

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 the e-mail address and password associated with your account.
- 2 Click **Renew With Us** located at the top right corner of the UNDB website. Alternatively, you can click the Purchase History tab from your profile page.

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

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.

| Order number | Line items | Placed | Total | Order status | Receipt/Invoice | | | | | | | | |
|-------------------------------------|--|----------|------------|--------------|-----------------|-------------------------------------|----------|------|----------|--------------------------------------|----------|-----------|-------------------|
| 399 | <table border="1"> <thead> <tr> <th>Title</th> <th>Unit price</th> <th>Quantity</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>One-Year Full Subscription (apd.js)</td> <td>\$590.00</td> <td>1.00</td> <td>\$590.00</td> </tr> </tbody> </table> | Title | Unit price | Quantity | Total | One-Year Full Subscription (apd.js) | \$590.00 | 1.00 | \$590.00 | Wednesday, December 11, 2019 - 13:31 | \$590.00 | Completed | Invoice / Receipt |
| Title | Unit price | Quantity | Total | | | | | | | | | | |
| One-Year Full Subscription (apd.js) | \$590.00 | 1.00 | \$590.00 | | | | | | | | | | |

- 4 Enter your billing information and coupon code, if you have one, then click **Next: Generate Invoice and Select Payment Method**.

- 5 Click **Generate an Invoice** 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.
- 6 Add your payment details then click **Submit Order**. You have the option to pay by Credit Card, Cheque or Wire Transfer.

Note: Do **NOT** click the **Submit Order** button more than once. Providing the same credit 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.

- 7 A confirmation message will appear at the top of the page and a confirmation e-mail will be sent to you.

Note: Log in and go to the [Profile Home](#) page to check your Purchase History.

Contact us for more enquiries:

Subscription Services
 E-MAIL: dbsubscribe@un.org
 TEL: + 1 (212) 963-1516
 FAX: + 1 (917) 367-0266

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