How to Change Your NFPA Credit Card Payment Information

The steps below allow a Friend of NFPA or a regular NFPA member with automatic renewal to update the credit card that will be charged for their membership.

Note: these steps must be performed by the member. NFPA staff cannot update credit card numbers directly, unless they login as that member. If you need assistance, please contact NFPA at 800-557-5238 or info@nfpaonline.org.

1. Login to the NFPA website at http://nfpaonline.org. Enter your email address and password in the upper-right. If you don’t know your password, click the Forgot Password link.

2. When logged in, click the View Profile link in the upper-right.

3. You are now viewing the My profile page.
4. If your membership is still current you will see a blue box with a Stop recurring payments button. Click that button to remove your old credit card information.
   If you don’t see the Stop recurring payments button, then go to the next step.

5. You now see a button Renew until (date). Click that button to update your contact and billing information. Your membership will be renewed or extended to the date on the button.
   If you don’t see a Renew button, click the Change membership level button to select a membership level.
6. Review your contact info and update as needed. Then click **Update and next**.
7. On the next screen, click the **Confirm** button.
8. On the next screen, click the **Pay recurring invoice** button.

9. On the next screen, click the **Pay online** button.

10. You can now enter your new credit card information and click the **Pay** button.
11. Finally, you should see a Payment successful screen.

Your credit card information is now updated and your membership is renewed. If you need further assistance, please contact NFPA at 800-557-5238 or info@nfpaonline.org.

*National Foster Parent Association -- updated Dec-2014*