

Step 1. Members cancel their subscription

Now, your Members can manually cancel their subscription from their account:

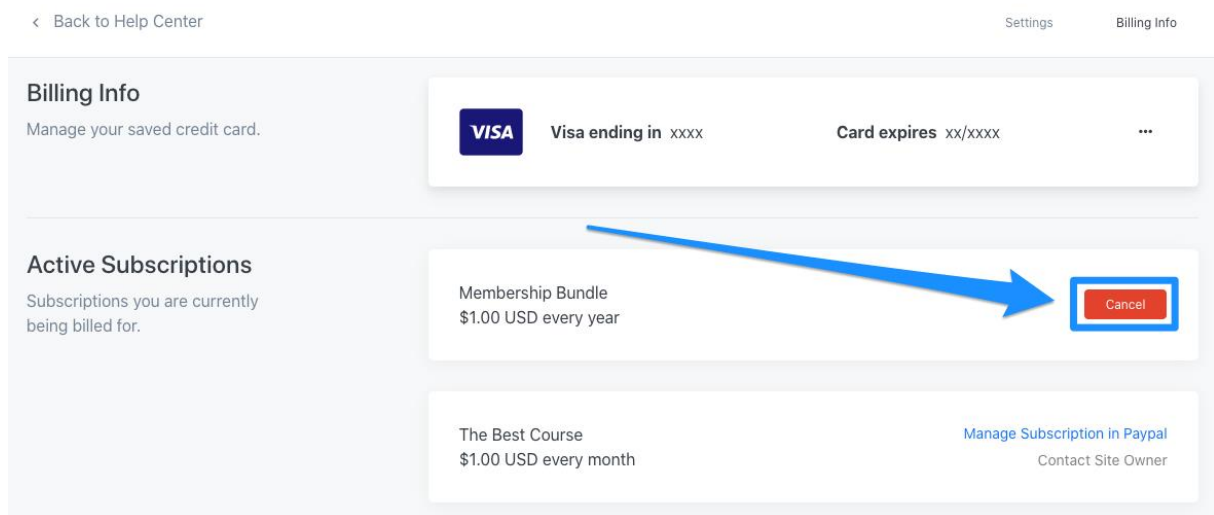
- A Member will log in to their account.
- Click on their Avatar in the top right of the page.
- Select **Settings** from the dropdown.
- Click **Billing Info** in the top right of the page:

Depending on the Offer they wish to cancel and the payment method used to purchase the Offer, they can cancel their subscription:

- [Stripe](#)
- [Paypal](#)

Stripe

- Select the **Cancel** button:



After your Member clicks **Cancel**, they will be prompted to confirm their cancellation:

Warning

Are you sure you want to cancel this subscription?

You will lose access to the offer subscription **Coaching Session** on the next billing cycle.

No, take me back

or

Cancel this subscription

Once confirmed, they will lose access to their Offer Subscription at the end of the current billing cycle.

Paypal

- Click **Manage Subscription in Paypal**

< Back to Help Center Settings Billing Info

Billing Info
Manage your saved credit card.

VISA Visa ending in xxxx Card expires xx/xxxx ...

Active Subscriptions
Subscriptions you are currently being billed for.

Membership Bundle \$1.00 USD every year	Cancel
The Best Course \$1.00 USD every month	Manage Subscription in Paypal Contact Site Owner

Your Member will then be redirected to their PayPal account in the Payments tab. If your Member is not logged in, they will be prompted to log in to their PayPal account.

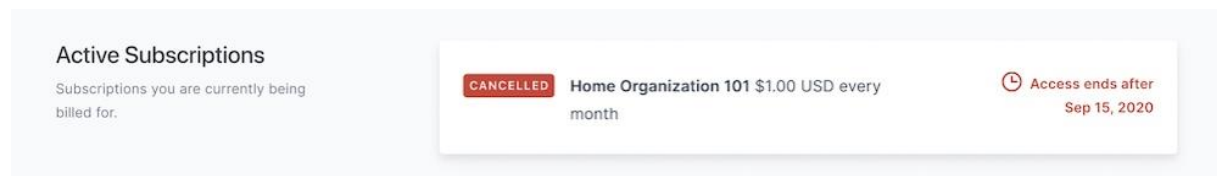
- Click **Payments** in the top menu.
- Select **Manage automatic payments** under the "Automatic payments" section.
- Select the merchant whose agreement they want to cancel in the left sidebar.
- Click the **Cancel** button.
- Confirm their wish to cancel and click **Cancel Automatic Payments**:

Once confirmed, their subscription payments will be inactive and you will no longer receive payments for the subscription.

Step 2. After Members cancel their subscription

After your Member cancels their subscription, they will lose access to their Offer Subscription at the end of the current billing cycle.

Your Member can view their canceled subscription and access end date in their Billing Information:



The screenshot displays a user's Billing Information page. On the left, under the heading "Active Subscriptions", there is a sub-heading "Subscriptions you are currently being billed for." To the right, a subscription card is shown with a red "CANCELLED" status. The card details include "Home Organization 101 \$1.00 USD every month" and a clock icon indicating "Access ends after Sep 15, 2020".