



Membership Quick Start

A practical guide to the next move

2 Teammates. 1 Goal. 0 Guesswork.

THE STUDENT MAKES THE MOVE.

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checkmatecollege.com

The three roles

Student - uses Checkmate and owns the real academic work and choices.

Parent / supporter - supports the student and may receive allowed updates.

Payor / Membership Manager - manages billing and membership details.

One person may fill more than one role. The roles are still different.

CHECKMATE RULE

Paying for Checkmate does **not** automatically give access to private student messages, the whole Board, grades, or school passwords.

What the Membership Manager usually manages

This may include:

- payment method;
- billing status;
- receipts;
- renewal;
- cancellation;
- membership questions.

At publication, the premium membership is **\$210 each month**.

It includes **two guaranteed 30-minute Team Huddles** each month.

New memberships start with a two-month commitment. After that, billing moves month to month.

Your signed agreement controls the real terms for your account.

What payment does not automatically provide

Payment does not automatically unlock:

- private student messages;
- the full Board;
- private reflections;
- grades or school records;
- detailed Huddle notes;

- school account passwords.

If a payment fails

1. Open the billing/account area or contact Checkmate support.
2. Update the payment method if needed.
3. Follow the billing instructions.
4. Do not make a second membership unless Checkmate tells you to.

PAYOR MOVE

Keep billing problems in the billing lane. Do not ask the student for private school passwords to solve a Checkmate payment issue.

Cancellation / end of service

Use the cancellation method in the current account or signed agreement.

Before you assume service has ended, confirm:

- the effective end date;
- whether a final committed payment is still due;
- whether the account is still active until that date;
- what happens to future Huddles.

An app label by itself may not change payment processing.

How you can tell the service is helping

You do not need to manage the student's whole Board.

Good signs include:

- the student knows the Current Move;
- problems come up earlier;
- official information gets checked;
- follow-up happens;
- Team Huddles get used;
- the student handles more over time.

Security

WATCH FOR THIS

Never send Social Security numbers, FSA IDs, tax returns, bank passwords, full card/account numbers, or login codes through normal Checkmate messages or screenshots.

Quick checklist

- [] Know the billing date.
- [] Keep the payment method current.
- [] Save the signed agreement.
- [] Read the commitment and cancellation rules.
- [] Use billing support for billing questions.
- [] Do not ask for student passwords.
- [] Remember: payment and student privacy are different.
- [] If service is ending, confirm the end date and any last payment.

Need help?

Checkmate College

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