# Employee limits: what counts toward your plan

How many employees each plan allows, who counts, and what to do when you reach the limit.

For: Administrators, Managers · Updated November 21, 2026 ·
https://hipaacertify.com/index.php/support/article/employee-limit

| Plan | Employees |
|---|---|
| Small | Up to 25 |
| Medium | Up to 100 |
| Large | Unlimited |

University, government and invoiced accounts have no limit.

## Who counts

- **Counts:** every employee on your Employees list, including **inactive** employees.
- **Doesn't count:** removed employees, the account owner and managers.

The **Employees** page shows how many spots you have left. When you're close, you'll see **[number] slot(s) remaining** and an **Upgrade Plan** button.

## When you reach the limit

You'll see **You've reached your [plan] plan limit…** when adding someone, and the CSV preview lets you import only as many as fit. To make room:

- Upgrade your plan. Upgrades take effect right away.
- Or remove people who have left. Their records stay in your reports.

Need more help? Visit https://hipaacertify.com/index.php/support or contact us at https://hipaacertify.com/index.php/contact.


Downloaded Nov 22, 2026 — check the link above for the latest version.