

# Renewing a Subscription

## Background:

Renewing an existing subscription, like any subscription set-up process, involves two steps. First the subscription must be purchased at the Store. And second, the teachers who will be using the subscription must be added to the subscription. It is best that the purchase be done by the previous year's subscriber (owner). The second step goes considerably smoother if the subscriber is the same individual every year. If you are a teacher and don't remember who the subscriber is, then use the **My Subscription** link on the **Account** page. The subscriber's username (email) will be listed there. If the subscriber is no longer with your school or no longer reachable, then we can switch another individual into the subscriber role. When possible, it is best that the subscriber be a teacher, a department supervisor, or an administrative assistant. Contact us via email with details (former subscriber's email, new subscriber's email and full name) and we can make the change. It is best to make this switch prior to beginning the purchase process. The Subscription Payment portal for any subscription season opens in the spring. Purchases for the upcoming school year can be made any time after its opening.

## Step 1: Purchasing a Subscription

1. Log into the Subscriber account and tap on the **Subscriptions** link found on the **Account** page.
2. Tap on the **Buy New Subscription** button found on the Subscriptions page. You will be directed to the **Store** to provide subscription details and make your purchase.
3. Subscription types are described at the top of the page. Select your plan from among the three options - **Individual Teacher Plan**, **Group Plan**, and **Customized Plan** (very rare).
4. Enter the **Number of Seats** in the designated field. A price will be stated in the space below the field. Tap on the **Add to Cart** button.
5. Ad-Free seats can also be purchased for an additional \$2/student. Enter 0 if not interested.
6. A brief description of the item you have added to the cart is displayed. Tap on the **Next** button to continue to the **Billing Information** page (step 1 of 4).
7. If you are a previous subscriber, the **Billing Contact** and **Billing Address** will auto-fill. If you are not a previous subscriber, then fill in all fields. If you are using a credit card the name and address information that you provide should match the information on file with the card. Tap on the **Next** button.

### Individual Plan

For minimum 50 seats, up to 120 seats, max 1 teacher(s).

Number Of Seats

Ad Free Students

Add To Cart

### Group Plan

For at least 150 seats, unlimited number of teachers.

Number Of Seats

Ad Free Students

Add To Cart

### Customized Plan

Plans pre-approved by The Physics Classroom

Enter Code

Add To Cart

- On the **Payment** page (step 2 of 4), indicate the **Payment Method** you will use. Credit card payments are processed by PayPal's secure payment gateway. You do not need to have a PayPal account to pay by credit card. Tap on the **Next** button.
- Examine your **Order Summary** (step 3 of 4). If it is correct, then click on the **Order Now** button. Otherwise, click on the **Back** button to make changes.

Step 3 of 4: Order Summary

<b>Payment Method</b>		Ed Jucator 7777 Physics Drive Newton, Massachusetts 12345 USA		
PayPal				
Item	Additional Information	Qty	Unit Cost	Total
Subscription	Plan Name: Plan D Max Teachers: 1 Max Students: 120 Period: 8/1/2020 - 7/31/2021	1	\$100.00	\$100.00
				Total Cost: \$100.00

### PayPal or Credit Card Method of Payment (1st of 2 alternatives)

- If you had selected PayPal from the pull-down menu, you will be taken to the PayPal Payment Gateway. At that point, you have the option to ...

- Log In to a PayPal** account and pay with your PayPal funds, or...
- Select **Pay with Debit or Credit Card** (see button near bottom of the page).

Choose from these two options and complete the payment process. You will receive a few emails from store@physicsclassroom.com. One email provides directions for the next steps. A final email includes an invoice for your purchase.



Pay with PayPal

With a PayPal account, you're eligible for free return shipping, Purchase Protection, and more.

Stay logged in for faster purchases

[Having trouble logging in?](#)

or

### Purchase Order Payment (2nd of 2 alternatives)

- If you had selected Purchase Order from the pull-down menu, you will be taken to a page that requests your

**School Name** and your **School Purchase Order Number**. If you do not know your PO number, then simply enter *Not Available* and contact us with some details so that we know what to do with the official invoice. Once completed, a confirmation page appears. The Physics Classroom will review the order and approve it within 24 business hours (usually much sooner), allowing you to begin. The process is expedited if you have previously communicated with us regarding your intent to make a payment by Purchase Order. Once approved, you can add teachers to the subscription.

Order ID: 33  
 Payment method: Purchase Order  
 Total price: \$25.00

#### Purchase Order Details

School name:

School Purchase Order Number: