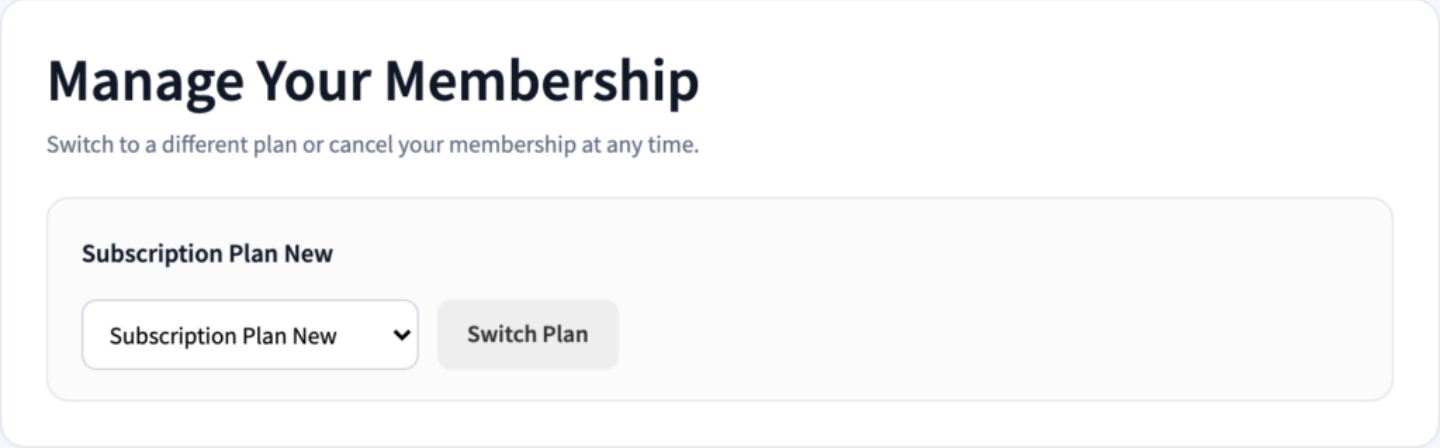
Sutra Plugins

Let members switch, pause and cancel

Member Experience · https://sutraplugins.com/docs/membersutra/member-self-service/

Pro feature: Member self-service needs MemberSutra Pro.



Switching plans from My Account.

1. Allow pausing and cancelling under **Subscriptions → Settings** (with or without limits).
2. Turn on **Let customers pause, resume and cancel** under **Subscriptions → Customization**.
3. Set up plan switching: only other active plans are offered. Choose the switch button text and the text before each plan name.
4. Turn on proration under **Settings → Overview → Proration & Upgrades** to charge or credit the price difference when a member switches.

Members then see a **Manage** menu on each membership and subscription, with confirmation dialogs you can reword.