

Tutorial of Renewing Your Subscription

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. Manual Renewal

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 Orders & Subscriptions menu.

Order Number	Quantity	Subscription	Valid Period	Auto-Renewal	Renew To
+ AO18000144	1	PowerBuilder Standard	02/25/2018-02/24/2019	Auto	Standard
+ AO18000088	1	PowerBuilder Universal	02/02/2020-02/01/2021	Auto	Universal

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

User Center

Renew Subscriptions

Renewal Method: Manual Search Reset

You can manually renew all your subscriptions at any time before they expire. Please note you may be required to purchase new subscriptions if you let them expire. Set the renewal method to Auto will make sure the renewal occur on time with no interruption of using your subscriptions. This option will be lock-down 30 days prior to the expiration date and you can switch your renewal method before that.

Order Number	Quantity	Subscription	Valid Period	Auto-Renewal	Renew To
+ <input checked="" type="checkbox"/> AO18000149	3	PowerBuilder Standard	02/26/2018-02/25/2019	Manual	Standard
+ <input checked="" type="checkbox"/> AO18000090	1	PowerBuilder Universal	11/13/2019-11/12/2020	Manual	Universal
+ <input checked="" type="checkbox"/> AO18000089	1	PowerBuilder Universal	02/03/2021-02/02/2022	Manual	Universal

[Checkout and Submit Payment](#)

- 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 specified in the “Renew To” column. Any such upgrade or downgrade will take effect when the current subscription period expires.

Renewal Method: Manual Search Reset

You can manually renew all your subscriptions at any time before they expire. Please note you may be required to purchase new subscriptions if you let them expire. Set the renewal method to Auto will make sure the renewal occur on time with no interruption of using your subscriptions. This option will be lock-down 30 days prior to the expiration date and you can switch your renewal method before that.

Order Number	Quantity	Subscription	Valid Period	Auto-Renewal	Renew To
- <input checked="" type="checkbox"/> AO18000149	3	PowerBuilder Standard	02/26/2018-02/25/2019	Manual	Standard
+ <input checked="" type="checkbox"/> Online	Unassigned				Standard
+ <input checked="" type="checkbox"/> Online	Unassigned				Standard
+ <input checked="" type="checkbox"/> Online	Unassigned				Cloud
+ <input checked="" type="checkbox"/> Online	Unassigned				Universal
+ <input checked="" type="checkbox"/> AO18000090	1	PowerBuilder Universal	11/13/2019-11/12/2020	Manual	Universal
+ <input type="checkbox"/> AO18000089	0	PowerBuilder Universal	02/03/2021-02/02/2022	Manual	Universal

[Checkout and Submit Payment](#)

- Then click the Checkout and Submit Payment button.
- Follow the online process to complete your purchase.

2. 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.

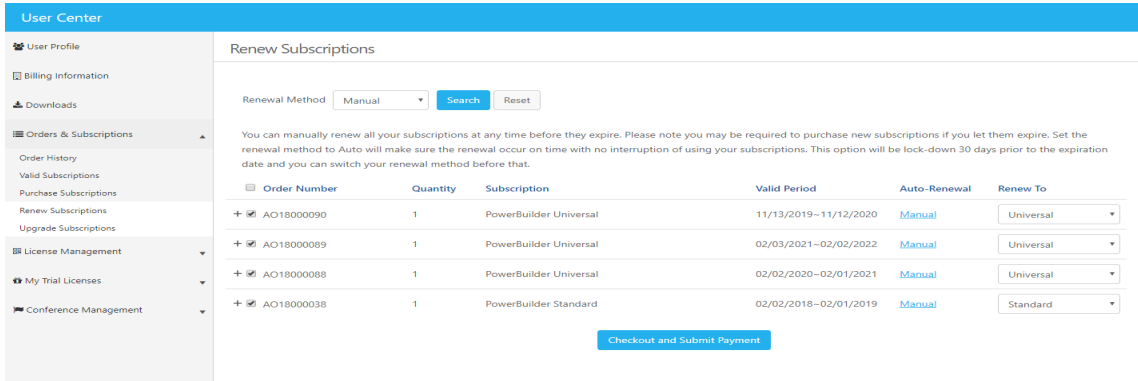
YOUR CART				
Subscription	Item Price	Quantity	Discount	Total Price
PowerBuilder Standard	\$3.00	1	\$297.00	\$3.00
TOTAL				\$3.00

Billing Information		Choose Payment Method	
Name	test han	<input checked="" type="radio"/> Wire Transfer	
Email	[REDACTED]	<input type="radio"/> Check	
Company	test	<input type="radio"/> Credit Card	
Address	deqf	Choose Renewal Method	
Country	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 Appeon Subscription Auto-Renewal Program , and in accordance with the terms and conditions .	
		<input type="checkbox"/> I have read and accepted the terms & conditions	
		Place order	

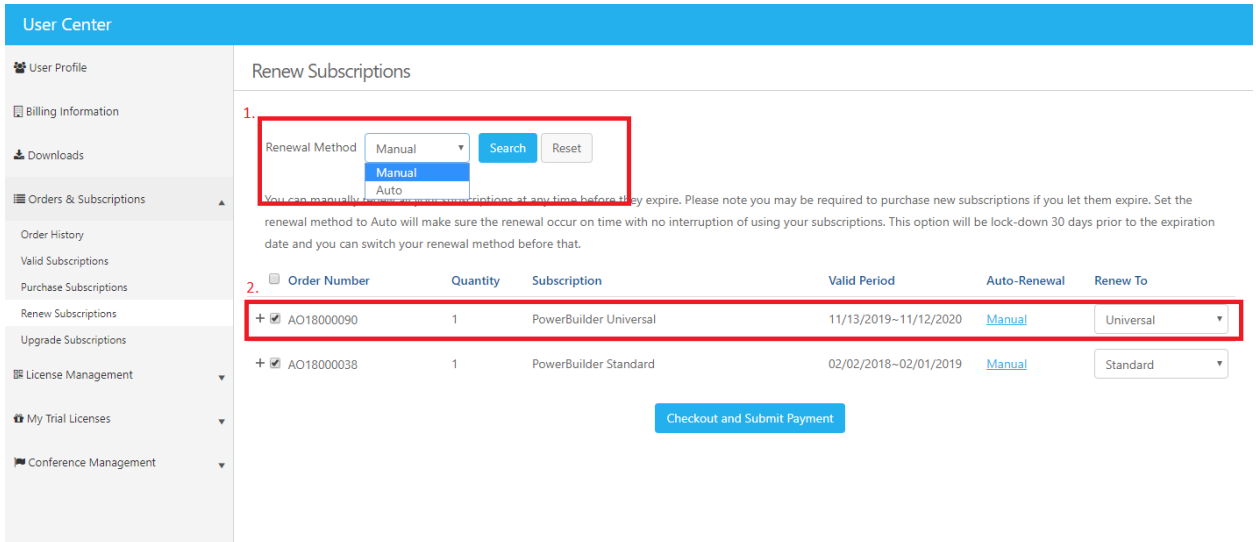
3. As soon as your order is processed you will be able to locate and verify your subscriptions enrolled in the Appeon Auto-Renewal Program under the [Renew Subscriptions section of the Appeon website](#).

3. Auto-Renewal Program (After Purchase)

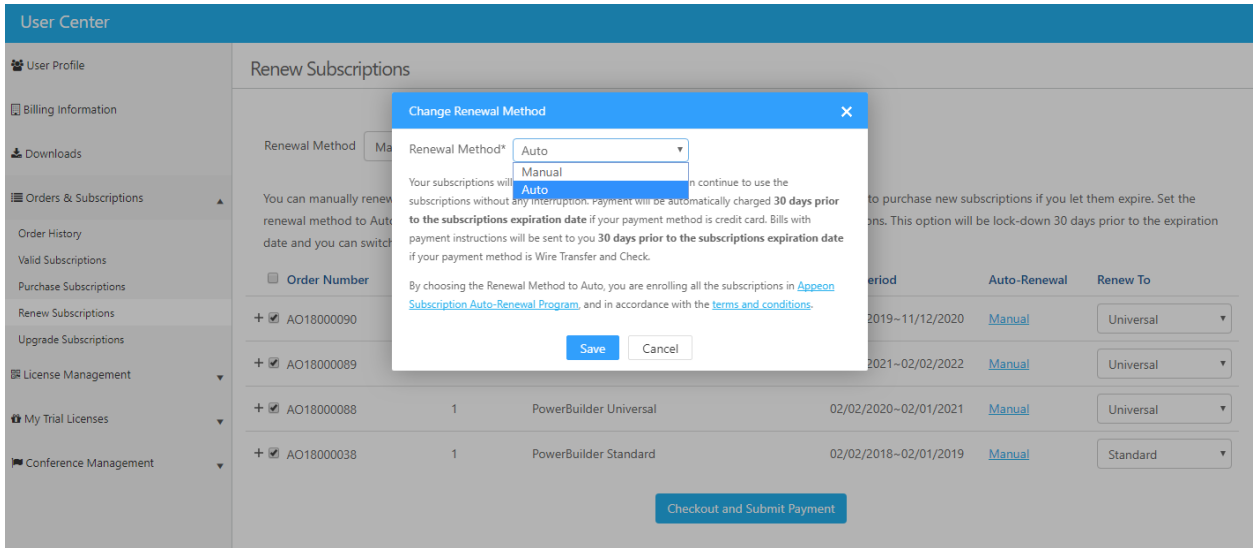
1. Log in to the [User Center](#) and go to the [Renew Subscriptions](#) under the Orders & Subscriptions menu.



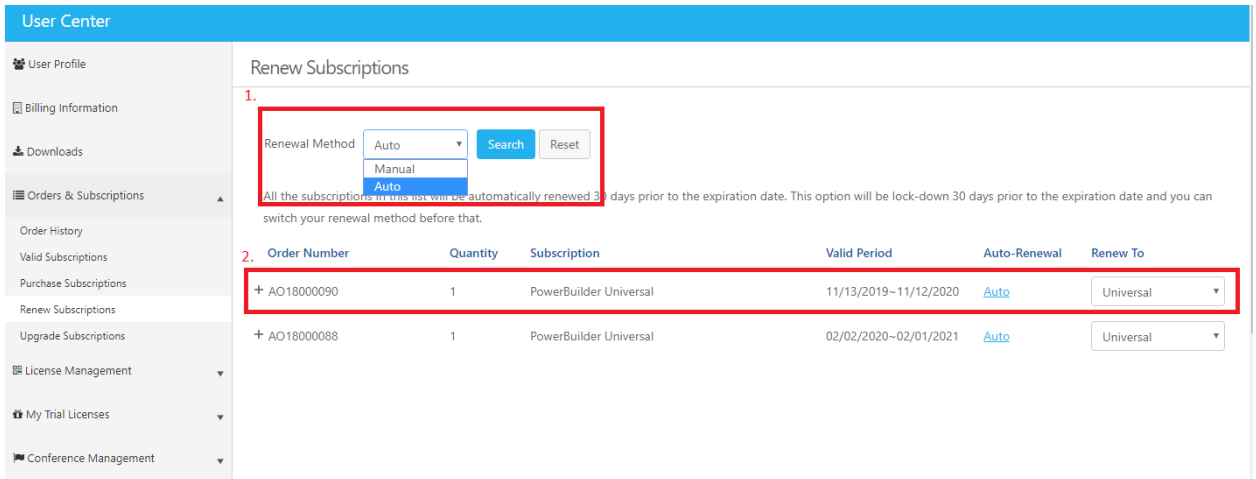
2. Ensure the Renewal Method is set to Manual and click the Search button. All subscriptions that are set to manually renew are listed here.



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



- You will now be returned to the previous page. Ensure the Renewal Method is set to Auto and click the Search button to see all subscriptions enrolled in the Appeon Auto-Renewal Program. This confirms that you have successfully enrolled.



4. Cancel Enrollment in the Auto-Renewal Program

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

The screenshot shows the 'Renew Subscriptions' page in the User Center. The 'Renewal Method' dropdown is set to 'Manual'. Below the dropdown is a 'Search' button and a 'Reset' button. A paragraph of text explains that users can manually renew subscriptions before they expire. Below this text is a table with columns: Order Number, Quantity, Subscription, Valid Period, Auto-Renewal, and Renew To. The table lists four subscriptions, all with 'Manual' in the Auto-Renewal column. A 'Checkout and Submit Payment' button is located at the bottom right of the table area.

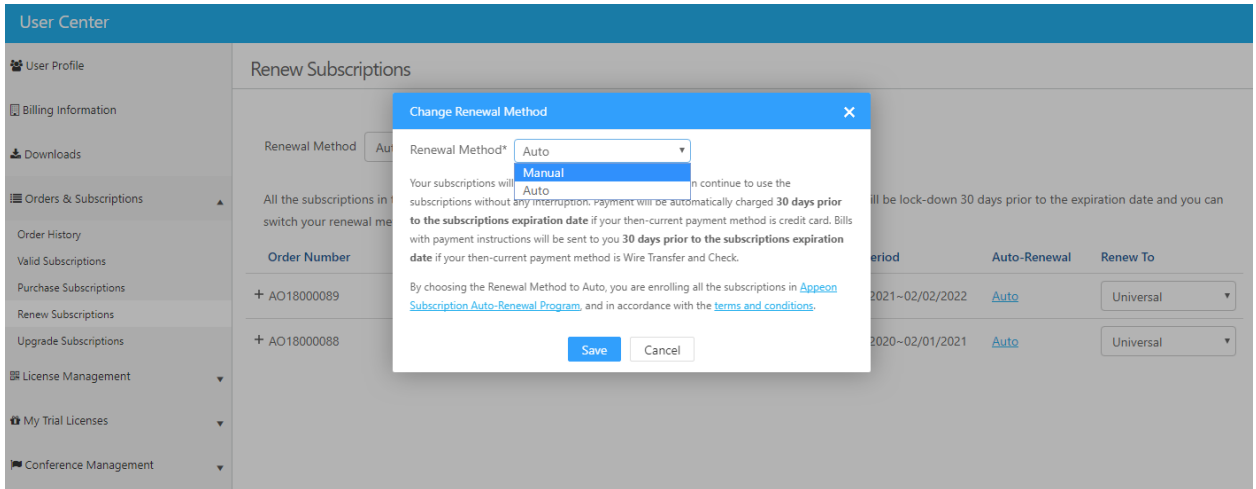
Order Number	Quantity	Subscription	Valid Period	Auto-Renewal	Renew To
+ AO18000090	1	PowerBuilder Universal	11/13/2019-11/12/2020	Manual	Universal
+ AO18000089	1	PowerBuilder Universal	02/03/2021-02/02/2022	Manual	Universal
+ AO18000088	1	PowerBuilder Universal	02/02/2020-02/01/2021	Manual	Universal
+ AO18000038	1	PowerBuilder Standard	02/02/2018-02/01/2019	Manual	Standard

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

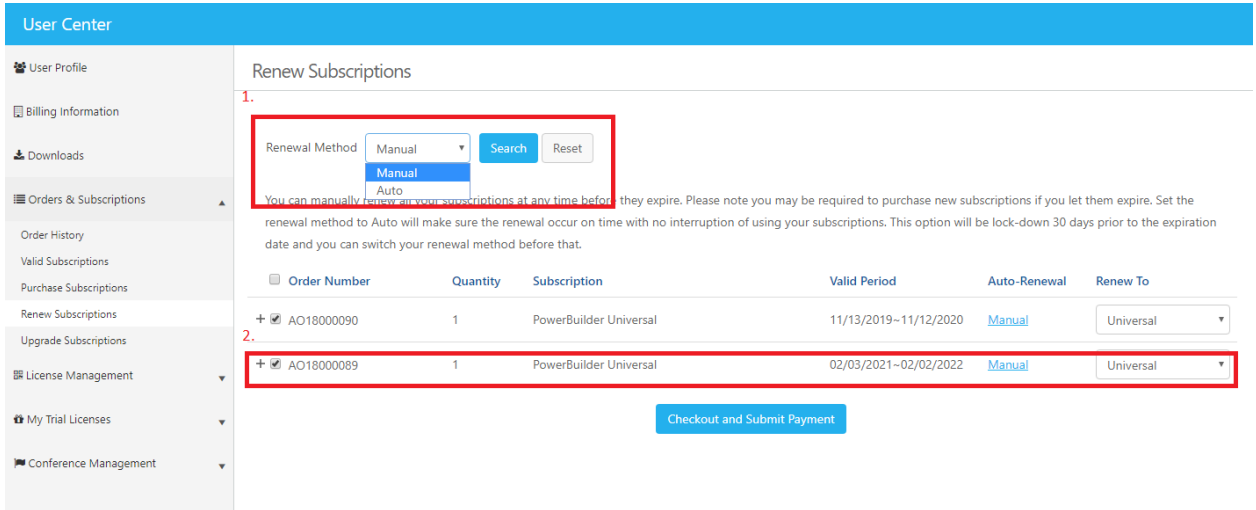
The screenshot shows the 'Renew Subscriptions' page with the 'Renewal Method' dropdown set to 'Auto'. A red box highlights the dropdown menu and the 'Search' button. Below the dropdown, a paragraph of text explains that all subscriptions will be automatically renewed 30 days prior to the expiration date. Below this text is a table with columns: Order Number, Quantity, Subscription, Valid Period, Auto-Renewal, and Renew To. The table lists two subscriptions, both with 'Auto' in the Auto-Renewal column. A red box highlights the first row of the table.

Order Number	Quantity	Subscription	Valid Period	Auto-Renewal	Renew To
+ AO18000089	1	PowerBuilder Universal	02/03/2021-02/02/2022	Auto	Universal
+ AO18000088	1	PowerBuilder Universal	02/02/2020-02/01/2021	Auto	Universal

3. Locate the subscriptions that you want to remove from the Apeon 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.



- 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).



5. 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.

The screenshot shows the 'Billing Information' section of the 'User Center'. On the left is a navigation menu with options like 'User Profile', 'Billing Information', 'Downloads', 'Orders & Subscriptions', 'License Management', 'My Trial Licenses', and 'Conference Management'. The main content area displays user information for 'test han', including phone number '5184158184' and email 'marcus.han@appeon.com'. Below this is the 'Payment Method' section with three radio button options: 'Wire Transfer', 'Check' (which is selected), and 'Credit Card'. A prominent blue 'Save' button is located at the bottom right of this section.

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

This screenshot shows the same 'Billing Information' page as above, but with an 'Edit billing information' modal window open in the center. The modal has a blue header and a close button (X) in the top right corner. It contains several form fields: 'First Name*' (test), 'Last Name*' (han), 'Email*' (marcus.han@appeon.com), 'Phone*' (5184158184), 'Company*' (test), 'Address1*' (deqf), 'Address2*' (empty), 'Zip Code*' (12548514), 'City*' (fqef), and 'Country*' (Australia). At the bottom of the modal are 'Save' and 'Cancel' buttons.