



# ***Auto Renew FAQ***

## **SECTION 1 - GENERAL AUTO RENEW QUESTIONS**

### **What is Auto Renew?**

**Answer:**

Auto Renew is an optional feature that automatically renews your membership each year using the payment method saved in your account. You will receive an email reminder 30 days before your renewal is processed.

### **How does Auto Renew work?**

**Answer:**

- Your membership renews **annually**.
- You will receive a **30-day email reminder** before your renewal date.
- Your saved payment method is charged on the 1<sup>st</sup> of the month following your expiration date.
- You can change your payment method or cancel Auto Renew up until 5 days before your expiration date under **My Account -> Order History -> Manage Auto-Renew**.

### **Is Auto Renew required?**

**Answer:**

No. It is optional. Members may enroll or cancel at any time through their online account.

### **What are the benefits of Auto Renew?**

**Answer:**

- Avoids lapses in benefits
- No manual renewal steps
- Advance notice before billing
- Can be cancelled anytime

### **Is my payment information secure?**

**Answer:**

Yes. All payments are processed and stored securely using PCI-compliant systems.

### When will my card be charged?

**Answer:**

Your card is charged **once per year** on your renewal date. You will receive a reminder email 30 days beforehand.

### Does the price ever change?

**Answer:**

If membership rates change:

- The updated price will appear on your 30-day renewal reminder.
- You may cancel up until 5 days before the renewal date to avoid the charge.

### What happens after I enroll in Auto Renew?

**Answer:**

- You'll receive on-screen confirmation.
- You'll receive an email confirmation.
- Your renewal will occur annually unless it is cancelled.

## SECTION 2 — ENROLLMENT QUESTIONS

### How do I enroll in Auto Renew?

**Answer:**

You can enroll during renewal or anytime through your membership by logging into your online account.

**Steps:**

1. Log in to your account.
2. Go to **My Account -> Order History**.
3. Select **Enroll** in the **Auto Renew** column.
4. Enter your payment method.
5. Confirm the Auto Renew agreement.
6. Click **Enroll**.

### I don't see the Auto Renew option. Why?

**Possible Reasons:**

- You already enrolled
- Your membership is not eligible.

- You are not logged in
- Your membership is expired. You must rejoin first and select auto renew during the rejoin process.

**Fix:**

Have them log in → go to **My Account -> Order History -> Manage Auto-Renew** → refresh page.

**Will I get a confirmation after I enroll?**

**Answer:**

Yes. You will see a confirmation on-screen and receive an email within minutes.

### **SECTION 3 — CANCEL / OPT OUT QUESTIONS**

**How do I turn off Auto Renew?**

**Answer:**

You can turn it off anytime.

**Steps:**

1. Log in to your account.
2. Go to **Manage Membership**.
3. Select **Turn Off Auto Renew**.
4. Confirm cancellation.

You'll receive a confirmation email after turning it off.

**If I turn off Auto Renew, does my membership end immediately?**

**Answer:**

No. You keep your current membership until your regular expiration date.

Auto Renew simply stops future automatic renewals. To maintain member benefits and membership status after turning off auto renew, you will need to manually renew your membership in your online account.

**When should I cancel to avoid being charged?**

**Answer:**

Cancel any time **up unit 5 days before** your renewal date.

You will receive a 30-day reminder email before your renewal is processed.

**I cancelled Auto Renew but still received a renewal email. Why?**

Renewal reminders may have already been scheduled. However, rest assured that if auto renew is turned off you will not be charged.

**SECTION 4 — PAYMENT METHOD / CARD ISSUES****How do I update my credit card for Auto Renew?**

You can login to your online account and update billing information at any time, up to 5 days before your expiration date.

**Steps:**

1. Log in.
2. Go to **My Account -> Order History -> Manage Auto-Renew.**
3. Choose **Add Payment Method.**
4. Enter new card.
5. Save changes.

**My card expired. Will Auto Renew fail?****Answer:**

If your card is expired or declined, you will:

- Receive a payment failure email
- Have a grace period to update your card
- Not be charged until the card is updated

**My payment failed—what should I do?****Steps:**

1. Log in.
2. Go to **My Account -> Order History -> Manage Auto-Renew.**
3. Click **Add Payment Method.**
4. Re-enter a valid card.
5. Save changes.
6. Renewal will automatically retry.

**My payment failed multiple times—did my membership lapse?****Answer:**

Your membership may lapse if payment is not updated.  
Once updated, you may manually renew or rejoin.

## SECTION 5 — RENEWAL QUESTIONS

**Will I receive notice before being charged?**

**Answer:**

Yes. All members enrolled in Auto Renew receive a **30-day notice via email**.

**I didn't receive my renewal reminder. Why?**

Possible causes:

- Spam filters
- Updated email address not saved
- Email inbox full
- Organizational firewalls

Verify your account has the correct contact information and then add ASHE to your safe sender list.

**Can I get a receipt for my Auto Renew renewal?**

**Answer:**

Yes. A receipt is automatically emailed after the charge is processed.

You can also view receipts online in **My Transactions**.

## SECTION 6 — ACCOUNT ACCESS QUESTIONS

**I can't log in to manage Auto Renew. What should I do?**

**Steps:**

1. Use **Forgot Password** to reset login.
2. Confirm your account email.
3. Clear browser cache or try another browser.
4. Retry login.

Escalate to Tier 2 if:

- Login link doesn't work
- Account email mismatch
- Possible duplicate accounts

**I don't see "Manage Auto-Renew" in my account.**

Check:

- Are you logged in using the correct email?
- Are you an active member (not lapsed)?
- Is your membership eligible for Auto Renew?

If still not visible, reach out to [ashe@aha.org](mailto:ashe@aha.org)

**I have another question or problem that is not listed here.**

For any additional issues or help that you need, please send a detailed message to [ashe@aha.org](mailto:ashe@aha.org)