

Update, Cancel or Pause Your Streaming Service Subscription(s)

Welcome to this video which will illustrate how to update, cancel or pause your subscription to the Joel Goldsmith Streaming Service.

To begin please check that you are logged in to the Streaming Service. If the top menu on your computer or the three-line drop-down menu on your mobile device says “Log Out” then you are already logged in. If the menu says “Log In” then please click/tap on that and complete the Log In form.

Now click/tap on My Account in the top menu or in the mobile menu; then click/tap on My Account in the drop-down list below. This will take you to the My Account page.

On that page click/tap on the menu item that says “Subscriptions” – this is second from the left just below the title of the My Account page. This will open a page with your subscription – or with both subscriptions if you also subscribe to the Monthly Transcript Add-on Subscription. You will see three choices titled “Update”, “Pause”, or “Cancel” at the bottom right side of each your subscriptions.

To update the credit card information for your subscription, click/tap on “Update” which this will take you to a form where you can fill in the updated credit card information. If the information you submit is not correct you will see red highlights in the areas that need further attention. When all the information is correct, be sure to click/tap the “Submit” button at the bottom of the page in order that the new information is updated in the system. That's all that is required. The updated information will then be used at the next billing cycle or will be used immediately if you are responding to a notice that the current credit card payment has failed.

If you subscribed using the PayPal option, this form will be different and will allow you to update your PayPal connection.

Please note that if you have both the Monthly Recordings Subscription and the Monthly Transcript Add-on Subscription, you will need to follow the instructions to update, pause or cancel for each subscription separately. Updating one subscription does not update the other.

Returning to the subscriptions page, if you wish to cancel a subscription click/tap on the word “Cancel” and you will see a pop-up menu asking you to confirm that you wish to cancel. If that is your intention, then click/tap “Yes” and the subscription will be cancelled at the next billing cycle. You can continue to use the subscription until the current billing cycle expires, at which point access to the recordings or transcripts will end until you re-subscribe.

Alternatively, if you expect to return to the Streaming Service in the foreseeable future, you can click/tap “Pause” instead of cancel. This will stop the billings on your subscription at the next billing cycle and you will continue to have use of the subscription until the end of the current billing cycle.

If you wish to return to your subscription you can come back to this page and click/tap the word “Resume” which will appear for any paused subscription. The value of pausing a subscription is that any notes and bookmarks that you have created will be retained for your return.

We trust this video has provided the information you need to update, cancel or pause your subscription to the Streaming Service. Many blessings and Aloha.