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 16, 2026 · https://hipaacertify.com/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/support or contact us at https://hipaacertify.com/contact.

Downloaded Nov 16, 2026 — check the link above for the latest version.