

Subscription Management

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In this Article

[Overview](#)

[Requirements](#)

[Managing Your Plan](#)

[Add a New Feature](#)

[Cancel or Reactivate Subscription](#)

[Frequently Asked Questions](#)

Related Articles

Overview

The **Subscription** page is your centralized hub for managing your Atlas Explorer account. This page provides transparency into your plan, active features, and recurring charges. It allows you to professionalize and scale your account by purchasing premium add-ons directly within the application.

Requirements

To access subscription management, a FormAssembly Atlas user must:

- be on an **Explorer** plan
 - have the **Authorized to Purchase** user permission enabled
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Managing Your Plan

The Subscription page is divided into two main areas: **Current Subscription** and **Manage Subscription**.

Current Subscription

This section provides a summary of your existing plan and bill.

- **Plan:** View your current base plan
- **Billing Frequency:** Displays whether you're billed monthly or annually
- **Next Billing Date:** View the date of your next scheduled charge
- **Payment Method:** Select the edit icon to manage your credit card on file via a secure link to the Stripe Customer Portal
- **Plan Details:** View the details of your current plan (the included licenses, workflows, and features)
- **Purchased Add-ons:** A read-only list of all active features and integration packages currently on your account
- **Recurring Charges:** An itemized list of charges and the total to be billed on the next billing date
- **Cancel Subscription:** Select to manage your active subscription via the Stripe Customer Portal

Manage Subscription

Use this area to browse and select available enhancements for your account. Features are categorized into the following sections:

- **Integrations:** Access premium connectors, like Salesforce or Box.
 - **Features:** Unlock specialized capabilities, like the Branding Add-on.
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Add a New Feature

To purchase and unlock a new add-on:

1. Toggle on the desired add-on(s) in the **Manage Subscription** section.
2. Review changes in the **Pending Changes** panel, showing exactly what is being added, the prorated amount due today, and the new recurring bill.
 - **Note:** The Pending Changes panel only appears if a change is made to this screen
3. Select **Review Changes**
4. Review the **Confirm Subscription Changes** modal, which provides a side-by-side view of your current plan, the new plan after changes, and their itemized charges.
5. Select **Confirm & Pay** to initiate payment with your payment method on file.

Once the transaction is complete, your new feature(s) will be available.

Cancel or Reactivate Subscription

To discontinue your paid Atlas Explorer plan:

1. Select **Cancel Subscription**, located at the bottom of the Current Subscription card.
2. You will be redirected to a secure **Confirm Cancellation** page hosted by Stripe.
3. Click **Cancel Subscription** to confirm and finalize.
4. You will be redirected back to the FormAssembly Subscription page, where a confirmation notice will display your scheduled cancellation.

Note: Cancellations do not result in the immediate closure of your account. Your subscription and all active add-ons will remain available until the end of your current billing cycle.

To Reactivate your Subscription:

- Select **Reactivate Subscription**, located at the bottom of the Current Subscription card.
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Frequently Asked Questions

How do I remove an add-on or reduce my license count?

Currently, the Subscription page is additive-only. To remove a feature or decrease your user licenses, please [contact our Sales or Support teams](#).

Can I view my past invoices here?

In-app invoice history is not currently available. You can view and download all historical invoices by clicking the **Edit** icon under **Payment Methods**, which will securely direct you to the Stripe Customer Portal.

Why is my purchase button disabled?

Only users with the Authorized to Purchase permission can make changes to the subscription. If you are an administrator and cannot see this button, ensure your user profile has been updated by an account owner with the "Allow administrator to assign admin permissions and edit admin users" permission.

What happens to my charges if I buy an add-on in the middle of the month?

FormAssembly uses automated proration logic. You will be charged a one-time partial amount for the remaining days of your current cycle. Your next regular invoice will reflect the full recurring price of the new add-on.
