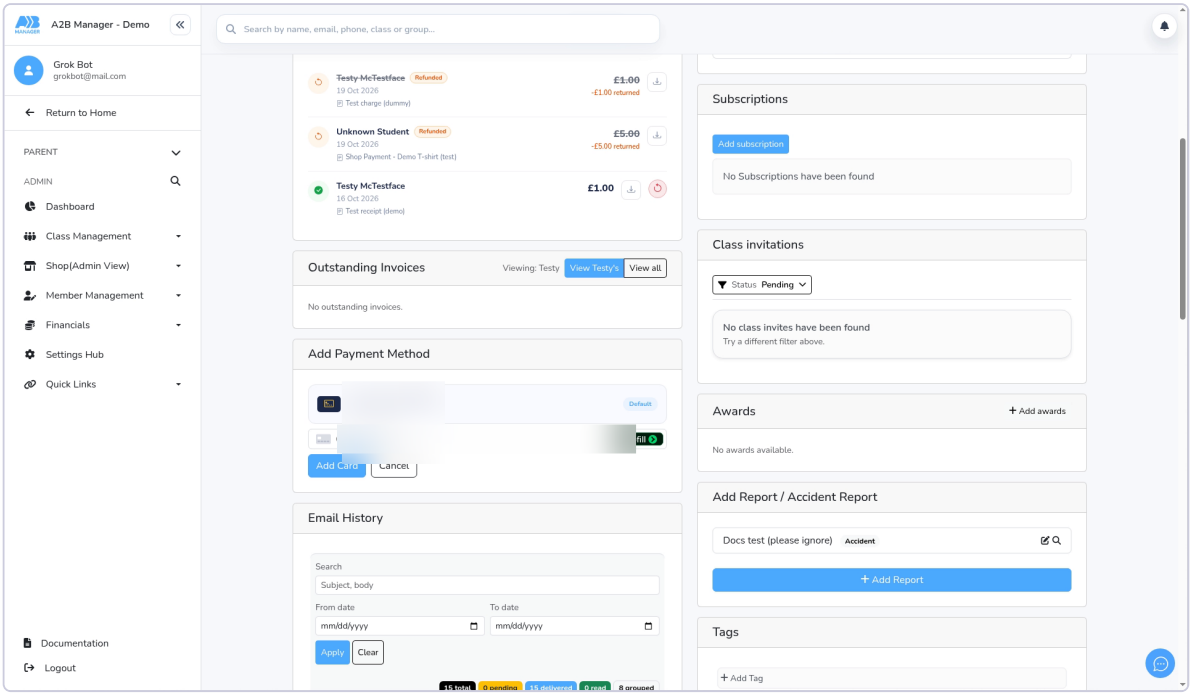
How to Add, Remove and Set a Default Payment Method on a Member's Profile

Manage the cards saved for a member's account: add a card, choose which card is used for payments, and remove cards that are no longer needed.

Managing payment methods

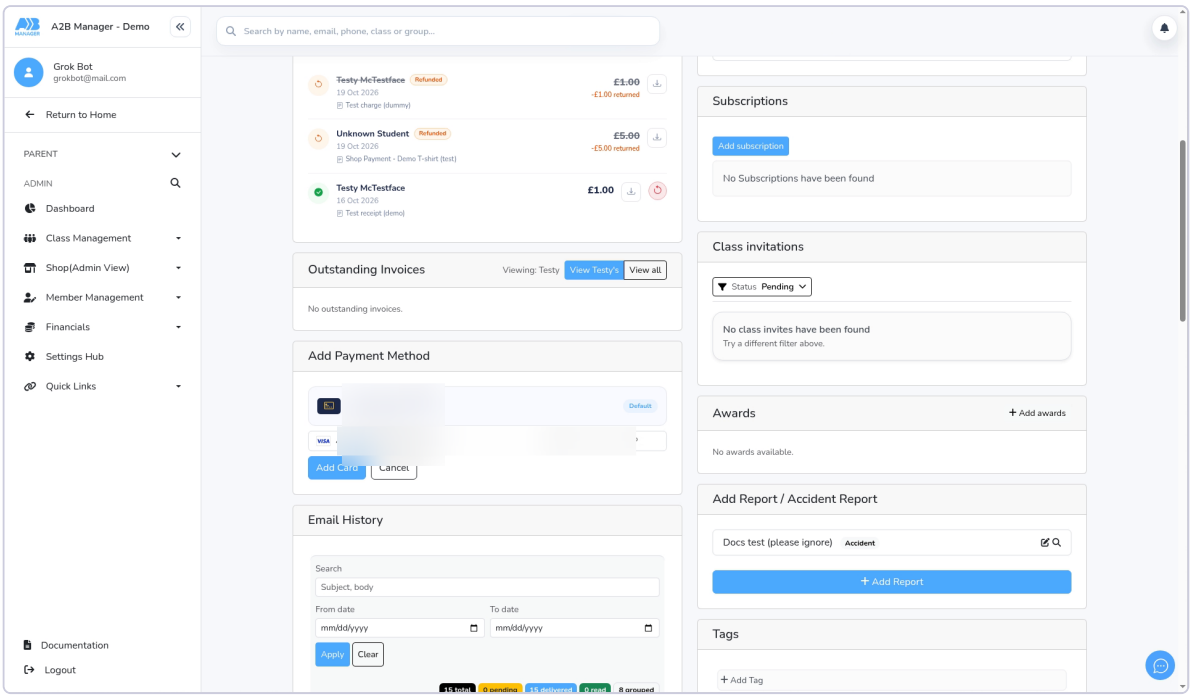
1. Click Add a new card (0:00)

- Open the member's profile and find the **Add Payment Method** card. It lists saved cards with their last four digits and expiry date. The default card has a **Default** label.
- Click **Add a new card**.



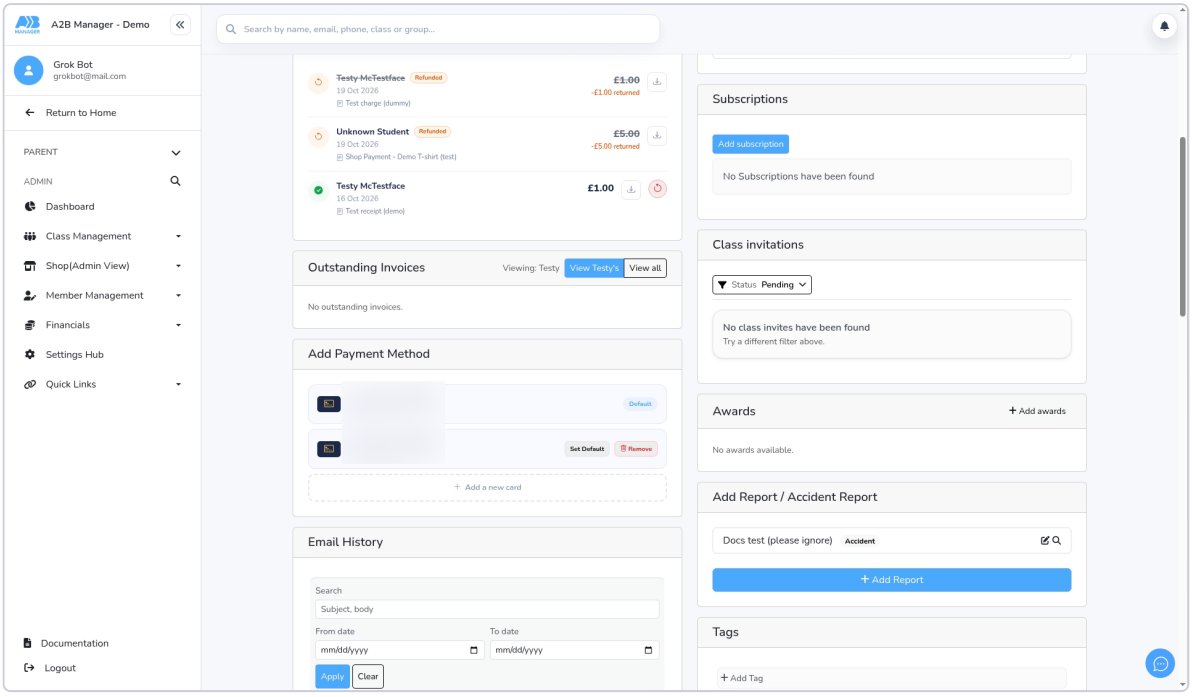
2. Enter the card details (0:20)

- Enter the card number, expiry date (MM/YY), security code (CVC) and postcode.
- The postcode box is controlled by Stripe and follows the card's country. For a US card it shows **ZIP** and only accepts numbers. UK cards accept a normal UK postcode.



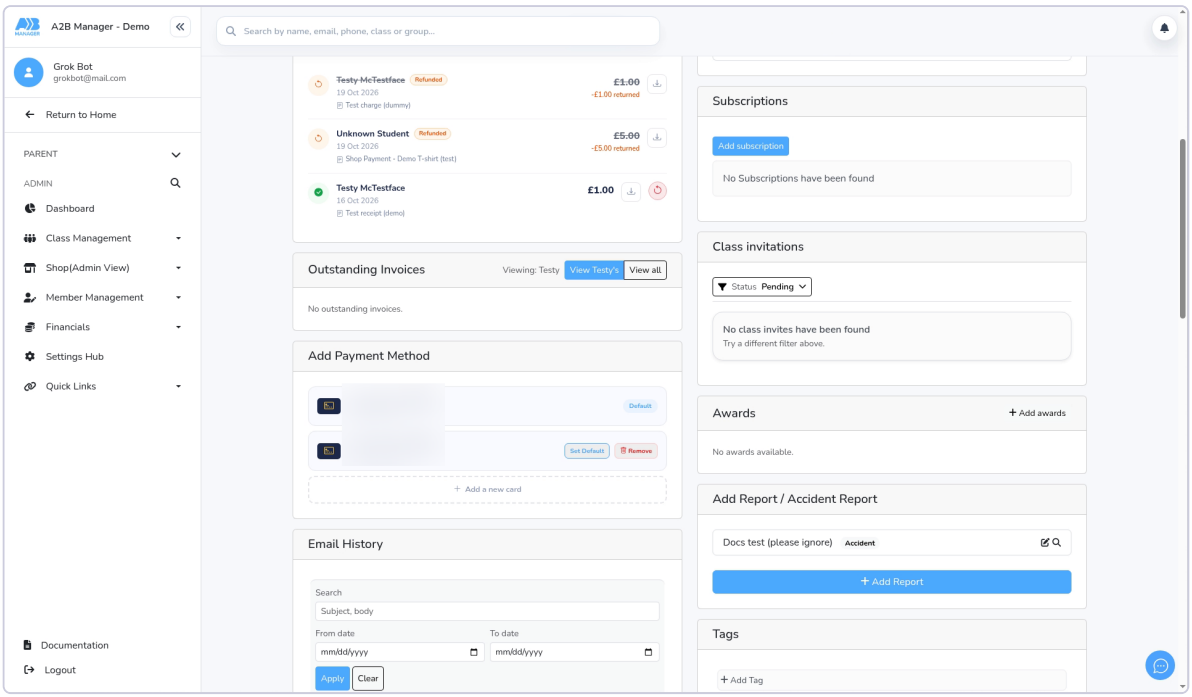
3. Add the card (0:34)

- Click **Add Card**. The card appears in the list.
- If this is the member's first card, it becomes the default automatically.



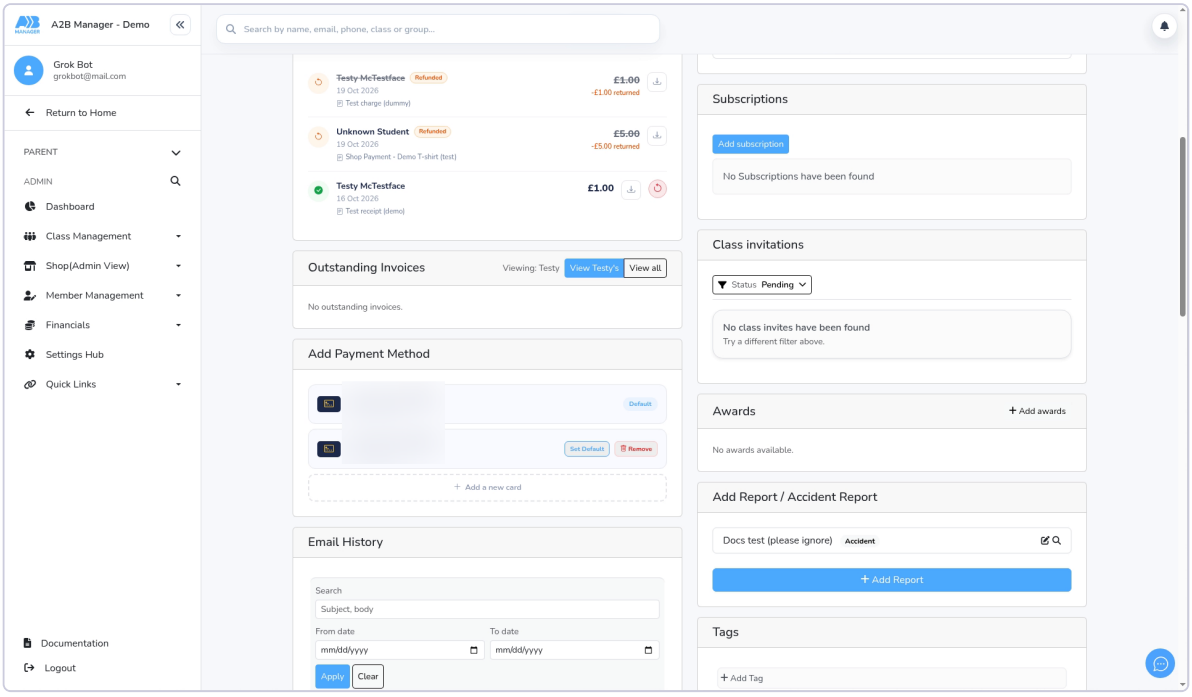
4. Set a default card (0:42)

- Click **Set Default** on the card you want future payments to use. It moves to the top with the **Default** label.



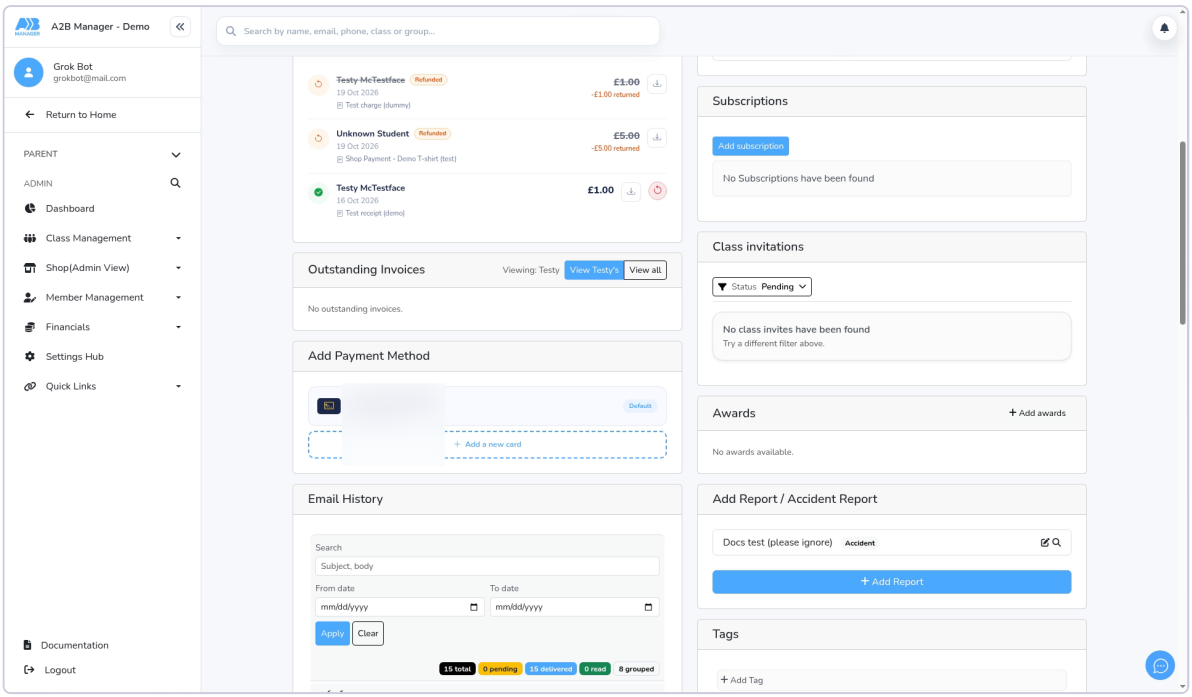
5. Make another card the default (0:51)

- You can only remove a card that isn't the default. To remove the default card, first click **Set Default** on a different card.



6. Remove a card (0:57)

- Click **Remove** on a non-default card.
- There's no confirmation step. The card is removed from the member's Stripe account straight away, so check you've picked the right one.



Good to know

- The default card is used for future payments, such as subscription charges.
- The list can also show bank accounts (BACS or SEPA Direct Debit) if the member has set them up.
- Parents can manage their own cards from their dashboard.