Cancel your subscription

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

For: Administrators · Updated November 16, 2026 · https://hipaacertify.com/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.

Downloaded Nov 16, 2026 — check the link above for the latest version.