

Making a Missed or Failed Payment

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QUESTION

I received an email that a recent payment was missed. How can I resolve this?

ANSWER

If you missed a payment, you can resolve the issue by following the link in your email to update your payment information. Additionally, a banner will display when you access your Digital Locker stating that a payment has failed.

Making a missed payment

1. If a payment was recently missed or failed to process, you will receive an email from *CustomerService@chiefarchitect.com*. Follow the link in the email to proceed.

It's important to ensure that the email you received was sent from the email address listed above. If you believe that the email was not sent from a trusted sender, you can access your [Digital Locker](https://accounts.chiefarchitect.com/digital-locker/) (<https://accounts.chiefarchitect.com/digital-locker/>) and retry the missed or failed payment, or [contact our Customer Service team directly](https://www.chiefarchitect.com/company/contact.html) (<https://www.chiefarchitect.com/company/contact.html>).


Additionally, if you access your [Digital Locker](https://accounts.chiefarchitect.com/digital-locker/) (<https://accounts.chiefarchitect.com/digital-locker/>), a banner message will display stating: "A payment on your account recently failed. Please update your card details [here](#)." Click the **here** link to proceed.

A payment on your account recently failed. Please update your card details [here](#).


2. Enter any required billing details, then click **Submit**.

You will receive a message stating: "Thank you for your payment! You should receive a confirmation email momentarily. You can find your updated licenses in your Digital Locker." As stated in the message, you will also receive a confirmation email with details relating to the payment.

Thank you for your payment! You should receive a confirmation email momentarily. You can find your updated licenses in your [Digital Locker](#).


 [Canceling Your Subscription \(/support/article/KB-03245/canceling-your-subscription.html\)](/support/article/KB-03245/canceling-your-subscription.html)

 [Changing Your Payment Method \(/support/article/KB-03244/changing-your-payment-method.html\)](/support/article/KB-03244/changing-your-payment-method.html)

 [Reactivating Your Canceled Subscription \(/support/article/KB-03246/reactivating-your-canceled-subscription.html\)](/support/article/KB-03246/reactivating-your-canceled-subscription.html)



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