



# Florida Fish & Wildlife Conservation Commission

## Automatic Renewal Help

### FREQUENTLY ASKED QUESTIONS

#### What is Automatic Renewal (Auto-Renew)?

Automatic Renewal (Auto-Renew) is a feature that allows customers to automatically renew eligible licenses, permits, donations and hard card orders (short term and multi-year licenses are not eligible to auto-renew). This process was designed to ensure that a customer never has an expired recreational license or permit. This guide has been provided as a tool to assist customers in the Auto-Renew process.

#### How is Auto-Renew Turned On?

Auto-Renew can be turned on for eligible licenses and permits that are currently active on a customer account in the "My Current Licenses" section and under the "Auto-Renew Settings", as well as through a purchase of a license, permit, donation or hard card. The step-by-step instructions on how to turn on the Auto-Renew feature are listed under the section titled "How to Turn on Auto-Renew Features."

#### How is Auto-Renew Turned Off?

Auto-Renew can be turned off at any time in the "My Current Licenses" section, and under the "Auto-Renew Settings" section.

#### Is Auto-Renew Required?

No, customers do not have to use the Auto-Renew feature. The Auto-Renew feature can be turned off or on at any time.

#### Will Email Notices Be Sent to Customers Who Choose To Use The Auto-Renew Features?

Yes, an email will notify customers that their eligible licenses will be renewed using Auto-Renew 15 days prior to the licenses expiration date. Auto-Renew features can be adjusted any time before the licenses expire.



Upgrade to a durable  
hard card license for  
**only \$5**

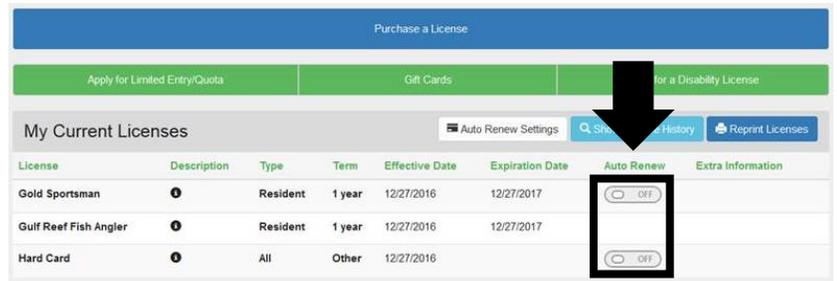


CLICK,  
PRINT,  
go Fish

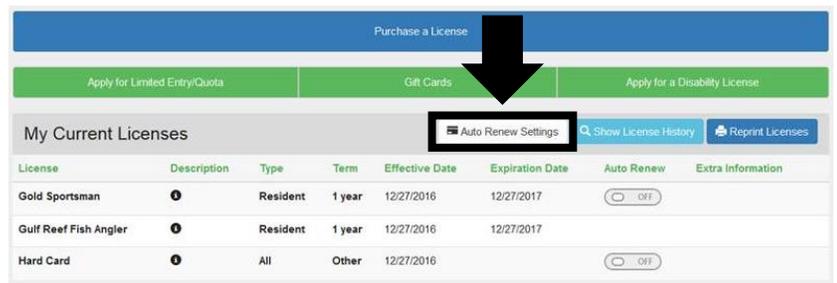
# How to Turn ON Auto-Renew Features:

## How to turn ON Auto-Renew for current licenses on a customer account:

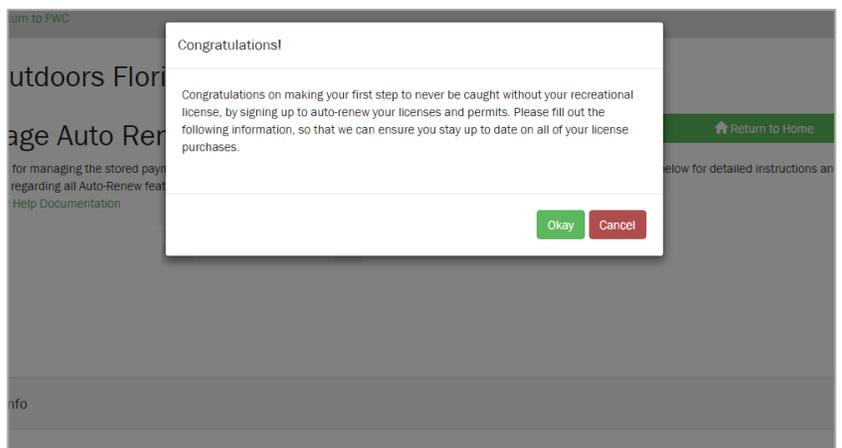
1. Licenses and permits that are already active on customer accounts and are eligible, will have an Auto-Renew option visible for those licenses under the “**My Current Licenses**” heading on the customer’s home page. The Auto-Renew feature will all be set to “OFF”, by default, as shown here.



2. To turn on the Auto-Renew feature for current licenses for the **first** time, a customer will need to enter a Stored Payment Method by clicking the “Auto Renew Settings” button in the “My Current Licenses” section of the customer account.



3. Once on the Auto-Renew Settings page, a pop-up message will instruct a customer to click “Okay” to proceed and add the appropriate Stored Payment Method information.



- The customer can then enter the appropriate credit card information and billing address information into the provided fields.
- Once a customer has entered the necessary information, they can check the attestation then click the green "Save" button circled below. They will be redirected back to the customer home page after clicking save.

**NOTE: A customer may change their Stored Payment Method at any time, by accessing the "Auto Renew Settings" page.**

The screenshot shows a 'Billing Info' form with the following fields and steps:

- Step 1: Enter Payment Method:** Includes fields for Credit Card Number, CVV, and Expiration date.
- Step 2: Verify Billing Info:** Includes fields for First Name (Rather), Last Name (Fishing), Address (123 Go Fish), City (Beach City), Country (United States), State (Florida), and Zip Code (11111).
- Step 3: Confirm Agreement:** A checkbox for 'I am checking this, you agree to pay all fees for the transaction and that all sales are final.'
- Step 4: Save:** A green 'Save' button and a red 'Cancel' button.

- Once a customer is back on their customer home screen, they can choose which current licenses or permits they would like to Auto-Renew by clicking the grey slide bar next to the license they wish to Auto-Renew. This click will turn ON the Auto-Renew feature for the selected license or permit, by changing to a blue slide bar.

**NOTE: Auto-renew settings can be changed at any time by changing the slide bars to the ON or OFF position.**

The screenshot shows the 'My Current Licenses' page with the following table:

License	Description	Type	Term	Effective Date	Expiration Date	Auto Renew	Extra Information
Saltwater Fishing		Resident	1 year	08/17/2016	08/17/2017	ON	
Gulf Reef Fish Angler		Resident	1 year	08/17/2016	08/17/2017	ON	
Lobster Permit		Resident	1 year	08/17/2016	08/17/2017	ON	
Hard Card		All	Other	08/17/2016		ON	
\$2 Donation to Youth Programs		All	Other	08/17/2016		ON	

## How to turn ON Auto-Renew when purchasing a new license:

1. To turn on Auto-Renew for eligible items that are being newly purchased, the customer will complete the check-out process as usual.
2. After the customer has purchased any new licenses and/or permits, they will be prompted to select items that they would like to Auto-Renew, as shown below. The screen will display all eligible licenses and permits that the customer just purchased, and by checking the required confirmation box and clicking "Yes", the customer confirms that they selected to Auto-Renew the displayed licenses.
3. If the customer does not want to Auto-Renew the displayed licenses, they will need to click "Not at this time" and they will be directed to the checkout confirmation screen.



Would you like to know more about auto renewing your licenses?  
[Auto Renew Help Documentation](#)

Would you like to auto renew the licenses listed below?

Items Available For Auto-Renewal

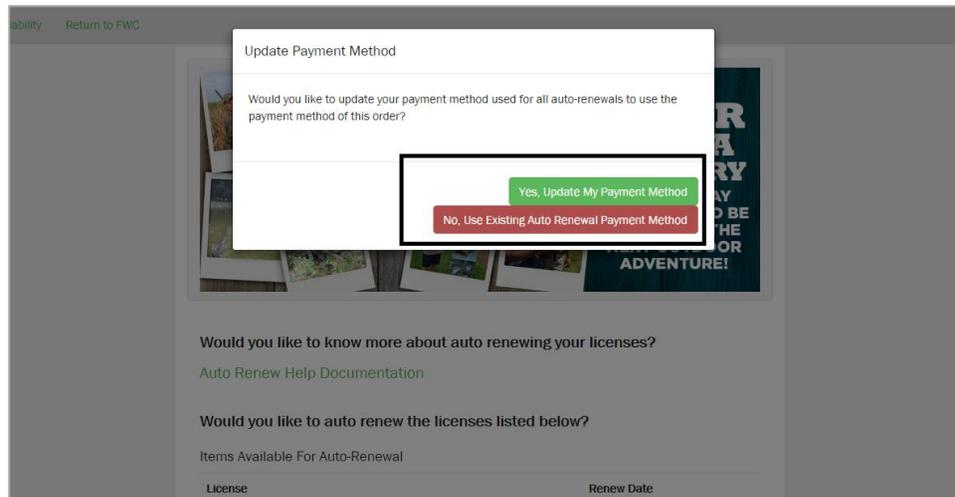
License	Renew Date
Lobster Permit	08/22/2017
\$2 Donation to Youth Programs	08/22/2017
Hard Card	08/22/2017

Auto-Renew Confirmation

By checking this, you agree to pay all fees for the transaction and that all sales are final.

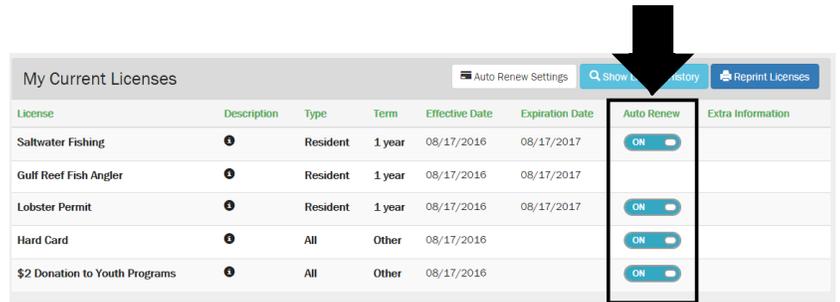
↑ 1 2 → **Yes** Not At This Time

4. If the customer opts to renew the eligible items and does not have a previously saved stored payment method on file, the payment method that was used for that transaction will automatically be saved to the customer account.
  
5. If a stored payment method has previously been saved to the customer account, and a different payment is used when Auto-Renew is selected, then the customer will be prompted to either update the previously saved payment method to the method used on the most recent transaction, or simply keep the original payment method on file to use in future Auto-Renew transactions. If the customer chooses to update the payment method, the previously saved payment method will be deleted, and the new stored payment method will be saved to the customer account.

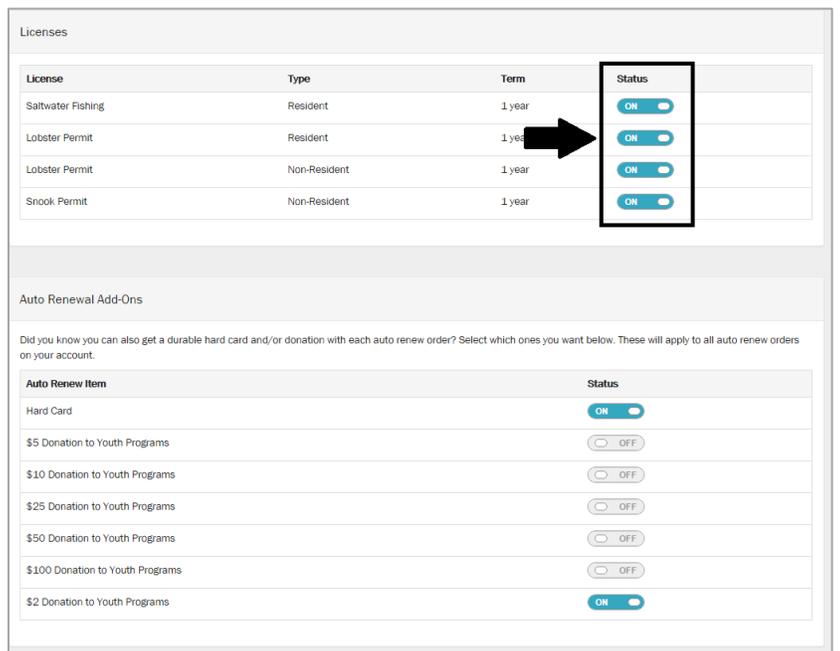


# How to Turn OFF Auto-Renew Features:

1. The Auto-Renew feature can be turned off *at any time* by going to the customer home page under “My Current Licenses” and clicking the Auto-Renew slide bar. The slide bar will switch from the blue ON position, to the grey OFF position.



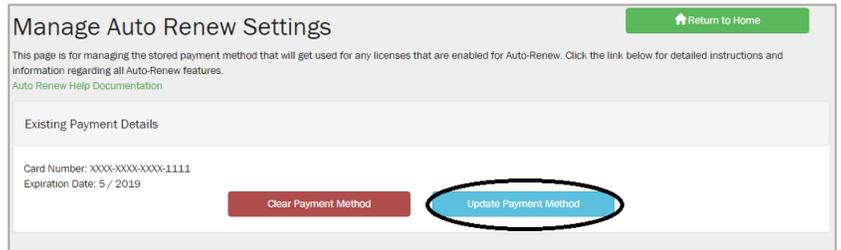
2. The Auto-Renew feature can also be turned off on the “Auto-Renew Settings” page, by clicking the Auto-Renew slide bar for the current licenses on the customer account.



# How to Delete or Edit a Stored Payment Method:

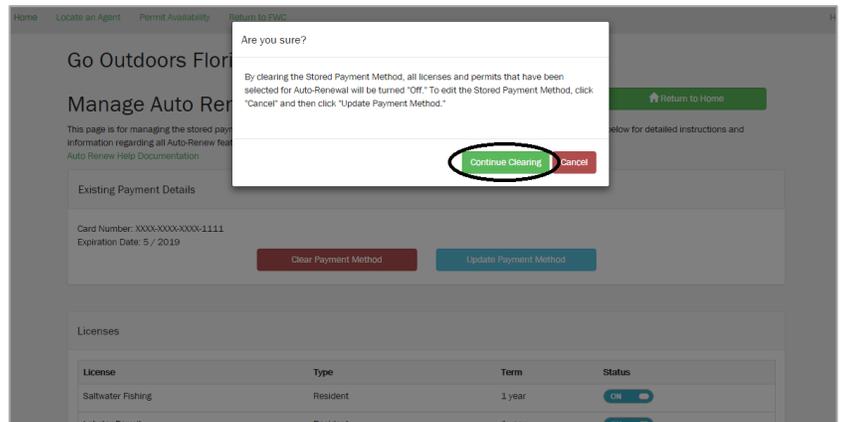
## How to edit a Stored Payment Method:

1. From the customer home screen, click the "Auto-Renew Settings" tab. Then click the blue "Update Payment Method" button at the top of the screen and input the updated payment information. To save the edited payment method, check the agreement box and then the green "Save" button.



## How to delete a Stored Payment Method:

1. From the customer home page, click the "Auto-Renew Settings" tab. Then click the red "Clear Payment Method" button at the top of the screen. To confirm that the customer wants to delete the payment method, click "Continue Clearing" on the pop-up message that appears.



2. By clearing the stored payment method, *all auto-renew licenses and permits will be switched to the OFF position.* To turn Auto-Renew back on, a stored payment method must be saved to the customer account, and the licenses will need to be switched back to the ON position.

# How to Use Auto-Renew Add-On's

## How to include Add-On's for Auto-Renewal when purchasing a license:

1. To include Auto-Renewal Add-On's, such as the credit card style Hard Card, or a Youth Donation, a customer can simply add them to their order when purchasing a license.
2. These Add-On's will display as "Items Available for Auto-Renewal" once a customer has completed their purchase.

Would you like to know more about auto renewing your licenses?

[Auto Renew Help Documentation](#)

Would you like to auto renew the licenses listed below?

Items Available For Auto-Renewal

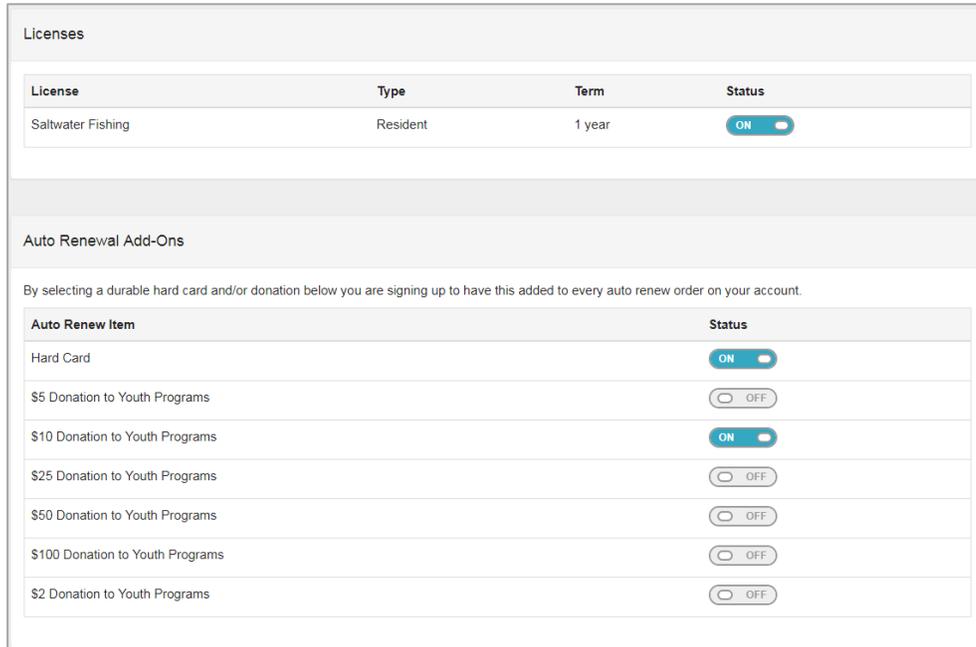
License	Renew Date
Snook Permit	08/23/2017
\$2 Donation to Youth Programs	08/23/2017
Hard Card	08/23/2017

Auto-Renew Confirmation

By checking this, you agree to pay all fees for the transaction and that all sales are final.

## How to include Add-On's from the "Auto Renew Settings" page:

1. Add-On's will be displayed on the "Auto-Renew Settings" page, and can be turned on and off from this page at any time by clicking the slide bar to the ON or OFF position.



The screenshot displays the 'Auto Renew Settings' page. It is divided into two main sections: 'Licenses' and 'Auto Renewal Add-Ons'.

**Licenses Section:**

License	Type	Term	Status
Saltwater Fishing	Resident	1 year	<input checked="" type="checkbox"/> ON

**Auto Renewal Add-Ons Section:**

By selecting a durable hard card and/or donation below you are signing up to have this added to every auto renew order on your account.

Auto Renew Item	Status
Hard Card	<input checked="" type="checkbox"/> ON
\$5 Donation to Youth Programs	<input type="checkbox"/> OFF
\$10 Donation to Youth Programs	<input checked="" type="checkbox"/> ON
\$25 Donation to Youth Programs	<input type="checkbox"/> OFF
\$50 Donation to Youth Programs	<input type="checkbox"/> OFF
\$100 Donation to Youth Programs	<input type="checkbox"/> OFF
\$2 Donation to Youth Programs	<input type="checkbox"/> OFF

2. Add-On's selected for Auto-Renew will be added to each Auto-Renewal order on the customer account. Add-On's can only be auto-renewed when a regular license is selected to be renewed.

**WATERPROOF.**

