Change your Family Account’s Primary Record subscription and payment method

Manage a Family Account · https://www.primaryrecord.com/docs/change-your-family-accounts-primary-record-subscription-and-payment-method/

Primary Record offers a premium service that can be turned on and off to find ways to make electronic medical record collection and organization a service focused on how families use their medical data.

While creating a Primary Record account is free and provides access to most features, paid subscriptions offer expanded features, like unlimited Chat Assistant conversations and patient portal refreshes per profile per month.

You can manage your subscription in your account settings. Subscriptions can be billed monthly or annually.

Change your subscription

1. On a mobile device or computer, open a browser, and sign into Primary Record.
2. Click **Account** > **Subscription plans**.
3. Choose the subscription you want to change to.

Important: When the premium service is paused or cancelled, you can still access all Medical Profiles and organized health information. Your information becomes unavailable only when you delete your account.

Change your billing method

You can change your payment method through a billing page hosted by Stripe.

1. On a mobile device or computer, open a browser, and sign into Primary Record.
2. Click **Account** > **Change billing method**.

3. Change the payment method you have on file.