



How to Manage Your Ascend Subscription

Sign into your account on the website: 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 **Your Plans and Purchases**.

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

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 June 3, 2022, your auto-renewal takes place on June 3, 2023.

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 **Your Plans and Purchases**.
3. Click the name of your current subscription plan, listed under *Active Subscriptions*.
4. In the *Plan Details* section, click the **Cancel Subscription** button.

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 your credit card or billing address:

1. Click your **Profile Icon**.
2. Click **Your Plans and Purchases**.
3. Click the name of your current subscription plan, listed under *Active Subscriptions*.
4. Under *Billing Information*, click **Manage Billing Information**.
5. To change your billing address, click the green **Edit Address** button.
6. 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 get a copy of an Ascend Invoice:

1. Click your **Profile Icon**.
2. Click **Your Plans and Purchases**.
3. Click the name of your current subscription 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.

How to change from monthly to annual or annual to monthly:

1. Click your **Profile Icon**.
2. Click **Your Plans and Purchases**.
3. Click the name of your current subscription 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, fill out the questionnaire, and sign up for the preferred plan, or you can contact Cindi Lynch at 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 joined the STAR users group AFTER you joined Ascend and want to take advantage of the STAR discounted rate for Ascend, send an email to clynch@stenograph.com. Cindi Lynch will confirm your eligibility for the plan you believe is more appropriate and send you a link to re-join using the correct subscription plan.