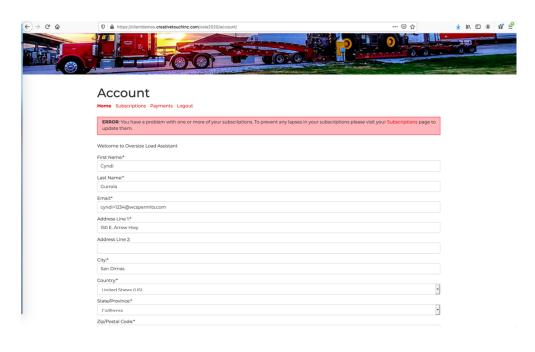


How To Re-Activate Your Account/How To Update Your Payment Info

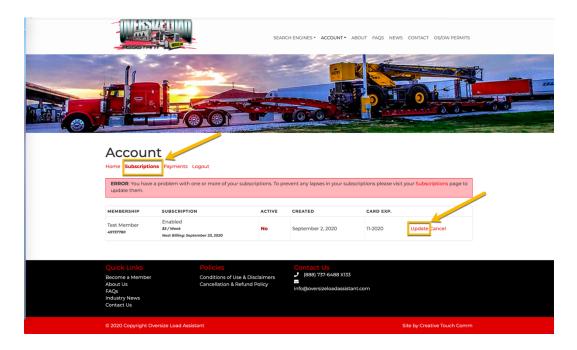
To keep your account secure and active, please follow these steps which will be required before your next billing cycle.

Once logged in with the same username and password you have always used to login, navigate to the **Account** page.





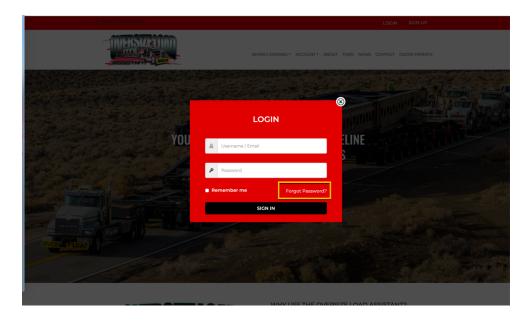
From the account page, go to the **Subscriptions** Tab under Account and click on **Update** to re-enter and re-validate your subscription.



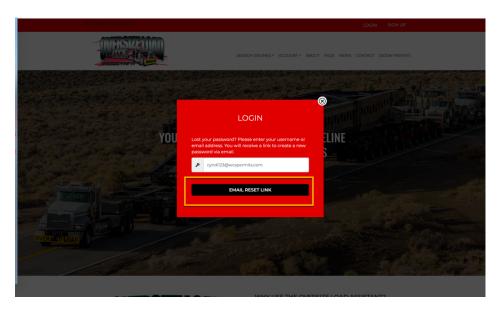
Once you enter your updated billing info and it is accepted by our system, the same subscription to the Oversize Load Assistant will continue. At that point, you can upgrade your subscription, if desired.

How To Reset Your Password

From the home page, click on the "Login" link in the top right corner. When the login box appears, click on "Forgot Password?"



Enter the email address associated with your account and click on the "Email Reset Link" button. You will receive an email to that address with a link to reset your password.



Active automatically recurring subscription

Going forward your subscription does not need to be renewed manually as it will automatically renew each set billing cycle. If you would like to know when your subscription is going to automatically renew, please login to your Account page and navigate to the **Subscriptions tab** where you will see an expiration date for your subscription. The expiration date listed there is the date your subscription will renew.

Lapsed recurring subscription

In this case, you have an automatically recurring subscription that has one or more completed payment(s), but that was not successfully billed at your last payment due date because of a lack of funds or expired credit card. Similar to the above, you do not need to renew an automatically recurring subscription. Rather, you should just go to your **Account page > Subscriptions tab > and click the "update"** link there.

Cancelled Automatically Recurring Subscription

If you have cancelled your automatically recurring subscription and would like to have continued access to protected content, then you need to simply repurchase it. Remember, if you *just* canceled your subscription, it may still be active for the remainder of the last billing period, and you must wait for that to expire before repurchasing. If you would like to repurchase your subscription you can do one of the following:

- Login to the site and then navigate back to the **Become a Member** page for that membership and signup again.
- Login to the site and go to the **Account tab > Become a Member page**. Then, select from our three subscriptions available, click the option that says, "Sign-up". That will take you to the registration page for that membership.