

Cancel my account

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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



As soon as you cancel, all access to all of your KBs will end and any API keys for the account will stop working, so 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

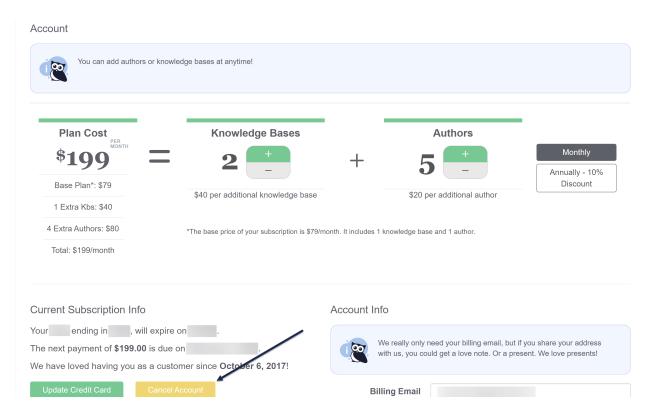


You must be a Full Admin in order to cancel your subscription.

If you are paying for your subscription via invoice, contact us about cancelling.

If you're paying for your subscription via in-app credit card:

- 1. Click on your **profile icon/name** in the upper right.
- 2. Select Account from the dropdown to view your account details.
- 3. Click on the Cancel Account button in the Current Subscription Info section.



4. This will open a Cancel Account pop-up. Select the Reason for cancelling. We appreciate your feedback in providing a reason, since this helps us know where we can improve!

Cancel Account	×
 Cancelling your account will result in the feet of You will be logged out immediately Your knowledge bases will no longer be Your authors will not be able to log in to Your account and all data is flagged for You will not be charged again 	available KnowledgeOwl
We'd love to know why you're cancelling! Yo improve.	our feedback will help us
Reason for cancelling: Found another solution We don't use it Price Missing important feature Too complex / confusing to use Other	
	Back Cancel My Account
Sample cancellation confirmation	

- 5. Once you've selected your reason for cancelling, click the Cancel My Account button.
- 6. Once cancelled, you will 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 will be able to reactivate your subscription during that 60 day period without losing anything. After 60 days, you will need to create a new account.