How To Manage Renewal Settings

This page will explain the Renewal Settings under the Account section of your CHI.

1. Navigate to the 'Account' section of CHI.

2. Click on the Renewal drop-down menu

3. Select the renewal option that best fits your needs-

Auto Renew

Auto Renew means that the service will automatically renew with the payment method on file. The credit card you have on file will be charged and the service will continue as normal. However, if the card on file is expired or does not work, you will need to update your information or contact our billing team before you can renew your service.

Manual Renew

This setting means that the service will not renew without your prompting - you will need to do this manually. You will be notified via the email address on file when the expiration date is approaching, with instructions on how to renew through your CHI account. You will need to use secure payment for your renewal to keep your service from being suspended.

Expire

This setting means that the service is set to expire and will not be renewed. Use this option if you wish to cancel your service. The account will be deleted on the expiration date.

Renew Now

This setting means that the account has expired, and is pending renewal. You can simply click on this to begin the renewal process.

Unable to Renew

This setting indicates that the service is no longer renewable. This occurs when the service is suspended for reasons other than a lapse of payment. For example, if the account is suspended for violating our terms of service or if it has been expired for more than 6 months and the account has been deleted.

Related articles

- CHI FAQ
- What is CHI
- How To Navigate The Account Services Tab
- Two Factor Authentication Security - 2FA
- Payments And Renewals For cPanel Shared Hosting