

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 October 27, 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.

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