

## AUTO-RENEW FAQs

If your institution purchased the License in 2020 or later, the License will be automatically renewed and billed annually until you notify EPCOR in writing that you would like to cancel your subscription.

**Q.** When will my institution be billed for the License annually?

**A.** If your institution is generally debited at the end of each January for the EPCOR dues billing, the License fee will be added to this debit amount. If your institution is invoiced for the EPCOR dues billing, the License fee will be added to the invoice and your institution will be invoiced for one amount.

**Q.** What is the deadline to notify EPCOR that my institution does not want to auto renew the License for the next year?

**A.** Must notify EPCOR in writing to [memserve@epcor.org](mailto:memserve@epcor.org) by December 31st of year prior to when auto-renew must stop.

**Q.** If I downloaded the complete License library last year, must I download again this year?

**A.** No, your License status and progress will remain the same as the previous year. No progress will be reset or deleted to ensure you pick up right where you left off the previous year.

**Q.** What must I do if I want to take a course/curriculum that I took and completed the previous year?

**A.** To reset a course you must contact Member Services at 1-800-500-0100 or email at [memserve@epcor.org](mailto:memserve@epcor.org). They can reset the course/curriculum to enable you to retake and earn a new updated certificate of completion.

**Q.** Since my institution is auto renewed annually, will the License contact for my institution be notified when new/updated courses or publications are added?

**A.** Yes, License contacts will always receive a message of new/updated information.



IF YOU HAVE ADDITIONAL QUESTIONS,  
PLEASE CONTACT MEMBER SUPPORT BY EMAIL AT  
[MEMSERVE@EPCOR.ORG](mailto:MEMSERVE@EPCOR.ORG) OR BY PHONE AT 800.500.0100.