

How should I transition from WePay to Stripe?

To transition from WePay to Stripe is as simple as opening a Stripe account and closing your WePay account.

1. Opening a Stripe Account

- Beginning by logging into your new store from your MemberHub store admin button
- On your store admin home page you will see the below list of items to complete. Click Setup Payment Gateway under Store Checklist. Then click connect on the pop-up.

The screenshot shows the MemberHub Store admin interface. On the left is a navigation menu with items: Home, Dashboard, Products, Categories, Givebacks (with a 'New' badge), Fundraising (with a 'New' badge), Orders, Settings, User Permissions, and View Store. The main content area has a yellow warning box at the top that says 'Payment not set up' and 'Without connecting your payment gateway, you can not list or collect purchases in your store.' Below this is a 'Setup now' button. Underneath is a video player showing a 'MemberHub Store Welcome' video. To the right of the video is a 'Store Checklist' with the following items: 'Confirm organization address' (checked with a green checkmark), 'Set up payment gateway' (unchecked with a red X), 'Enable MemberHub Givebacks' (unchecked with a red X), 'Create store categories' (checked with a green checkmark), and 'Create store items' (checked with a green checkmark). Two red arrows point from the 'Set up payment gateway' item in the checklist to the 'Setup now' button and the video player.

- Follow the prompts on the screen to set up your account. Step by step instructions can be found [here](#).

2. Cancel WePay

- Login to WePay at www.wepay.com/login
- Click Settings on the left
- Click the blue close account button
 - *Note: By closing the account you will lose access to all transaction history, reports, and information. It may be best to leave the account open for a few months so you keep access to these records, or at least until you download the most up to date version of all the information before you click the close account button.*



- Home
- Reporting
- Settings
- Security
- Support

Account Details

Account Name [Redacted]

Application **MemberHub**

Contact Information

Address [Redacted]

Phone [Redacted]

Close Account

You will no longer have access to any records associated with this account, including transaction history.

[Close Account](#)

Where did you obtain my contact information from?

When you signed up for an account with our partner, the contact information that you provided was used to activate your account.

If I have more than one account, how do I view my other accounts?

A list of your accounts can be found on the top right side of the page. Use the drop down menu to move between your accounts.

Why can't I close my account?

You will not be able to close your account if you have any transactions pending to your account or if there are funds available for settlement or if there are any reserves on any of your payments.

What will happen if I close my account?

You will permanently lose access to your account and all of the information in it. Please make sure you have all of the information you need about the activity in the account before you close it. When you are ready, press the "Close Account" button. If you have multiple accounts, you will still be able to access those other active accounts.