Billing FAQ: Upgrade, Downgrade, Cancel, Reactivate

Admin · https://coreel.ai/help/billing-faq-upgrade-downgrade-cancel-reactivate/

Answers to common billing questions.

How do I upgrade?

1. Go to **My Account / Billing**.
2. Select **Upgrade**.
3. Choose plan and confirm checkout.

How do I downgrade?

1. Open **My Account / Billing**.
2. Select **Downgrade**.
3. Confirm plan change.

How do I cancel?

1. Open **My Account / Billing**.
2. Click **Cancel Subscription**.
3. Confirm cancellation.

How do I reactivate after cancellation/inactive status?

1. Owner logs in.
2. Go to **My Account / Billing**.
3. Reactivate or start a paid plan.

4. Confirm active status before resuming sends.

Why do features disappear after a plan change?

Feature access is tied to account tier.

If a plan doesn’t include a feature, it becomes unavailable.

Who can manage billing?

Typically **Owner** only (or as configured by your org policy).