



ACCOUNT PANEL

👤 What you can do here: View and manage your personal account settings. Change your password, update your project information, and control your privacy and security settings. This is also where you can export your data or delete your account if needed.

Making projects private requires a Private subscription

User account management and project settings.

Onboarding (first sign-up): When you sign up, we ask a few questions including whether you want AI options switched on and active right at the start, and what you want to do first in the app. If you choose an AI-first workflow, AI is switched on automatically. If AI is off, there are no AI services at all (except basic MapCat help); you can change this anytime in Account settings. If AI is on, you get 10 free AI credits per month, and the AI switch is turned on by default; you can turn it off later in Account settings.

AI coding toggle ("AI options switched on and active"): Turn on to use AI; turn off and there are no AI services at all (except basic MapCat help). You can change this anytime in Account settings. When you turn it **on**, a warning modal appears: your data is sent to AI providers when you use AI; it is **not** used to train models; OpenAI (GPT) may retain data for up to 30 days for abuse monitoring; Vertex AI and DashScope do not retain data; see our [privacy policy](#). Credits when on depend on your plan (Free: 10, Private: 100, Pro: 1000, Team: 2000/month). **Plans without AI** (e.g. Private Manual) can turn on to try with 10 credits/month (free credits do not stack with paid AI plans).

Account Features:

- 👤 project information and settings
- 🔑 Password and security management
- Account deletion and data export
- Subscription and billing information

2FA (beginner guide)

If your organisation asks you to use 2FA, do this in **Account** → **Two-factor authentication**:

1. Turn on **Require two-factor authentication on sign-in**.
2. Sign out, then sign in again.
3. If asked, scan the QR code in your authenticator app.
4. Enter the 6-digit code to finish setup.

If codes do not work:

- Try a different Causal Map entry in your authenticator (you may have old entries).
- Use **Delete all 2FA factors** in the same card, then sign out/in and set up again.

For strict org policy:

- Click **Require 2FA permanently**.
- This is one-way in the app UI and keeps 2FA locked on for that account.

Image export resolution

Controls resolution for all image capture (map copy/download, bookmarks, pivot/table screenshots, PDF export). Options: 1× (default), 2×, 3×. Resets to 1× on page load. **1× is already very good** for most uses; higher values produce larger files and may hit clipboard limits on large maps.

Subscriptions

Subscriptions List

Users without a subscription are either:

- anonymous (not logged in) (this is disabled at present)
- free (logged in)

Subscriptions (via LemonSqueezy) are available in the Account panel. Monthly and Annual plans are recurring subscriptions: a Monthly plan renews and is charged each month until the subscription manager cancels it.

To manage billing, update payment details, or cancel a subscription, open **Account → Your subscriptions** and click **Manage in LS**. This opens the Lemon Squeezy customer portal. Only the subscription manager/purchaser sees this button; users who only have a seat on someone else's subscription should ask the manager to make billing changes.

Admins can also create **manual subscriptions** (for testing/support). These are stored in the same `subscriptions_purchased` table but do **not** come from Lemon Squeezy.

The subscriptions list uses one row per type (private, pro, team) with seat-count, square radio buttons for monthly/annual and Manual/AI, and a live-updating price (from a JSON price file). Each row includes a text description.

There are three dimensions to the subscriptions,

Manual vs AI,

Type:

- private

- pro
- team

Monthly vs Annual.

AI credits (when you have AI): Free users who opt in get 10 credits/month. Private AI: 100. Pro AI: 1000. Team: 2000. Credits renew at the start of each month and do not roll over. See [Responses Panel](#) for usage. Plans without AI (e.g. Private Manual) can turn on the AI toggle in Account to try with 10 credits/month.

User can purchase multiples of one or more subs to distribute to colleagues.

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