

Account Information

Updating Your Account Information

You can review and request changes to your organization's key details - like your name, address, contact info, and banking details - from the **Account Information** page.

1. Select "**Update**" beside the field you want to change.
2. You'll be prompted to enter the new information.
3. Click "**Request**" to submit the change.

Once your change is submitted, a green confirmation banner will appear at the top of the page. You'll see your updated information once the change has been approved - typically within 24 hours.

Language Preference (if available)

If your organization serves French-speaking users, you may see a **Default Language** setting in your Account Information page. This controls the language used for all system-generated content, including:

- Receipts
- Payment pages
- PayMe links
- Payment and refund request emails

If this option is enabled for your account, you can switch between English and French at any time by clicking the "**Switch**" button beside the setting.

If you don't see a language option, it means your organization is set to English-only by default.

Need to Update Something Else?

If you need to update something that isn't listed - or prefer not to use the online update tool - feel free to contact our support team.

You can email your request to support@sportspay.com and we'll take care of it for you.

For security, we may need to verify the request is coming from the person authorized to make changes on behalf of your organization.

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