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## Can I resume my recurring payments if I have cancelled the auto-renewal?

Travis - 2022-08-02 - Account Purchase/Cancellation/Reactivation

Currently, you can reinstate the auto-renewal of your subscription, if you have one of the subscription types listed below:

- Credit Card: 1 month/6 month/1 year/2 year
- Amazon: 1 month/6 month/1 year/ 2 year
- PayPal: 1 month/6 month/1 year/2 year

*\*Note: This system for Credit card and Amazon took effect on Nov 23, 2015 at 10 am PST; only auto-renewing subscriptions canceled after this time can be resumed via the above method.*

*\*\*Note: This system for PayPal took effect on Nov 30, 2015 at 7am PST; only auto-renewing subscriptions canceled after this time can be resumed via the above method. PayPal only allows this to be done with the newer subscriptions, where the profile ID begins with I- in your subscription details on PayPal's end. You can check this by going to the details of your most recent payment to us in PayPal; the profile ID will be listed there. If you're unable to locate this information please let me know and I'll be happy to guide you.*

If you have one of the subscription types above, you can re-enable the auto renewal by logging into the Client Control Panel located [here](#).

Once logged in, you'll see the "Turn on auto-renewal" button below the subscription information section.

Although we are working on adding this ability to additional subscription types, currently only those listed above can be re-enabled. Otherwise, to resume service, you would need to

purchase a new subscription via our purchase page, located [here](#).

Tags

payments

recurring

renewal

resume