



OTAC AUTO-RENEW FAQs

Answers to your frequently asked questions about our *membership auto-renew* feature

Find answers to these frequently asked questions:

- **What is auto-renewal?**
- **Will I be notified before I am charged? Yes!**
- **Can I cancel auto-renewal? Yes!**
- **What happens if my payment doesn't go through?**
- **Is my payment information secure? Yes!**
- **What membership types are compatible with the auto-renew feature?**
- **Can a current member sign up for auto-renewal? Yes!**
- **Can a new member sign up for auto-renewal? Yes!**
- **Can a lapsed member sign up for auto-renewal? Yes!**
- **Questions? Need assistance?**

What is auto-renewal?

Auto-renewal is a convenient feature that automatically renews your OTAC membership, using the payment method you have on file with us. Once enrolled, you won't lose your member benefits, need to remember renewal dates, or manually resubmit payment each year – your membership stays active without interruption.

Will I be notified before I am charged? Yes!

You will receive an email reminder in advance of your renewal date, and a confirmation email once your renewal payment has been processed.

Can I cancel auto-renewal? Yes!

You can turn off auto-renewal at any time from your member profile. If you cancel, your current membership will remain active through its existing term, but it will not automatically renew – you will instead receive standard renewal reminders and will need to renew manually.

What happens if my payment doesn't go through?

If a scheduled auto-renewal charge fails (for example, due to an expired card), you will be notified so you can update your payment information and complete the renewal. Your membership status/benefits may be affected if payment isn't resolved. You can keep your card details in your member profile up to date.

Is my payment information secure? Yes!

Your payment information is stored and processed securely through OTAC's membership platform; staff do not have direct access to your full card details.



What membership types are compatible with the auto-renew feature?

OTR, OTA, Associate, Corporate, Retired, Education Alliance

The remainder of the categories (Students, First Year/Second Year OTR and OTA, and OT/OTA in School Full-Time) offer a discounted membership which requires administrative assistance from the OTAC office for continuance as well as transition into your next level when appropriate.

Can a current member sign up for auto-renewal? **Yes!**

Current members have 5 options to get assistance for the auto-renewal feature:

- send an email to staff@otaonline.org
- chat with us via our website, otaonline.org (when you go to our website, you will see a We Are Here! icon pop up in the lower right-hand corner, if we are online)
- call us at 916/567-7000, M-F, 9:00am to 4:30pm
- use our secure fax line to send in the paper dues renewal form, 916/294-0415
- return via mail the paper dues renewal you received in the mail with the Auto-Renew box checked

Tip: We are working with our vendor on being able to offer a self-select auto-renew option.

Can a new member sign up for the auto-renewal option? **Yes!**

Here are the steps to self-select for auto-renewal:

- [Click here](#)
 - **Tip:** or go to the JOIN button on the home page of the website, www.otaonline.org
- Select membership type
- Provide a username and first and last name to start creating a profile
- Select a renewal/payment option on the next page
 - **Tip:** There are 2 options: select either Annual Renewal Notice or **Annual Auto-Renewal**



Can a lapsed member sign up for auto-renewal? **Yes!**

Tip: For your convenience, we maintain an active invoice for one year in your customer profile after your membership lapses.

Tip: You don't need to know if it has been less than or more than one year since you have had an active membership, the system will prompt you through the process either way

Tip: Once you renew your membership, it will become active within 24 business hours.

1. If you have an active invoice in your customer profile, you can self-select for auto-renewal.

Here are the steps to self-select for auto-renewal:

- [Click here](#)
 - **Tip:** or you can find the RENEW button on the website, www.otaonline.org
- Log in and follow the prompt to renew
 - **Tip:** if you need assistance with your log in credentials, follow the prompts
- Cancel the active invoice
- Click on the renew membership
- Select the Yearly Auto Billing option
- Follow the payment prompts

2. If you do not have an active invoice in your customer profile

Here are the steps to self-select for auto-renewal:

- [Click here](#)
 - **Tip:** or you can find the RENEW button on the website, www.otaonline.org
- Log in and follow the prompt to renew
 - **Tip:** if you need assistance with your log in credentials, follow the prompts
- Click on the renew membership link
- Select the Yearly Auto Billing option
- Follow the payment prompts

Questions? Need assistance?

OTAC help desk is generally available M-F, 9:00am to 4:30pm.

- Email: staff@otaonline.org
- Phone: 916/517-9747
- Website chat: www.otaonline.org. If we are online, a We Are Here! icon will appear in the lower right corner of the screen