

HOW TO MANAGE YOUR ASCEND SUBSCRIPTION

[How to check the status of your subscription.](#)

[How to cancel/deactivate your subscription.](#)

[How to change from monthly to annual or annual to monthly.](#)

[How to switch from one type of plan to another](#) (e.g. Student to Professional; Professional to STAR Professional).

[How to change your credit card or billing address.](#)

[How to change your email address/password.](#)

- **How to check the status of your subscription.**

1. Click your **Profile Icon**.
2. Click **Your Purchases**.

The price of your subscription (not including applicable taxes) is listed, along with the date scheduled for the next payment.

IMPORTANT NOTE: All memberships auto-renew. If you have a monthly subscription, it will auto-renew on the same date each month. For example, if your first payment is on January 3, your auto renewals will be on February 3, March 3, etc. If you have an annual subscription, it will auto-renew on the anniversary of your first payment; e.g. if you joined on January 3, 2022, your auto-renewal takes place on January 3, 2023.

If you wish to cancel your membership, you must deactivate your account *prior to* autorenewal. Requests for refunds that take place due to autorenewal will not be considered more than 7 calendar days post auto-renewal. If you need assistance with deactivation beyond the instructions provided in this document, please contact a Host of Ascend Training by Stenograph via chat at the Ascend training site or at training@stenograph.com.

- **How to cancel/deactivate your subscription.**

1. Click your **Profile Icon**.
2. Click **Personal Settings**.
3. Click the **Deactivate My Account** button.

✍ **NOTE:** If you are currently in the 30-day trial period, your account will be cancelled/deactivated immediately, and your credit card will never be charged.

If you have made one or more payments, your account will be cancelled/deactivated at the end of your current payment period, and you will not be charged again.

- **How to change from monthly to annual or annual to monthly.**

1. Click your **Profile Icon**.
2. Click **Your Purchases**.
3. Click **Upcoming Charges**.
4. Click **Switch to Annual Subscription** or **Switch to Monthly Subscription**.

✍ **NOTE:** This option will not be available to you if you are currently enjoying your 30-day free trial. You will not be able to change the plan until the free trial ends. On the day before your 30-day trial is scheduled to end, Cindi will have you deactivate your current membership and she will provide you with a new link you can use to sign up for the new plan (for which you will be billed immediately).

- **How to switch from one type of plan to another** (e.g. student to professional; Professional to STAR Professional). Contact Cindi Lynch at clynch@stenograph.com. Let her know your current plan and what change you want to make. Cindi will request information she needs, then provide you with step-by-step directions.

✍ **NOTE:** If you are currently enjoying your 30-day free trial, you will not be able to change the plan until the free trial ends. At that time, Cindi will have you deactivate your current membership and she will provide you with a new link you can use to sign up for the new plan (for which you will be billed immediately).

- **How to change your credit card or billing address.**
 1. Click your **Profile Icon**.
 2. Click **Personal Settings**.
 3. Click **Billing**.
 4. To change your billing address, click the green **Edit Address** button.
 5. To change your credit card, do *one* of the following:
 - a. To update an existing credit card, click **Edit Card**.
 - b. To replace the current card with a different card, click **Replace Card**.
- **How to change your email address/password**
 1. Click your **Profile Icon**.
 2. Click **Personal Settings**.
 3. Click Update **Email and Password**.
 4. At *Update Email Address*, type your new email address.
 5. At *New Password*, type your new password.
 6. At *Confirm New Password*, type your new password again.