

# Frequently asked questions

## Which businesses can sign up to trial Planday from Xero?

Planday is best suited to:

- Small businesses who pay employees under the Hospitality, Restaurant, Fast Food, Retail and Clerks Awards as they can use our built-in award interpretation feature.
- Those who manage employees with high variability scheduling and complex payroll needs;
- Those who pay their employees using Xero Payroll.

However, any business can sign up for a free trial, especially if they're interested in rostering and time tracking.

## How does my client start a trial?

If your client is a Xero Payroll customer we recommend they start their trial through Xero, [visit this page](#) to learn more.

If your client uses another payroll provider they can start a trial through the Planday website, visit this link [here](#). You can also refer to this [fact sheet](#) for the referral process.

## How do I get a free demo version of Planday?

Partners are able to sign up for a free demo portal with Planday to see how the product works and understand the client experience & benefits. The best way to get access to a Partner portal is to [register your interest](#) via the Planday website.

## Who can I contact when I need support for Planday?

Once the subscriber starts a Planday trial, they'll immediately receive an email to book an onboarding call with one of our consultants. You'll also have access to our [Help Centre](#) containing articles and videos that provide step by step instructions for many common tasks and which you can access 24/7. When you're logged into Planday you can also start a chat with one of our team.

To see how the Planday onboarding journey works in the first 30 days you can refer to this [flyer](#).

## Are Planday planning to release additional awards? If so, when?

We'll continue to release additional awards to enable more customers to pay their staff using Planday in line with the Australian Modern Award rules. We'll communicate to the market once new awards are available.

To be kept in the loop of when future awards will be released, you can [register your interest](#) on the Planday website and you'll receive an email when a new award becomes available.