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Portal > Knowledgebase > Account > Activation, Cancellation and Subscriptions > Can I resume my recurring payments if I have cancelled the auto-renewal?

Can I resume my recurring payments if I have cancelled the auto-renewal?

Kaneesha D. - 2018-05-29 - in Activation, Cancellation and Subscriptions

Currently, you can re-instate the auto-renewal of your subscription, if you have one of the subscription types listed below:

- Credit Card: 1 month/6 month/1 year/2 year
- Amazon: 1 month/6 month/1 year/ 2 year
- PayPal: 1 month/6 month/1 year/2 year

***Note:** This system for Credit card and Amazon took effect on Nov 23, 2015 at 10am PST; only auto-renewing subscriptions cancelled after this time can be resumed via the above method.

****Note:** This system for PayPal took effect on Nov 30, 2015 at 7am PST; only auto-renewing subscriptions cancelled after this time can be resumed via the above method. PayPal only allows this to be done with the newer subscriptions, where the profile ID begins with I- in your subscription details on

PayPal's end. You can check this by going to the details of your most recent payment to us in PayPal; the profile ID will be listed there. If you're unable to locate this information please let me know and I'll be happy to guide you.

If you have one of the subscription types above, you can re-enable the auto renewal by logging into the Client Control Panel located [here](#).

Once logged in, you'll see the "Resume" button in the upper left of the Control Panel.

Although we are working on adding this ability to additional subscription types, currently only those listed above can be re-enabled. Otherwise, to resume service, you would need to purchase a new subscription via our purchase page, located [here](#).

Tags

payments

recurring

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resume