



DocuSign

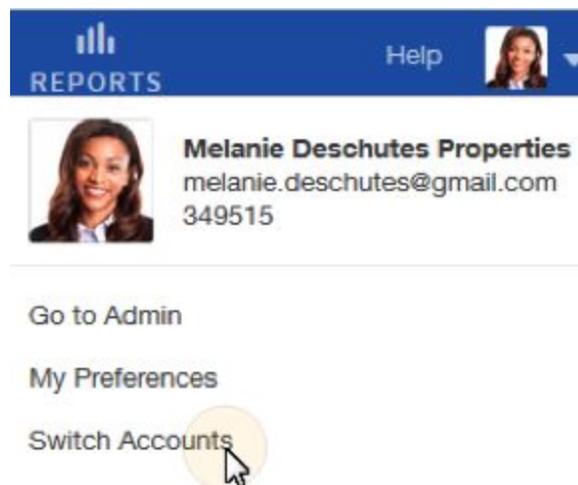
*Downgrading an
Individual Account*

Steps to Follow

1. Activate NextHome account and set as a default account
2. Downgrade your individual account to freemium and request pro-rated refund

Activating a Commercial Account

1. Open email activation for NextHome account - use the same password as your previous account and **activate within 24 hours of receipt of email!**
2. Upon login, make sure the NextHome account number showing under your name is **40173624-na2**
 - a. If the above account number is not showing, select Switch Accounts as the new account will show as an option.



3. [Set your new Account up as your default](#) by following the below steps:
 - a. Switch to the account you want to be your default using the Switch Accounts menu option.
 - b. Click your profile image to display the account settings menu and select **My Preferences**.
 - c. In the Personal Information section, select the **Set as default account**.

Downgrading an Individual Account

There are two different individual account types. Please view the instructions below for each type.

1. Individual account – Administrator – **with** the option to "Edit Plan"
 - a. Select the Account Profile Menu | Go to Admin.
 - b. Navigate to Billing and Usage and click on the Edit Plan link.
 - c. Choose: "MOVE TO FREE" which allows you to keep access to your documents.
 - i. If you select CLOSE ACCOUNT you will lose all access to your documents.
 - d. Follow remaining prompts

2. Individual account – Administrator – **without** the option to "Edit Plan"
 - a. [Submit a support case](#) to request the update to your account plan to a freemium account.
 - b. The following information will be required in order to process your request:
 - i. DocuSign account number for individual account
 - ii. Account administrators email address (yours)
 - iii. Last 4 digits of the credit card number used to purchase
 - iv. Contact phone number

If you have any questions along the way, Member Services is here to help. We can be reached at memberservices@nexthome.com, or toll-free at 855.925.6398.