Cancel, change or pause membership

12/17/2024 9:17 am PST

A paid member can change or cancel a membership any time.

To cancel:

Paid members can cancel their membership at any time without request or intervention. When a membership is canceled, the paid member retains any access or benefits associated with the membership through the remaining billing period.

1. Navigate to My Account on the top right

2. Select "Payments"

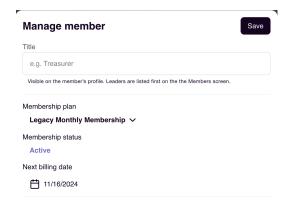3. Select the appropriate membership and then press cancel

Once canceled, payment info is no longer charged, and membership can be restarted anytime. Access to the group may be revoked in accordance with the group membership.

Changing membership plans

Navigate to "My membership" and select the option to change the plan.
- If changing plans with different billing intervals, e.g., monthly to annual, then the change will take effect on their next billing cycle.
- If changing plans with the same billing interval, then:
    - If downgrading to a cheaper plan, then billed on next billing cycle
    - If upgrading to a more expensive plan, then billed a prorated amount immediately

An admin can also adjust a member's membership plan by either visiting the member's profile and tapping "manage member", or by selecting "membership plans" from admin settings, viewing members, and selecting members to move to another plan.

Manage member Save

Title

e.g. Treasurer

Visible on the member's profile. Leaders are listed first on the the Members screen.

Membership plan
Legacy Monthly Membership ⌄

Membership status
Active

Next billing date
📅 11/16/2024

Pause membership plans

An admin can adjust the next billing date of a membership by visiting the member's profile and tapping "manage member" under the three dot icon.

Admins: Cancel single or multiple members

An admin can cancel a membership by navigating to the membership plan, and selecting the member(s), and then pressing cancel.

Note, membership exemption by role does not cancel existing memberships.