

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.

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