



In Jotform Enterprise, the number of forms, submissions, form views, payments, e-signatures, and integrations is limitless. You can use geolocation to host your account almost anywhere on the Google Cloud server. Jotform Enterprise's multi-user feature provides the ability to grant form access to multiple users. Plus, you'll have full control over permission settings – add or delete users, filter your user list, send notifications, and review user activity for easy user management.

With Jotform Enterprise;

- Availability reflects your company and brand in exactly the way you want,
- Customized Business Associate Agreements (BAA) are available upon request for HIPAA customers,
- Individual Service Level Agreements (SLA) are available upon your request. And no hidden cost,
- Get unlimited access to the form tools you need. (Unlimited forms, submissions, e-signatures, data and API calls),
- Your forms can be hosted on a custom URL on your company domains,

Jotform Enterprise provides the highest industry standards to help protect your information. All form data is stored in dedicated databases, encrypted by 256-bit SSL, and all payment transactions meet PCI DSS Level I requirements. Depending on your needs, you can request to be provisioned in a SOC 2 Type II and HIPAA compliance.

Authentication: Jotform offers a variety of login methods, empowering users to select the most suitable option, and provides features for monitoring user actions, ensuring robust control over users' account security.

- **Basic authentication:** By default, all users are authorized to the system via username//password.
- **SSO:** Utilizing a Jotform account provides the advantage of implementing Single Sign-On (SSO). This integration of a third-party login not only enhances security measures but also simplifies collaborative efforts among The Community College of Rhode Island employees, facilitating seamless business operations. Moreover, SSO functionality can be applied to safeguard internal forms within Jotform. By enforcing authentication before form access, users are required to verify their identity. This ensures that when gathering sensitive employee data,

the submitted form originates from the intended individual, reinforcing the authenticity of the information collected.

- **2FA:** Jotform has a built-in 2FA feature that enables the admin to enforce the settings centrally to all users over the Admin Console. So that users log in with the 2FA.

Or the organization may utilize the MFA of IdP in the Jotform to authenticate the system when Jotform Enterprise is integrated with any SAML SSO.

Administration and controls: Jotform enables organizations to create a team environment, granting document accessibility to various departments, colleagues, or clients. Within this framework, users can configure a team with distinct roles, each serving specific functions:

- Team Admins possess the authority to oversee team members and manage documents and data through tasks such as viewing, moving, editing, and deletion.
- Data Collaborators are empowered to view documents and both view and edit associated data.
- Data Viewers can exclusively view data without editing capabilities.
- Creators are permitted to view and edit forms but do not have access to view data.

In Jotform Teams, a workplace can be created, and roles with specific permissions can be set to control data. Forms, e-signed documents, tables, and reports can be collaboratively interacted with by team members working within the same workplace.

You can find helpful guides below:

- [How to Create a New User or Admin in Jotform Enterprise](#)
- [How to Create a Team in Jotform Teams](#)

Policies for system updates, patches, and upgrades.

Jotform uses manual and automated tooling to ensure systems are up-to-date with the latest security patches. The unattended-upgrades tool is used to automatically apply security patches in phases on the SOC2 environment. Wherever possible, patching and rebooting occurs during off hours, which are usually 0000-0200 UTC.

- **Technical support details**

Jotform supports you at every step of your business process and helps you to meet your goals. You can find the details of support and services provided by Jotform to assist you below:

Jotform Enterprise has a dedicated team for Enterprise Support Requests that is responsible for managing Enterprise customer requests. Support agents who were assigned to Enterprise Support can only see the Enterprise Inbox and are responsible only for solving enterprise requests. Therefore, Jotform Enterprise customers are prioritized in terms of support.

It is so simple to reach Jotform Customer Services for Enterprise clients. Enterprise users can click the Support link directly into the product on the top-right side of the page next to their avatar. They will be asked to submit their requests and the Jotform employee who is responsible will solve the problem if s/he can do it or assign it to the related technical personnel immediately. Administrators can also easily submit requests through the Admin Console by clicking the Support tab at the top of the screen and Submit a Request. In addition to that, administrators can also disable support requests for their account users with a single toggle switch. Support requesters will get an email when their requests are solved. They can only see the thread if they are logged into their account.

Technical Support Service

Jotform will respond to errors or failures of the Service ("Errors") within the Error Response Times set forth below and resolve or correct the errors within the Error Resolution Times set forth below. In its reasonable judgment, the customer will determine the priority level of errors.

- a. Critical Errors: Jotform will respond within 1 hour and resolve within 6 hours. They will assign specialists and provide escalated procedures for correction, as well as ongoing communication with the customer hourly.
- b. High Impact Errors: Jotform will respond within 8 hours and resolve within 24 hours. They will assign specialists and provide escalated procedures for correction, as well as ongoing communication with the customer hourly.
- c. Low Impact Errors: Jotform will respond within 1 day and resolve in the next Maintenance Release. They will assign specialists to correct the error and provide communication to the customer weekly.

"Maintenance Release" refers to a subsequent Service version that includes error corrections and upgrades. The customer will determine the priority level of errors in their reasonable judgment.

Email Support

Throughout the term of this Agreement, Jotform shall provide the following minimum levels of telephone and email support to Customer:

- a. Email Consultation Service, including problem-solving, bug reporting, documentation clarification, and technical guidance for the Cloud Service. Jotform will assist Customers in identifying, verifying, and attempting to resolve problems in the Cloud Service. Email consultations will be available during the hours of 8 a.m. to 6 p.m. US Pacific Time, Monday through Friday.
- b. Priority processing of technical assistance requests.

Training Tools

Jotform uses digital tools that educate and develop its users through many channels: [newsletters](#), [webinars](#), [help content](#), [videos](#), and [FAQs](#).

For special answers, you can reach the support team on the [Support Forum](#). You can find the use cases [here](#).

Jotform provides Jotform Enterprise Professional Services to Enterprise customers. These services include implementation that would help customers to implement forms, workflows, and other products of offering to suit the needs of customers. For more details, you can visit [this web page](#).