

# Renewal Tutorials

Appeon provides two ways for you to renew your subscription: a manual renewal process and an automatic renewal process (i.e. the [Appeon Auto-Renewal Program](#)).

You can enroll in the Appeon Auto-Renewal Program at the time of placing a new order, which is the default setting. You may also enroll some or all of your active subscriptions in the Appeon Auto-Renewal Program up to 30 days before the expiration date of the applicable subscriptions.

If you miss this enrollment deadline, you may manually renew a subscription before it expires.

## 1. Tutorial - Renew Product Subscription Manually

Users who choose to manually renew a subscription can submit the renewal request at any time before the subscription expires.

1. Log in to the [User Center](#) and go to the [Renew Subscriptions](#) under the “Renewals & Upgrades” menu.

PEEON User Center

Orders & Subscriptions Renewals & Upgrades License Management Downloads

Renewals & Upgrades

Renew Subscriptions Upgrade Subscriptions

Renewal Method: Manual Order Number: Order Number Search Reset

Once a subscription expires access to the Appeon product will cease, and to resume access you will be required to purchase a new subscription at the then-current price. As such, Appeon recommends enrolling all your subscriptions in the [Appeon Auto-Renewal Program](#). You may change your auto-renewal settings up to 30 days prior to the subscription expiration date.

Any active subscriptions not enrolled in the Appeon Auto-Renewal Program can be manually renewed at any time before the subscription expiration date by following the manual subscription renewal process.

Order Number	Subscription	Auto-Renewal	Valid Period
+ <input checked="" type="checkbox"/> AO19000077	<a href="#">PowerBuilder Universal</a>	<a href="#">Manual</a>	04/15/2019--04/14/2020
+ <input checked="" type="checkbox"/> AO19000077	InfoMaker Standard	<a href="#">Manual</a>	04/15/2019--04/14/2020
+ <input checked="" type="checkbox"/> AO18000393	InfoMaker Standard	<a href="#">Manual</a>	02/13/2019--02/12/2020

Manually Renew Enable Auto Renewal

2. Ensure the Renewal Method is set to Manual and click the Search button. All subscriptions that can be manually renewed will be listed here.

[Renew Subscriptions](#)
[Upgrade Subscriptions](#)

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Renewal Method

Manual

Order Number

Order Number

Search
Reset

Once a subscription expires access to the Appeon product will cease, and to resume access you will be required to purchase a new subscription at the time such. Appeon recommends enrolling all your subscriptions in the [Appeon Auto-Renewal Program](#). You may change your auto-renewal settings up to 30 days before the subscription expiration date.

Any active subscriptions not enrolled in the Appeon Auto-Renewal Program can be manually renewed at any time before the subscription expiration date through the manual subscription renewal process.

<input checked="" type="checkbox"/> Order Number	Subscription	Auto-Renewal	Valid Period
+ <input checked="" type="checkbox"/> AO19000077	<a href="#">PowerBuilder Universal</a>	<a href="#">Manual</a>	04/15/2019~04/14/2020
+ <input checked="" type="checkbox"/> AO19000077	InfoMaker Standard	<a href="#">Manual</a>	04/15/2019~04/14/2020
+ <input checked="" type="checkbox"/> AO18000393	InfoMaker Standard	<a href="#">Manual</a>	02/13/2019~02/12/2020

Manually Renew
Enable Auto Renewal

- Find the subscription that you want to renew. You can select multiple subscriptions (even if across multiple orders) and renew them at one time. If you want to upgrade or downgrade your subscription level you can change the subscription level by clicking on the production edition link under subscription.

[Renew Subscriptions](#)
[Upgrade Subscriptions](#)

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Renewal Method

Manual

Order Number

Order Number

Search
Reset

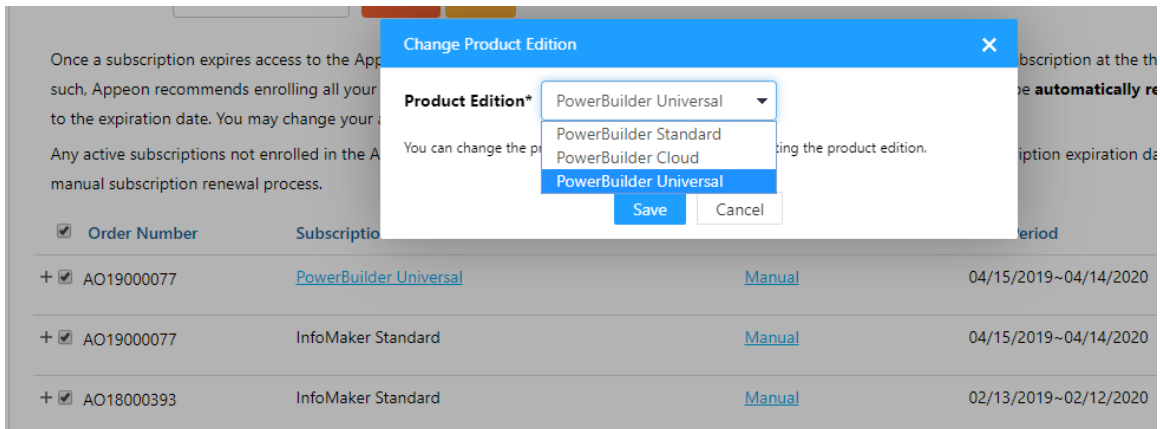
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<input checked="" type="checkbox"/> Order Number	Subscription	Auto-Renewal	Valid Period
+ <input checked="" type="checkbox"/> AO19000077	<a href="#">PowerBuilder Universal</a>	<a href="#">Manual</a>	04/15/2019~04/14/2020
+ <input checked="" type="checkbox"/> AO19000077	InfoMaker Standard	<a href="#">Manual</a>	04/15/2019~04/14/2020
+ <input checked="" type="checkbox"/> AO18000393	InfoMaker Standard	<a href="#">Manual</a>	02/13/2019~02/12/2020

Manually Renew
Enable Auto Renewal

- Change the edition and click the Save button. Any such upgrade or downgrade will take effect when the current subscription period expires.



5. Then click the **Manually Renew** button.
6. Follow the online process to complete your purchase.

## 2. Tutorial – Enroll in the Auto-Renewal Program (at Time of Purchase)

1. Place either a new or a manual-renewal order on the Appeon website.
2. Keep the “Renew my product subscriptions and bill me automatically” option selected, accept the order terms and conditions, and click the Place order button to proceed.

YOUR CART				
Subscription	Item Price	Quantity	Discount	Total Price
PowerBuilder Standard	\$3.00	1	\$297.00	\$3.00
TOTAL				<b>\$3.00</b>

Billing Information		Choose Payment Method	
<b>Name</b>	test han	<input checked="" type="radio"/> Wire Transfer	
<b>Email</b>	[REDACTED]	<input type="radio"/> Check	
<b>Company</b>	test	<input type="radio"/> Credit Card	
<b>Address</b>	deqf	<b>Choose Renewal Method</b>	
<b>Country</b>	Australia	<input checked="" type="checkbox"/> Renew my product subscriptions and bill me automatically	
		By selecting this option, you are enrolling all subscriptions in this order in <a href="#">Appeon Subscription Auto-Renewal Program</a> , and in accordance with the <a href="#">terms and conditions</a> .	
		<input type="checkbox"/> I have read and accepted the terms & conditions	
		<b>Place order</b>	

3. As soon as your order is processed you will be able to locate and verify your subscriptions enrolled in the Appeon Auto-Renewal Program under the [Renew Subscriptions section of the Appeon website](#).

## 3. Tutorial – Enroll in the Auto-Renewal Program (After Purchase)

1. Log in to the [User Center](#) and go to the [Renew Subscriptions](#) under the “Renewals & Upgrades” menu.

Renewal Method All  Order Number Search Reset

Once a subscription expires access to the Appeon product will cease, and to resume access you will be required to purchase a new subscription at the then such. Appeon recommends enrolling all your subscriptions in the [Appeon Auto-Renewal Program](#). All the enrolled subscriptions will be **automatically renewed** to the expiration date. You may change your auto-renewal settings up to 30 days prior to the subscription expiration date.

Any active subscriptions not enrolled in the Appeon Auto-Renewal Program can be **manually renewed** at any time before the subscription expiration date manual subscription renewal process.

<input checked="" type="checkbox"/>	Order Number	Subscription	Auto-Renewal	Valid Period
+ <input checked="" type="checkbox"/>	AO19000077	<a href="#">PowerBuilder Universal</a>	<a href="#">Manual</a>	04/15/2019~04/14/2020
+ <input checked="" type="checkbox"/>	AO19000077	InfoMaker Standard	<a href="#">Manual</a>	04/15/2019~04/14/2020
+ <input checked="" type="checkbox"/>	AO18000393	InfoMaker Standard	<a href="#">Manual</a>	02/13/2019~02/12/2020

Manually Renew Enable Auto Renewal

2. Ensure the Renewal Method is set to Manual and click the Search button. All subscriptions that are set to manually renew are listed here.

APPEON | User Center Orders & Subscriptions Renewals & Upgrades License Management Downloads

Renewals & Upgrades

[Renew Subscriptions](#) [Upgrade Subscriptions](#)

Renewal Method:  Order Number:

Once a subscription expires access to the Appeon product will cease, and to resume access you will be required to purchase a new subscription at the then-current price. As such, Appeon recommends enrolling all your subscriptions in the [Appeon Auto-Renewal Program](#). You may change your auto-renewal settings up to 30 days prior to the subscription expiration date.

Any active subscriptions not enrolled in the Appeon Auto-Renewal Program can be manually renewed at any time before the subscription expiration date by following the manual subscription renewal process.

<input checked="" type="checkbox"/>	Order Number	Subscription	Auto-Renewal	Valid Period
+ <input checked="" type="checkbox"/>	AO19000077	<a href="#">PowerBuilder Universal</a>	<a href="#">Manual</a>	04/15/2019-04/14/2020
+ <input checked="" type="checkbox"/>	AO19000077	InfoMaker Standard	<a href="#">Manual</a>	04/15/2019-04/14/2020
+ <input checked="" type="checkbox"/>	AO18000393	InfoMaker Standard	<a href="#">Manual</a>	02/13/2019-02/12/2020

- Locate the subscription or group of subscriptions that you want to enroll in the Appeon Auto-Renewal Program. Click the **Enable Auto Renewal** button. In the pop-up window change your renewal method from Manual to Auto and click the Save button.

[Renew Subscriptions](#) [Upgrade Subscriptions](#)

Renewal Method:

Once a subscription expires access to the App... such, Appeon recommends enrolling all your... to the expiration date. You may change your... Any active subscriptions not enrolled in the A... manual subscription renewal process.

<input checked="" type="checkbox"/>	Order Number	Subscription	Auto-Renewal	Valid Period
+ <input checked="" type="checkbox"/>	AO19000077	<a href="#">PowerBuild</a>		
+ <input checked="" type="checkbox"/>	AO19000077	InfoMaker Standard	<a href="#">Manual</a>	04/15/20
+ <input checked="" type="checkbox"/>	AO18000393	InfoMaker Standard	<a href="#">Manual</a>	02/13/20

**Change Renewal Method** ✕

Renewal Method\*

Your subscriptions will be renewed automatically and you can continue to use the subscriptions without any interruption. Payment will be automatically charged **30 days prior to the subscriptions expiration date** if your then-current payment method is credit card. An invoice with payment instructions will be sent to you **30 days prior to the subscriptions expiration date** if your then-current payment method is Wire Transfer and Check.

By setting the Renewal Method to Auto, you are enrolling all the subscriptions in [Appeon Auto-Renewal Program](#), and in accordance with the [terms and conditions](#).

You will be returned to the previous page. The Auto-Renewal link of the subscriptions now appears as Auto, you are now all set!

You can also set the Renewal Method to Auto and click the Search button to confirm all subscriptions enrolled in the Appeon Auto-Renewal Program.

Once a subscription expires access to the Appeon product will cease, and to resume access you will be required to purchase a new subscription. In such cases, Appeon recommends enrolling all your subscriptions in the [Appeon Auto-Renewal Program](#). All the enrolled subscriptions will be **auto** renewed to the expiration date. You may change your auto-renewal settings up to 30 days prior to the subscription expiration date.

Any active subscriptions not enrolled in the Appeon Auto-Renewal Program can be **manually renewed** at any time before the subscription expires through the manual subscription renewal process.

Order Number	Subscription	Auto-Renewal	Valid Period
+ AO19000077	PowerBuilder Universal	<a href="#">Auto</a>	04/15/2019~04
+ AO19000077	InfoMaker Standard	<a href="#">Auto</a>	04/15/2019~04
+ AO18000393	InfoMaker Standard	<a href="#">Auto</a>	02/13/2019~02

All your subscription(s) are enrolled in the Auto-Renewal Program, you can cancel your enrollment and then manually renew it from [here](#).

## 4. Tutorial - Cancel Enrollment in the Auto-Renewal Program

1. Log in to the [User Center](#) and go to the [Renew Subscriptions](#) under the “Renewals & Upgrades” menu.

Renewal Method  Order Number

Once a subscription expires access to the Appeon product will cease, and to resume access you will be required to purchase a new subscription at the then such. Appeon recommends enrolling all your subscriptions in the [Appeon Auto-Renewal Program](#). All the enrolled subscriptions will be **automatically renewed** to the expiration date. You may change your auto-renewal settings up to 30 days prior to the subscription expiration date.

Any active subscriptions not enrolled in the Appeon Auto-Renewal Program can be **manually renewed** at any time before the subscription expiration date manual subscription renewal process.

<input checked="" type="checkbox"/>	Order Number	Subscription	Auto-Renewal	Valid Period
+ <input checked="" type="checkbox"/>	AO19000077	<a href="#">PowerBuilder Universal</a>	<a href="#">Manual</a>	04/15/2019~04/14/2020
+ <input checked="" type="checkbox"/>	AO19000077	InfoMaker Standard	<a href="#">Manual</a>	04/15/2019~04/14/2020
+ <input checked="" type="checkbox"/>	AO18000393	InfoMaker Standard	<a href="#">Manual</a>	02/13/2019~02/12/2020

2. Set the Renewal Method to Auto and click the Search button. All subscriptions enrolled in the Appeon Auto-Renewal Program will be listed here.

Renewal Method  Order Number

Once a subscription expires access to the Appeon product will cease, and to resume access you will be required to purchase a new : such. Appeon recommends enrolling all your subscriptions in the [Appeon Auto-Renewal Program](#). All the enrolled subscriptions will to the expiration date. You may change your auto-renewal settings up to 30 days prior to the subscription expiration date.

Any active subscriptions not enrolled in the Appeon Auto-Renewal Program can be **manually renewed** at any time before the subs manual subscription renewal process.

<input type="checkbox"/>	Order Number	Subscription	Auto-Renewal	Valid
+ <input type="checkbox"/>	AO19000077	PowerBuilder Universal	<a href="#">Auto</a>	04/1:
+ <input type="checkbox"/>	AO19000077	InfoMaker Standard	<a href="#">Auto</a>	04/1:
+ <input type="checkbox"/>	AO18000393	InfoMaker Standard	<a href="#">Auto</a>	02/1:



- Locate the subscription or group of subscriptions that you want to remove from the Appeon Auto-Renewal Program. Click the Auto link. In the pop-up window change your Renewal Method from Auto to Manual and click the Save button.

Renewal Method  Order Number

Once a subscription expires access to the Appeon product will cease, and to resume access you will be required to purchase a new subscription at the the such, Appeon recommends enrolling all your subscriptions in the [Appeon Auto-Renewal Program](#). All the enrolled subscriptions will be **automatically re** to the expiration date. You may change your auto-renewal settings up to 30 days prior to the subscription expiration date.

Any active subscriptions not enrolled in the Appeon Auto-Renewal Program can be **manually renewed** at any time before the subscription expiration dat manual subscription renewal process.

Order Number	Subscription	Auto-Renewal	Valid Period
+ AO19000077	PowerBuilder Universal	<a href="#">Auto</a>	04/15/2019~04/14/2020
+ AO19000077	InfoMaker Standard	<a href="#">Auto</a>	04/15/2019~04/14/2020
+ AO18000393	InfoMaker Standard	<a href="#">Auto</a>	02/13/2019~02/12/2020

- You will now be returned to the previous page. Ensure the Renewal Method is set to Manual and click the Search button to see all subscriptions that are set to renew manually. Verify that the subscription(s) you wish to remove from the Appeon Auto-Renewal Program are listed here and that Manual is displayed in the auto-renewal column. This confirms that you have successfully cancelled enrollment in the Appeon Auto-Renewal Program for the applicable subscription(s).

Renewal Method  Order Number

Once a subscription expires access to the Appeon product will cease, and to resume access you will be required to purchase a new subscription at the th such, Appeon recommends enrolling all your subscriptions in the [Appeon Auto-Renewal Program](#). All the enrolled subscriptions will be **automatically re** to the expiration date. You may change your auto-renewal settings up to 30 days prior to the subscription expiration date.

Any active subscriptions not enrolled in the Appeon Auto-Renewal Program can be **manually renewed** at any time before the subscription expiration da manual subscription renewal process.

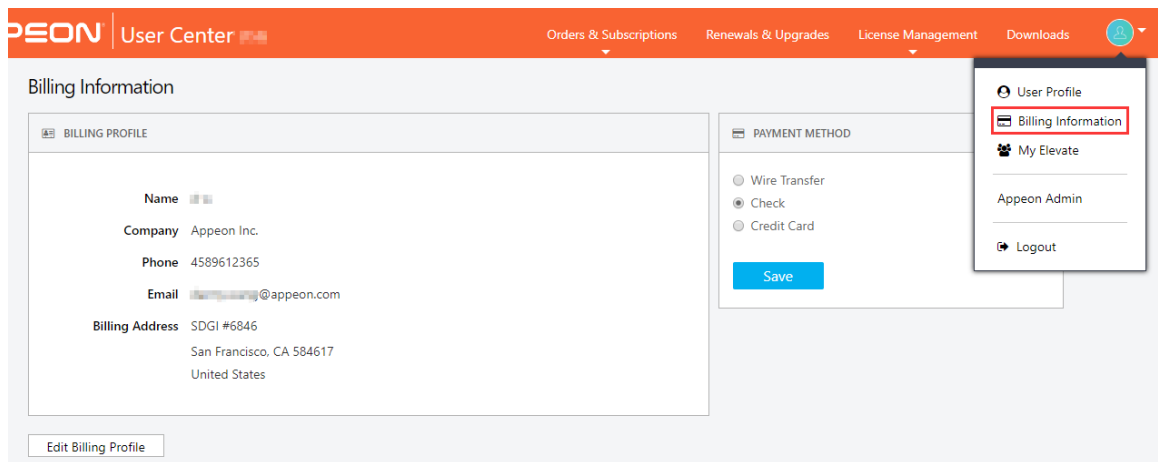
<input checked="" type="checkbox"/> Order Number	Subscription	Auto-Renewal	Valid Period
+ <input checked="" type="checkbox"/> AO19000077	<a href="#">PowerBuilder Universal</a>	<a href="#">Manual</a>	04/15/2019~04/14/2020
+ AO19000077	InfoMaker Standard	<a href="#">Auto</a>	04/15/2019~04/14/2020
+ AO18000393	InfoMaker Standard	<a href="#">Auto</a>	02/13/2019~02/12/2020

## 5. Tutorial – Update Renewal Payment Method

The payment method used to place your most recent order will be set as the payment method for all future orders.

You can change your payment method in the [Billing Information](#) section of the Appeon website.

1. Select a payment method that you want to use for your future orders and click the Save button.



2. If you want to change your billing contact and/or address click on the **Edit Billing Profile** link and proceed to make the change and click the Save button.

