

Using the customer portal

You can manage your subscription directly from within the [customer portal](#).[†] More specifically, you can:

- [Change your subscription plan or term](#)
- [Change the number of seats](#)
- [Change/update your card details](#)
- [Add a payment method \(card\)](#)
- [Change the card associated with a subscription](#)
- [Renew your subscription](#) or
- [Cancel your subscription](#).

If you run into any issues with managing your subscription through the portal, if your desired change to a new licencing solution cannot be achieved *via* the portal (e.g., you'd like to move to a floating licence, or you'd like to pay for a change using a direct bank transfer instead of a credit/debit card), or if you need any other kind of special assistance, just get in touch with our admin team directly at primer@primer-e.com and we will be happy to help.

[†]*Please contact us directly at primer@primer-e.com if you have a subscription but did not receive an invitation to the customer portal.*

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