**smartsheet**

# Early Adopter Program
## Overview

## An Opportunity for Select Customers

The **Smartsheet Early Adopter Program** is an opportunity for select customers to gain exclusive, early access to some of our new features and add-ons before they are publicly available.

### Why join the Smartsheet Early Adopter Program?

- Early access to features before they are publicly available
- An opportunity to shape feature design through feedback
- Exclusive webinars and additional resources for early learning on upcoming features

### What's expected of me if I participate in the program?

**Your Feedback:**
We want to hear from you, so we'll request your feedback on features.

**Your Confidentiality:**
We ask that you keep what you learn about in the program confidential, as it is under NDA.

### Who is eligible?

Smartsheet customers with a paid license on a Business, Enterprise or Premier Plan are eligible for the Early Adopter Program. Note that you must use your business email to sign up for the program. (Domains like @gmail.com, @outlook.com, etc. will not be eligible for the program.)

### How do I enroll?

To apply for the Early Adopter Program*, please fill out this form.

*Please note that spaces are limited so we may not be able to accommodate all applications.

**Enroll Here**

EAP@smartsheet.com
smartsheet.com

f /smartsheet
twitter /smartsheet
in /company/smartsheet-com

# Early Adopter Program
## FAQ

**Q.** Can my entire organization participate?
**A.** Yes, to enroll your entire organization please contact eap@smartsheet.com. A SystemAdmin can enroll all licensed users on an account on their behalf.

**Q.** Will the features available through this program "break" my Smartsheet experience?
**A.** No. Unlike beta programs, the features available through the Smartsheet Early Adopter Program have gone through our usual quality assurance processes, so you're getting "production-grade" features that are ready to use. However, some things, like supporting help content and in-product tips, may not yet be available.

**Q.** What happens if I need support on a new feature?
**A.** You can email us at eap@smartsheet.com or contact Support at https://help.smartsheet.com/contact

**Q.** As part of this program, will I get to test features that won't be included in my plan once they are publicly available?
**A.** Yes. For example, if you're on a Business Plan, you could occasionally receive early access to features that will only be publicly available on Enterprise or Premier Plans. If you don't upgrade your plan by the time a feature is made publicly available, the feature will be disabled for you at that time and the data will become read-only. We never delete any data you've already added to an EAP feature.

**Q.** How will I learn when new features are available through the program?
**A.** We'll email you the same day we've enabled a new feature as well as share new resources and invite you to exclusive webinars to learn more.

**Q.** What if I don't want to participate in a specific feature?
**A.** When we add a new feature, you're always able to email us and ask for it to be disabled for your account. However, we strongly encourage you to try all new features offered through the program, as there is little to no risk for you and your business processes.

**Q.** Can I tell others about the program?
**A.** Yes. Feel free to share this datasheet.

**Q.** What if I no longer want to participate in the program?
**A.** Simply email us at eap@smartsheet.com at any time.