

Which app categories are there?

Setapp incorporates applications that cover all the main requirements of different user personas. At this early stage we did not divide them into separate categories, however, if you do GTD, writing, imaging, videos, coding, maintaining macOS and other popular tasks, you will find some really useful stuff even in Setapp Beta.

With one subscription fee is there any limit to how many apps I can use / access?

Not at all. If you have an active Setapp account – you are free to use all of the fully functional applications on the service.

How is it different from the Mac App Store?

It is totally different. First of all, you don't buy any apps or in-app purchases, as all the products are fully-functional as long as you are subscribed to Setapp. Another important thing is a relatively small number of apps, but all of high value and quality, which is not the case of the Mac App Store.

How many more apps are expected to join? When?

We are planning on launching with about 40-50 apps, covering all the main areas of user interest. Later we will be steadily growing the number of apps, but with quality software only. Those apps that won't be performing well will most probably be leaving the service to keep a healthy environment.

Are there any geo restrictions on the usage?

The payment system of Setapp takes all the local specifics into account, however, you are not limited geographically to using Setapp.

How did you come out with Setapp idea?

We've been both Mac developers and users for a long time and faced all the pleasures and disadvantages of these two privileges. As developers, we strive to create products of real value and high quality. We encourage healthy competition, since we believe it is the key to making successful products. The problem starts when you have to face silly requirements and non-transparent review processes of your software and unfair competition, thus losing precious time for true development.

As users, we found it more and more difficult to find new quality software, since both the Mac segment of the Internet and the Mac App Store are flooded with thousands of truly useless and low quality products. Hundreds of thousands of apps is not an advantage, it's a nightmare! That's how we understood that the market needs a safe place for both true developers and happy customers. For Setapp we carefully choose only the worthiest products, so that users would not need to dig for their diamonds, they already have them served on a plate, fully-functional, at no additional cost, ad-free.

Why do you think end-users need Setapp?

We are Mac users ourselves and we know how difficult it is to find a worthy application sometimes. The Mac App Store still offers thousands of apps, advertising this fact as an advantage. But is it? For us, as users, it's a nightmare. Not only you need to spend money on every app, you spend tons of precious time looking for them and trying them out. What we want is a folder with all awesome apps already available at hand. And Setapp is the answer. It covers all the popular user needs for software and all of it comes available at no additional cost, without advertisement.

Who is an end-user of Setapp?

Billy, Willy, Sarah, Jane, no matter. Setapp incorporates applications that are suitable for all sorts of tasks done by writers, developers, designers, musicians, administrators or simply those who like doing various stuff on their Macs.

We have to say, though, that Setapp currently does not offer professional products of deep specialization, which usually costs hundreds-to-thousands of dollars per license. However, Setapp may quite be a great addition for such users, since all professionals still need lots of satellite products to work with. And Setapp does relieve the pain of endless looking for good stuff.

Do I have to install anything?

All you need to do is install the actual Setapp application to your Mac and sign into it with your credentials. That's when all of the Setapp applications appear in a separate folder in a form of so-called teasers. Double-click one, look at a preview and hit Open to install and use it right away.

What is your approach to vetting quality apps?

We only invite developers of well-known and popular applications that have clear value and high quality. In many cases we are ready to offer our assistance in further improving Setapp products, since we have a strong team of professionals behind MacPaw.

Does it work with no Internet connection?

Yes, but it needs to connect from time to time to verify your subscription. Newly-opened apps will also require connection to be downloaded. Setapp cannot be used only if a user does not have Internet connection at all.

Will the end-user have to worry about renewals or payment walls for app upgrades?

All application updates on Setapp are totally free and covered by the transparent Setapp subscription. You always have all the Setapp software updated and available fully-functional.

How often will new apps be added a month?

We cannot comment on any particular numbers, while we don't have any actual usage statistics before we go live, however, the forecast is having about 80 apps in total.

As an end-user, can I request or submit recommendations for new apps?

Yes, this is a functionality that will soon become available. We cannot guarantee, however, that we attract any given developer or decide to do so.

Are there any kinds of apps that you will restrict on your service?

Knowing that Setapp reserves the right to choose applications to invite and work with, we have to say that we will stick mostly to common sense and won't be considering any offensive or unacceptable products of any kind.

Are the apps found here available anywhere else? Why is it better for me to use them here instead?

Sure, most of the applications on Setapp are also available as a separate purchase directly from their developers or from the Mac App Store. But we are confident that Setapp is a better way to go, because with a relatively inexpensive subscription you are getting the apps you want + dozens of additional awesome handy products. All of which would cost well over a thousand dollars even on Setapp release day.

I'm a developer. How can I get my apps in Setapp?

We have high quality standards and mostly add new developers on an invite-only basis. However, if you feel like your product is of exceptional quality and you would like it to be considered for Setapp, feel free to let us know (developers@setapp.com).

What devices are supported?

Setapp works on any Macs with macOS 10.10 and higher. Some applications on the service, however, may support only newer versions of the OS.

How safe is it? Is there anything I should do to protect my data when using apps from Setapp?

It is as safe as using any of the actual apps. However, with Setapp you're even more protected, because you don't need to buy any licenses or in-apps, thus minimizing any risks related to online purchases. Your actual Setapp subscription is done through industry-leading facilities so that your payment and personal data is secure.

How will I get updates?

Updates to all of your Setapp applications arrive in the background so that you always have the latest versions available. All the updates are free and all you need is your active Setapp subscription.

How do app developers make money with Setapp?

Developer earnings are directly related to their app's usage statistics and market price. If your app gets used at least once a month by a user, you will be getting part of this user's fee for this month. The scheme is based on fair revenue distribution principle, so that no developer gets fooled.

If I have previously downloaded an app from another place, can I transfer my subscription to Setapp to continue using it and get updates?

A license of a separate app cannot be transferred into Setapp. However, if you have a Setapp subscription and the app in question is on the service, you may freely use it just like the rest of the Setapp applications.