more GoldMine users. SQL Standard helps GoldMine run faster and is best for larger databases and provides additional reporting capabilities.

Do you backup my data and how long is it kept?   Yes, we back up the data! Nightly backups are retained for 7 days. After that we keep an additional 5 weeks' worth of weekly backups.

When I place my order, what happens next?   We have a very detailed on-boarding process to make sure your needs met. Click here for quick overview. You can be up and running in a day.

How many GoldMine Cloud access accounts do I need? We'd recommend one named account for every person – typically sales and customer service – who need to GoldMine or one of the other applications most of the day – then buy a SharedUser account for occasional users and mange simultaneous user access.

Can I run other desktop applications? Yes. For an incremental fee, you can subscribe or add other applications such as Office and Outlook as well as popular GoldMine addons such as MasterMine, QuickBooks, Addon Software.

How do I get my data into GoldMine? If you already own GoldMine we can transfer your existing files, if you are new, you can engage with a GoldMine reseller to upload your data and import using GoldMine import tools.

Who administers my GoldMine Cloud? You can assign an administrator for you to manage yourGoldMine Cloud access accounts and one to administer the applications. Approved GoldMine Cloud Consultants can also help with initial set up, ongoing customization, and report writing. You can even sign up through them for one stop account management and assistance.

What kind of Support do I get as a hosting customer? As a hosting customer, you will remain on annual support and maintenance with GoldMine (a division of Heat Software). In this way you will get benefits of software updates and access to direct GoldMine technical support. Access support will be handled by a separate tech support team specialized in network access issues.

What kind of support do I get as a subscription customer? Your software updates are automatic. You can access free support using GoldMine videos online documentation, and the Cloud Subscriber board as part of FRs community. Premium Agent support is available for an additional fee of $5.95 a user per month (equal to license count) on an annual basis (minimum of $215 for 3 users). This includes phone call and email support.