

Step One:

After logging into your admin account, go to the Memberships tab on the left side of the screen and select “Members”:

The screenshot shows the WordPress dashboard with the 'Memberships' tab selected in the left sidebar. The sidebar menu includes: Dashboard, Home, Updates (25), Posts, Media, Forms (1), Pages, Comments (1), Digit, Memberships (selected), Widgetkit, WooCommerce, Products, Analytics, Marketing, Appearance, Plugins (21), Users, Tools, Settings, WP Mail SMTP, SEO (2), and HECM. The 'Memberships' sub-menu is open, showing: Dashboard, Members (highlighted), Orders, Reports, Settings, Add Ons, License, Updates Required, Add Member, and Affiliates. The main dashboard area displays various widgets: WordPress 6.5.5 update notice, Paid Memberships Pro Data Update Required, PixelYourSite Tip, Facebook for WooCommerce notice, Gravity Forms update notice, Site Health Status, Wordfence activity, WooCommerce Recent Reviews, WooCommerce Status, Yoast SEO Posts Overview, Activity, and Quick Draft.

Step Two:

Hover over the user you want to change or cancel and select “Edit Member”:

The screenshot shows the 'Members List' page within the WordPress dashboard. The 'Memberships' tab is selected in the sidebar, and the 'Members' sub-tab is active. The main content area shows a table of members with columns: Username, Display Name, Email, Level, Subscription, Start Date, End Date, Business, and Locked?. The first member, 'kpierce', is highlighted, and the 'Edit Member' link is visible. The table lists five members: kpierce, sdonahue, jellsworth, Kmcbride, and bgrover. The 'Edit Member' link is highlighted in the first row.

Username	Display Name	Email	Level	Subscription	Start Date	End Date	Business	Locked?
kpierce	Kristine Pierce	kristinepierce@yahoo.com	\$550 then \$129 Annual	\$129.00 per Year	June 27, 2024	—	No	No
sdonahue	Sean Donahue	sdono9@yahoo.com	\$795 then \$129 Annual	\$129.00 per Year	June 27, 2024	—	No	No
jellsworth	Lisa Ellsworth	dursollc@yahoo.com	Monthly \$9.95/mo	\$9.95 per Month	June 27, 2024	—	No	No
Kmcbride	Kevin McBride	kjmcb68@gmail.com	\$795 then \$129 Annual	\$129.00 per Year	June 26, 2024	—	No	No
bgrover	Brenda Grover	bgrover25@ymail.com	\$795 then \$129 Annual	\$129.00 per Year	June 25, 2024	—	No	No

Step Three:

Once you're editing the right user, select "Memberships" from the left menu:

The screenshot shows the 'Edit Member: Kristine Pierce' page. On the left sidebar, the 'Memberships' tab is highlighted with a red box. The main content area shows the 'User Info' section with an 'Edit User' button. Below this, there are input fields for 'Username' (containing 'kpierce'), 'Email (required)' (containing 'kristinepierce@yahoo.com'), and 'First Name' (containing 'Kristine'). A note below the username field states 'Usernames cannot be changed.'

Step Four:

In the Membership tab, you can either change the membership using the "Change Membership" button or click "Edit" to cancel the membership:

The screenshot shows the 'Edit Member: Kristine Pierce' page with the 'Memberships' tab selected. The left sidebar shows the 'Memberships' tab highlighted. The main content area shows the 'Memberships' section with a 'Main Group' heading and a note: 'Users can only hold one level from this group.' Below this is a table with columns 'Level', 'Expiration', and 'Subscription'. The table contains one row with the level '\$550 then \$129 Annual', an expiration of '--', and a subscription of '\$129.00 per Year'. Below the table is a 'Change Membership' button highlighted with a red box. At the bottom, there is a 'Membership History' section with a dropdown arrow.

Step Five:

Select the "Cancel Subscription" checkmark (if you also want them to receive an email confirming the cancellation, select the "Member Communication" box as well) then click the blue "Edit Membership" button to save the changes:

The screenshot shows the 'Edit Member: Kristine Pierce' page with the 'Memberships' tab selected. The left sidebar shows the 'Memberships' tab highlighted. The main content area shows the 'Memberships' section with a 'Main Group' heading and a note: 'Users can only hold one level from this group.' Below this is a table with columns 'Level', 'Expiration', and 'Subscription'. The table contains one row with the level '\$550 then \$129 Annual', an expiration of '--', and a subscription of '\$129.00 per Year'. Below the table is a 'Change Membership' button highlighted with a red box. At the bottom, there is a 'Membership History' section with a dropdown arrow.