

Help Center / Billing & plans

Cancel your subscription

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

For: Administrators · Updated October 27, 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.

Need more help? Visit <https://hipaacertify.com/support> or contact us at <https://hipaacertify.com/contact>.