# Everything You Need to Know About Mango

# Mango

## Test driving Mango:

# the Brass Tacks.

### ▶ What happens when I start a free trial?

You get a fully-functional account for 30 days, with access to everything Mango has to offer on our feature rich **Enterprise plan**.

### ✦ What's the setup process like?

Upload your data and start visualizing your data on a web map. It's that simple.

We've made the setup workflow as painless as possible with a step-by-step setup guide.

### 👥 Can I change my plan?

Anytime! In fact, you try any plan or create add-on users and invite your team whenever you need throughout the 30-day trial. **Free**.

### 💳 How do I pay?

We accept VISA, MasterCard, and American Express.

Annual and multi-year subscriptions are eligible for payment via direct bank transfer.



*"Mango is fantastic!*

*It's easily customizable and has allowed us to transform boring data into exciting, actionable knowledge.*

*Best money spent on data visualization ever!"*

—Ivan Ip
Instructor, Harvard Medical School

# No coding, no servers, and no complications.

*Just awesome web maps that are a pleasure to use.*
*Here's a quick primer to help you undersand how we strive for simplicity and ease of use.*

## What's a map?

In Mango, "a map" is a single web page containing a base layer, and any additional styled layers you choose to add.

A map can contain unlimited layers and use any number of datasets.

## What's a layer?

A layer is a dataset—or group of datasets—that have been rendered as a stylized visualization on a map.

Layers are listed in a legend on the map, and visibility of each layer can be controlled by toggling each layer on or off in the legend.

All datasets you upload can be added to a map as a layer, and each dataset can be used across any number of maps.

Datasets can be used multiple times as separate layers on a map to create visualizations that illustrate different parts of the data within.

## How many layers can I create on a map?

**There are no limits to the amount of layers you can have on a map.**

However, we're big believers in the "story map" approach to digital cartography—great maps are like scalpels; they should be laser focused on guides the user to meet their objectives. Filling your map with every single dataset in your armory doesn't help users find answers.

## What counts against my data storage quota?

The storage limit for each Mango plan refers to the size of the datasets you upload.

**Put simply, if your shapefile is 75 MB, it will use 75 MB of your storage quota on Mango.**

When you upload a dataset to Mango, we transform your data into a set of map tiles which will consume a much larger amount of storage space than the dataset, but your quota is only counted for the size of your dataset.

## How many maps can I make?

Each plan has a quota of maps can be created in the account.

On the 30-day free trial of the Enterprise plan, you can create up to 40 maps.

Maps do not expire, so once a map is created it counts against your quota. When you delete a map, it frees up a slot in your map quota.
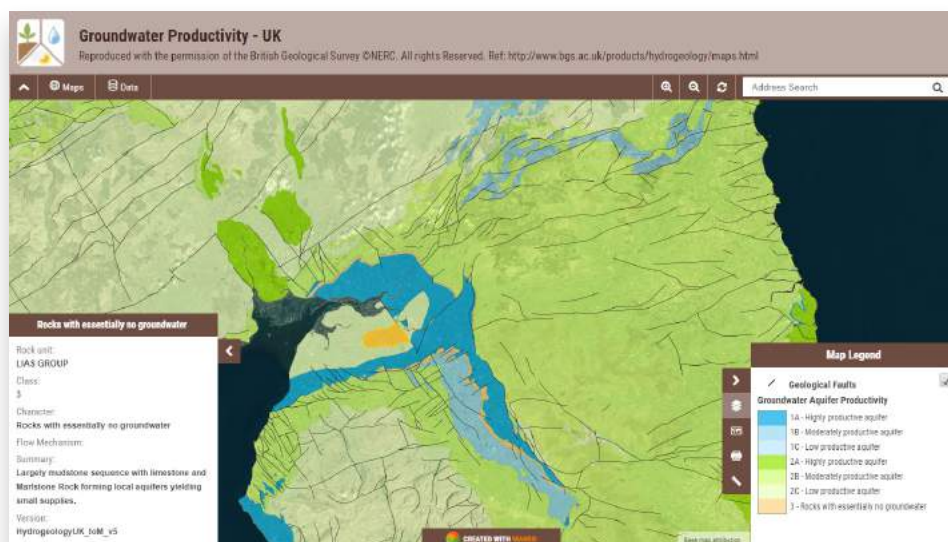
## How many people can view my maps?

Mango offers **unlimited map views** on all plans.

## How many credits will each query/map/view consume?

Credits don't exist in Mango.

We don't believe in them.

Plan prices are fixed, and you can utilize the full features and storage and map quota of your selected plan without any fear of unexpected over-usage invoices appearing in your inbox.

# Frequently Asked Questions

*Sign up for a free trial of Mango and you'll get 30 days of our fully-features Enterprise plan. No credit card required and no obligation—cancel at any time.*

## What can I do during the trial?

In short, everything!

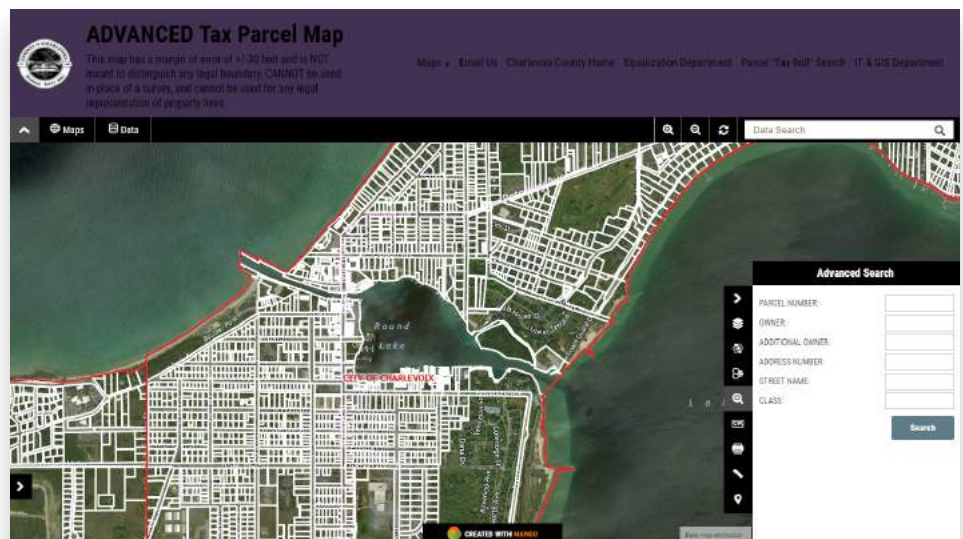Your trial account is a fully featured Enterprise account.

You can upload vector and raster files, and connect Web Map Services (WMS), create as many maps and you need, style and visualize your data, use all of our powerful GIS tools, and share maps with anyone.

You can also create add-on Users to distribute and collaborate on maps and data internally with colleagues, clients, or stakeholders, maintaining full control over access via Group based access and editing permissions.

A 30-day trial user can do all of the following:

- Upload any type of dataset: SHP, CSV, KML, TAB, WMS, FileGDB, GeoJSON, GeoTIFF
- Create any kind of visualization with your data: thematic maps, quantity maps, bubble maps, heat maps, and cluster maps
- Share your maps publicly through a public map and data portal
- Share private maps and data securely with Private Viewers through a dynamic, secure Internal portal.
- Store data privately
- Access your maps on all mobiles and tablets
- Enhance your maps with the entire Mango toolbox:
  - Sketch & Bookmark
  - Query & Proximity analysis
  - Print to PDF

- Powerful search:
  - Full-text address search
  - Data attribute search
  - Coordinate search
  - Custom search
- Accurately measure distance and area
- Allow your users to locate themselves with geolocation
- Trigger Google Street View
- Display Scale bar and mouse coordinates
- Choose from a selection of street, satellite, and graphic basemaps
- Custom attribution

- Showcase public maps and data on an easy to navigate portal
- Restrict access to maps with password protection
- Distribute standalone maps that will not appear on your public portal
- Privately share unlisted maps that do not appear on your public portal, and will not be listed on search engines
- Display your maps using your own domain name, or sub-domain name
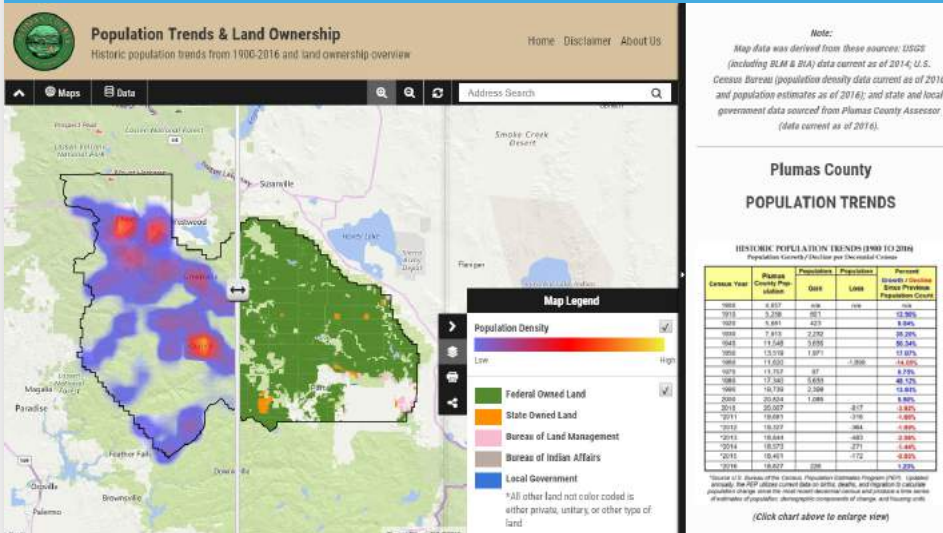- Integrate your brand with your organization's logo, custom brand colors, language, and layout



*"Mango is a great out-of-the-box product that will allow you to get a professional product with minimal outlay of time and money."*

Charlevoix County, Michigan

images, embed video or audio, use numeric feature attributes to create charts, and even perform on-the-fly calculations based on user-inputted values.

## Can I add external links to my website or blog?

Yes, each map can have its own unique navigation menu. You can add links and insert popup welcome messages, privacy policies, or disclaimers to suit your needs.

## My user's don't speak English; can I translate the map interface?

Yes. Every element of the map interface can be localized to your preferred language, or customized to suit your organization's preferred terminology.

## I'd like to use my brand colors; can I customize my maps?

Yes! Brand colors create subtle but powerful emotional links, so using your brand colors across your entire organization is the right thing to do to enhance familiarity and recognition for users navigating between your website and your maps.

Mango lets you customize your portal and map interface with your own custom color scheme, and you can upload your logo to display on your maps and portal.

## Can I embed my maps in my website?

Yes, Mango maps can be easily embedded in your website or blog with a simple iframe embed code, or in a popup modal.

## What can I do.. (cont.)

- Remove all Mango branding from your maps
- Receive technical support from a personal account manager
- Edit the attributes and geometry of your datasets
- Invite users to your account to collaborate, share, and work with add-on Administrators, Data Editors, and Viewers
- Securely manage access to your sensitive maps and data with Group policies to control internal map and data access
- Keep your maps current with the latest datasets, automatically, right from your desktop or server with Data Sync
- Track and improve your mapping efforts with powerful analytics integration from Maptiks and Google Analytics

**See Appendix 2 for the full feature breakdown**

## Can I switch plans during my trial?

Yes, change your plan or create any number of add-on users at any time during your trial, for free.

## Can I extend my trial?

Yes. If your procurement process is longer than 30 days, simply send us and email and we'll extend your trial.

## Can I customize the map to provide extra information?

Yes, each map can be customized to best communicate the data within.

Feature popups can be customized using a simple WYSIWG editor, allowing complete customization and personalization of how you display your attribute data. Insert

Sign up for a free trial of Mango and you'll get 30 days of our fully-features Enterprise plan. No credit card required and no obligation—cancel at any time.

## Can I integrate Mango with my own domain name?

Yes. You can configure your domain or subdomain to display your maps and data portal. Your domain name will appear in the browser's address bar, providing trust and consistency for your users.

## My data updates regularly, can I easily update my maps with fresh data?

Yes, there's two ways to refresh your maps in Mango.

First is the manual re-upload function. Upload the dataset via the re-upload option and all maps using the dataset are also updated to reflect data changes.

Mango also provides an automatic update function called Data Sync.

With Data Sync, you can do your complex edits in your desktop GIS, then let Mango automatically receive the updates via Dropbox.
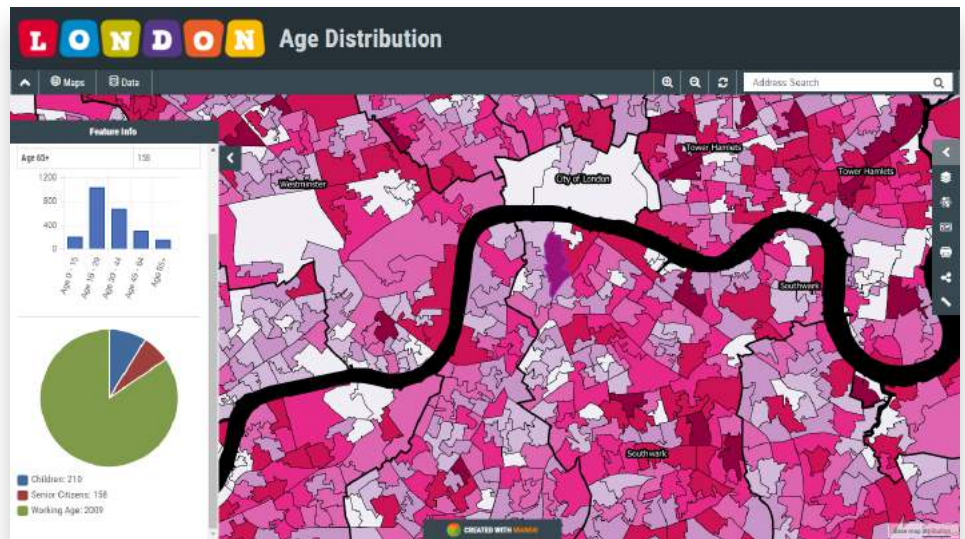
Again, all maps using the dataset are refreshed to reflect the changes, except this time you were sitting down to dinner at home with the family.

## How can I securely share maps and data with lots of people in my organization?

Add-on users can be added at any time. The Private Viewer role is designed to provide secure sign-in only access for clients and stakeholder demonstration where the user only requires view access to specific maps or datasets.

Private Viewers are completely free, as in beer, and unlimited.

Create as many as you need, and revoke access at any time by removing users from Access Groups, or simply delete users which are no longer required.

## Can I invite other users to my account?

Yes. New users can be invited to your account at any time for secure sharing, collaboration and work.

Available add-on user roles besides Private Viewers are our premium user roles: Administrators and Data Editors.

Administrators are billed per user.

Data Editors are billed in packs of 5.

## Can add-on users create and maintain maps and data?

Yes, invite one or many Administrators add-on users, and they can create maps, upload and manage their own datasets, and manage any other map or dataset you choose to give them permission to access.

## Can add-on users help keep datasets up to date?

Yes, the Data Editors add-on role allows you to invite users to edit datasets directly in your Mango account, but restricts them from any administrative functionality.

Data Editors can view maps they have been given permission to view, and edit attributes and geometry of datasets where they have been given edit access.

## How many Private Viewers can I create?

As many as you need. They're free, and unlimited.

## How can I control what my add-on users can see and do?

Add-on users can perform actions based on their user role.

Mango's group-based permissions framework gives you granular access control across all your add-on users.

Users can be placed in groups, with each group given view and/or edit access on maps and datasets. Access is assigned at the map and dataset level.

**See Appendix 1 for a full permissions matrix.**

## Can add-on users modify the billing or plan settings?

No, only the account owner has sufficient permissions to manage account level settings like plans and add-ons.

**See Appendix 1 for a full permissions matrix.**

# No usage credits, view limits, or request quotas.

*Mango's straightforward fixed pricing means you'll always know what you'll pay.*

## What happens at the end of the 30-day free trial?

Your portal, maps, and datasets will be disabled and you won't be able to make any changes until you checkout with a paid subscription.

Any add-on Users created during the trial will be locked out of their account and unable to access any internal maps or data.

Unless you ask us to delete your data earlier, we'll keep your maps and data secured for 30 days, in case you want to come back and checkout.

## Can I try features on higher plans?

Yes! We don't want our customers to pay for features they don't need, so we offer a **14-Day Upgrade Trial** to all paid customers to test drive features on higher plans, or add-on users.

If you like your new plan and add-ons, just keep working. At the end of the 14-day upgrade trial we'll charge your card on file for the new features — prorated from of the expiry date of the Upgrade Trial.

You'll find the Upgrade Trial in your Account Settings panel.

## How am I billed when creating add-on users?

When you checkout with add-on users, we charge you a pro-rata amount (or credit your account if you're removing users), and you'll be billed at the full rate on your next invoice.

For example, you're on the monthly Enterprise plan at $199/m, and you invite a colleague as an Administrator 10 days into your billing period.

The *per-day* cost for an add-on Administrator is $1.63 (49 / 30), so we'll bill you $32.67 ((49 / 30) × 20) when you checkout with a new add-on Administrator. From your next invoice, your recurring monthly subscription will be $248 ($199+$49).

## What happens if I upgrade or downgrade mid-billing cycle?

If you upgrade your plan mid-billing cycle, you will be charged a pro-rata amount—meaning we'll only charge you the difference between your old subscription and new subscription for the days remaining in your billing cycle. Upgraded features are available immediately after checkout.

If you downgrade your account mid-cycle, your account will be credited with the difference between the old and new plan for the remaining days in your billing cycle. Downgrades are applied immediately, and features not available on the lower plan will become inaccessible.

## Do I have to sign a long term contract?

No. Mango is a pay-as-you-go subscription service, with monthly, annual and multi-year billing options.

Annual subscriptions receive a 20% discount; multi-year subscriptions receive a 30% discount.

## Do you offer discounts for large teams?

Annual and multi-year discounts apply to the total subscription fee. As such, if you choose multi-year billing, add-ons are extended same 30% discount.

## Do you offer discounts for non-profits?

In addition to our annual and multi-year discounts, Mango offers a 25% discount for registered non-profit organizations.

## How do I cancel my Mango account?

You can cancel your account at any time in your Account panel.

## What payment methods do you accept?

We accept payment via all major credit and debit cards: **VISA**, **MasterCard**, and **American Express**.

Payments are processed via **Sage Pay** so you can be confident your payment is secure.

We accept direct bank transfers for annual and multi-year subscriptions.

# Mango supports all major spatial file formats.

**Shapefile**

**GeoJSON**

**CSV**

**GeoTIFF**

**Web Map Service (WMS)**

**KML**

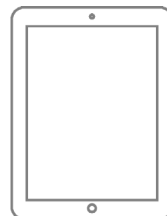**File Geodatabase**

**MapInfo TAB**

# Mango works, wherever you are.

*Any device, anywhere, any time.*

Mango works on current and recent versions of evergreen browsers across all operating systems and devices — desktop, tablet, and mobile.

- ✔ *Google Chrome*
- ✔ *Mozilla Firefox*
- ✔ *Apple Safari*
- ✔ *Microsoft Edge*
- ✔ *Microsoft IE 11*
- ✔ *Android Browser*

# Maximum security, minimum effort.

*At Mango, the security of your data is our primary concern.*

## Who can see my datasets?

By default, all data uploaded to Mango is private.

Users of your maps do not have access to the underlying datasets. All data you upload remains private, accessible by the account owner, unless you specifically change dataset access permissions.

For Professional and Business plan users, raw datasets are only accessible to you, using your account credentials.

For Enterprise and Agency plan users utilizing add-on users, datasets will also be accessible to invited users whom you have specifically granted access via the Group access settings for each dataset.

Public datasets are available to view on your public portal by anyone, and can be downloaded as a geospatial file by anyone on the internet.

Mango staff do not have access to your raw datasets. Please see our Privacy Policy for further information.

## Who can see my maps?

Maps are not accessible to anyone outside the account until they are switched online. Once online, external access to your maps is determined by each map's access settings.

Maps can be public, hidden, stand-alone, password protected, or internal.

Internal maps are only accessible to you, the account owner, and to invited users whom you have specifically granted access via the Group access settings for each map.

## How is my data transferred?

All server requests to Mango are sent and received via SSL (secure socket layer) which uses a 256-bit encryption validated by GeoTrust.



## How is my data stored?

Datasets uploaded to Mango are converted into an intermediary format that cannot be opened or read by desktop GIS packages.

Data uploaded to Mango is not accessible by or shared with any third parties.

## What happens to my data when I delete a map or dataset?

When you delete a map or dataset from your account it is completely deleted from our servers and never stored for any kind of future use.

## Where are my maps hosted?

Mango uses Amazon Web Services



(AWS) for all infrastructure, with servers based in the US.

Map tiles generated from your data are cached and served via the AWS content delivery network with global distribution points to maximize delivery speed — no matter where you or your map users are located.

## How reliable is Mango?

Mango benefits from the industry leading reliability of Amazon Web Services, and can boast 99.98% uptime thanks to resilient infrastructure and protocols. AWS adheres to more than a dozen US Assurance standards including FedRAMP, FERPA, FISMA, and NIST, and more than 50 global compliance audited certifications, regulations, privacy standards, and frameworks.

All of our servers are monitored 24/7/365. It doesn't matter if it's 3am on Sunday morning or Christmas Day, the moment a server experiences problems alarms are activated on the cellphones of our on-call technicians.

## What data redundancy protocols are in place to protect my data?

We take a snapshot of our servers daily and keep each snapshot for seven days. A snapshot isn't just a data backup — it's a complete copy of the server including the operating system and all data.

This means in the unlikely event of a critical failure we can instantly bring a complete copy of the server online.

# Appendix

## 1. Permissions Matrix

| | Signed in Users | | | | Not Signed in |
| --- | --- | --- | --- | --- | --- |
| | **Account Owner** | **Administrators** | **Data Editors** | **Private Viewers** | **"the public"** |
| **MAP & DATA ACCESS** | | | | | |
| View Public Maps | ✔ | ✔ | ✔ | ✔ | ✔ |
| View Standalone Maps | ✔ | ✔ | ✔ | ✔ | 🔗 |
| View Hidden Maps | ✔ | ✔ | ✔ | ✔ | 🔗 |
| View Password Protected Maps | ✔ | ✔ | ✔ | ✔ | 🔒 |
| View Internal Maps | ✔ | 👥 or ✏ | 👥 | 👥 | ✖ |
| View Offline Maps | ✔ | 👥 or ✏ | 👥 | 👥 | ✖ |
| View Public Datasets | ✔ | ✔ | ✔ | ✔ | ✔ |
| View Internal Datasets | ✔ | 👥 or ✏ | 👥 | 👥 | ✖ |
| **MAP ACTIONS** | | | | | |
| Add Public Datasets to maps | ✔ | ✔ | ✖ | ✖ | ✖ |
| Add Internal Datasets to maps | ✔ | 👥 or ✏ | ✖ | ✖ | ✖ |
| Modify Maps | ✔ | 👥 or ✏ | ✖ | ✖ | ✖ |
| **DATASET ACTIONS** | | | | | |
| Upload Data | ✔ | ✔ | ✖ | ✖ | ✖ |
| Reupload Data | ✔ | 👥 or ✏ | 👥 | ✖ | ✖ |
| Edit Feature Attributes | ✔ | 👥 or ✏ | 👥 | ✖ | ✖ |
| Edit Geometry | ✔ | 👥 or ✏ | 👥 | ✖ | ✖ |
| **ACCOUNT ACTIONS** | | | | | |
| Create Users | ✔ | ✖ | ✖ | ✖ | ✖ |
| Edit Users | ✔ | ✖ | ✖ | ✖ | ✖ |
| Create Groups | ✔ | ✖ | ✖ | ✖ | ✖ |
| Edit Groups | ✔ | ✖ | ✖ | ✖ | ✖ |
| Modify Plan & Add-ons | ✔ | ✖ | ✖ | ✖ | ✖ |
| Modify Billing Information | ✔ | ✖ | ✖ | ✖ | ✖ |

✔ Access
✖ No Access
✏ Only if user created the map or dataset
👥 Only if user belongs to a Group with appropriate permissions
🔗 Only with map's unique URL
🔒 Only with map's unique password

## 2. Plan Feature Breakdown

| | | Professional | Business | Enterprise | Agency |
|---|---|:---:|:---:|:---:|:---:|
| **Users & Groups** | Unlimited Private Viewers | ✖ | ✖ | ✔ | ✔ |
| | Additional Administrators ($49/month each) | ✖ | ✖ | ✔ | ✔ |
| | Additional Editors ($99/month for packs of five) | ✖ | ✖ | ✔ | ✔ |
| **Analytics** | Google Analytics | ✖ | ✖ | ✔ | ✔ |
| | Maptiks | ✖ | ✖ | ✔ | ✔ |
| **Branding & Customization** | Custom logo | ✔ | ✔ | ✔ | ✔ |
| | Custom color scheme | ✖ | ✔ | ✔ | ✔ |
| | Custom layout | ✖ | ✔ | ✔ | ✔ |
| | Custom navigation bar | ✖ | ✔ | ✔ | ✔ |
| | Custom language | ✖ | ✔ | ✔ | ✔ |
| | Custom domain / sub-domain | ✖ | ✔ | ✔ | ✔ |
| | Removable "White Label" branding | ✖ | ✖ | ✔ | ✔ |
| **Security** | 256-bit SSL encrypted maps | ✔ | ✔ | ✔ | ✔ |
| | Secured, private dataset repository | ✔ | ✔ | ✔ | ✔ |
| | Public maps and datasets | ✔ | ✔ | ✔ | ✔ |
| | Password protected, standalone, and hidden maps | ✖ | ✔ | ✔ | ✔ |
| | Organization-only maps and datasets (Users & Groups) | ✖ | ✖ | ✔ | ✔ |
| **Data Management** | Edit feature geometry | ✖ | ✔ | ✔ | ✔ |
| | Edit feature attributes | ✖ | ✔ | ✔ | ✔ |
| | Add / Remove features | ✖ | ✔ | ✔ | ✔ |
| | Reupload datasets | ✔ | ✔ | ✔ | ✔ |
| | Data Sync | ✖ | ✖ | ✔ | ✔ |
| **Data Formats** | Vector Data: SHP, CSV, KML, TAB, FileGDB, GeoJSON | ✔ | ✔ | ✔ | ✔ |
| | Raster Data: GeoTIFF | ✖ | ✔ | ✔ | ✔ |
| | WMS: v1.3.0 Web Mercator (EPSG:3857) | ✖ | ✔ | ✔ | ✔ |
| **Visualizations** | Thematic Maps | ✔ | ✔ | ✔ | ✔ |
| | Category Maps | ✔ | ✔ | ✔ | ✔ |
| | Chloropleth Maps | ✔ | ✔ | ✔ | ✔ |
| | Bubble Maps | ✔ | ✔ | ✔ | ✔ |
| | Heat Maps | ✔ | ✔ | ✔ | ✔ |
| | Clustered Pushpins | ✔ | ✔ | ✔ | ✔ |
| **Map Tools** | Advanced Search | ✔ | ✔ | ✔ | ✔ |
| | Query Tool | ✔ | ✔ | ✔ | ✔ |
| | Proximity Analysis | ✔ | ✔ | ✔ | ✔ |
| | Address & Data Search | ✔ | ✔ | ✔ | ✔ |
| | Coordinate search | ✔ | ✔ | ✔ | ✔ |
| | Print to PDF | ✔ | ✔ | ✔ | ✔ |
| | Measure | ✔ | ✔ | ✔ | ✔ |
| | Geolocation | ✔ | ✔ | ✔ | ✔ |
| | Google Street View | ✔ | ✔ | ✔ | ✔ |
| | Scale Bar | ✔ | ✔ | ✔ | ✔ |
| | Coordinate Display | ✔ | ✔ | ✔ | ✔ |
| | Base Map Switcher | ✔ | ✔ | ✔ | ✔ |
| | Custom Copyright | ✔ | ✔ | ✔ | ✔ |
| | Sketch | ✔ | ✔ | ✔ | ✔ |
| | Bookmark | ✔ | ✔ | ✔ | ✔ |

# Ready to get started?

Dive straight in to your 30 day free trial of Enterprise web mapping with Mango.

Sign up at www.mangomap.com/sign-up

# Still have questions?

If you still have questions about Mango, we'd love to talk!

You can request a demo from one of our amazing team members. Just click the link below to book an appointment, and we will be in touch!

Talk to you soon.

Book an appointment at www.mangomap.com/contact

# The Simple Online GIS

Make Amazing Interactive Web Maps That You and Your Users Will Love!