



Frequently Asked Questions

Does a membership include all of my children or do I need to purchase multiple memberships?

A membership allows all members of a household to use MathHelp.com. However, if you want to track individual student progress and performance, you will have to sign up for multiple accounts.

Do you offer a trial membership?

We don't offer free trials for memberships because we provide the option of purchasing a monthly membership instead of committing to a full year.

Is my membership restricted to practicing one grade level?

No. A membership provides access to all lessons and courses!

I don't live in the US. Can I purchase a membership?

Of course! MathHelp.com is not limited to users in the US. We have users from all around the world. You can sign up directly on our website and make payment with your credit card. Our prices are in US dollars, so your credit card company will convert the funds on your statement to your local currency, based on the exchange rate at that time.

Can I pay in my local currency?

All prices are in US dollars. Your credit card company will convert the funds on your statement to your local currency, based on the exchange rate at that time.

Is my credit card information going to be kept safe?

Yes, MathHelp.com is a secure website, so signing up with a credit card is safe. To protect the privacy of our customers, all information you enter is encrypted.

Do you accept any form of payment other than credit card?

We accept VISA, MasterCard, American Express, and Discover. If you do not have a credit card, please contact our sales department.

How do I update my credit card information?

To update your credit card information, sign in to your MathHelp.com account and go to the Subscription Information page.

I have a monthly membership and would like to switch to a yearly membership. Can I apply the payments I made toward the monthly membership to a yearly membership?

Unfortunately, we cannot apply payments from your monthly membership to your new yearly membership. When you switch to a yearly membership, the change takes effect after your current month ends. That way you will not lose the time you have already paid for.

How do I cancel my membership?

You can easily cancel your membership at any time. Simply sign in to your MathHelp.com account and go to the Subscription Information page and select **Cancel membership**.

If I cancel my membership, will I receive a pro-rated credit?

Unfortunately, we do not offer pro-rated refunds or credits for any partially used membership periods. You may cancel your MathHelp.com membership at any time. Once you have canceled your membership, your credit card will not be charged again. You will continue to have access to the program until the current billing period ends.