How to Manage or Cancel Your WebOps Subscription

Account & Billing · https://thewebops.com/help-center/account-billing/how-to-manage-or-cancel-your-webops-subscription/

Accessing Subscriptions Page

To open your Subscriptions page:

1. Click on the arrow next to your profile name in the side menu.
2. Select **Subscriptions**

On the **Subscriptions** page, you can:

- View all active plans
- Change your subscription tier
- Update billing cycles
- Cancel or resume plans

Helpful Tip: If your subscription is canceled and your site gets deleted, WebOps gives you a 14-day grace period to restore it. During this time, a **Restore** button will appear on your dashboard. Simply click it and complete your plan payment--your website and all its content will be restored instantly.

Upgrading Your Subscription

You can upgrade your WebOps subscription at any time to access more features, higher limits, and better value. Upgrades are automatically **prorated**, so you only pay the difference for the remaining period of your current plan.

Upgrade options include:

- **Monthly → Higher Monthly Plan** - Upgrade instantly and pay only the difference.
- **Monthly → Annual (Same Plan)** - Switch to annual billing for the same plan, benefiting from better pricing while keeping all your features.
- **Annual → Higher Annual Plan** - Upgrade to a larger annual package; downgrades from annual are not allowed.

For users in Egypt, **Instapay** is available as a payment method for annual plan upgrades, activating your new plan immediately.

All upgrades are applied instantly, with unused time on your current plan converted into credit, ensuring fair billing and no double charges.

Canceling Your Subscription

You can **cancel your subscription at any time** directly from the Subscriptions page.

If you ever consider canceling, please know that **we don't want to see you go**. Your feedback matters to us, and your honest input helps us improve WebOps for everyone. If something isn't working for you or doesn't meet your expectations, we'd truly appreciate hearing from you before you leave.

Even after canceling, **your website will remain active until the end of your current billing period**, so you can continue managing and updating it without any interruption during that time.

Resume Your Subscription

If you've canceled your subscription but still have time remaining before the billing cycle ends:

- You'll have the option to resume your subscription.
- Click "Resume" will immediately reinstate your plan without any additional payment if your billing period hasn't ended yet.

This is helpful in case you cancel by mistake or change your mind before the plan officially ends.

Failed Payment & Automatic Cancellation

If a subscription renewal payment **fails to be charged**, don't worry--WebOps will try to process the payment over the next two weeks.

If the payment is still unsuccessful after this period, the subscription will be **automatically canceled** . Your website will remain active during this two-week window, giving you time to update your payment method and avoid any interruption.

Grace Period & Website Restore

If your subscription is canceled and your website is deleted, WebOps provides a **14-day grace period** to restore your site.

During this period, a **"Restore"** button will appear on your Dashboard. To restore your website:

1. Click the **Restore** button.
2. Complete the payment for your subscription plan.

Once the payment is processed, your website--including all pages, content, and settings--will be **instantly restored**, so you can continue managing and updating it without losing any data.

Tip: Acting within the 14-day window ensures you retain all your website content without interruption.