



How to Turn Off Auto Renew

If you are wanting to cancel your auto renew follow the below steps:

1. Log into **Membership Portal** at: <https://memberportal.active.com>
2. Locate membership name who needs to change renewal settings
3. Click action for auto-renewal under **ACTIONS**, either:
 - **Turn On Auto-Renew** will be displayed when current membership status is **Auto-Renewal – OFF**
 - **Cancel Auto-Renew** will be displayed when current membership status is **Auto-Renewal – ON**
4. Click **CONTINUE** to confirm

*Note: If your current membership status is **Auto-Renew - OFF**, it will not be renewed on the expiry date. The status will become **Expired** and the membership will be suspended until reactivation*

MEMBERSHIPS

INDIVIDUAL MEMBERSHIPS

NAME	MEMBERSHIP TIERS	STATUS	ACTIONS
name: <input type="text"/> (Over 18 Years Old)	Organization: TEST Triathlon Australia Membership Program: Active Sydney membership Package: Active Employee Package option: TEST EARLIER BIRD Membership <input type="text"/> number: Started: January 1, 2019	Active Auto-Renewal - ON Next renewal date: January 1, 2020	View Order History Cancel Auto-Renew Update Form Question

MEMBERSHIPS

INDIVIDUAL MEMBERSHIPS

NAME	MEMBERSHIP TIERS	STATUS	ACTIONS
name: <input type="text"/> (Over 18 Years Old)	Organization: TEST Triathlon Australia Membership Program: Active Sydney membership Package: Active Employee Package option: TEST EARLIER BIRD Membership <input type="text"/> number: Started: January 1, 2019	Active Auto-Renewal - OFF Expires: January 1, 2020	View Order History Turn On Auto-Renew Update Form Question