

Frequently Asked Questions (FAQ)- ISHLT Auto Pay for Membership

This document provides more information about enrolling in Auto Pay (Automatic Payments) for ISHLT membership renewal, including how members can make updates and what communications they can expect throughout the renewal cycle.

What is Auto Payment/Auto Renewal?

Enrolling in Auto Pay means your annual membership dues are automatically charged to the credit card saved to your account approximately 30 days before the membership term begins (charged 1 December for the January 1 term start). This helps ensure your membership stays active without interruption.

How do I enroll?

Enrollment is typically completed when purchasing or renewing membership with ISHLT. On the payment screen, you will select two items:

- ☐ Save this credit card (store securely in Authorize.net)
- ☐ Autopay?

You will agree to the Terms and Conditions, and this will complete your enrollment in Auto Pay.

By enrolling in Auto Pay, will my donation to the ISHLT Foundation also automatically renew each year?

If you donated to the ISHLT Foundation as part of the membership renewal process this year, it is a one-time donation. It will not be included in your membership payment processing 1 Dec.

How will I know when the Auto Payment will process for membership renewal?

You will receive a series of communications leading up to the 1 December payment processing. We send reminders in advance, so you have time to review your payment information and make any needed changes before the renewal is processed.

How do I make changes to my membership category?

If you are enrolled in Auto Pay as one category of membership but need to change your membership category (for example, you are no longer a Trainee and need to purchase membership as a Non-Physician), you will need to contact membership@ishlt.org to assist with this change.

Once enrolled, what happens if my payment declines?

If the credit card on file cannot be charged 1 December, we will send a notice letting you know the payment was unsuccessful. The notice will include instructions for updating your payment information so we can reprocess the renewal. If the credit card is not updated prior to 31 December, you will experience an interruption in your membership for the new term.



ISHLT

A Society that Includes Basic Science, the
Failing Heart, & Advanced Lung Disease

How do I update my credit card information?

If your credit card has changed, will expire before your renewal date, or payment was declined, you can update your credit card details in your member profile under Purchases > Auto Payments > Active Auto Payments > edit <https://members.ishlt.org/my-profile?redirected=1&reload=timezone>.

I enrolled in Auto Pay by accident, or I wish to cancel my enrollment

To cancel your enrollment in Auto Pay, you will need to cancel the Auto Pay schedule in your profile. To do so, please go to Purchases > Auto Payments > Active Auto Payments > edit > cancel Auto Pay. <https://members.ishlt.org/my-profile?redirected=1&reload=timezone>.

The screenshot shows the 'Purchases' tab selected in the top navigation bar. On the left is a sidebar menu with options: Overview, Account, Purchases, Recent Orders, Recent Invoices, Recent Payments, Memberships, Events, Merchandise, Certifications, Exams, Stored Payment Options, and Auto Payments (highlighted). The main content area shows 'Active Auto Payments' with a table containing one record:

Order	Main Item	Payment Account	Next Payment	Next Amount	Autopay Type
233810	Affiliate Member (Formerly Consultant) (5/1/2026 - 4/30/2027)	Visa ****8745 exp 8/ 2028	Not Yet Scheduled	TBD	Auto Pay

Below the table is a pagination bar showing '1' out of 1 records. An 'Edit' button is visible next to the record.

TERMS AND CONDITIONS FOR STORAGE OF CREDIT CARD AND DEBIT CARD INFORMATION, INCLUDING THIRD-PARTY VALIDATION

General

By clicking Accept, you confirm you have read and agree to be bound by the re:Members Terms and Conditions and Privacy Policy. Please do not proceed if you do not agree.

Credit Card Storage

You confirm you are authorizing re:Members to store a credit or debit card on behalf of the cardholder for ease of use when returning to make payments to your/their re:Members AMS account as a payment method.

You represent and warrant that you are legally authorized to use the credit/debit account that you entered on the re:Members AMS site and authorize re:Members to store that information.

This authorization will remain in effect until cancelled.

.... [Expand](#)

☐ I have read and accept the Terms and Conditions.

[Save](#)

[Cancel Auto Payment](#)

[Close](#)

Who should I contact if I need help?

For questions about your membership renewal, payment information, or account updates, please contact support@ishlt.org.