# How to Renew your Subscription
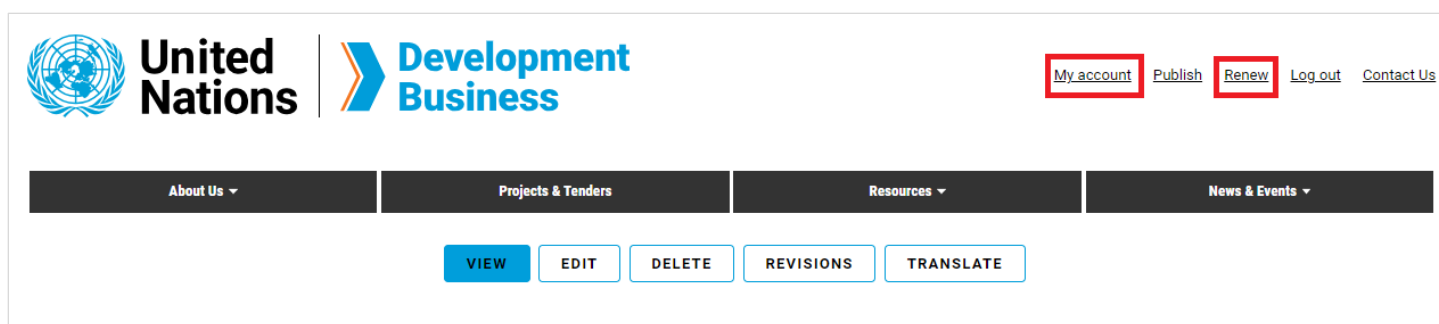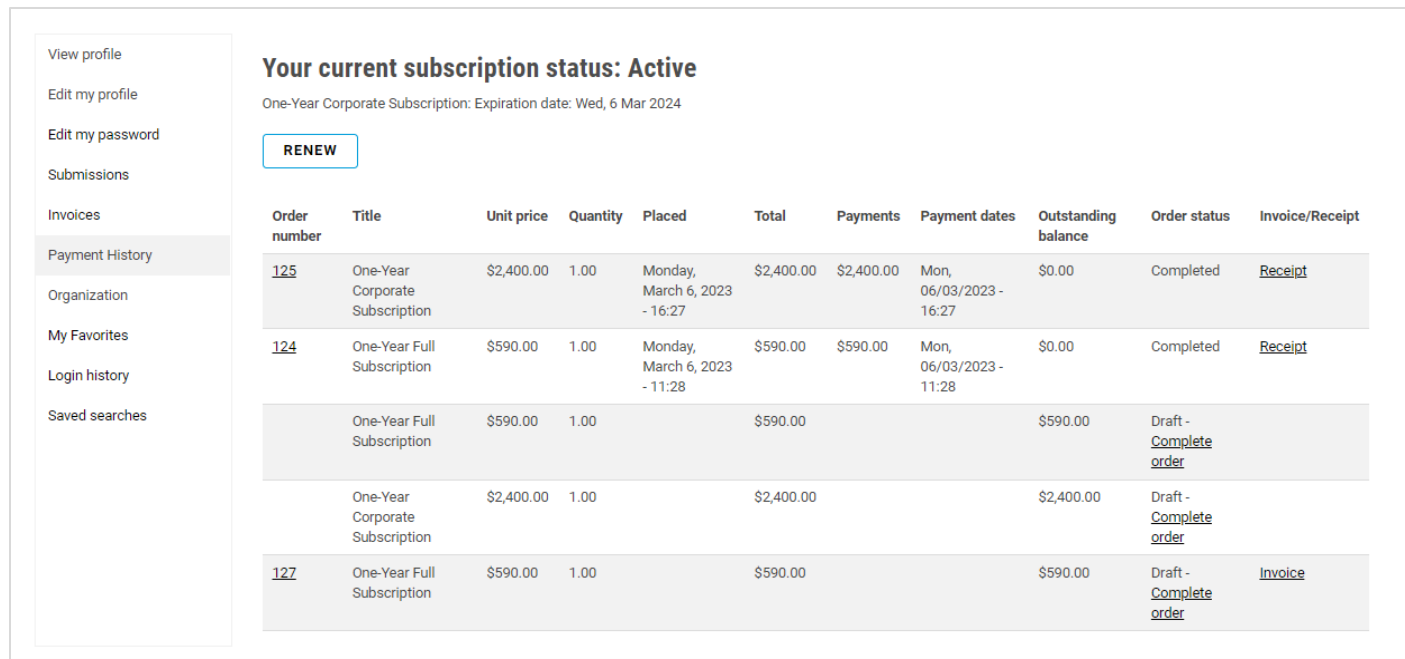
All subscriptions to UNDB last for one year, after which you have to renew your subscription through the website.

① Log in with the e-mail address and password associated with your account.

② Click **My account** located at the top right corner of the UNDB website. Then click the **Payment History** tab from your profile page. You can also click the **Renew** button to direct you to the same page.
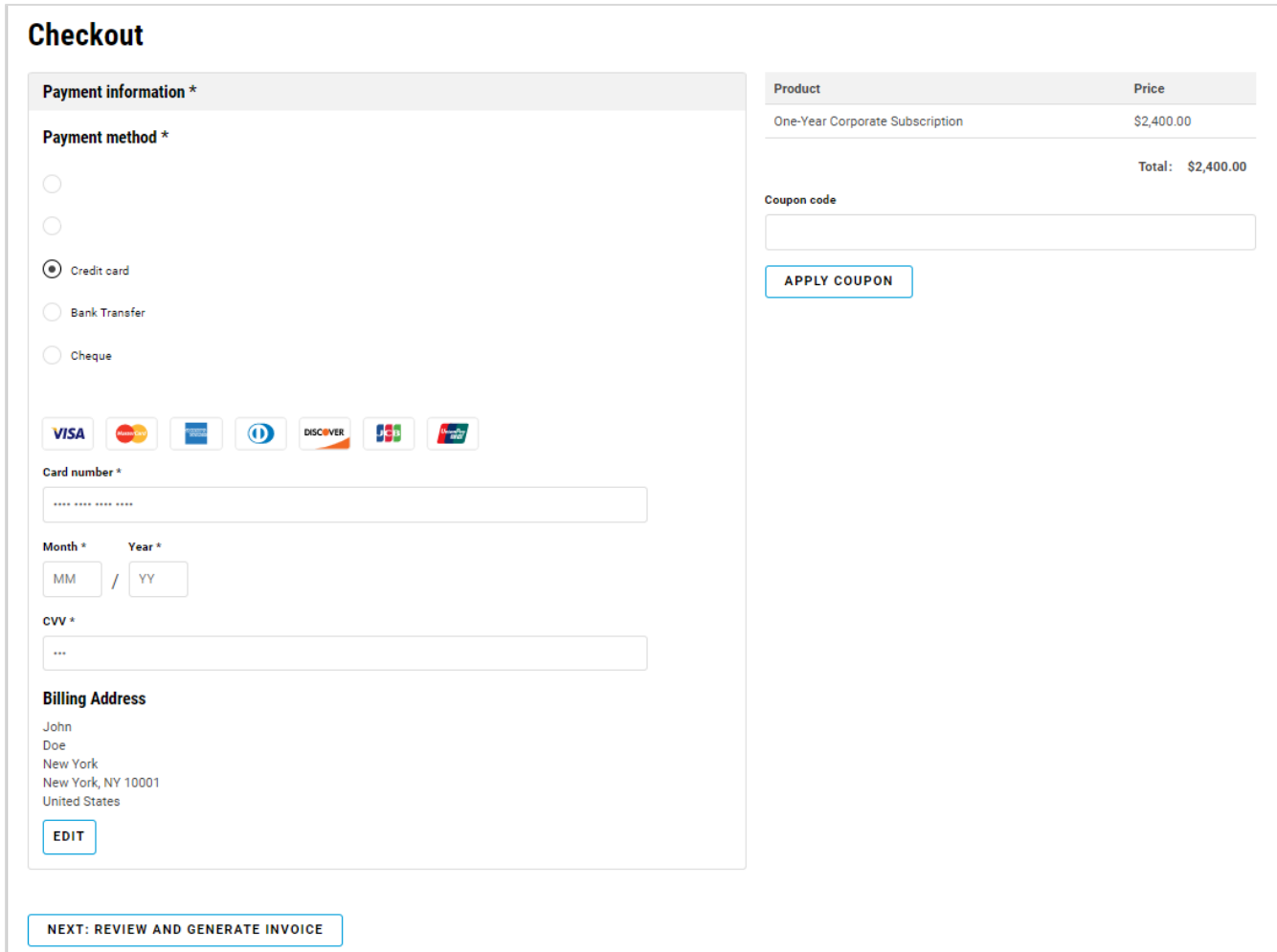


③ At the Purchase History tab, click the **Renew** button to renew your subscription.

**Note:** You can get to this page directly by logging in to your account and clicking the **Purchase History** tab. From this page, you can check your past subscriptions, invoices/receipts, and subscription status.
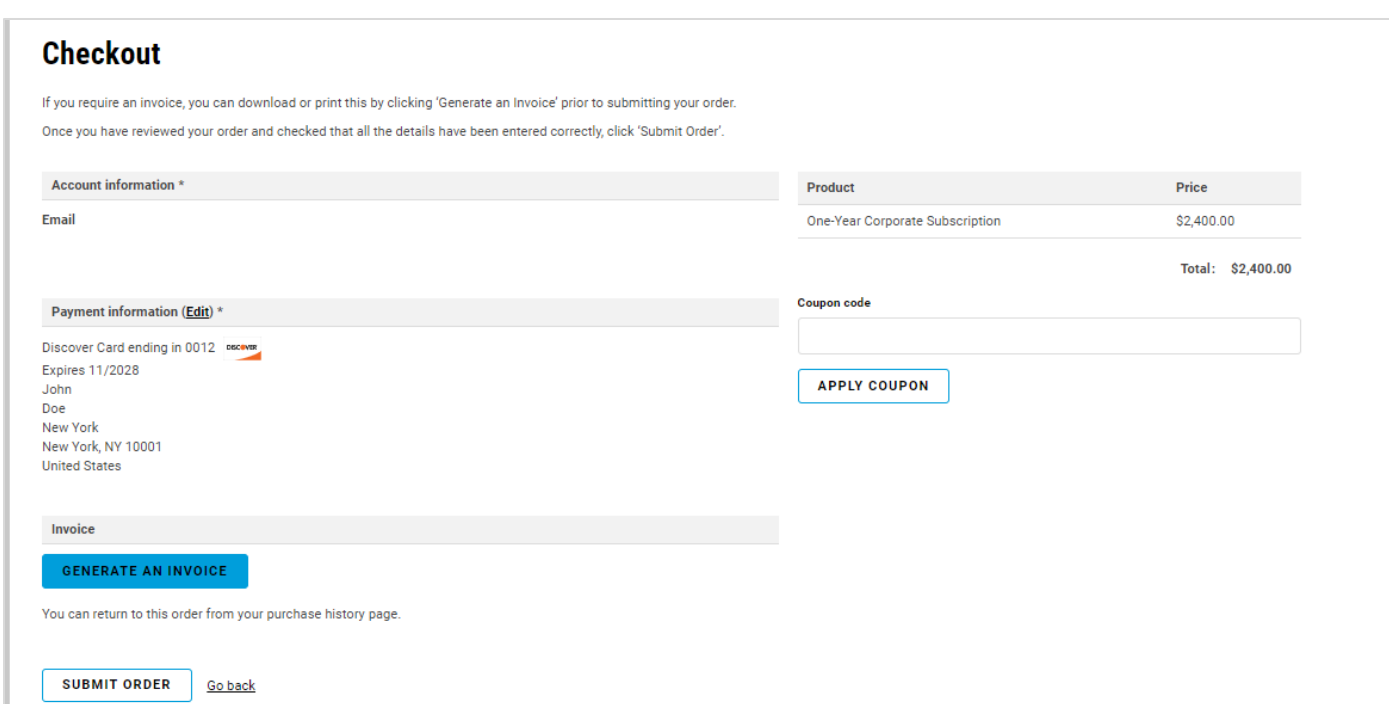


④ Enter your billing information and coupon code, if you have one, then click **Next: Review and Generate Invoice**. You have the option to pay by Credit Card, Cheque or Bank Transfer.
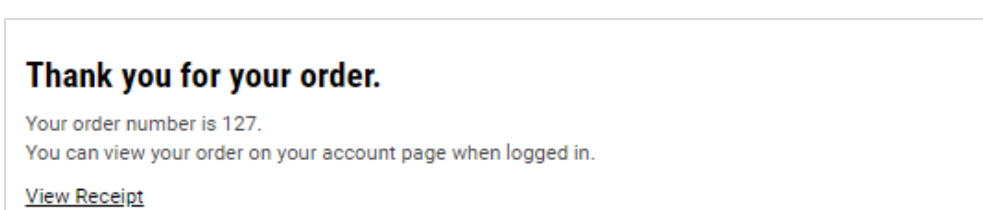


⑤ Click **Generate an Invoice** to print an invoice of the order before checkout. You may also generate an invoice after completion of the checkout process from the Purchase History tab of your profile page.

⑥ Add your payment details then click **Submit Order**.



**Note:** Do **NOT** click the **Submit Order** button more than once. Providing the same credit card information more than once within two minutes will result in rejection of the payment. If payment is declined, consult your bank before trying again.

⑦ A confirmation message will appear at the top of the page and a confirmation e-mail will be sent to you.



**Note:** Log in and go to the Profile Home page to check your Purchase History.

Contact us for more enquiries:

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Note: To print user guide, select the "Poster" page size setting before printing.