

Quick Guide

Managing Your Account



Welcome to eXpresso! This Quick Guide will teach you how to manage your eXpresso account. It covers subscribing to eXpresso, upgrading your subscription, managing users, changing your credit card information, password or email address, and changing your renewal preferences.

Subscribing to eXpresso

Everyone who registers for eXpresso is given a 14 day free trial of all of eXpresso's features. After the free trial expires, users can continue to log into eXpresso and will have **View Only** access to files. In order to upload more files or edit files owned by you or others, you will need to subscribe to eXpresso.

1 To begin, click the **Buy Now** link on the dashboard, or the Buy Now graphic.

2 Select the plan that's right for you.

3 Enter your **Promotion Code** if applicable.

4 Click **Update Price** to reflect the promotional price.

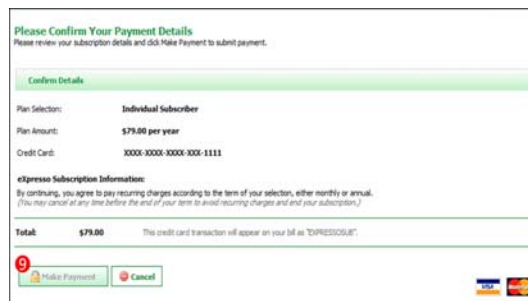
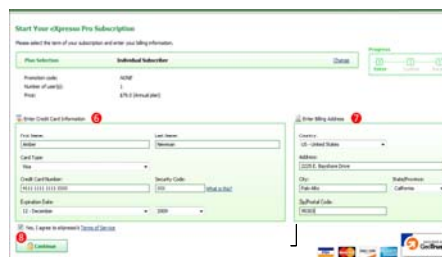
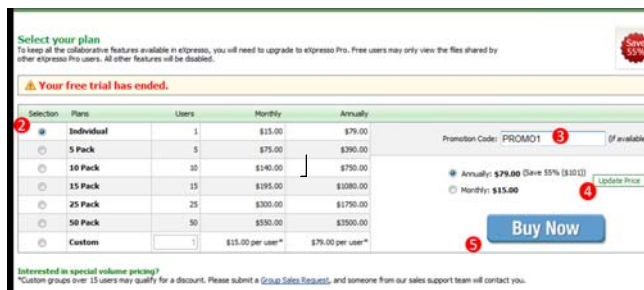
5 Click **Buy Now**.

6 Enter your credit card information.

7 Enter the billing address associated with the credit card.

8 Click **Yes** to accept eXpresso's Terms of Service and click **Continue**.

9 Verify that the subscription information is correct and click **Make Payment** to complete the transaction.



Upgrading Your eXpresso Subscription

If you would like to add more users to your eXpresso subscription, you can upgrade at any time.

- 1 Choose **Account Details** from the left hand navigation bar.
- 2 Select your plan from the options in the drop down box and click **Upgrade Now**.
- 3 Review the payment details and click **Make Payment** to complete the transaction.

The screenshot shows the 'Account Details' page. On the left is a navigation menu with 'Account Details' highlighted. On the right, the 'Individual Plan Summary' shows the current plan as 'Individual Subscriber (Annual plan)'. Below this is a table for upgrading to a multi-user account.

Plans	Users	Monthly	Annual
5 Pack	5	\$75.00	\$390.00
10 Pack	10	\$140.00	\$750.00
15 Pack	15	\$195.00	\$1080.00
25 Pack	25	\$300.00	\$1750.00
50 Pack	50	\$550.00	\$3500.00

All prices in USD.

Below the table, a 'Select Plan' dropdown menu is set to '5 Pack', and an 'Upgrade Now' button is visible.

The screenshot shows the 'Please Confirm Your Payment Details' page. It displays the following information:

Confirm Details

Plan Selection: 5 Pack (5 Pack)
 Plan Amount: \$390.00 per year
 Amount Due: \$311.00 (prorated first payment)
 Credit Card: XXXX-XXXX-XXXX-1111

eXpresso Subscription Information:
 By continuing, you agree to pay recurring charges according to the term of your selection, either monthly or annual. (You may cancel at any time before the end of your term to avoid recurring charges and end your subscription.)

Total: \$311.00 This credit card transaction will appear on your bill as "EXPRESSOSUB".

At the bottom, there are 'Make Payment' and 'Cancel' buttons.

Manage Users

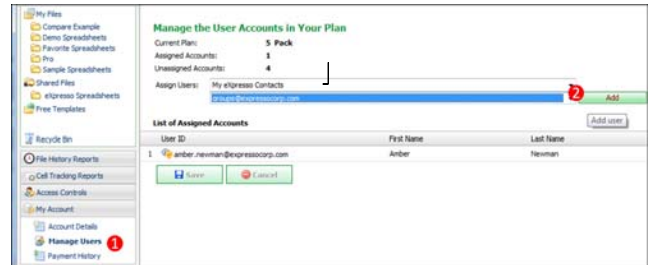
If you purchase a multi user subscription, you can add or remove users at anytime.

Add Users

- 1 Choose **Manage Users** under My Account.
- 2 Select the person you would like to add from your list of eXpresso contacts and click Add. Or;
- 3 If the person you would like to add is not on your contact list, choose **Other Users** from the drop down box.
- 4 Type the email address of the person you would like to add. To add more than one person, separate the email addresses with commas.
- 5 Click **Add**.
- 6 Once you have added all of the users you would like, click **Save**.

Remove Users

- 1 Choose **Manage Users** under My Account.
- 2 Select the person you would like to remove and click **Remove** next to their name.
- 3 Once you have removed all of the users you would like, click **Save**.



Update Your Credit Card Information

If your credit card reaches its expiration date, or you would like us to bill another card for your subscription renewal, you can update your credit card information.

1 Choose **Payment History** under My Account,

2 Click **Update Card**.



3 Enter the new credit card number and/or expiration date.

4 Click **Save**.

Current Card: XXXX-XXXX-XXXX-1111

Enter Credit Card Information

First Name: Last Name:

Card Type:

Credit Card Number: Security Code: [What is this?](#)

Expiration Date:

Enter Billing Address

Country:

Address:

City: State/Province:

Zip/Postal Code:

This will update your information only. You will not be charged at this time.

Change Your Password

1 Choose **Account Details** under My Account.

2 Enter your old password.

3 Enter your new password twice.

4 Click **Save Changes**.

eXpresso Account Details Fields marked with an asterisk * are required.

General Account Information

Account Type: eXpresso Pro - 5 Pack

First Name: *

Last Name: *

Login Information

Email Address: [\[Change Email Address \]](#)

Old Password: *

New Password: *

Confirm Password: *

Change Your Email Address

eXpresso uses your email address as your user name. You can change your email address at anytime. This will change the address to which eXpresso alerts and notifications are sent and will also change your username. In order to change your email address, you will also need to change or reenter your password.

1 Choose **Account Details** under My Account.

2 Click **Change Email Address**.

3 Enter your new email address.

4 Enter your current password.

5 Enter a new password, or reenter your old password two times.

6 Click **Save Changes**.

eXpresso Account Details Fields marked with an asterisk * are required.

General Account Information

Account Type: **eXpresso Pro - 5 Pack**

First Name: *

Last Name: *

Login Information

Email Address: [**Change Email Address**] **2**

Old Password: *

New Password: *

Confirm Password: *

eXpresso Account Details Fields marked with an asterisk * are required.

General Account Information

Account Type: **eXpresso Pro - 5 Pack**

First Name: *

Last Name: *

Login Information

Email Address: **3**

Old Password: **4** [**Forgot Password**] *

New Password: *

Confirm Password: **5**

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Cancel Automatic Renewal

Your eXpresso subscription will automatically each month if you have a monthly subscription or each year with an annual subscription. If you do not want to renew your subscription for the next cycle, you can cancel your renewal.

1 Choose **Payment History** under My Account.

2 Click **Cancel My Subscription**.

3 Yes to confirm.

Payment History

Active Since: Jul 13, 2009 Payment: XXXX-XXXX-XXXX-1111

Current Plan: **5 Pack** Next: Jul 13, 2010 Payment:

Transaction ID	Date	Amount	Result
E:SP:2BA:783	Jul 13, 2009 12:18 PM	\$311.00	Approved
E:SP:1D:739FD	Jul 13, 2009 11:23 AM	\$1.00	Approved

Thank you for being an eXpresso customer. Your subscription will automatically renew according to the term you selected, either monthly or annually. If you would like to cancel your service before your next payment, please click **Cancel My Subscription**. Note: You may lose access to files when you cancel.

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Cancel Subscription

eXpresso

Are you sure you want to Cancel your subscription?

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