

# Frequently Asked Questions

## GENERAL

### What is LogicGlue?

LogicGlue is a web application that seamlessly integrates your Xero account with OpenAI (ChatGPT), enabling you to leverage AI for quick insights relating to your organization's Xero data.

### How does LogicGlue work?

1. Click on Sign-up on the LogicGlue website.
2. Set-up a LogicGlue account.
3. Connect LogicGlue to your Xero account.
4. You're now ready to chat with LogicGlue about your Xero data.

LogicGlue works similar to ChatGPT, with the added benefit of real-time, secure and private access to your Xero data.

### How can LogicGlue assist you?

LogicGlue provides real-time insights and analysis of your Xero data.

You can use ChatGPT like queries in LogicGlue, to ask a question about anything relating to your Xero data. For example profit and loss reports and analysis, balance sheet insights, charting of data etc.

Feel free to browse the [LogicGlue Forum](#) for more examples.

## Do I access LogicGlue from within Xero?

No. LogicGlue is a separate application to Xero. You can access LogicGlue via a separate browser window to Xero.

## Who is the team behind LogicGlue?

LogicGlue was created by an experienced technical and product team headquartered in Sydney Australia. The LogicGlue team have previously built several award winning online products, including a leading Social Media management platform that was used by over 4 million Social Media users.

LogicGlue is backed by experienced veteran technology investors.

## SECURITY

### What access does LogicGlue have to my Xero data?

Once you sign-up to LogicGlue, and connect your Xero account, we have access to your Xero data. However, LogicGlue only accesses your Xero data on an as needed basis in order to provide answers to your queries.

LogicGlue does not make a copy of or store your Xero account data. LogicGlue does not store a copy of your query, or store your query results.

If you disconnect your LogicGlue account from Xero, we no longer have access to your Xero account and we don't keep any of your Xero related information.

## How do I know that my data is secure with LogicGlue?

With respect to any Xero account data we access, data security, integrity, and protection against unauthorized access is fundamental to our product, systems, policies and processes.

LogicGlue uses the official OpenAI, Xero and Stripe (for billing) APIs. LogicGlue is bound by the stringent security requirements of these companies' API policies.

## Does LogicGlue make a copy or store my Xero data?

No. LogicGlue does not store or replicate any part of your Xero data. LogicGlue only accesses your Xero data, via the Xero API on a strictly as needed basis.

LogicGlue does not store your chat query or your query response. When you close the LogicGlue application, all data in your LogicGlue chat window is permanently deleted.

## Is my data used to train any AI models?

No. LogicGlue, Xero, and OpenAI will not use your data to train AI models.

For details on OpenAI's training policies, including confirmation that OpenAI API data is not used as AI training data visit [OpenAI Data Usage Policies](#).

## Does LogicGlue make any changes to my Xero data?

No, LogicGlue makes no changes to your Xero data. LogicGlue is "Read Only" with respect to your Xero data.

## Does LogicGlue use any of my data or meta data for advertising purposes?

No.

## Is two-factor authentication available?

Yes, LogicGlue users have the option of activating two-factor authentication in their LogicGlue account.

## I have a security related question about LogicGlue, where should I send it?

Please email us at [contact@logicglue.com](mailto:contact@logicglue.com) with any questions.

## CONNECTING TO XERO

### What are the steps to connect my Xero account to LogicGlue?

Once you have set-up and logged in to your LogicGlue account, you are prompted to connect your Xero account. You will need to log in to your Xero account as normal. Once connected, you will be able to use LogicGlue with your Xero account, until you disconnect your Xero account.

### What are the steps to disconnect my Xero account from LogicGlue?

LogicGlue: navigate to "Settings" and then "Integrations, select disconnect your Xero account.

Xero: At any stage you can check what third party apps are connected to your Xero account: In Xero, navigate to Settings > Connected Apps, to view connected apps. You can disconnect any app as required from within Xero.

## BILLING

### How much does LogicGlue cost?

To use LogicGlue, you require a paid subscription. More information can be found on our [pricing page](#).

### Is there a free trial available?

Yes, you can trial LogicGlue for free for 7 days.

### Do I need to provide my credit card details for the free trial?

Yes. A credit card is required for the trial. However if you cancel any time before the trial expires, you won't be charged anything.

### What payment provider do you use?

We use Stripe to manage our payments and subscriptions. Stripe is one of the world's largest online payment infrastructure companies.

### What is your cancellation/refund policy?

Paid subscriptions are charged monthly. You can cancel your subscription at anytime. We do not offer any refunds. Please contact our team if you have any questions regarding your payments.

### How do I cancel my LogicGlue subscription?

You can cancel your LogicGlue paid account at any stage from within the LogicGlue app. You can also email our team for assistance.

## PRODUCT

### What is an LLM?

A Large Language Model (LLM) is a powerful AI system designed to understand and generate human-like text. A LLM is like a supercharged autocomplete that has been trained on vast amounts of text from books, websites, and other sources.

- It reads and learns patterns in language from massive datasets.
- It predicts the next word in a sentence based on context, just like how your phone suggests words when you're typing.
- Over time, with more data and smarter training, it becomes better at understanding and generating human-like responses.

LLMs don't "think" like humans. They don't truly understand meaning - they just predict what words should come next based on patterns they've seen before.

LogicGlue uses the OpenAI platform as provider of our underlying LLM technology. OpenAI is the technology that powers ChatGPT.

### Why do LLMs (& LogicGlue) sometimes return different, or even incorrect answers, for the same query?

LLMs (and LogicGlue) operate differently from most computing that we are accustomed to, eg Excel.

Regular computing tends to be "deterministic", that is, the same inputs always result in the same outcome.

LLMs are "non deterministic" systems. Non deterministic systems can produce different output despite receiving the same inputs. This non deterministic behaviour is a result of the complex "neural network" nature of LLMs, as well as the huge amount of data used to train LLMs.

Results can be improved in LogicGlue by crafting specific prompts. For example, instead of the prompt, "Please list my staff members.", you could submit the prompt, "Please list my staff members, in the format of first name, surname, staff department. Please exclude terminated or inactive staff."

For results you suspect may be incorrect or incomplete, you can submit the prompts:

- "This is incorrect, please review."
- "Please double check your answer."
- etc

What LLM does LogicGlue use?

LogicGlue uses the OpenAI(ChatGPT) LLM.

What version of the OpenAI API does LogicGlue use?

LogicGlue uses the latest version of OpenAI's API. Contact our team if you want further details.

Do I need a ChatGPT account to use LogicGlue?

No, you don't need a ChatGPT account (free or paid) to use LogicGlue.

Can I integrate an existing ChatGPT account with LogicGlue?

No, you can't link an existing ChatGPT account with LogicGlue.

Do I need a Xero Account to use LogicGlue?

Yes. LogicGlue works with your Xero account to provide AI powered insights.

Does LogicGlue map Xero user account restrictions?

Yes. LogicGlue maps Xero user account restrictions.

A LogicGlue user will not be able to access Xero data via LogicGlue, that the user is prevented from accessing via Xero.

For example, if a Xero user is restricted from accessing Payroll in Xero, this user will not be able to retrieve any Payroll information via LogicGlue, after connecting their LogicGlue account with Xero.

Do I need to be logged into Xero, with Xero open to use LogicGlue?

No, you don't need to be logged into Xero or have Xero open to use LogicGlue.

You can access LogicGlue anytime regardless of what web page you are on, and whether you are logged in directly to Xero.

Will I be charged anything extra by Xero by using LogicGlue?

No. Payment for LogicGlue is separate to your payment to Xero.

Will I be charged anything by OpenAI (ChatGPT) to use LogicGlue?

No, your subscription is only with LogicGlue.

Does LogicGlue work with any other accounting products?

No, at this stage, LogicGlue only works with Xero.

Is there a LogicGlue API?

There is currently no LogicGlue API available for general use.

## ADDITIONAL

Is LogicGlue affiliated with Xero, or OpenAI (ChatGPT provider)?

No. LogicGlue is an independent company that is not affiliated with Xero or OpenAI.

What is LogicGlue's Privacy Policy and Terms and Conditions?

You can view the LogicGlue Privacy Policy [here](#), and the Terms and Conditions [here](#).

I have further questions, how can I contact you?

Please email us at [contact@logicglue.com](mailto:contact@logicglue.com) with any questions.