Making a Missed or Failed Payment

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QUESTION

I received an email that a recent payment was missed. How can I resolve this?

ANSWER

If you missed a payment, you can resolve the issue by following the link in your email to update your payment information. Additionally, a banner will display when you access your Digital Locker stating that a payment has failed.

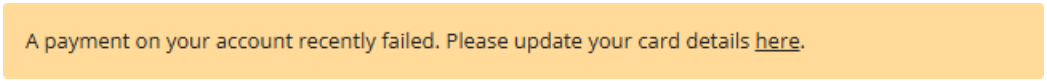
Making a missed payment

1. If a payment was recently missed or failed to process, you will receive an email from *CustomerService@chiefarchitect.com*. Follow the link in the email to proceed.

   > It's important to ensure that the email you received was sent from the email address listed above. If you believe that the email was not sent from a trusted sender, you can access your Digital Locker (https://accounts.chiefarchitect.com/digital-locker/) and retry the missed or failed payment, or contact our Customer Service team directly (https://www.chiefarchitect.com/company/contact.html).

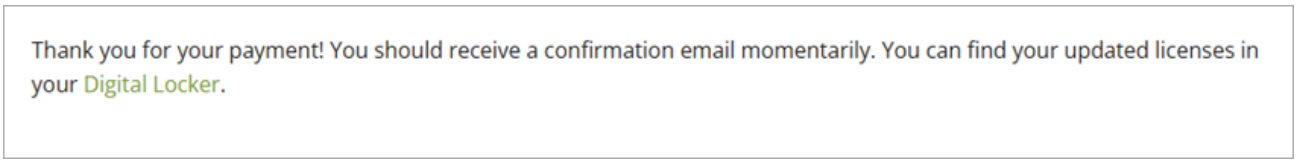
   Additionally, if you access your Digital Locker (https://accounts.chiefarchitect.com/digital-locker/), a banner message will display

stating: "A payment on your account recently failed. Please update your card details here." Click the **here** link to proceed.



2. Enter any required billing details, then click **Submit**.

   You will receive a message stating: "Thank you for your payment! You should receive a confirmation email momentarily. You can find your updated licenses in your Digital Locker." As stated in the message, you will also receive a confirmation email with details relating to the payment.



Related Articles

- Canceling Your Subscription (/support/article/KB-03245/canceling-your-subscription.html)
- Changing Your Payment Method (/support/article/KB-03244/changing-your-payment-method.html)
- Reactivating Your Canceled Subscription (/support/article/KB-03246/reactivating-your-canceled-subscription.html)

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