Update your payment method

Change the card on file, or update your billing details, through the secure Stripe portal.

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

1. Click **Billing** in the sidebar.
2. Under **Subscription Details**, click **Update Payment Method**.
3. You're taken to our payment provider, Stripe. Add the new card, set it as the default, and remove the old one if you like.
4. Use the link on the Stripe page to return to HIPAA Certify.

Payment Method on the Billing page shows the card brand, its last 4 digits and its expiry date.

> **TIP**
>
> If a payment just failed, updating the card retries the charge and restores full access as soon as the payment goes through. See A payment failed.

Both the account owner and managers can update the payment method. We never see or store your full card number.

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