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Traceless Frequently Asked Questions

Gene Reich - 2026-05-13 - [Getting Support & FAQ](#)

How am I billed when using Traceless?

You can invite as many or as few users as you'd like to use Traceless. Typically most or all of the members on a help desk are invited.

Do you offer annual plans?

Yes! We offer a 10% discount on the number of users in your team for an annual plan.

Are there any usage limits when using Traceless?

Please review our terms [here](#):

What is the maximum file size that you support?

200GB

I need to reset my mfa to log in

Please contact your organization admin or [open a ticket](#)

Where do I find my Traceless invoices, or change my billing info?

1. Log into Traceless as an Owner or Admin
2. Go to <https://traceless.io/settings>
3. Click on the "Manage through Stripe" button under the "Billing" Section
4. You will find all invoices and payment info in the billing portal

