

# **BARNESLEY** **CHRONICLE**

## **PAY IF YOU CAN FREQUENTLY ASKED QUESTIONS AND ANSWERS**

### **1. YOU'RE ASKING ME TO PAY?**

Yes, a little bit. We have introduced a 'pay if you can' feature. This gives you the option to pay a small amount for a story (just 20p), if you can, and to continue to support our work. Once you sign up to Axate, we'll take a modest price whenever you choose to read one of our paid-for articles. If you'd rather read for free, simply click the 'No thanks' option when you access an article.

### **2. DO I HAVE TO PAY FOR EVERYTHING?**

No. If you'd rather read for free, simply click the 'No thanks' option when you access an article. If you do pay to read, we won't charge you more than 20p per day.

### **3. HOW DO I SIGN UP?**

It's really easy. You do not need to divulge lots of personal data, and you only need to sign up once. It takes no more than 2 minutes. After that, you will be able to visit any other site which uses Axate without any further action. Just click the "register" button on the Axate tab.

### **4. IS IT TRUSTWORTHY?**

Yes. Axate uses Braintree and PayPal to process payments, so you know your credit card details are secure.

### **5. IS IT TRANSPARENT?**

Yes. We want to make sure you know exactly what's happening at all points. You can choose whether or not to actively authorise the payment for each article, or you can pre-approve being charged per article, depending on your personal preferences and spending limits. The green Axate tab on the side of your screen will always let know when you've been charged. The tab will also allow you to see prices, your progress towards the "free point" and give you access to your account details.

### **6. HOW MUCH DO I NEED TO PAY?**

You can upload as little as £3 into your wallet. If you don't like it, you can cancel within 14 days and you'll get a full refund of your unspent balance. There's no subscription. When your wallet runs low, you decide how much to top up. If you don't spend anything your wallet stays at the same balance.

## **7. HOW DOES THE DAILY LIMIT WORK?**

Axate is a pay-per-article system. Premium articles are 20p each, but reading just one article per day will give you free access to the whole of the Barnsley Chronicle for the rest of that day. If you forget our prices, just click on the green tab in the top left of your screen to open your Axate. This system means you never spend more than want each week, whether you read three, five, 10 or more of our premium stories. If you'd rather read for free, simply click the 'No thanks' option when you access an article.

## **8. DO I HAVE TO DEAL WITH THIS EVERY TIME I WANT TO READ SOMETHING?**

No. Once you've signed up, the payment for each article is instantaneous. You won't have to continually enter your payment details, or sign up for multiple sites. If you choose to pay automatically, you won't even have to click anything. This system cuts out any hassle.

Even better, if you go to another Axate-enabled site it will just work there too without any more signing-up or topping-up.

## **9. WHAT IF I WANT TO RE-READ SOMETHING?**

Having paid for an article once, you can re-read it whenever you like, at no extra cost. If you wish to go back to something six months later, you can – there's no time restriction.

## **10. CAN I USE MY AXATE WALLET ON OTHER SITES?**

You can use your Axate Wallet on a wide and expanding range of other titles. To keep up to date on where you can use Axate, just go to: [www.axate.com](http://www.axate.com). If you sign up through us you will be helping to support us - even if you use the money to read articles elsewhere. The Barnsley Chronicle benefits every time you top up your wallet, regardless of where you spend the money. We think Axate have set up a sensible system of funding for digital publishing. If you're anything like us, you'll want to graze across various websites without having to sign up or subscribe separately to each one.

– If you want to talk to us about Axate (or anything), please email:

[digital@barnsleychronicle.co.uk](mailto:digital@barnsleychronicle.co.uk)

– If you have some feedback you think Axate would benefit from, please email:

[support@axate.com](mailto:support@axate.com)

Fair use restrictions will apply

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