

Site - Settings Subscriptions

Overview

The Subscription page allows you to manage your organization's membership plan. From here you can view your current subscription details, change your membership plan, manage auto renewal, and review your order history.

Current Subscription

Plan

Displays your organization's currently active membership plan.

Start Date

Displays the date your current subscription period began.

End Date

Displays the date your current subscription period is set to expire. If auto renewal is enabled your subscription will automatically renew on this date.

Renewal Status

Displays whether auto renewal is currently enabled or cancelled for your subscription.

Changing Your Plan

To upgrade or downgrade your membership plan select the plan you would like to switch to and proceed through the payment process. Changing your plan will take effect immediately upon successful payment and your new plan limits will be applied right away.

Plan limits include:

- Maximum number of active deployed applications
 - Maximum number of LDAP user accounts
 - Access to additional features based on plan tier
-

Managing Auto Renewal

Cancelling Auto Renewal

If your subscription is currently set to auto renew you will see a **Cancel Auto Renewal** option. Clicking this will stop your subscription from automatically renewing at the end of the current period. You will retain access to your current plan until the end date and after that your account will revert to the free tier.

Cancelling auto renewal does not immediately affect your current subscription — your plan remains active until the end of the current billing period.

Re-enabling Auto Renewal

If auto renewal has been cancelled and you would like to re-enable it you can do so by selecting your current plan and completing the payment process to set up a new subscription.

Order History

A full history of your past orders and subscription payments is displayed in the order history table with the following information:

Plan

The membership plan associated with each order.

Status

The current status of the order such as Active, Completed, or Cancelled.

Start Date

The date the subscription period for that order began.

End Date

The date the subscription period for that order ended or is set to end.

Date Ordered

The date and time the order was placed.

Notes

- Changing your plan requires payment and is processed immediately through our secure payment provider
 - Cancelling auto renewal will not issue a refund for the current billing period — your plan remains active until the end date
 - If your subscription expires and you have more active applications or LDAP users than your new plan allows you will need to deactivate applications or disable user accounts to come back into compliance
 - Contact support if you have any billing disputes or questions about your subscription
-

Revision #1

Created 16 May 2026 01:57:05 by SEYGOV

Updated 16 May 2026 01:57:13 by SEYGOV