Welcome to TimeCamp Help!

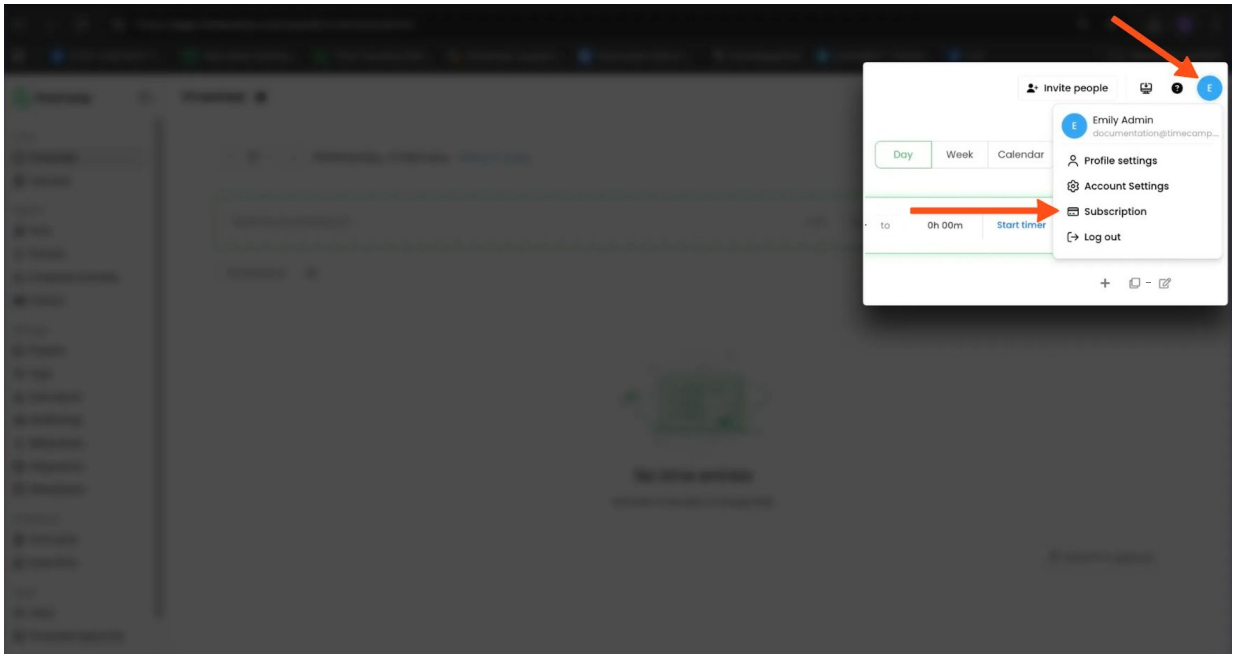
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How to edit the subscription?

In this article:

To edit the subscription, click on your avatar in the upper-right corner and select the **Subscription** option. Next, **Your subscription tab** will open where you can change the subscription plan, edit the number of seats, or billing cycle. You can also change your payment method and update your billing address.

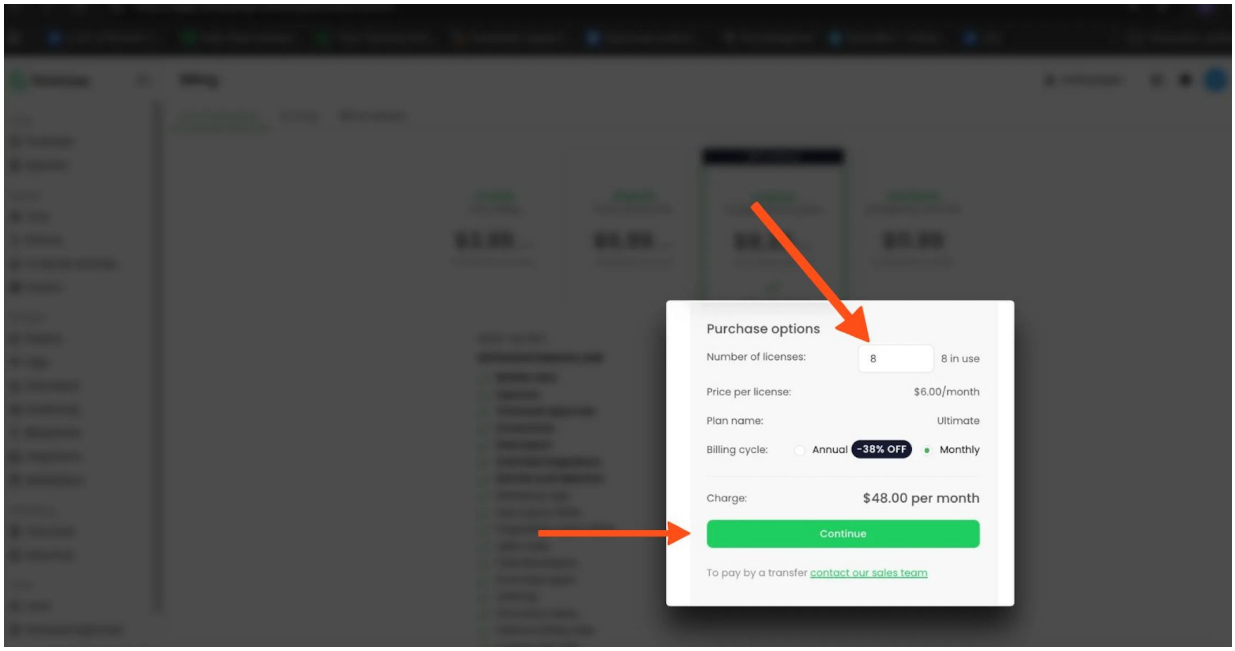
> Only the account Administrator can edit the subscription.



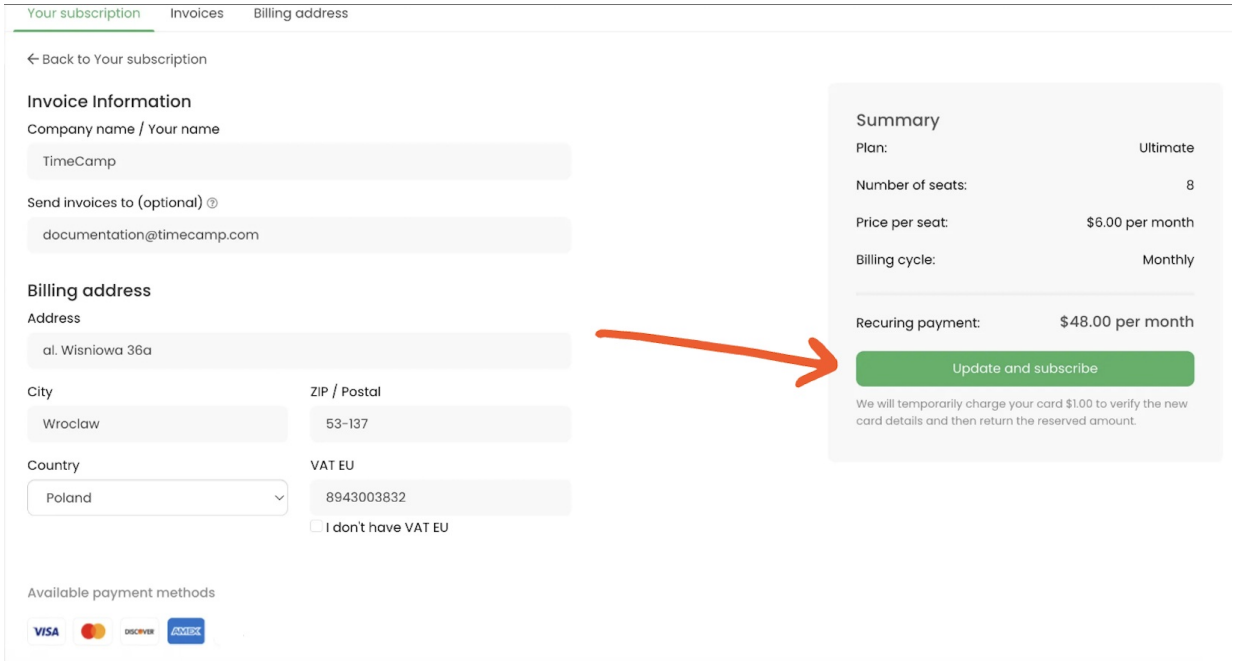
Number of seats

As an account Administrator, you can increase or reduce the number of seats at any time. If some of your coworkers are leaving the team or you would like to invite new users, you need to adjust the number of your licenses.

Please go to the **Subscription** menu and input a new number of seats. Make sure that you selected the proper subscription plan and billing cycle and click on the green **Continue** button.



Next, confirm your billing address and payment method, click on the green **Subscribe now/Update and subscribe** button, verify the details of the selected payment method, and finalize the subscription setting process.



> The summary on the right-hand side shows the next renewal charge. For increasing the number of seats, you'll pay only a one-time prorated amount.

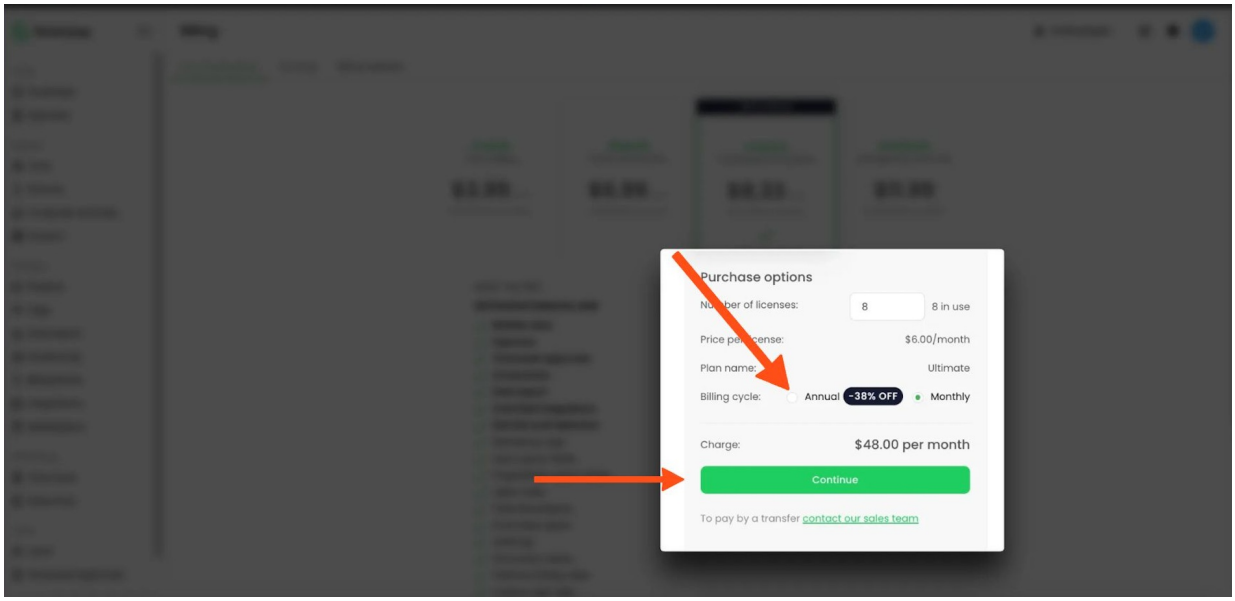
If you increase the number of seats, you will pay only an amount for the newly added seats proportionally reduced to the number of days remaining until the end of the billing period. This will be a one-time payment for new positions only.

If you reduce the number of seats, the amount for the unused period will be transferred to an individual virtual credit/account. Credits will be automatically applied to your future payments in TimeCamp.

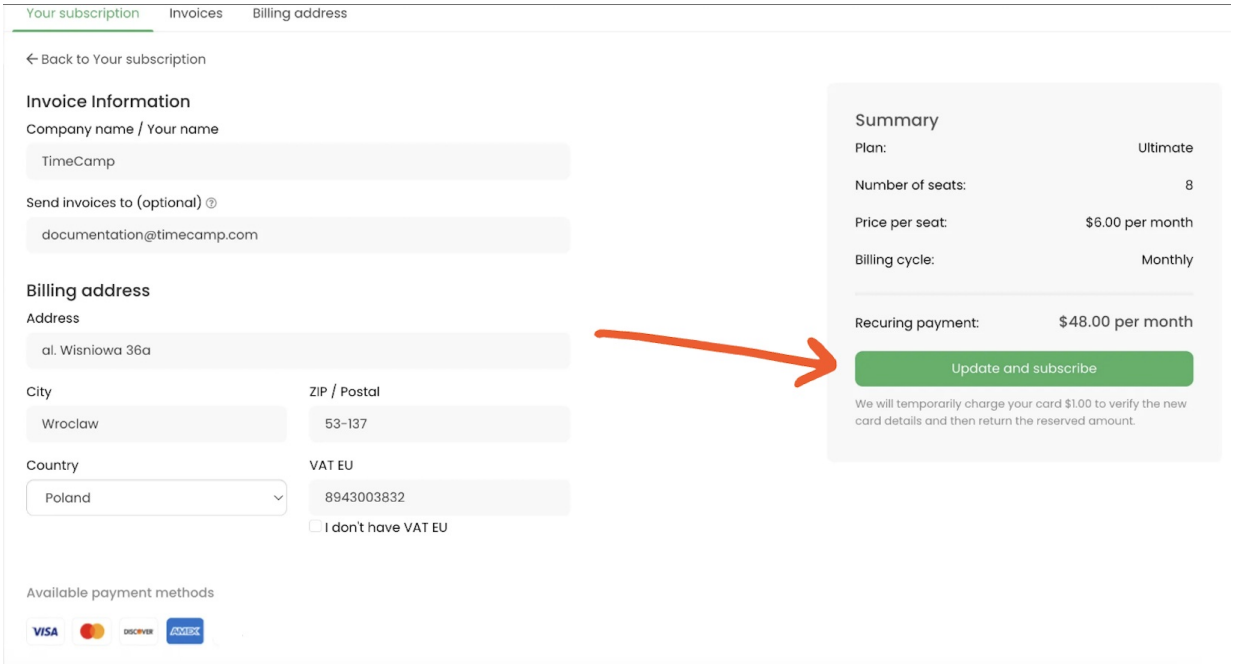
Billing cycle

> The annual subscription gives you an additional discount.

Please go to the **Subscription** menu and change the billing cycle to monthly or annual. Make sure that you selected the right subscription plan, number of seats and click on the green **Continue** button.



Next, confirm your billing address and payment method, click on the green **Subscribe now/Update and subscribe** button, verify the details of the selected payment method, and finalize the subscription setting process.



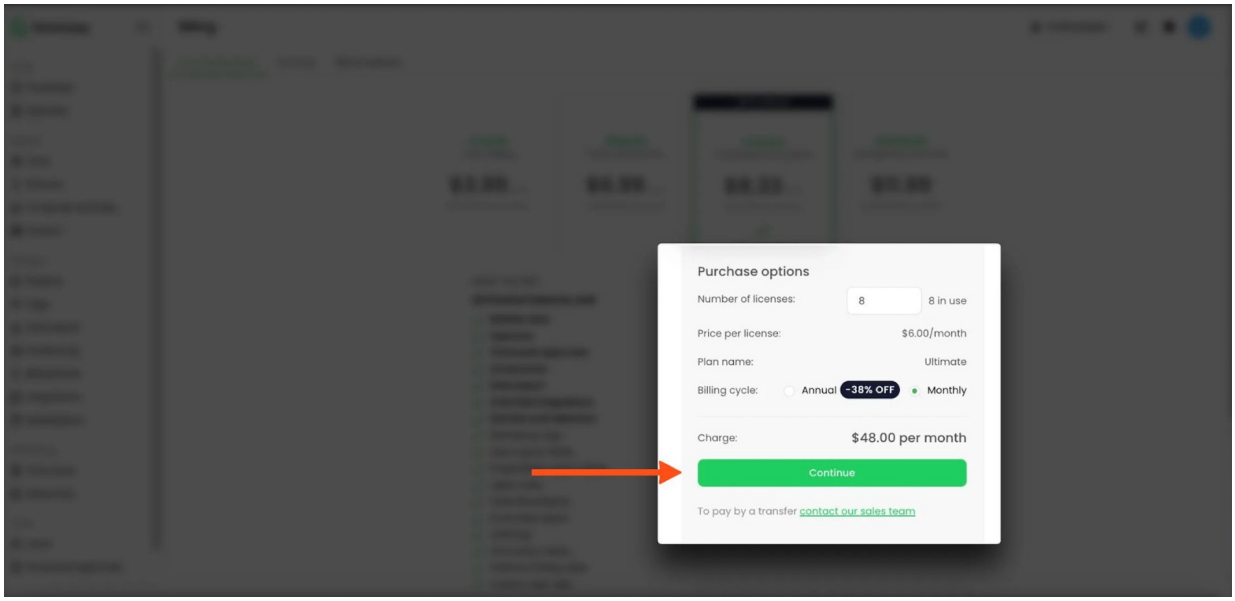
> The summary on the right-hand side shows the next renewal charge. For changing the billing cycle, you'll pay the prorated charge.

If you change the billing cycle, the amount for the unused period will be turned into credits and will be immediately applied to a new payment.

Payment method

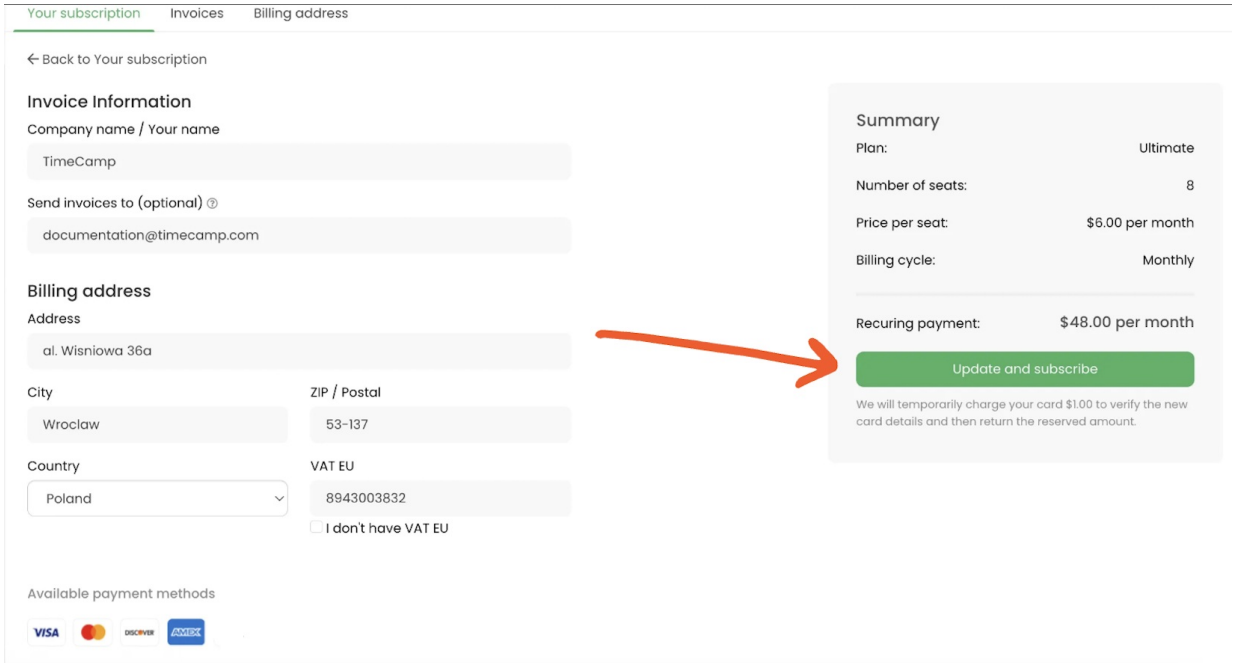
Please go to the **Subscription** menu and make sure that you selected the correct subscription plan, number of seats, and billing cycle. After verifying the details of your subscription plan please click on the green **Continue** button.

> If you don't change any details of your subscription plan, you won't be charged twice for the same billing period. This process will only update your payment details.



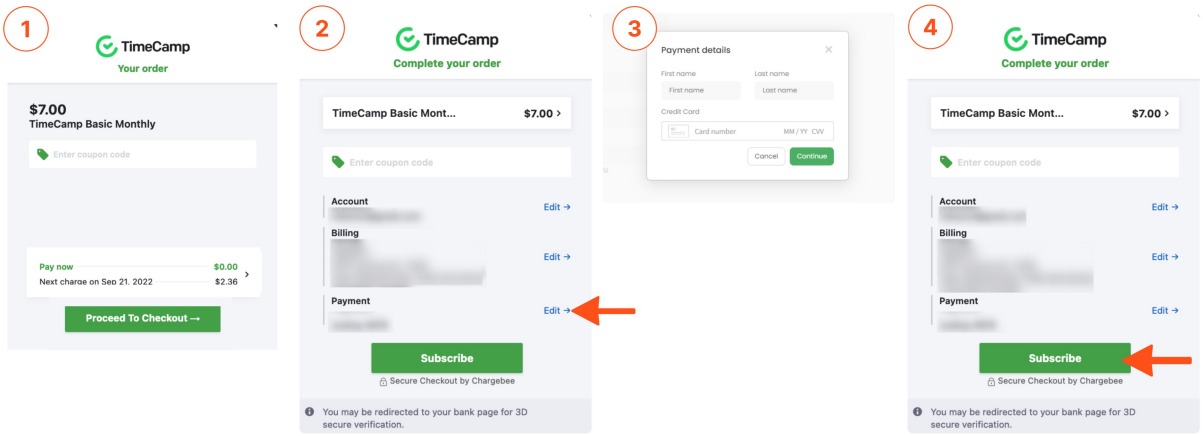
- If you decide **to switch the type of payment method** click on the green **Update and subscribe** button. A new window for updating payment details will appear. Please enter the details of the selected payment method, and finalize the subscription setting process.

> The summary on the right side shows only the **next renewal** charge.



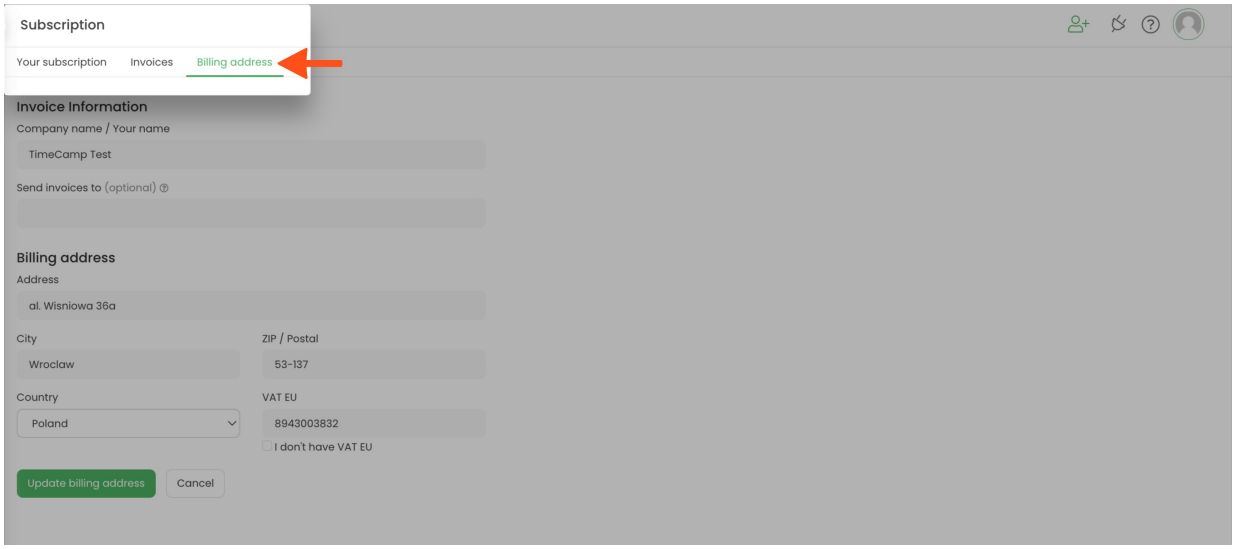
- If you decide **to stay with the same payment method** and only connect a new credit card, click on the green **Subscribe now** button.

If you're staying with the credit card then in the next step **Proceed to Checkout,** and when the final confirmation window appears click on the **Edit** button under the **Payment section**. Update your credit card information and click on the **Subscribe** button to save changes.



Billing address

Please go to the **Subscription** menu and navigate to the **Billing address tab**. Input new data and save changes. Optionally you can always update your billing address while editing the details of your subscription plan.



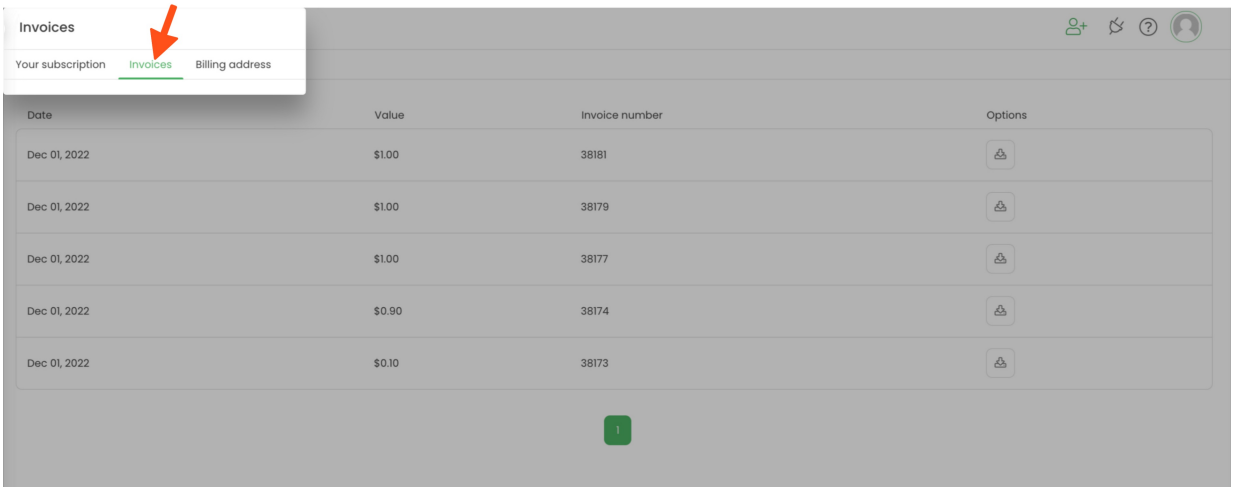
> The new billing address will be applied only to future invoices.

If you're in an EU region and want to add a VAT number please enter the value only in number format without a country code.



List of payments

All invoices and notifications of subscription changes are automatically sent to the email address of the Account Owner. Also, it is possible to view the entire history of payments within the TimeCamp account. To check the list of all your TimeCamp payments please go to the **Subscription** menu and navigate to the **Invoices tab**.



Here you'll only find invoices with actual payments. If credits were applied to the subscription payment and the total amount of payment due is $0, then such an invoice won't be added to the list of invoices on your TimeCamp account.