

Canceling your Subscription

This guide explains how to cancel your paid subscription. If you're on a free trial or the basic plan, you'll need to delete your account instead.

Important Things to Know Before Canceling

Before you cancel, here are some key details to keep in mind:

Account Ownership

Only the Account Owner has the ability to cancel the subscription.

Account Retention Timeline

If you cancel your subscription or a payment fails, your account will be **suspended for 30 days**. After this period, it will be permanently deleted.

Billing and Adjustments

Even if you cancel, any outstanding charges for **added seats or prorated adjustments** will still be processed.

Resuming Your Subscription

You can resume your subscription at any time before the end of the billing cycle.

How to Cancel Your Subscription

Follow these steps to cancel your paid plan:

Navigating to Billing

1. Click on the gear icon in the top right.
2. Select **Billing**.

Cancelling the subscription

1. Scroll to the bottom of **Billing**.
2. Click on **Cancel subscription**.

On the cancellation page, you'll see important information, including:

- How long your account will remain active (you can continue using it until the end of your billing cycle).
- When your account will be permanently deleted if not reactivated.

Confirming the cancellation

1. Check the box labeled **Yes, I want to cancel** to confirm your intent to cancel.

2. Provide feedback as to why you are cancelling your subscription (optional).
 3. Click the **Cancel subscription** button to finalize the process.
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After Canceling Your Subscription

Here's what happens after you cancel:

Account Suspended State

After the billing cycle ends, your account enters a 30-day suspended state. During this time, you can reactivate the subscription by clicking **Reactivate subscription** and selecting the number of seats you need. The payment method linked to your account will then be charged.

Account Deletion

If the subscription is not reactivated during the 30-day suspension period, your account will be permanently deleted.

For Free Trial or Basic Plan Users

If you are on the free trial or basic plan and wish to stop using our services, you will need to delete your account instead of canceling a subscription. Please see our [Delete Your Account article](#) for a detailed guide.
