

eAccess

Subscription Upgrade or Downgrade

This process is used to upgrade or downgrade a subscription. Information about the available subscriptions is available at <https://eaccess.azcourts.gov/#/subscriptions>.

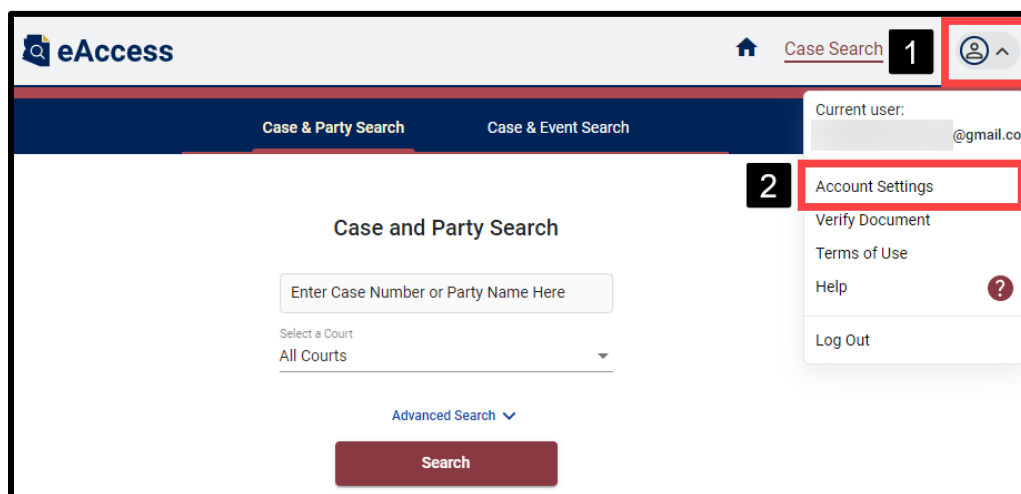
A subscription may be upgraded or downgraded by (1) an **individual user** or (2) an **organization administrator** for a non-government organization. When an organization administrator upgrades or downgrades the organization's subscription, the update applies to ALL members of the organization. Members of an organization (*WITHOUT administrator rights*) CANNOT upgrade or downgrade the organization's subscription.

When a subscription is upgraded or downgraded, the **start of the billing cycle is NOT updated**. Until the billing cycle is renewed, the number of available documents will be reduced by the number of documents that were obtained with the previous subscription.

An upgrade or downgrade is **usually immediately effective**. However, when a subscription is downgraded (*to any recurring month-to-month subscription*), the downgrade will be effective at the start of the next billing cycle only if the user had already obtained more documents than would be available with the downgraded subscription. *For example, if a 200 Document Downloads per Month subscription is downgraded to a 100 Document Downloads per Month subscription, but the user had already obtained 150 documents, the downgrade will be effective at the start of the next billing cycle (and the user will have until the end of the current billing cycle to obtain up to 50 documents).*

A **valid payment method is required** to upgrade or downgrade a subscription. To add or update a payment method, see the **Payment Method reference guide**, available at: <https://www.azcourts.gov/eaccess/Training>.

1. Access the website <https://eaccess.azcourts.gov/>
2. **Log in** > Access the **User Account Menu** > Select **Account Settings**



3. Select the **Update Current Subscription(s) link**

Account Settings

First Name	Elisabeth	Organization Name	Test Attorney Organization
Last Name	Test Attorney	Bar Number	025566 Edit
Password	***** Update Password	Card On File	Visa ending in 1111 06/2025 Change Payment Information
Phone Number	(+1) 602-452-3519 Edit	Member Since	06/21/2023

[View Site Terms](#) [Remove Card](#)

Current Subscriptions

Service Type	Subscription Type	Fee	Downloads Remaining
Document Access	200 Documents per Month	\$640	196

Add Service Not Available [Update Current Subscription\(s\)](#) [View Payment History](#)

- a. *The Update Your Account Subscription page will open, and the current subscription will be selected by default and will identify the number of remaining downloads available*

Update Your Account Subscription

1 Select Service Type* **Document Access**

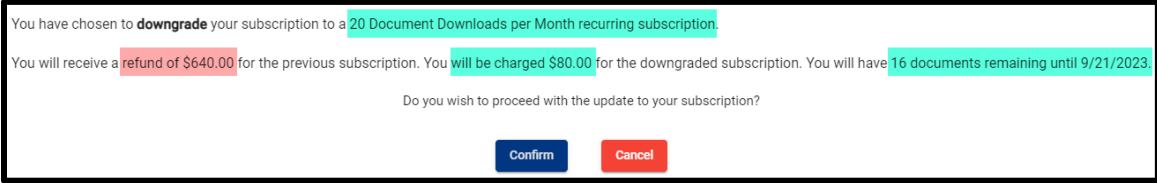
2 **upgrade or downgrade** your current subscription, make a selection from the available subscriptions below. Select Change Subscription to save your selection.

Select	Subscription	Fee	Subscription Type
<input type="radio"/>	Pay-As-You-Go	\$0.00	\$10 Per Downloaded Document
<input checked="" type="radio"/>	20 Document Downloads per Month	\$80.00	Recurring Month-to-Month
<input type="radio"/>	50 Document Downloads per Month	\$200.00	Recurring Month-to-Month
<input type="radio"/>	100 Document Downloads per Month	\$360.00	Recurring Month-to-Month
<input type="radio"/>	Current Subscription - 196 Remaining Downloads For This Month 200 Document Downloads per Month	\$640.00	Recurring Month-to-Month
<input type="radio"/>	375 Document Downloads per Month	\$1,050.00	Recurring Month-to-Month
<input type="radio"/>	5,000 Document Downloads per Month	\$10,000.00	Recurring Month-to-Month

4 **Change Subscription**

- i. From the **Service Type drop-down menu**, select **Document Access**
- ii. To view information about the **upgrade or downgrade refund/charge process**, select the appropriate **information icon**
- iii. Select a **Subscription**
Note: to cancel a recurring subscription, downgrade to a Pay-As-You-Go Subscription
- iv. Select the **Change Subscription button**

- 4. An information window will open and provide a **summary of the subscription update** (i.e., whether the update is an upgrade/downgrade, the new subscription that was selected, the amount to be refunded, the amount to be charged, the number of documents remaining until the billing cycle is renewed) > To save the update, select the **Confirm button**



- 5. The Account Setting page will refresh and display the new subscription information

