A payment failed: what happens and how to fix it

The timeline after a declined payment, and how to restore access.

For: Administrators, Managers · Updated November 16, 2026 · https://hipaacertify.com/support/article/payment-failed

If your monthly payment is declined, we email the account owner right away, with the subject ⚠ **Action Required: Payment Failed for HIPAA Certify**, and then once a day.

Timeline

When	What happens
Right away	Email alert. Everything keeps working.
After about 2 days	**Assigning new training is paused.** You'll see **Training assignments are disabled due to payment failure. Please update your payment method to restore access.**
Day 3, if still unpaid	The subscription is **cancelled** and you get a cancellation email. Admin pages take you to Billing until you subscribe again.

Fix it

1. Click **Billing** → **Update Payment Method**.
2. Add a working card and make it the default.

When the payment goes through, the warning clears and assigning training works again. If your subscription was already cancelled, choose a plan and click **Subscribe Now**. If anything looks wrong afterward, contact support.

Common reasons for a decline: an expired card, a bank's fraud hold, or a card limit. Your bank can tell you the exact reason.

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