GRIDINSOFT
HELP CENTER

OFFICIAL SUPPORT GUIDE

Account & Billing

How do I change account settings or disable auto-renew?

Manage your Gridinsoft profile, licenses, devices, subscription renewal, and billing-provider options safely through the Member Area.

PUBLISHER	UPDATED	READ TIME
Gridinsoft Support	Jul 10, 2026	2 min

CONTENTS

In this guide

01 Open the Member Area

02 Change profile details

03 Turn off automatic renewal

04 Resume renewal or change the license

05 If the subscription controls are missing

Use the Gridinsoft Member Area to manage your profile, licenses, activated devices, and subscription settings. The options shown can differ depending on the product and the billing provider used for the order.

01 Open the Member Area

1. Go to my.gridinsoft.com.
2. Sign in with the email address used for the purchase.
3. If this is your first visit, use **Password recovery** to create a password.

See How do I access the Member Area? if the reset email does not arrive.

02 Change profile details

Open **Profile** to review your name, email address, password, and contact information. An email change may require confirmation through both the old and new addresses. If you no longer control the purchase email, contact Support instead of creating a second account.

03 Turn off automatic renewal

1. Open **Subscriptions**, or open **Licenses** and select the relevant product.
2. Choose **Manage**.
3. Select **Turn off auto-renew** or **Cancel subscription**.
4. Confirm the change and keep the confirmation email.

Turning off auto-renew does not immediately deactivate the current license. The license remains valid until the end of the paid term, but it will not renew automatically.

04 Resume renewal or change the license

If the Member Area offers the option, you can turn auto-renew back on from the same subscription page. Device limits, license duration, and available upgrades depend on the purchased plan. Review the order summary before confirming any paid change.

05 If the subscription controls are missing

- Check that you signed in with the purchase email.
- Look at the order receipt to identify the billing partner or reseller.
- Orders placed through a marketplace or reseller may need to be managed through that provider.
- Contact Support with the order number, purchase email, product name, and the change you need.

Never send a full payment-card number, account password, or complete license key in a support request.

NEED MORE HELP?

We are here when the guide is not enough.

Visit the Gridinsoft Support Center for current product guidance or submit a support request with the details of your case.

Open this guide online at support.gridinsoft.com