



## How to Manage Your Ascend Subscription

Sign into your account on the website: [https://ascend.stenograph.com/sign\\_in](https://ascend.stenograph.com/sign_in).

**TIP:** It is faster, easier, and more reliable to manage your subscription and purchases from the website than from the Mighty Networks app on your phone or tablet.

### How to check the current status of your subscription:

1. Click your **Profile Icon**. (This may appear as a generic person surrounded by a dotted-line circle or as an image you selected). If you point to the icon and hover over it, it will say, "View Your Stuff.")
2. Click **Plans and Access** then click the name of your plan.

The price of your subscription (not including applicable taxes) and the date scheduled for the next payment are listed.

**IMPORTANT NOTE: All new memberships auto-renew until and unless they are canceled.** If you have a monthly subscription, it will auto-renew on the same date each month. For example, if your first payment was on January 3, 2025, 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 your first payment was on January 3, 2025, your auto-renewal takes place on January 3, 2026.

If you wish to cancel your membership, you must cancel your account *before* autorenewal. *Requests for refunds due to autorenewal will not be considered more than **seven (7)** calendar days post auto-renewal.*

### How to cancel your subscription:

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

**NOTE:** If you are currently in the 30-day trial period, your account will be canceled/deactivated immediately, and your credit card will not be charged. If you have made one or more payments, your account will be canceled/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 **Plans and Access**.
3. Click the plan listed under *Active Subscriptions*.
4. Click **Switch to Annual Subscription** or **Switch to Monthly Subscription**.



**NOTE:** This option will not be available if you are enjoying your 30-day free trial. You will not be able to change the plan until the free trial ends. Before your free trial ends, go back to [www.stenograph.com/ascend](http://www.stenograph.com/ascend), fill out the questionnaire, and sign up for the preferred plan, or you can contact Cindi Lynch at [clynch@stenograph.com](mailto:clynch@stenograph.com) for a direct link to sign up for the plan you prefer.

If you need to change the plan level: for example, you renewed your Edge agreement AFTER you joined Ascend and want to take advantage of the discount, send an email to [clynch@stenograph.com](mailto:clynch@stenograph.com). Cindi Lynch will confirm your eligibility for the plan you believe is more appropriate and send you a link.

### **How to change your credit card or billing address:**

1. Click your **Profile Icon**.
2. Click **Personal Settings**.
3. Click **Account**.
4. Click **Billing**.
5. To change your billing address, click the green **Edit Address** button.
6. To change your credit card, do *one* of the following:
  - To update an existing credit card, click **Edit Card**.
  - To replace the current card with a different card, click **Replace Card**.
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### **How to get a copy of an Ascend Invoice:**

1. Click your **Profile Icon**.
2. Click **Plans and Access**.
3. Click the plan listed under *Active Subscriptions*.
4. Under *Invoices*, click the **View Invoice** button for the specific invoice you want to view or print. A PDF file will be saved to your Downloads folder. You can click the Open file link to view the PDF immediately.

[#SiteInformation](#) [#AccountInfo](#)