

# Why Can't I Update the Credit Card on a Member Account?

Last Modified on 09/04/2026 11:19 am EDT

Inside an Enterprise, the card on file is controlled from the Enterprise Portal — so a missing [Update Credit Card] option is almost always permissions, not a bug. Here's how to tell which wall you've hit.

## [Update Credit Card] Isn't in Your Admin / Settings

---

This is expected on an account inside an Enterprise. Billing for member accounts runs from the Enterprise Portal, so the option doesn't appear in the account's own settings unless an Enterprise Admin has granted it. Two ways forward:

- **Ask your Enterprise Admin to make the change.** They can update your account's card from the Portal without logging in as you.
- **Ask them to grant you the permission.** An Enterprise Admin can turn on [Allow Credit Card Update] for a master admin on the account, after which [Update Credit Card] appears under Billing in your Admin / Settings.

Not sure who your Enterprise Admins are? Ask whoever set up the account or handles billing for your organization.

## You're a Master Admin and the Option Still Isn't There

---

Being a master admin doesn't grant the permission on its own — inside an Enterprise, somebody has to turn it on for you. The Enterprise Admin does it from within the account itself: [Manage Users] under People, then the [Gear] beside your name, then [Allow Credit Card Update]. If you're a master admin on more than one account in the Enterprise, ask them to check each one you handle.

If you're an admin but not a master admin on the account, there's no way to give you billing access. The permission can only be granted to a master admin.

## You Have Access and the Card Still Won't Save

---

That's a different problem — the card details or the bank, not the Enterprise. Work through the card checks first.

A card that won't save or a payment that won't clear is almost always a card detail or a bank decline — not a Pipeline problem. Here's how to sort out each one.

See [Why Won't My Card Update or Payment Go Through?](#)

## Your Account Just Left the Enterprise

---

When an account is removed from an Enterprise, billing returns to the account and the remaining master admin takes ownership of it. Put a card on file from [Gear] → [Admin / Settings] → [Update Credit Card] under Billing before the next bill date so service isn't interrupted.

It's worth a pass over the rest of the account at the same time — company name and license number, logo, admin and support contact, and user permissions can all still be pointing at the Enterprise.

## Learn More

---

In an Enterprise, billing runs from one place. The Enterprise Admin controls the card on file for every member account, and can hand that control to a master admin whenever an office would rather manage its own.

See [Billing Control](#)

## Still Have Questions?

---

Still stuck after the steps above? Email us at [help@paperlesspipeline.com](mailto:help@paperlesspipeline.com) and mention what you've already tried, so we can pick up from there.

---