

Billing Management

Streamline your billing management within Smart Engage for a user-friendly experience. Easily manage subscriptions, payments, and finances, putting you in control of your account with ease.

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Changing Credit Card

If you would like to change your credit card on file you can do so by following these instructions.

Step 1: On your logged in Dashboard page click on your name in the top right of your screen and then click on "Billing". You can also reach this page by visiting this link:

<https://smartengage.com/settings/billing>

[image.png](#) and or type unknown

Step 2: Scroll down to the middle of the page under the section, "Credit Card". You can see in the text description which credit card is currently on file as we list the last 4 digits of your card.

If you would like to change your credit card on file, simply enter the new information in the available form fields and then click on "Update Card".

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How to Upgrade or Downgrade

If you would like to upgrade or downgrade your account you can do so by following these instructions.

Step 1: On your logged in Dashboard page click on your name in the top right of your screen and then click on "Billing". You can also reach this page by visiting this link: <https://smartengage.com/settings/billing>

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Step 2: Here you will see a quick overview as to the # of subscribers you currently have across all your brand avatars as well as the current plan you are using. If you would like to change your plan just click on the button, "Change Plan"

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Step 3: This popup screen will show you the plan you are currently using along with some of available features. For a full list of features please visit <https://SmartEngage.com/pricing>.

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Select if you would like the monthly or yearly (discounted) plan and then select the confirmation button of "Upgrade" or "Downgrade" to switch to the new plan.

How to Cancel

If you would like to cancel you can do so by following these instructions.

Step 1: On your logged in Dashboard page click on your name in the top right of your screen and then click on "Billing". You can also reach this page by visiting this link:

<https://smartengage.com/settings/billing>

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Step 2: On the left side of your screen you will see a link for "Cancel Subscription". Click on this.

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Step 3: You will then see a short description of your current plan along with a button to cancel your subscription. Please be certain you wish to cancel because doing so will result in the removal of your brand avatars, subdomains, and your subscribers.