How to Renew your Subscription

All subscriptions to UNDB last for one year, after which you have to renew your subscription through the website.

1. Log in with your e-mail address and password associated with your account.
2. Click the My account located at the top right corner of the UNDB website. Then click the Payment History tab from your profile page. You can also click the Renew button to direct you to the same page.

Note: You can get to this page directly by logging in to your account and clicking the Purchase History tab. From this page, you can check your past subscriptions, invoices/receipts, and subscription status.

3. At the Purchase History tab, click the Renew button to renew your subscription.

Note: Do NOT click the Submit Order button more than once. Providing the same card information more than once within two minutes will result in rejection of the payment. If payment is declined, consult your bank before trying again.

4. Enter your billing information and coupon code, if you have one, then click the Next: Review and Generate Invoice button. You have the option to pay by Credit Card, Cheque or Bank Transfer.

5. Add your payment details then click Submit Order.

Note: To print a user guide, select the "Poster" page size setting before printing.

At the Purchase History tab, click the Renew button to renew your subscription.

Click the Generate an Invoice button to print an invoice of the order before checkout. You may also generate an invoice after completion of the checkout process from the Purchase History tab of your profile page.