TextExpander for teams

Common questions about TextExpander for teams

Straight answers to the questions decision makers ask most often before adopting TextExpander.

What does it cost?

Teams of up to 5 can start on the Free plan. Paid plans are priced per user, and you're charged only for members who expand at least one Snippet in a billing period. The business case in this kit puts our cost next to the value of the time we save. Plans and pricing: textexpander.com/pricing.

Will people actually use it?

It works inside the tools people already use. Someone types a short abbreviation and the full text appears, with no new app to open.

Why not use the macros in our help desk, CRM, or EHR?

If your team works almost entirely inside one tool, its macros may be enough. TextExpander helps when the same language is needed in email, chat, the help desk, the CRM, and docs. One shared Snippet works in all of them, so an update reaches every tool at once.

Why not just use AI, like ChatGPT or Copilot?

They do different jobs, and many teams use both. AI drafts. TextExpander delivers the approved version. Draft with AI, approve it, and save it as a shared Snippet so everyone sends the same wording. TextExpander's built-in AI can help you draft Snippets, too.

Won't our messages start sounding canned?

Fill-ins keep the approved wording consistent while team members add the details that change, such as a customer's name or a date. People can also keep personal Snippets for their own greetings and sign-offs.

Who maintains the shared Snippets?

Most teams name one owner per Snippet Group. Permissions decide who can expand, edit, or manage each Snippet Group, so most people use Snippets without maintaining them. On Business and Enterprise plans, Snippet Requests let teammates suggest Snippets or changes for the owner to review.

What will IT need?

The IT security summary in this kit covers SOC 2 and SOC 3, encryption, the AI training policy, and which plans include single sign-on (SSO) and SCIM. Enterprise includes a custom security review.

How much work is the rollout?

Start with one team. Choose an admin, share a Snippet Group with the content your team types most, and invite people. Add TextExpander to new-hire onboarding so new people start with the team's library.

How will we know it's working?

The Statistics tab shows Snippet expansions and estimated time saved for each person. Check it after the first two weeks, and again after the first 30 days, to see which shared Snippets the team relies on most.

Time saved per person

24 days
saved per rep each year by Virta Health's care team

20+ hours
saved per person each month by SketchUp's support team

From TextExpander customer stories.