Ask the Legacy Software Experts
By the Legacy Support Team

We're taking your Legacy Family Tree software questions, live, and answering them during this webinar. There won't be any Legacy step-by-step instructions in this syllabus since this is a "Flash" (unplanned and impromptu class). But for those who have asked about their webinar membership account, we have the step-by-steps below for the most commonly asked questions on this topic.

How to find out when your webinar membership expires.

- At familytreewebinars.com, click on SIGN IN towards the right side middle of the screen.
- Now click on Manage Account and enter email for your account and password and then click Log In.
- Under the Subscriptions area you will see the product you have and will show you your Webinar Yearly subscription and then if you look over to the right you will see the Bill Date which is when your current webinar subscriptions is good till.

How to delete an old credit card on file that has expired or changed or has a new expiration date.

- At familytreewebinars.com, click on SIGN IN towards the right side middle of the screen.
- Now click on Manage Account and enter email for your account and password and then click Log In.
- On the tab at the top that says Payment Info, you will see a list of My saved credit cards.
- From there you can click on the word Delete to the right of the credit card you want to delete because it has expired or canceled or has a new expiration date or just a new credit card to use.
- Now you can scroll down to the bottom of the window where it says "Add a new credit card to you account and fill in the info needed. Once done be sure and check the box next to Check to apply this card to subscriptions.
- Now click on Add this Credit card and that's all that is needed and now you can scroll up and see the new added credit card under the My saved credit cards.

How to change your account/webinar password or your email address to log into Legacy.

- At familytreewebinars.com, click on SIGN IN towards the right side middle of the screen.
- Now click on Manage Account and enter email for your account and password and then click Log In.
- Now click on Contact Info this is where you can change your password or email.
- Scroll down toward the middle of the screen and under Additional information you can enter in a new password under Password and confirm it again in the Confirm Password area and now click on UPDATE ALL FIELDS and you are done.