Canceling Your Subscription

Reference Number: **KB-03245**
Last Modified: **August 21, 2026**

QUESTION

How do I cancel my software subscription?

ANSWER

You can cancel your subscription by accessing your account.

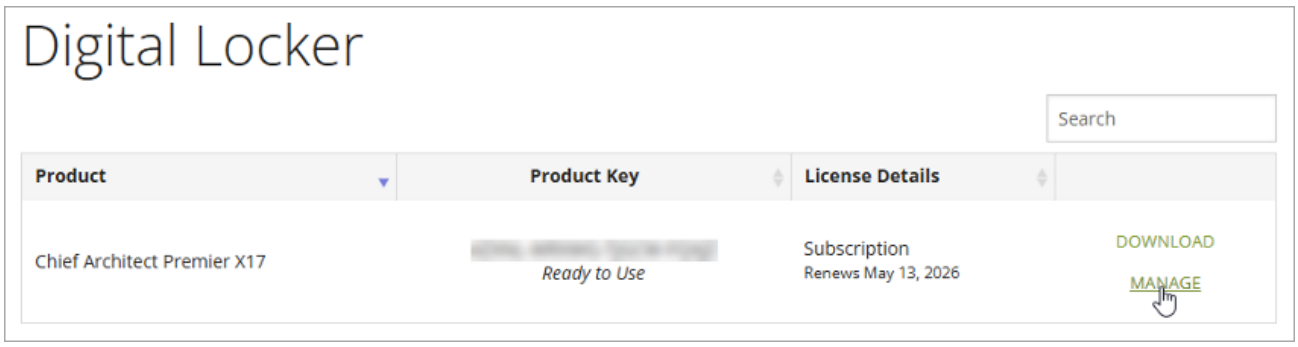
> **Note:** If you're using a legacy license or legacy rental, the available cancellation options may vary. Please contact our Customer Service or Sales team (https://www.chiefarchitect.com/company/contact.html) to discuss these options further.

Canceling a subscription

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

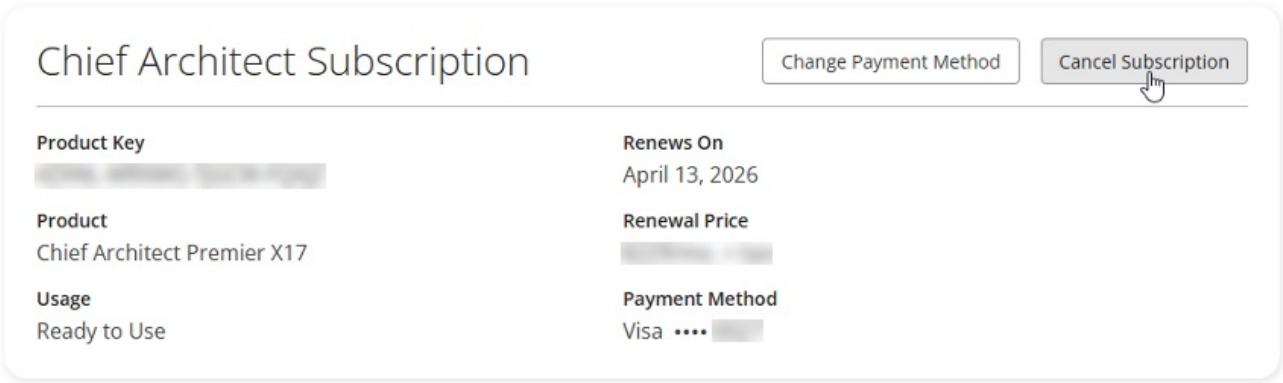
2. Within your Digital Locker, click on the **Manage** link associated with your license.

   If you don’t see this option, 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).



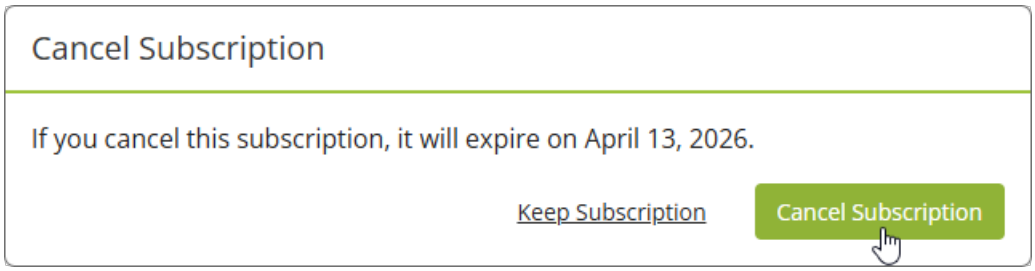
3. Click **Cancel Subscription**.

   If you don't see this option, the subscription has likely already been canceled, or the option does not apply to the license type.

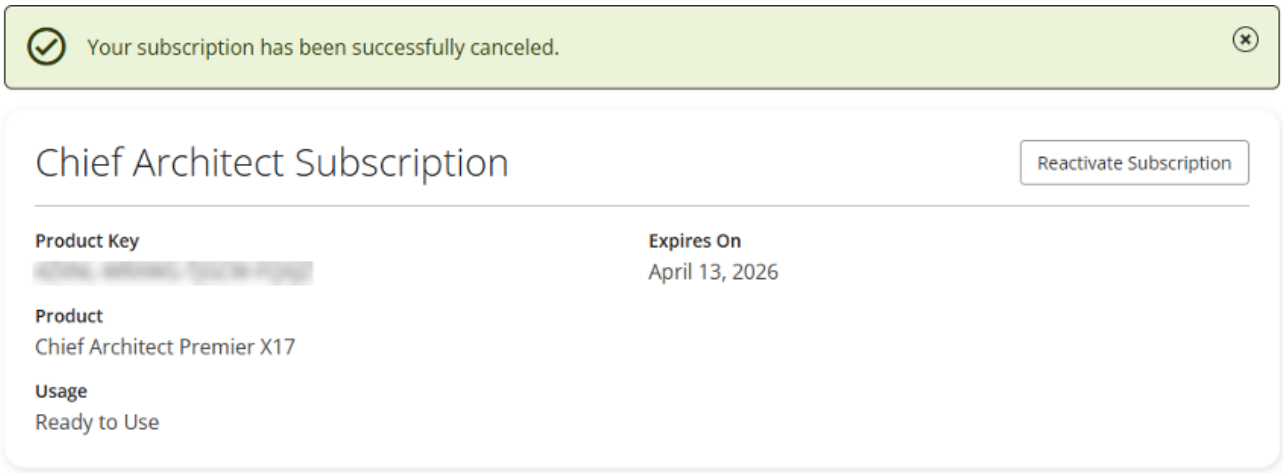


4. Click **Cancel Subscription** once more or click **Keep Subscription** to keep your subscription active.

> **Note:** If you choose to cancel, you will have access to your subscription through the expiration date (end of the billing cycle).



Once canceled, a banner message will display stating: "Your subscription has been successfully canceled."



You can reactivate your subscription up until the expiration date by clicking on the Reactivate Subscription button. To learn more, see the Related Articles section.

Related Articles

- Changing Your Payment Method (/support/article/KB-03244/changing-your-payment-method.html)
- Making a Missed or Failed Payment (/support/article/KB-03247/making-a-missed-or-failed-payment.html)
- Reactivating Your Canceled Subscription (/support/article/KB-03246/reactivating-your-canceled-subscription.html)

© 2003–2026 Chief Architect, Inc. All rights reserved // Terms of Use (https://www.chiefarchitect.com/company/terms.html) // Privacy Policy (https://www.chiefarchitect.com/company/privacy.html)