

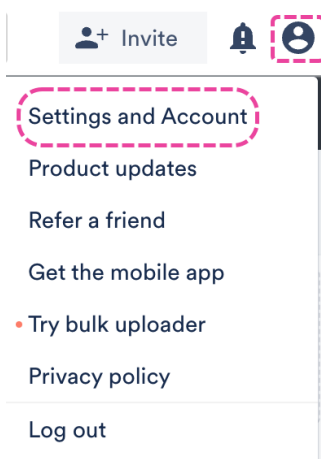
# Making changes to your DISCO subscription

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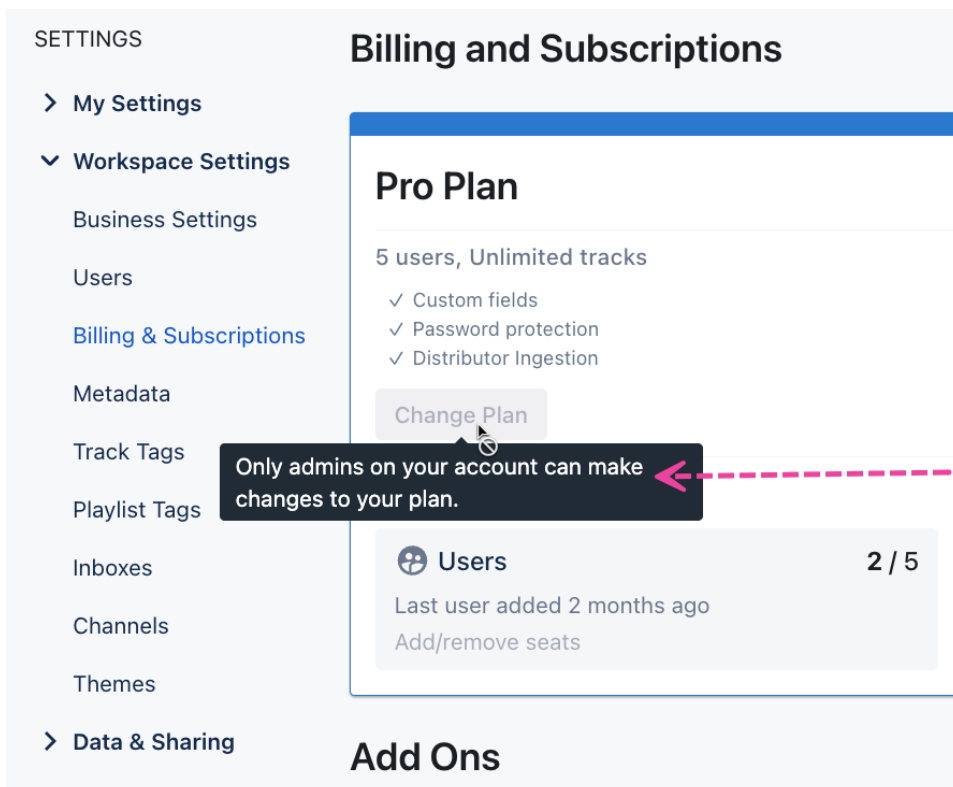
You can make changes to your base plan, billing frequency (annual vs. monthly), add-ons, number of User Seats, and number of Tracks right from within your DISCO!

## At a glance

All plan changes can be initiated from your account settings:



Only **Admins** in your DISCO can initiate plan changes.



## Changing your base plan

**Note:** Depending on your current base plan and the plan you'd like to switch to, the change may need to be processed by our Support team.

## Plus and Pro plan users

Users on the **Plus** plan (who wish to upgrade to **Pro**) and on the **Pro** plan (who wish to downgrade to **Plus**) can make these changes without assistance from our Support team!

If you'd like to switch from **Plus** or **Pro** to any other plan, please contact our Support team for assistance.

Use the following instructions to switch from **Plus** to **Pro** or **Pro** to **Plus**:

1. In the top-right corner of your DISCO, open **Settings** (the person icon) and select **Settings and Account**.
2. Under **Workspace Settings**, select **Billing & Subscriptions**.
3. Here you'll see the plan you're currently on. Click the **Change Plan** button.

SETTINGS

**Billing and Subscriptions** [View pricing](#)

▼ My Settings

- Profile & Account
- Security
- Display Settings

▼ Workspace Settings

- Business Settings
- Users
- Billing & Subscriptions**
- Metadata
- Track Tags
- Playlist Tags
- Inboxes

**Plus Plan** [SAVE 10%](#) [Switch to annual](#)

**\$15.00/month**  
Renews monthly, on January 13

1 user, 1,000 tracks

- ✓ Email Creator
- ✓ Advanced playlist stats
- ✓ Assigned URLs

[Change Plan](#)

**Inclusions**

<b>Users</b> 1 / 1 Last user added 3 months ago <a href="#">Add/remove seats</a>	<b>Tracks</b> 8 / 1,000 <a href="#">Add/remove tracks</a>
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4. *Optional:* When switching to a new plan, from the **Choose base plan** screen, you can toggle to switch between **Monthly billing** and **Annual billing**.

SETTINGS

**Choose base plan** Monthly billing ☒ Annual Billing

You currently have 1 users and 8 tracks on your DISCO.

<b>Plus</b> \$13.50/mo	<b>Pro</b> \$22.50/mo
Select Users	Select Users
1	1
Select Tracks	Select Tracks
1000	1000

5. On the **Choose base plan** screen, click the **Upgrade to Pro** or **Downgrade to Plus** button.

SETTINGS

Choose base plan SAVE 10% Yearly Monthly

You currently have 1 users and 8 tracks on your DISCO.

**Plus** \$15/mo

Select Users: 1

Select Tracks: 1000

- ✓ Unlimited playlists
- ✓ Email Creator
- ✓ Advanced playlist stats
- ✓ Assigned URLs

Your current plan

[See more Plan details](#)

**Pro** \$25/mo

Select Users: 1

Select Tracks: 1000

Everything on Plus, as well as:

- ✓ Custom fields
- ✓ Password protection
- ✓ Distributor Ingestion

Upgrade to Pro

[See more Plan details](#)

SETTINGS

Choose base plan SAVE 10% Yearly Monthly

You currently have 1 users and 64 tracks on your DISCO.

**Plus** \$15/mo

Select Users: 1

Select Tracks: 1000

- ✓ Unlimited playlists
- ✓ Email Creator
- ✓ Advanced playlist stats
- ✓ Assigned URLs

Downgrade to Plus

[See more Plan details](#)

**Pro** \$25/mo

Select Users: 1

Select Tracks: 1000

Everything on Plus, as well as:

- ✓ Custom fields
- ✓ Password protection
- ✓ Distributor Ingestion

Your current plan

[See more Plan details](#)

6. On the **Confirm plan details** screen, you'll see your **New plan** vs. your **Previous plan** and the details for each.

SETTINGS

**Confirm plan details**

**New plan**

**Plus** \$15/mo  
Billed monthly

1 users

1000 tracks

**Previous plan**

**Pro** \$25.00/mo  
Billed monthly

1 users

1,000 tracks

7. Under **Billing details**, there's a breakdown of what will be **Billed monthly** or **annually**, depending on your selection. If applicable, you'll also see any **Credits balance** and **Credits applied**, as well as how much (if any amount) will be **Billed today**.

SETTINGS

Confirm plan details

My Settings

- Profile & Account
- Security
- Display Settings

Workspace Settings

- Business Settings
- Users
- Billing & Subscriptions
- Metadata
- Track Tags
- Playlist Tags
- Inboxes
- Channels
- Themes

Data & Sharing

New plan

Plus

\$15/mo  
Billed monthly

1 users

1000 tracks

Previous plan

Pro

\$25.00/mo  
Billed monthly

1 users

1,000 tracks

Billing details

Plus Plan (1 users, 1000 tracks)	\$15.00
<b>Billed monthly</b>	<b>\$15.00</b>
Credits balance	\$23.99
Credits applied	\$15.00
<b>Billed today</b>	<b>\$0.00</b>

8. If all looks good, scroll down to the bottom of the page.

- If you're downgrading, you'll see a **Reduced features** list. Check the box that says **I understand that I'll lose access to these features, and agree to the plan change**. Then click the **Confirm new plan button**.

Reduced features

By switching to the Plus Plan, you'll lose access to the following features, which are enabled on your account:

- WAV > AIFF & AIFF > WAV converter
- Ongoing DDEX ingestion
- Custom inboxes
- Password protected playlists
- Expiring share URLs
- Shareable channels
- Custom fields
- In person training (where available)

☐ I understand that I'll lose access to these features, and agree to the plan change

Back to plan selection

Confirm new plan

- If you're upgrading, click the **Confirm new plan** button.

9. Your **Billing and Subscriptions** page will now reflect your new base plan.

## Artist, Enterprise, and Supervisor plan users

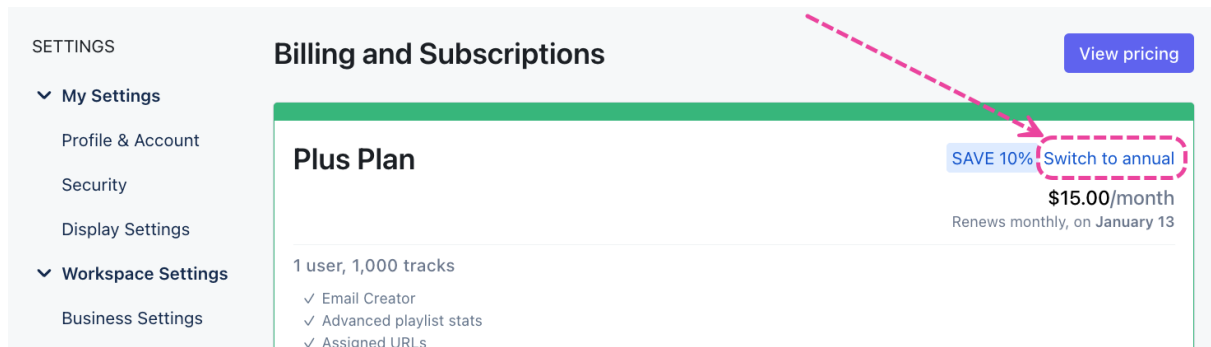
Reach out to our Support team for assistance with changing your plan.

# Changing your billing frequency

These changes are handled by our Support team.

To keep the same base plan, but change your billing frequency from **monthly** to **annual** or from **annual** to **monthly**:

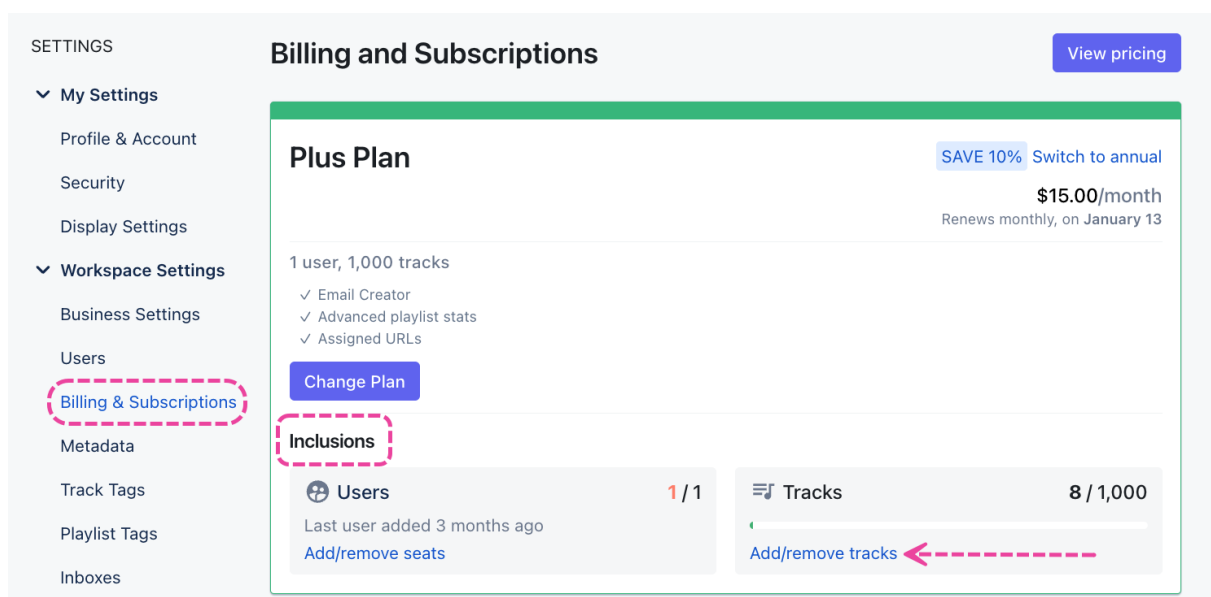
1. In the top-right corner of your DISCO, open **Settings** (the person icon) and select **Settings and Account**.
2. Under **Workspace Settings**, select **Billing & Subscriptions**.
3. On the right side of the page, click on the link that says **Switch to annual** or **Switch to monthly**.



4. This will open a chat window where you can request assistance from our Support team.

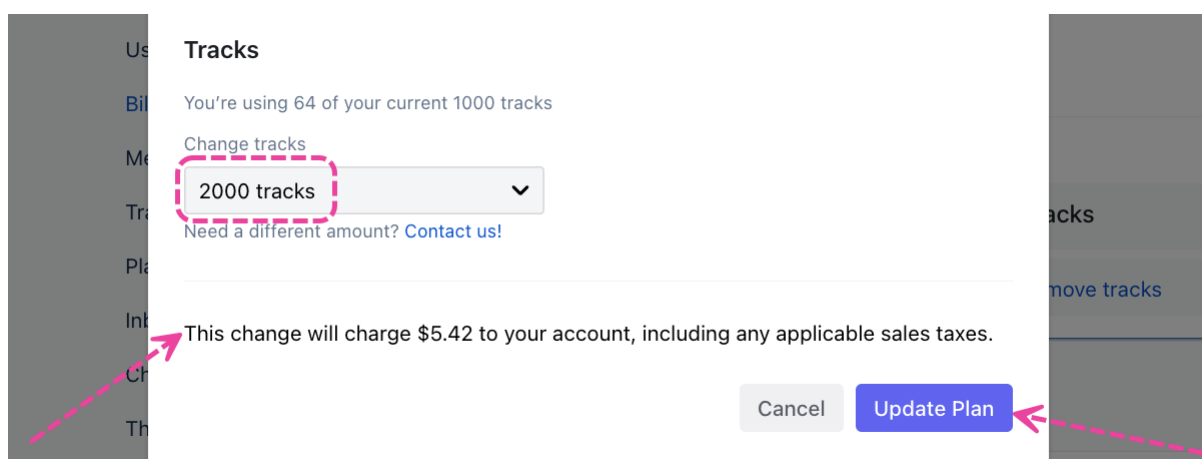
# Updating your Track quota

1. In the top-right corner of your DISCO, open **Settings** (the person icon) and select **Settings and Account**.
2. Under **Workspace Settings**, select **Billing & Subscriptions**.
3. Under **Inclusions**, click the link to **Add/remove tracks**.



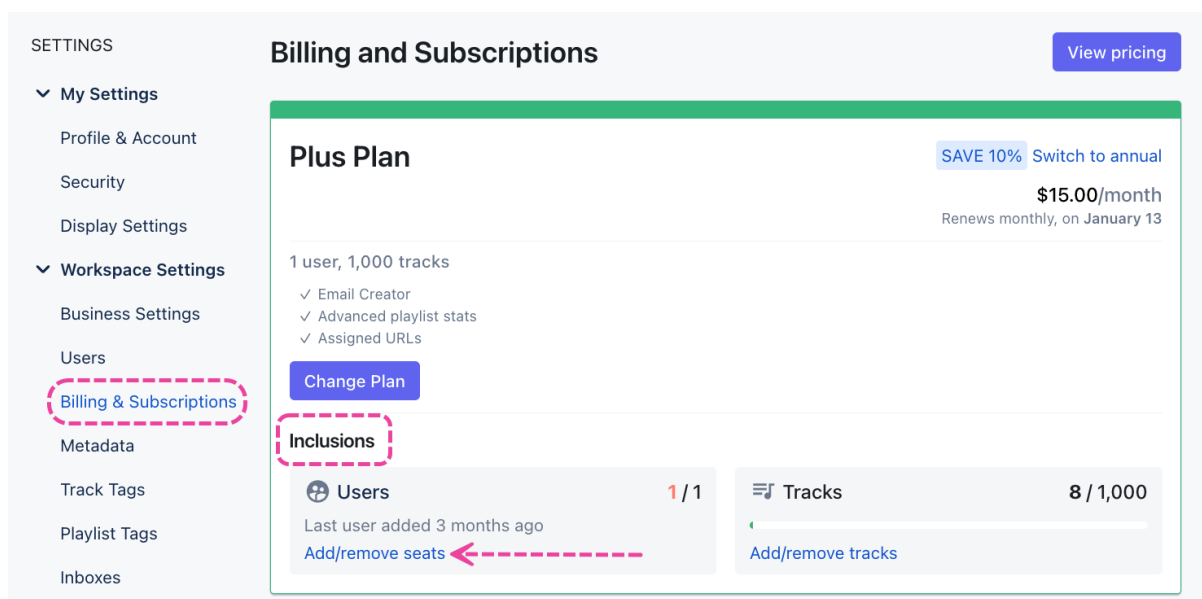
4. From the **Add Seats & Tracks** window, under **Tracks**, click to open the drop-down and select a new number of Tracks.

5. You'll be able to see how much you'll be charged for this change before confirming. Once you're ready, click the **Update Plan** button.

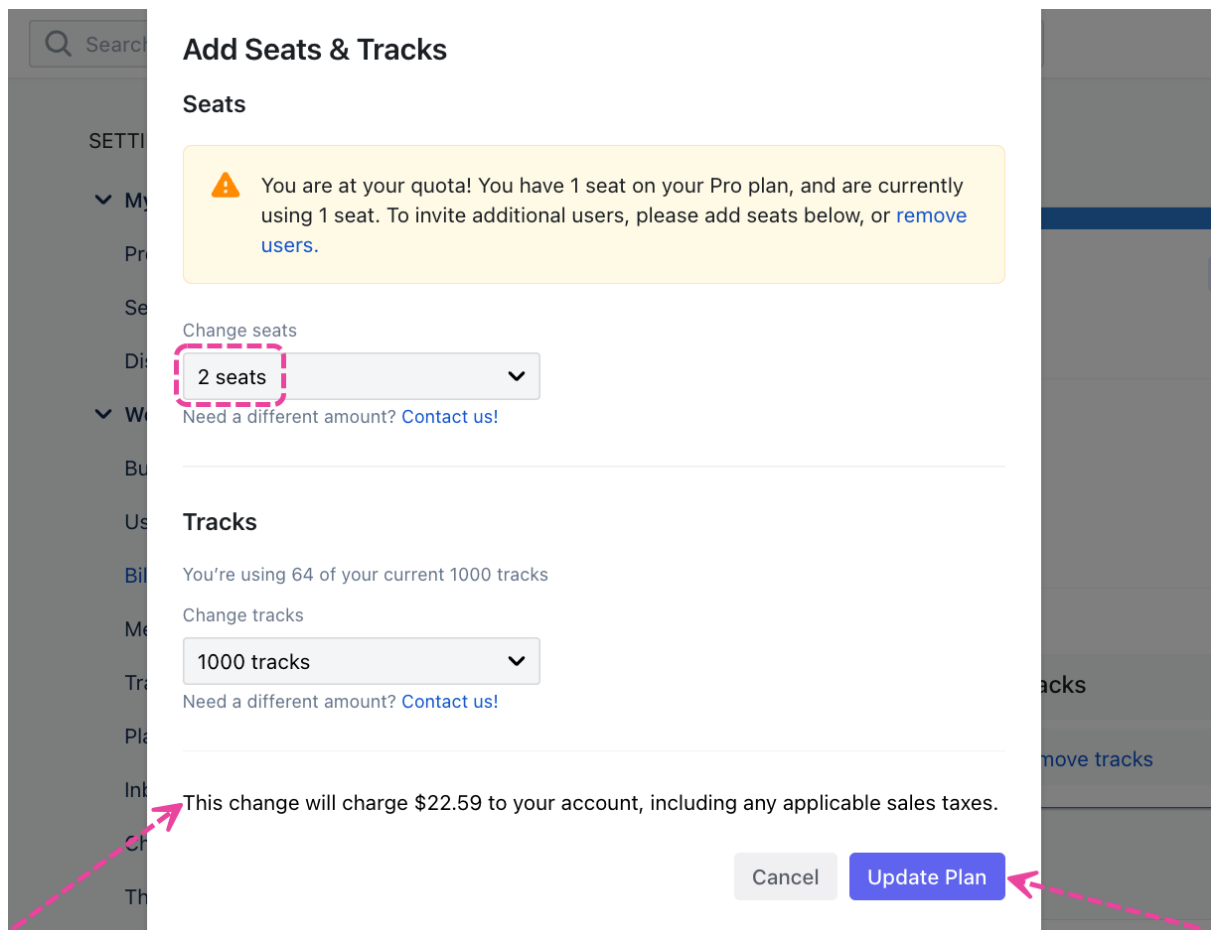


## Updating your User Seat quota

1. In the top-right corner of your DISCO, open **Settings** (the person icon) and select **Settings and Account**.
2. Under **Workspace Settings**, select **Billing & Subscriptions**.
3. Under **Inclusions**, click the link to **Add/remove seats**.



4. From the **Add Seats & Tracks** window, under **Seats**, click to open the drop-down and select a new number of seats.
5. You'll be able to see how much you'll be charged for this change before confirming. Once you're ready, click the **Update Plan** button.



## Cancelling your subscription

[Visit this article for more information.](#)