How to Update Billing Information in the 8x8 Customer Portal

Note: To update your billing information in Account Manager, the legacy version of Virtual Office Configuration Manager, click here.

Objective

To update billing information by going to the 8x8 Customer Portal and registering a new credit card or ACH with updated information.

When viewing the Payment Methods page, please note that 8x8 will charge the method with the marked Primary by default.

Applies To

• Billing
• 8x8 Customer Portal
• Configuration Manager

Procedures

To Begin, Navigate to the Payment Methods Page

1. Log in to the Application Panel.
2. Click My 8x8.
3. Click **Billing > Payment Methods**.
4. Continue to the options below.

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### Add a New Payment Method

1. Click **Add Payment Method**.
2. Select **Credit Card** or **ACH**.
3. Click **Add Credit Card** if choosing credit card.
4. Enter your updated information.
5. Click **Save**.

### Change Primary Payment Method

*8x8 will charge the payment method marked Primary by default.*

1. To the right of the desired payment method, under **Action**, click the **Make Primary** button.
2. Confirm that the page refreshes and shows the desired payment method with a checkmark in the **Primary** column.

### Remove a Payment Method

1. To the right of the payment method you wish to remove, under **Action**, click the **Delete** button.
2. Confirm that the page refreshes and no longer shows the deleted payment method.