Changing Your Payment Method

Reference Number: **KB-03244**

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QUESTION

How can I change my payment method?

ANSWER

Changing the payment card on file can be done directly within your account.

Changing the payment method

1. Click on My Account (https://accounts.chiefarchitect.com/), sign in to your account, then click on Digital Locker: Downloads, Product Keys & License Management (https://accounts.chiefarchitect.com/digital-locker/).

2. Within your Digital Locker, click on the **Manage** link associated with your license.

   If this option is not available, the subscription has likely been canceled and has expired. If you believe that this is not the case or require further assistance, please contact our Customer Service or Sales team (https://www.chiefarchitect.com/company/contact.html).
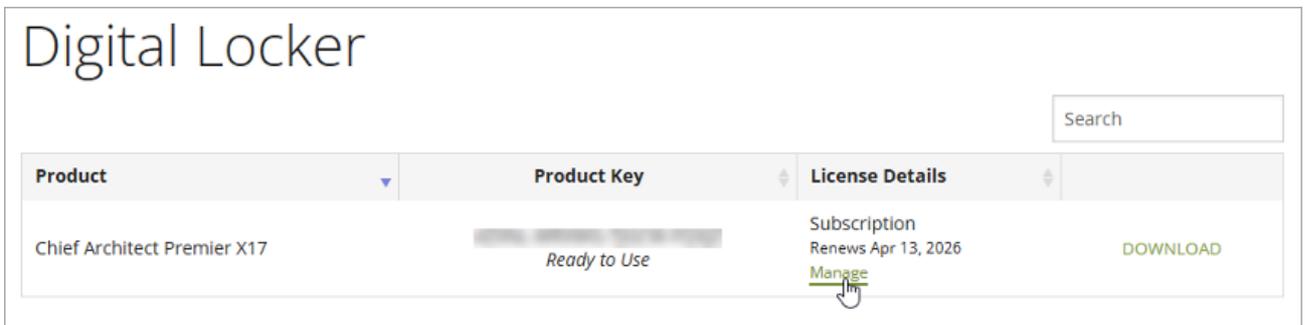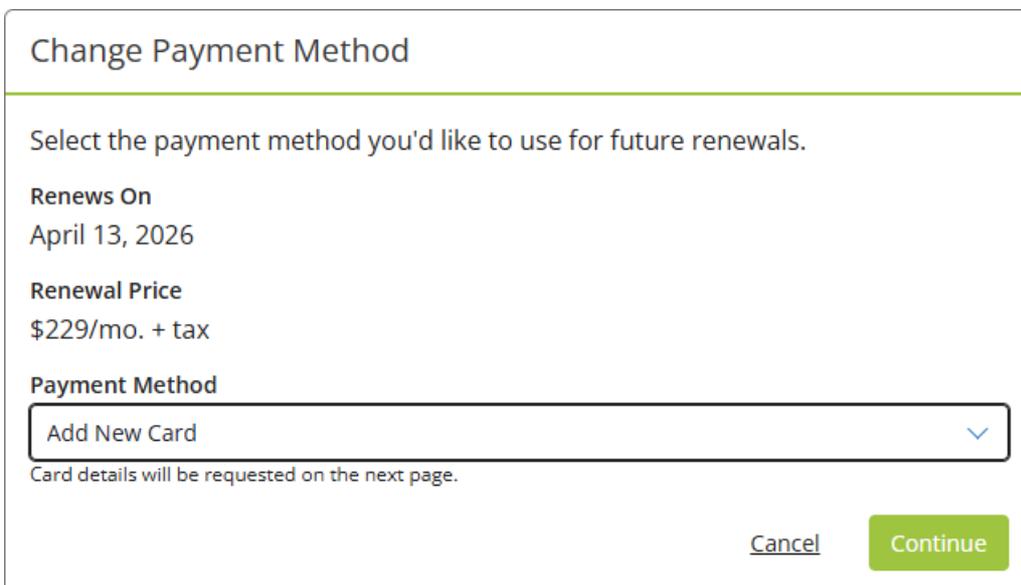
3. Click **Change Payment Method**.
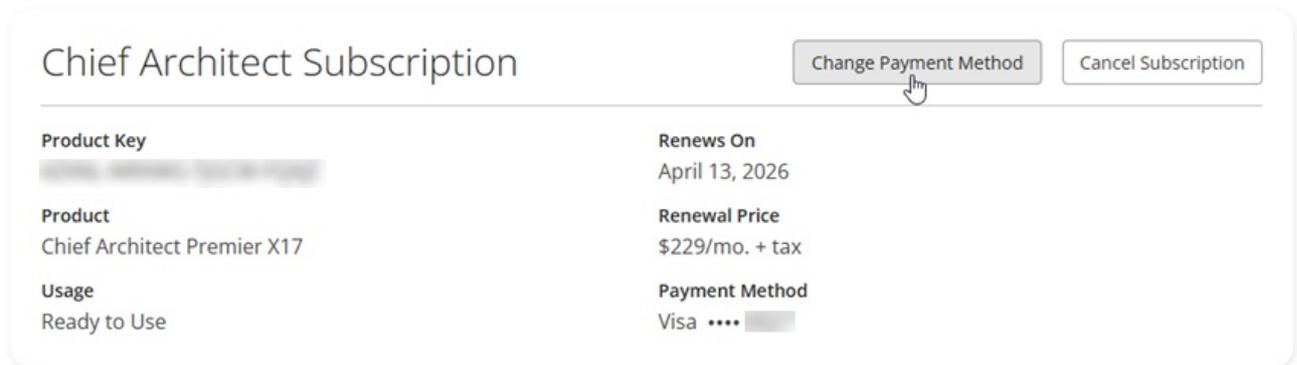
4. Note the details that are shown, select your desired **Payment Method**, then click **Save** or **Continue**.

> If you would like to edit or remove an existing payment method, please contact our Customer Service or Sales team (https://www.chiefarchitect.com/company/contact.html) directly.

5. If additional details are required to continue, you will be prompted with one of the following pages:

    - If Add New Card was selected, enter your **Billing Address** details, **Credit Card Number**, **Expiration Date**, and **Card Verification Number**, then click **Submit**.

      > **Note:** If you receive a message stating "Something went wrong. Please try again..." after entering your billing and payment information, double-check that all of your information has been entered correctly, then try again.

      After submitting your card details, you will be redirected back to the Digital Locker.

      Credit Card Management Policy

      Billing Address

      First Name*

      Last Name*

      Company (optional)

      Address*

      City*

      State/Province*

      ZIP/Postal Code*

      Country*

      Credit Card Number*

      •••• •••• •••• ••••

      VISA MasterCard AMERICAN EXPRESS DISCOVER

      Expiration Date*

      MM / YY

      Card Verification Number*

      •••

      Submit

    - If a card on file was selected, you may be asked to verify the card details; reenter

the **Credit Card Number** and **Card Verification Number**, then click **Submit**.

Please verify the card details for your card ending in ▓▓▓ expiring on ▓▓▓.

After submitting your card details, you will be redirected back to the Digital Locker.

Credit Card Management Policy

Credit Card Number*

•••• •••• •••• ••••

Card Verification Number*

•••

Submit

Once the payment method has been updated, a banner message will display stating: "Your payment method has been successfully updated." and your updated payment method will be reflected under the Payment Method property.

Your payment method has been successfully updated.

Chief Architect Subscription

Change Payment Method   Cancel Subscription

Product Key
▓▓▓▓▓▓▓▓▓▓▓

Product
Chief Architect Premier X17

Usage
Ready to Use

Renews On
April 13, 2026

Renewal Price
$229/mo. + tax

Payment Method
Mastercard •••• ▓▓▓▓

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