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How to cancel, how long you keep access, and what to download first.

For: Administrators · Updated November 22, 2026 · https://hipaacertify.com/index.php/support/article/cancel-subscription

Only the **account owner** can cancel.

Before you cancel

Download your records. You won't be able to open admin pages after your access ends.

- **Reports** → **Download CSV**: the audit-ready log of every completion. See Download the audit-ready training log.
- **Employees** → **Export** → **Training Log (Excel)** and **Roster (Excel)**. See Export employee rosters and training status.

Cancel

1. Click **Billing** in the sidebar.
2. At the bottom, under **Need to cancel your subscription?**, click **Cancel Subscription**.
3. Read the warning, type **CANCEL** in the box, and click **Permanently Cancel**.

You'll see **Subscription cancelled. You will have access until the end of your billing period.** and receive a confirmation email.

After you cancel

- You keep full access **until the end of the period you've paid for**. You won't be charged again.
- After that, the admin pages take you to Billing. To come back, choose a plan and subscribe.

Subscription fees aren't refundable except where required by law. See our Terms of Service.

Thinking of cancelling because something isn't working? Tell us. We're happy to help.