

## **Doteasy KB**

### **I need to reactivate my account.**

This only applies to accounts suspended for service renewal non-payment.

To re-activate account with hosting services:

We will need to reprocess the outstanding service renewal payment.

All suspended accounts are subject to a US\$15.00 Account Reactivation Fee.

Please use the following URL to confirm your payment details: <https://www.doteasy.com/SecureRequest>

To re-activate account on different hosting service (hosting plan change):

If you wish to have your account reactivated on a different hosting plan, we will first need to process the \$15 Account Reactivation Fee. After payment has been processed, we will proceed with your account plan change request. Generally, a plan change request will require a server migration in which you will need to republish your files.

Please contact us for further assistance.

<https://kb.doteasy.com/questions/155/>