

How Do My Members Change Their Payment Details

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When your members go to renew their membership they may find that their previously used credit card or PayPal account appears as an option for payment. These details are being retrieved from the payment gateway in order for their renewal process to be faster

If your member wishes to use a different card or account than was previously used they are able to change the this and enter new payment details

This is done when the member goes to pay. They will need to proceed through to the payment page and select the Change Payment Method button on the right hand side as shown in the screenshot below

1 Pending Registration

Click names below for registration details.

Bobby, Snoopy \$52.20 ✕

Total current charge for 1 registration: \$52.20

[Add Another Registration](#)

Payment Information

 **MasterCard** ending in 44 [Change payment method](#)

Do Not Store Credit Card Details On My Account

[Submit Payment](#)

[+ Payment Processing](#)

[+ Credit Card Statement](#)

[+ Security](#)

Your member will then be able to change the account that is to be charged by selecting Add Payment Method and entering new payment details

Select payment method



MasterCard ending in 44

[Add Payment Method](#)

[Cancel](#)

Once a new payment method is added you will be taken back to the payment screen where the new payment details will appear

1 Pending Registration

Click names below for registration details.

Bobby, Snoopy

\$52.20



Total current charge for 1 registration: \$52.20

[Add Another Registration](#)

Payment Information

VISA Visa ending in 11

[Change payment method](#)

Do Not Store Credit Card Details On My Account

[Submit Payment](#)

[Payment Processing](#)

[Credit Card Statement](#)

[Security](#)

From here your member can also select to not have the payment details stored against their account and they will need to enter these manually each time they make a purchase. This is done by selecting the box between the payment details and the Submit button

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