Upgrade or downgrade your plan

Move to a bigger or smaller plan — when it takes effect and how you're charged.

For: Administrators · Updated November 16, 2026 · https://hipaacertify.com/support/article/change-plan

Only the **account owner** can change the plan.

1. Click **Billing** in the sidebar.
2. Scroll to **Change Plan** (or click **Change Plan**).
3. Click **Upgrade to …** or **Downgrade to …** on the plan you want.

Upgrades

Upgrades take effect **immediately**. Your card is charged a **prorated** amount for the rest of the current billing month. You'll see **Upgraded to [plan] plan! Your card will be charged a prorated amount.**

Downgrades

Downgrades take effect **at the end of your current billing period**. You'll see **Your plan will change to [plan] on [date].**, and the Billing page shows the **Scheduled Plan Change**. To keep your current plan, click **Cancel Change** before that date.

Before downgrading, make sure your number of employees fits the smaller plan. Remove people who no longer need training. See Employee limits.

> **NOTE**
>
> Managers see the plans but can't change them. They'll see **Only the account owner can make changes to the subscription.**

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