


Updating your card on the secure customer portal

For your added security, we have a secure customer portal where you can manage your account.

If you have received an email asking you to update your details, please follow the steps below:

1. The email you received looks like this:

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Hi Colette,

Hope you are doing well!

Sending you a friendly reminder because we just noticed the credit card linked to your membership is going to expire in 60 days.

When you have a chance, take a minute to update your card on file through our secure customer portal, to prevent any interruption in service.

Click the button below to update your card information:

[Click to Update Payment Info](#)

We'd hate to see you lose access for something as simple as an expiring credit card.

You can also update your card directly from your membership dashboard.

Log into your Counselling Resources account > navigate to "My Account" tab in the left hand side menu bar. Click on the "Manage Subscriptions, Add or Update Card Details" link.


When you click on the [Manage Subscriptions, Add or Update Card Details](#) link, you will need to enter your email address to verify your active account. Our system will automatically send you a secure one-click login link to access your secure customer portal.

As always, please let us know if you have any questions.

We're here to help!

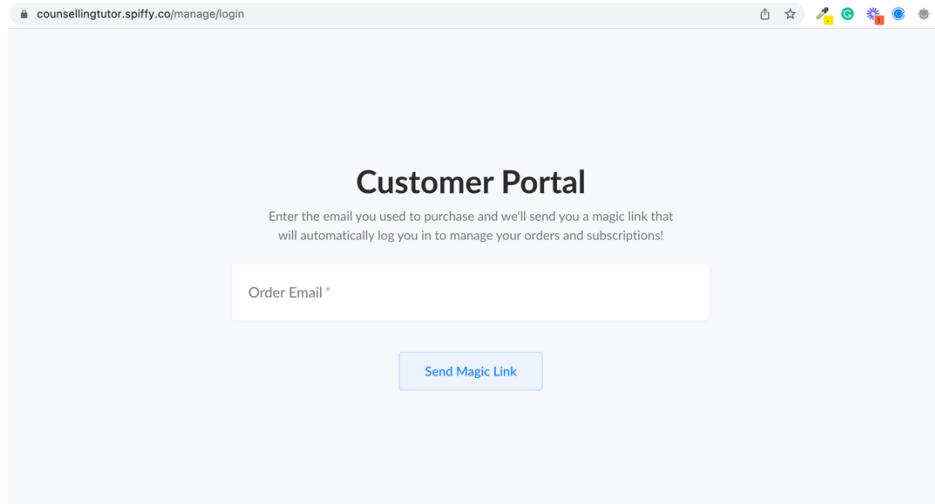
Thank you,

Counselling Tutor
support@counsellingtutor.com
counsellingtutor.com

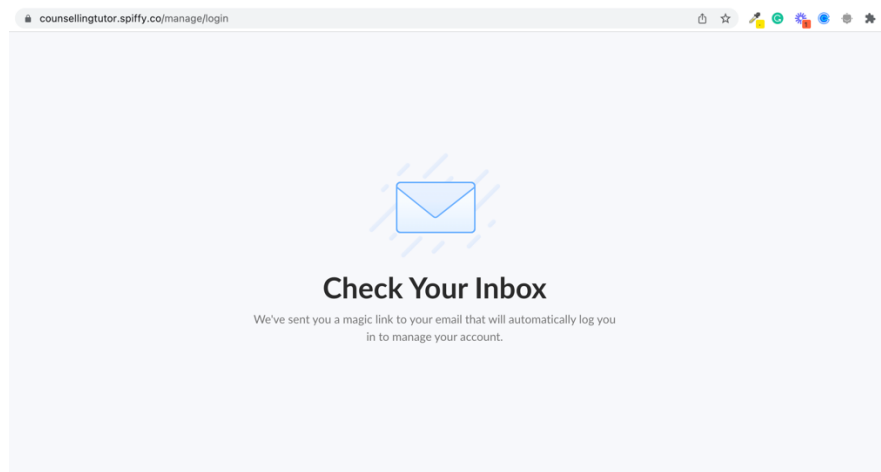
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2. Click on the link in the email (or here it is for quick access) - <https://counsellingtutor.spiffy.co/manage>

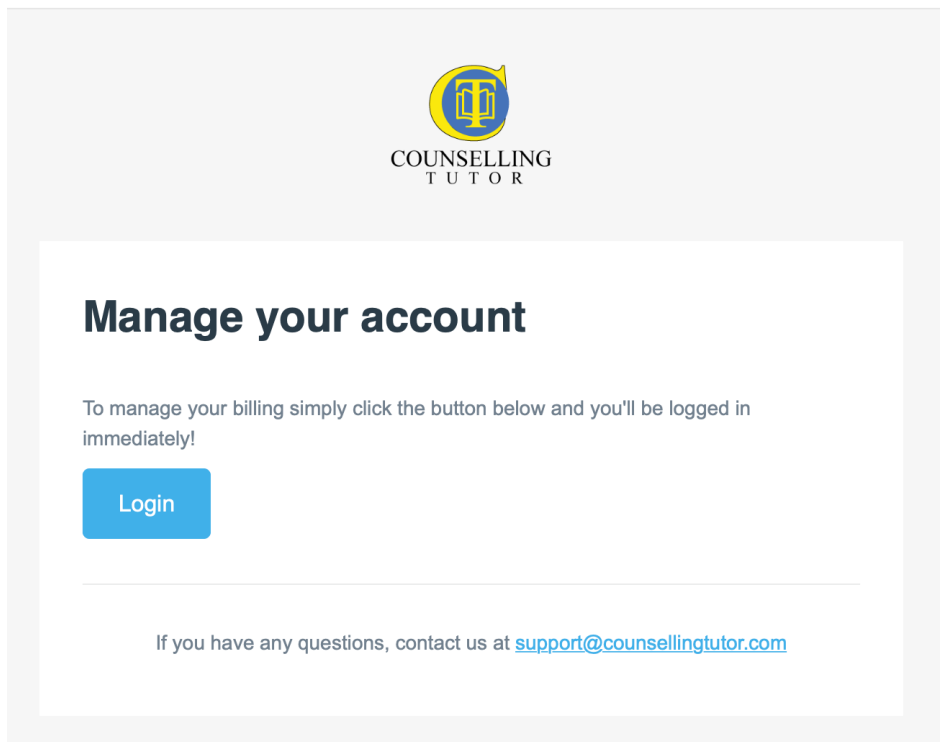
It will take you to a page that looks like this:



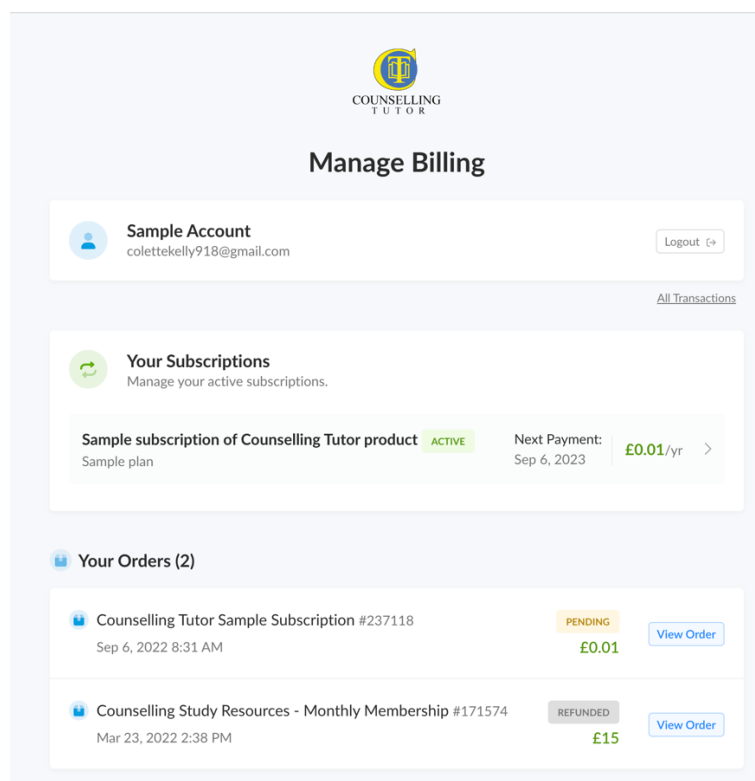
3. Add the email address you use to access your Counsellor Resources and click the "Send Magic Link" button. As screen will appear that looks like this:



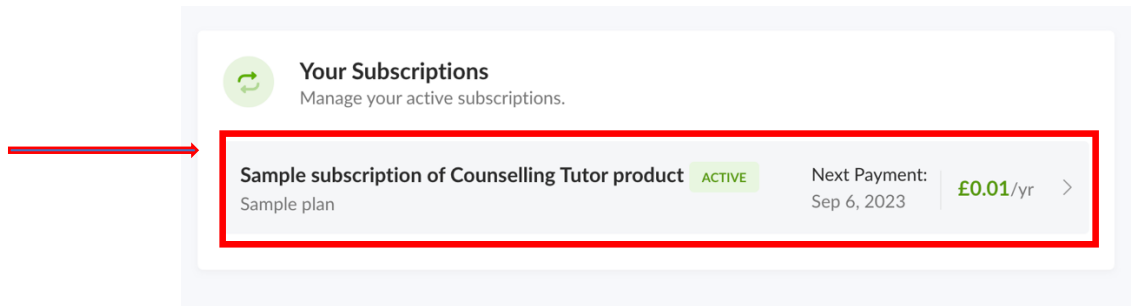
4. Check your inbox. You will receive an email that looks like this:



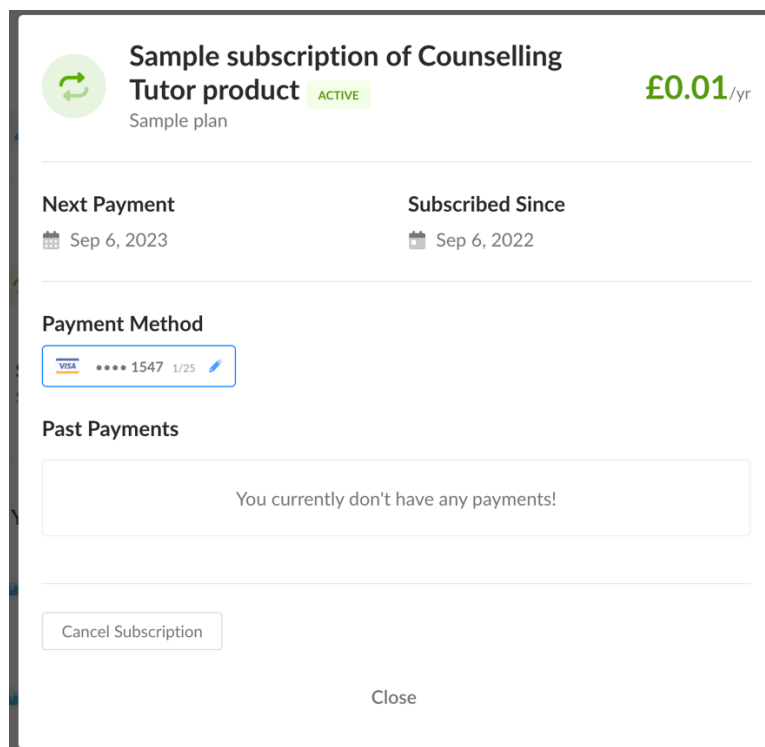
5. Click the "Login" button and you will be taken to your account portal. The screen looks something like this:



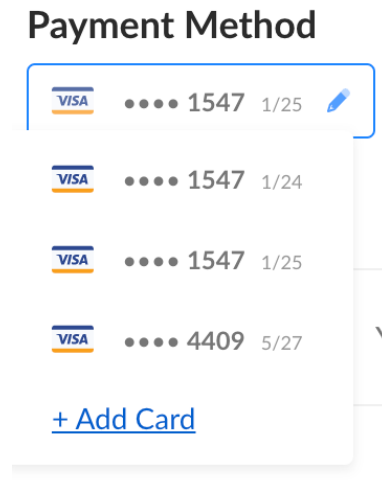
6. To update or add a new card, click on the product listed under 'Subscriptions'



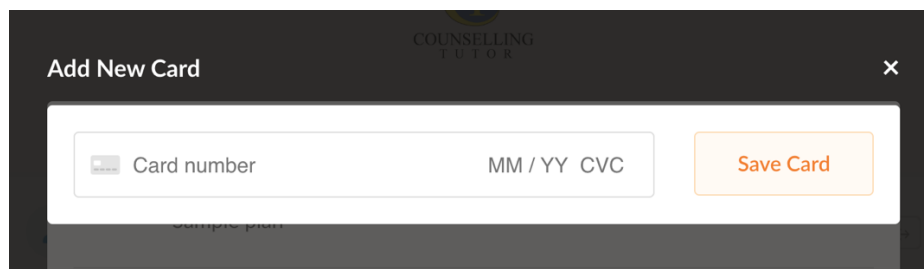
7. A pop-up window will appear that looks like this:



- Under “Payment method” click on the little pen icon to update or add your card details:



- Add your card and click “Save Card”



- Follow the steps in the Pop Up window to authenticate your card update with your bank.

That's it! Your card details are now up to date and your subscription will continue to run until you choose to cancel it.

If you need any support updating your card details, reach out to us at support@counsellingtutor.com