

# How to make changes to your Monthly Donation

After you have signed up for a monthly donation or sponsorship, you can view the details of your “subscriptions” on your **My Account** page.

The **My Account** provides details of billing and shipping addresses, order history and **My Subscriptions** which provides all details of your monthly payments. This is also where you can **change your password**.

Your **My Account** will look similar to the example below.

To login to your **My Account** page [click here](#).

The screenshot shows a user's 'My Account' page. At the top is a dark navigation bar with links for Home, Cart, Checkout, My Account, Sample Page, and Shop. Below the navigation bar, the page title 'My Account' is displayed. A greeting message reads: 'Hello Brennan Huff (not Brennan Huff? [Sign out](#)). From your account dashboard you can view your recent orders, manage your shipping and billing addresses and [edit your password and account details](#).' The main content area is divided into three sections: 'My Subscriptions', 'Recent Orders', and 'My Addresses'. 'My Subscriptions' contains a table with columns for Subscription ID, Status, Next Payment, and Total, with a 'View' button for each row. 'Recent Orders' contains a table with columns for Order ID, Date, Status, and Total, with 'Pay', 'Cancel', and 'View' buttons for each row. 'My Addresses' includes a heading, a note that the following addresses will be used by default, and two sections: 'Billing Address' and 'Shipping Address'. The Billing Address section includes an 'Edit' link and the address: 'Brennan Huff, 1987 Midwick Drive, Aladena, CA 91601'. The Shipping Address section includes an 'Edit' link and the message: 'You have not set up this type of address yet.'

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Home / My Account

## My Account

Hello Brennan Huff (not Brennan Huff? [Sign out](#)). From your account dashboard you can view your recent orders, manage your shipping and billing addresses and [edit your password and account details](#).

### My Subscriptions

SUBSCRIPTION	STATUS	NEXT PAYMENT	TOTAL	
<a href="#">59</a>	Pending	-	\$133.95 / month	<a href="#">View</a>
<a href="#">39</a>	Active	August 16, 2015	\$17.95 / month	<a href="#">View</a>
<a href="#">33</a>	Active	August 16, 2015	\$0.00	<a href="#">View</a>

### Recent Orders

ORDER	DATE	STATUS	TOTAL	
<a href="#">#24</a>	July 15, 2015	Pending Payment	\$1,000.00 for 1 item	<a href="#">Pay</a> <a href="#">Cancel</a> <a href="#">View</a>

### My Addresses

The following addresses will be used on the checkout page by default.

#### Billing Address

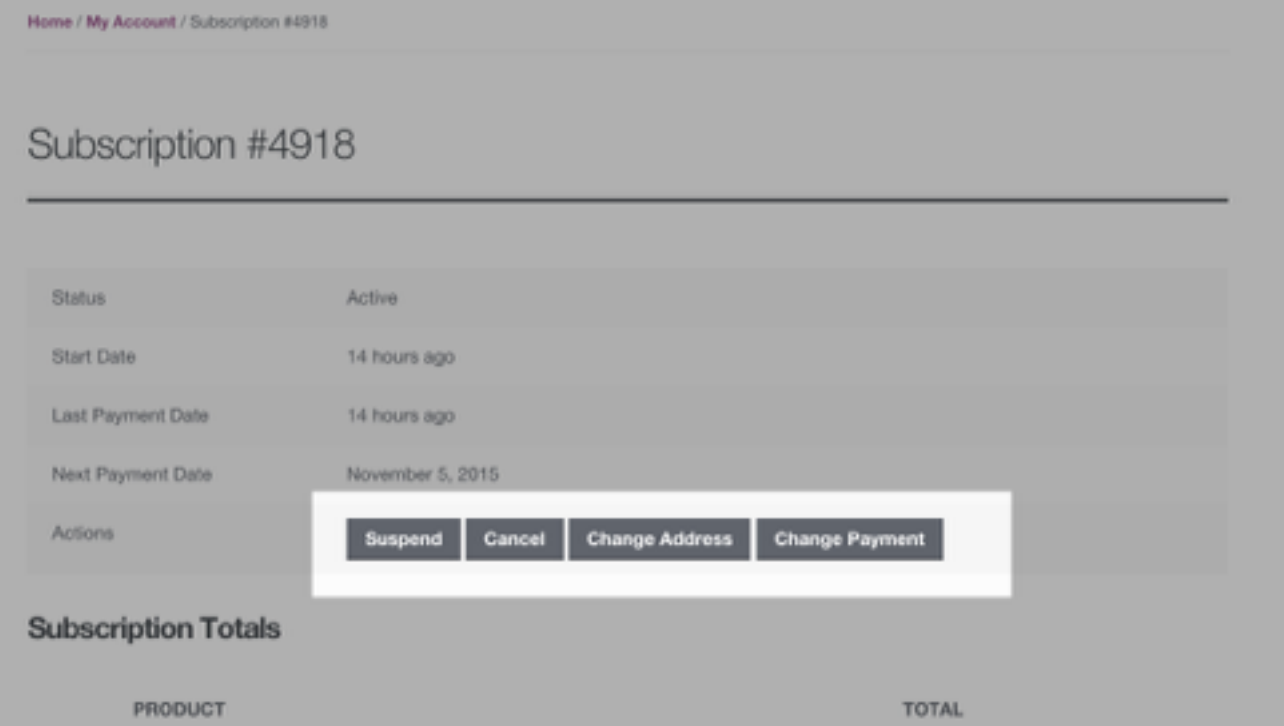
[Edit](#)  
Brennan Huff  
1987 Midwick Drive  
Aladena, CA 91601

#### Shipping Address

[Edit](#)  
You have not set up this type of address yet.

To make changes to your subscription, click the VIEW button next to the subscription in the **My Subscriptions** table. This will open that particular subscription and allow you to make changes as follows:-

- Cancel or suspend an active subscription
- Reactivate a suspended subscription
- Resubscribe an expired or cancelled subscription
- Pay for a renewal order when the automatic payment failed
- Change the payment method or update credit card details
- Change address



The screenshot shows a user interface for managing a subscription. At the top, there is a breadcrumb trail: "Home / My Account / Subscription #4918". Below this, the title "Subscription #4918" is displayed. A horizontal line separates the title from the details section. The details section is a table with the following rows:

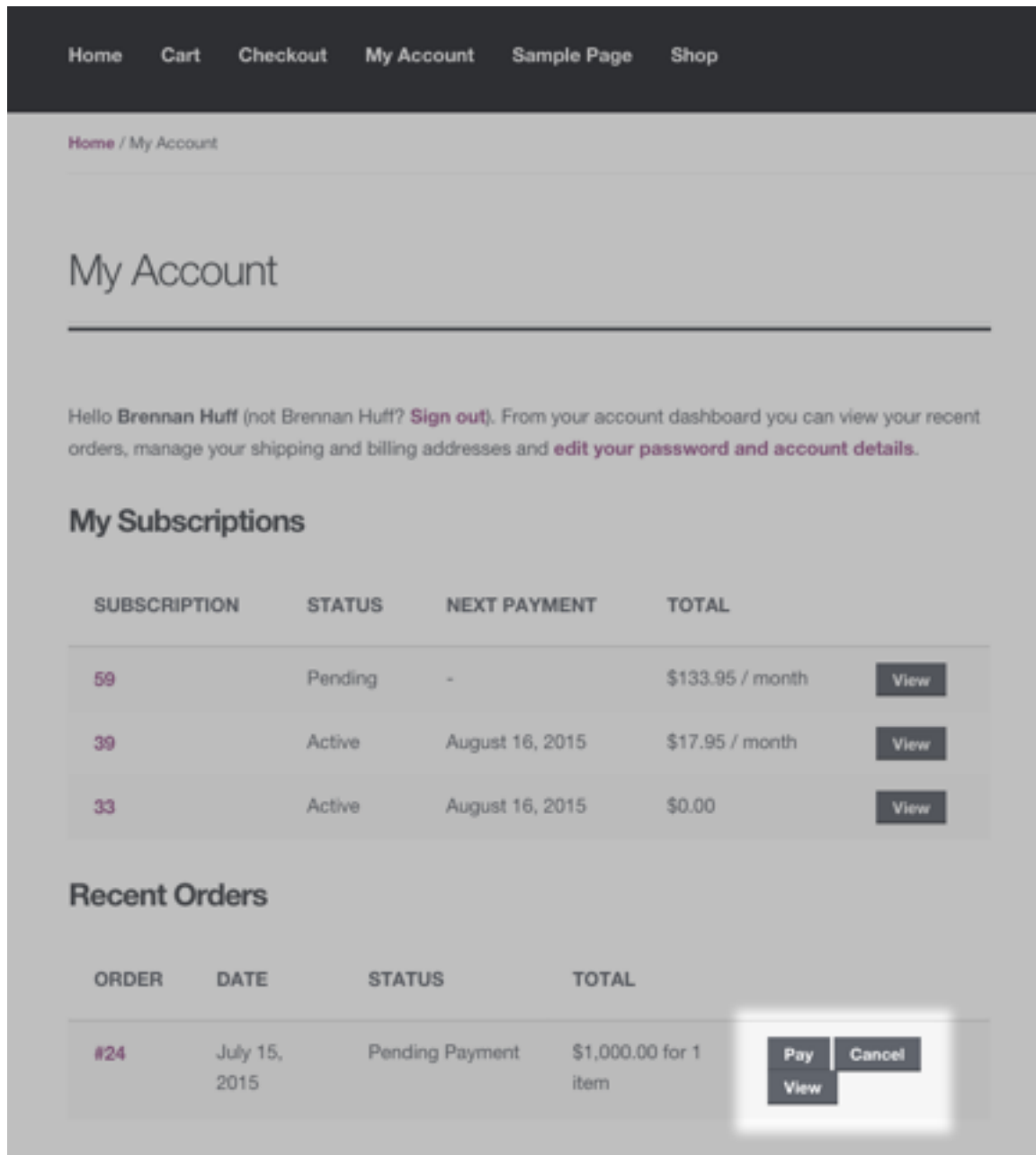
Status	Active
Start Date	14 hours ago
Last Payment Date	14 hours ago
Next Payment Date	November 5, 2015
Actions	<a href="#">Suspend</a> <a href="#">Cancel</a> <a href="#">Change Address</a> <a href="#">Change Payment</a>

Below the details table, there is a section titled "Subscription Totals". At the bottom of the page, there is a table header with two columns: "PRODUCT" and "TOTAL".

## What to do if my payment has failed

1. Login to your My Account page and you will see a Pay button and the status will be “Pending Payment”.
2. Clicking the **Pay** button will direct you through a normal checkout process. Once payment is completed, the subscription will be reactivated.

See the example below.



The screenshot shows a user's account dashboard. At the top, there is a navigation bar with links for Home, Cart, Checkout, My Account, Sample Page, and Shop. Below the navigation bar, the page title is "My Account". A welcome message reads: "Hello Brennan Huff (not Brennan Huff? [Sign out](#)). From your account dashboard you can view your recent orders, manage your shipping and billing addresses and [edit your password and account details](#)." The main section is titled "My Subscriptions" and contains a table with the following data:

SUBSCRIPTION	STATUS	NEXT PAYMENT	TOTAL	
59	Pending	-	\$133.95 / month	<a href="#">View</a>
39	Active	August 16, 2015	\$17.95 / month	<a href="#">View</a>
33	Active	August 16, 2015	\$0.00	<a href="#">View</a>

Below the subscriptions table is a section titled "Recent Orders" with a table containing one entry:

ORDER	DATE	STATUS	TOTAL	
#24	July 15, 2015	Pending Payment	\$1,000.00 for 1 item	<a href="#">Pay</a> <a href="#">Cancel</a> <a href="#">View</a>

The "Pay" and "View" buttons for the pending order are highlighted with a white box.

## How to change my payment method or update my credit card details

To change the payment method or update details used for a subscription:

1. Click the **Change Payment Method** button next to a subscription;

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Home / My Account

### Subscription #68

Status	Active
Start Date	August 6, 2015
Last Payment Date	August 6, 2015
Next Payment Date	September 6, 2015
End Date	August 6, 2016
Actions	<a href="#">Suspend</a> <a href="#">Cancel</a> <a href="#">Change Address</a> <a href="#">Change Payment</a>

### Subscription Totals

PRODUCT	TOTAL
Karaoke lyrics x 1	\$9.99 / month
Subtotal:	\$9.99
Shipping:	Free Shipping
Payment Method:	Credit card (Stripe)
Total:	\$9.99 / month

2. Enter the new payment details on the **Checkout** → **Pay** page;

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Home / Checkout / Pay for Order

## Change Payment Method

Choose a new payment method. Next payment is due September 6, 2015.

PRODUCT	QTY	TOTALS
Karaoke lyrics	1	\$0.99 / month
<b>Subtotal:</b>		\$0.99
<b>Shipping:</b>		Free Shipping
<b>Payment Method:</b>		Credit card (Stripe)
<b>Total:</b>		\$0.99 / month

Credit card (Stripe) 

PayPal [What is PayPal?](#) 

Pay via PayPal: you can pay with your credit card if you don't have a PayPal account.

[Proceed to PayPal](#)

3. Submit the **Checkout** → **Pay** form and when returned to the **My Account** page you will see a confirmation message that the payment method has been updated.

The screenshot shows the 'My Account' page of the Prestige Worldwide website. At the top, there is a dark navigation bar with the site name 'Prestige Worldwide' and the tagline 'Just another WordPress site'. Below the navigation bar, a green banner displays the message 'Payment method updated.' in white text. The breadcrumb trail shows 'Home / My Account'. The main content area is titled 'My Account' and includes a welcome message for user 'Bresnan' (not Brennan?) with a 'Sign out' link. Below this, there are sections for 'My Subscriptions' and 'Recent Orders'. The 'My Subscriptions' section contains a table with one active subscription, and the 'Recent Orders' section contains a table with one order in progress.

**Prestige Worldwide**  
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Home Cart Checkout My Account Sample Page Shop

Home / My Account

Payment method updated.

Home / My Account

## My Account

Hello **Bresnan** (not Brennan? [Sign out](#)). From your account dashboard you can view your recent orders, manage your shipping and billing addresses and [edit your password and account details](#).

### My Subscriptions

SUBSCRIPTION	STATUS	NEXT PAYMENT	TOTAL	
<b>68</b>	Active	September 6, 2015 via PayPal	\$9.99 / month	<a href="#">View</a>

### Recent Orders

ORDER	DATE	STATUS	TOTAL	
<b>#67</b>	August 6, 2015	Processing	\$9.99 for 1 item	<a href="#">View</a>

## How to change my subscription (horse or amount)

- Clicks the **Upgrade or Downgrade** button next to the line item you want to switch;
- Select a new subscription product and click **Sign up Now**;
- You are then presented with the checkout form, including a notice that this subscription will replace the existing subscription and the date the next payment will be charged;
- Complete the checkout form for the new subscription and you will be presented with the standard **Order Received** page displaying the details of the payment;
- You will be returned to the **My Account page** where you can see the line item on the subscription has been changed, and the recurring totals updated (if the amounts were different).

The screenshot shows a user's account page for 'Prestige Worldwide'. The navigation menu includes Home, Cart, Checkout, My Account, Sample Page, and Shop. The current page is 'My Account', with a breadcrumb trail 'Home / My Account'. The main heading is 'Subscription #78'. Below this, a table displays subscription details:

Status	Active
Start Date	1 min ago
Last Payment Date	1 min ago
Next Payment Date	September 14, 2015

Below the table are four action buttons: Suspend, Cancel, Change Address, and Change Payment.

The 'Subscription Totals' section is a table with two columns: PRODUCT and TOTAL.

PRODUCT	TOTAL
So many activities x 1 activities: aerobics <b>Upgrade or Downgrade</b>	\$5.00 / month
Subtotal:	\$5.00
Shipping:	Free Shipping
Payment Method:	Credit card (Stripe)
Total:	\$5.00 / month

