



Cancel your account

Last Modified on 04/23/2025 4:51 pm EDT

While we'd hate to have you go, you can cancel your subscription at any time.

Prior to cancellation, you can export your content in various formats:

- [Full PDF download](#)
- [Custom PDFs](#)
- [HTML zip file](#)
- [API](#)



Look before you leap

As soon as you cancel, all access to all of your knowledge bases will end and any API keys for the account will stop working. Please be sure you've taken any exports you need and/or disabled any integrations or jobs you have that use those API keys before cancelling!

To cancel your subscription

Authors with **Full Account Admin** permission can cancel your account. If you don't have access to **Account > Billing**, you don't have permission to make these changes.

If you are paying for your subscription via invoice, [contact us](#) about canceling.

If you're paying for your subscription via in-app payment method like credit card or Google Pay:

1. Go to **Account > Billing**.
2. In the **Danger zone** section, select **Cancel your account**.
The **Cancel Account** modal opens.
3. Select your **Reason for cancelling**. We appreciate your feedback in providing a reason, since this helps us know where we can improve!
4. Once you've selected your reason for cancelling, select **Cancel account**.
5. Once cancelled, you'll be logged out and your account will no longer be accessible.

Upon cancellation, your account will be scheduled for permanent deletion in 60 days. You can reactivate your subscription during that 60-day period without losing anything. After 60 days, you'll need to create a new account.

Delete your data

Once you've canceled your account, you can request that we purge all of your account data as soon as you'd like.

When you request this, we'll delete:

- All content in your knowledge base, including articles, categories, snippets, tags, and files
- The email addresses of your readers and authors
- Any other data stored in your account

Basically, it will be as if your knowledge base, your readers, and your authors never existed in our systems.

To request this complete data purge, please [contact us](#) to request an immediate full account data purge.



Not recoverable

This purge removes all evidence of your account from our systems. It is not reversible. Please make sure you have exported everything you need before submitting your request!