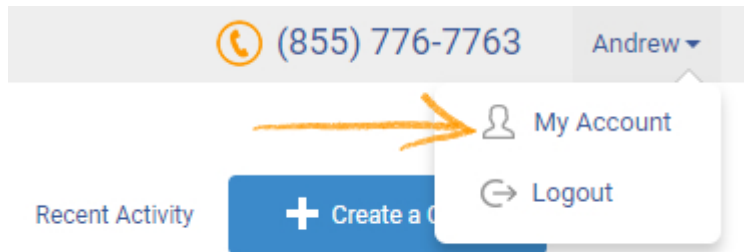


# How Do I Cancel My Plan?

You can cancel your plan any time by either emailing us at [billing@proprofs.com](mailto:billing@proprofs.com) or by following these steps:

**Step 1.** Go to My Quizzes and click on "My Account".



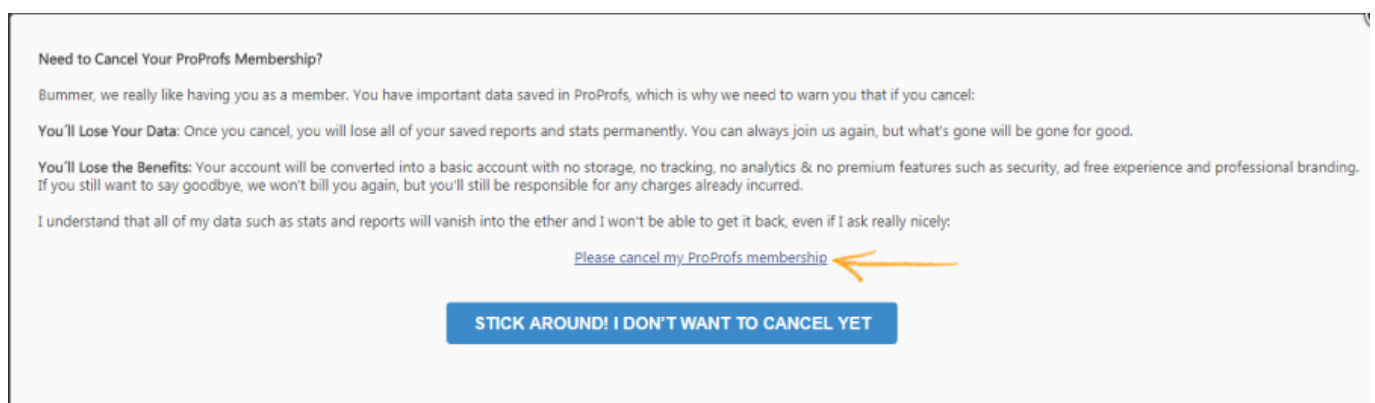
**Step 2.** Under My Account, next to Subscription Renewal, click "Cancel Subscription."

My Quizzes

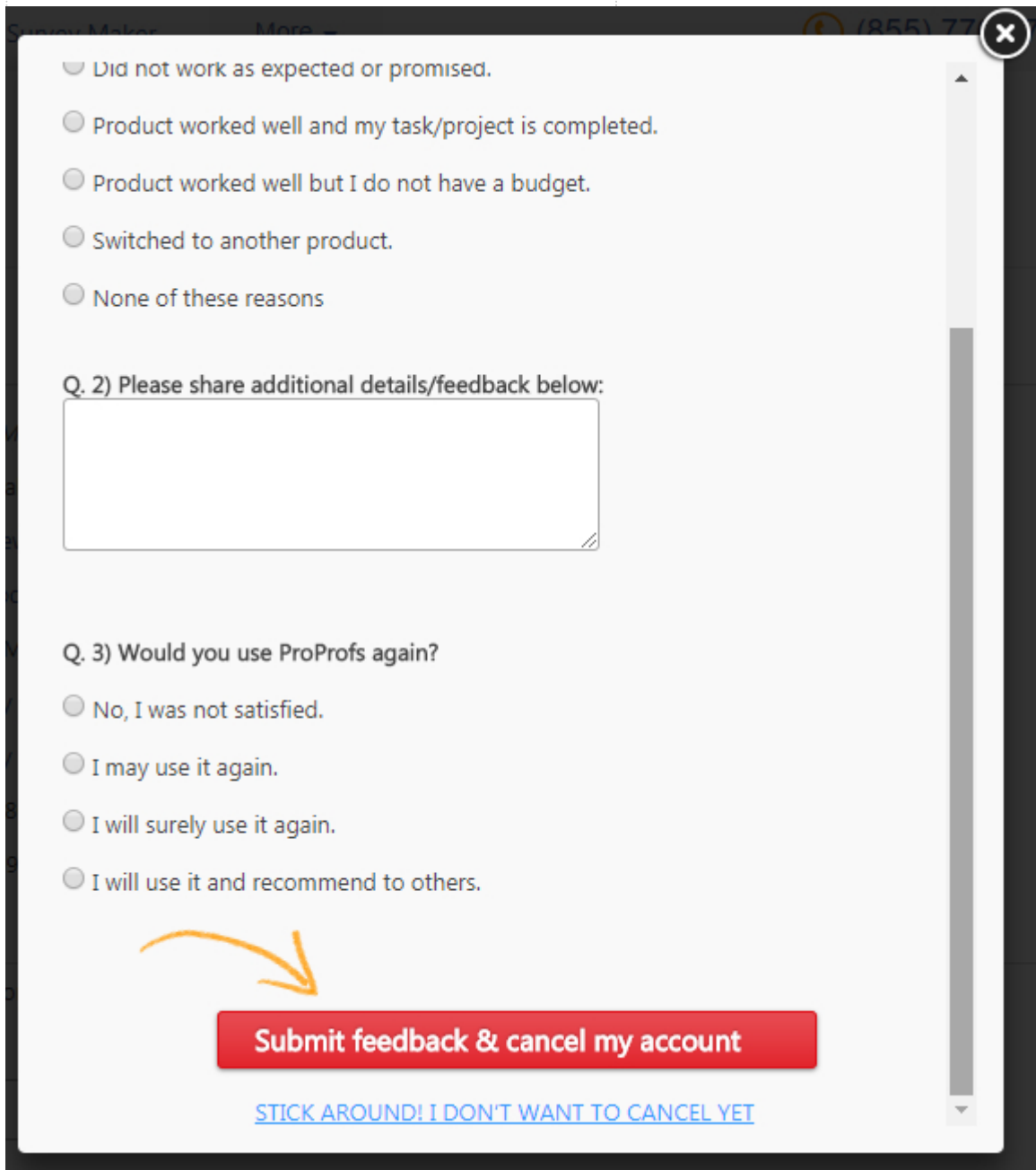
My Account

Account Type:	QM Enterprise Annual Plan
Subscription Renewal:	Enabled (On April 25, 2019 your subscription will automatically renew.) <a href="#">Cancel Subscription</a>
Invoices:	<a href="#">View Invoices</a>
Credit Card:	<a href="#">Update Credit Card</a>
Your Time Zone:	(GMT-05:00) Eastern Time (US & Canada) <a href="#">(Change This)</a>
Seller Account:	<a href="#">My Seller Account</a>
Instructors:	<a href="#">My Instructors</a> <sup>?</sup>
User Private Code:	<a href="#">[REDACTED]</a> <sup>?</sup>

**Step 3.** A pop up will open, click "Please cancel my ProProfs membership."



**Step 4.** Submit your feedback and click "Submit feedback & cancel my account."



The screenshot shows a feedback form with the following content:

- Did not work as expected or promised.
- Product worked well and my task/project is completed.
- Product worked well but I do not have a budget.
- Switched to another product.
- None of these reasons

Q. 2) Please share additional details/feedback below:

[Empty text input box]

Q. 3) Would you use ProProfs again?

- No, I was not satisfied.
- I may use it again.
- I will surely use it again.
- I will use it and recommend to others.

An orange arrow points to a red button labeled "Submit feedback & cancel my account". Below the button is a blue link: [STICK AROUND! I DON'T WANT TO CANCEL YET](#).

**Step 5.** Once you complete the above steps, you will be redirected to a new window where you can finally cancel your plan.