

How to cancel your rekordbox Plus Pack subscription

Step 1: Request login information

Enter the e-mail address you used to subscribe to rekordbox dj here.
Enter the Captcha information, then click Send data.

<https://account.mycommerce.com//Account/ForgotPassword>

The screenshot shows the 'Requesting Your Login Information' form on the MyCommerce website. At the top right, it says 'Customer Care Center powered by MyCommerce. Digital River'. Below this, there is a language dropdown set to 'English' and a breadcrumb trail: 'You are here: FAQ > Request login information'. There are two buttons: 'FAQ' and 'My Account'. The main form area has a title 'Requesting Your Login Information' and a sub-header 'Please enter the e-mail address you used when you ordered here. Search results for this address will be sent to this address immediately.' The form contains two fields: 'Your e-mail address: *' with an input box and a link 'Login information for resellers'; and 'Confirmation: *' with a CAPTCHA image showing 'D 3 8 C' and an input box below it with the text 'Please enter the characters displayed:'. A 'Send data' button is at the bottom of the form. At the very bottom, there is a 'Back: Log in with user ID and password' link.

If you ordered multiple products with the email address that you entered, the following window appears.

You can request the information regarding your most recent order or the information about all products that you ordered.

If most recent order is the subscription that you are going to cancel, please select "Information regarding your most recent order". Otherwise, select "Information regarding all user accounts".

Customer Care Center **MyCommerce.**
powered by Digital River

Language: English ▾ You are here: [FAQ](#) > Request login information [FAQ](#) [My Account](#)

Requesting Your Login Information

The e-mail address you just entered returned several user accounts. Please select which login information you would like us to send you. If you request information on all user accounts, you will receive one e-mail per user account. Of course, your password will not be sent via e-mail.

- Information regarding your most recent order
- Information regarding all user accounts

[Send data](#)

Back: [Log in with user ID and password](#)

Customer Care Center **MyCommerce.**
powered by Digital River

Language: English ▾ You are here: [FAQ](#) > Request login information [FAQ](#) [My Account](#)

Requesting Your Login Information

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- Information regarding your most recent order
- Information regarding all user accounts

[Send data](#)

Back: [Log in with user ID and password](#)

You will receive an email just like an example as shown below at the email address you entered.

If you request "Information regarding all user accounts", you will receive one email per user account. Each user account corresponds to each product you have ordered.

If the product name and date listed in the email are "rekordbox dj subscription" you wish to cancel, click the link in the email to reset your password (1).

To cancel your subscription order, please log in "MyCommerce ID" page (2). You need to set a password to log in "MyCommerce ID" page.

Important: Inquiry concerning your user account data

share-it! Notification noreply-eng@shareit.com

This e-mail was generated by a mail handling system. Please do not reply to the address listed in the "From" field.
Please read the CUSTOMER SERVICE section for answers to your questions.

Dear Mr./Mrs. *****

Thank you for your login information retrieval request. Please proceed as follows:

- 1) Reset your password. Please follow the link below to the designated website:
<https://ccc.shareit.com/ccc/chgpwd.html?>
- 2) You can now log into 'MyCommerce ID' with your user ID and new password using the following link:
https://ccc.shareit.com/ccc/my_account.html?languageid=1

Your user ID remains unchanged: **** @ ****

Last order placed on this user account:

Date: 1-NOV-2015

Product: 300696375 rekordbox dj subscription

Customer Care Center **MyCommerce.**
powered by Digital River

Language: English You are here: [FAQ](#) > Change password FAQ My Account

Change password

New Password: *

Re-enter new password: *

Click "Log in" .

Customer Care Center **MyCommerce.**
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Language: English You are here: [FAQ](#) > Change password FAQ My Account

Change password

Your change has been saved. Please use the following link to log in to the "My Account" area with your user ID and the new password.

[Log in](#)

Step 2: Log in


Log in here using the user ID and password you chose in Step 1.

https://ccc.shareit.com/ccc/my_account.html

Customer Care Center **MyCommerce.**
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Language: English You are here: [FAQ](#) > Log In

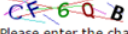
My Account

MyCommerce ID / Reseller 

[\[Info\]](#)
Log in here using the user ID and password you chose when you first ordered or that you previously used as a MyCommerce ID customer.

User ID:

Password:

Confirmation: 
Please enter the characters displayed:

[Forgot password?](#)

Alternative: [Log in with order number and password](#)

Step 3: Cancel subscription

Select the order you wish to cancel.

"My Account" for: *****
User ID: ***** @ *****

Customer Care Center **MyCommerce.**
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Language: English You are here: [My Account](#) > Order overview [FAQ](#) [My Account](#)

Order overview [\[Order overview\]](#) [\[Account Information\]](#) [\[Logout\]](#)

Here is a list of orders you have placed using the login information you just entered. Orders with a red strikethrough were rejected or cancelled, or the amount has been refunded to you.

Reference number:	Order date: 1-NOV-2015	[Invoice/Order confirmation]
Pos. 1. rekordbox dj subscription (#300696375)		Technical Support Details

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Do you have any questions or comments? Please [contact](#) us. Our customer service team can respond to your inquiries in English, German, French, Spanish, Portuguese, Dutch and Italian. To view documents, you need Adobe® Reader®, which can be downloaded free of charge from [Adobe](#). To view several documents, you may need a program that can unzip files.

Click Manage subscription.

"My Account" for: *****
User ID: ***** @ *****

Customer Care Center **MyCommerce.**
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Language: English You are here: [My Account](#) > Details [FAQ](#) [My Account](#)

Details [\[Order overview\]](#) [\[Account Information\]](#) [\[Logout\]](#)

More information on your order here.

rekordbox dj subscription [#300696375]	
Reference number:	
Order date:	1-NOV-2015
Number of licenses:	1
Subscription conditions:	Duration of the subscription: Billing period: Manage subscription
Licensed to:	*****

Click Cancel subscription.

"My Account" for: *****
User ID: **** @ ****

Customer Care Center **MyCommerce.**
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Language: English You are here: [My Account](#) > Subscriptions [FAQ](#) [My Account](#)

Manage Subscription [\[Order overview\]](#) [\[Account Information\]](#) [\[Logout\]](#)

Product name: rekordbox dj subscription [#300696375]
Reference number:
Order date: 1-NOV-15
Number of licenses: 1
Subscription conditions: Duration of the subscription:
Billing period:
[Cancel subscription](#)

Do you have any questions or comments? Please [contact](#) us. Our customer service team can respond to your inquiries in English, German, French, Spanish, Portuguese, Dutch and Italian. To view documents, you need Adobe® Reader®, which can be downloaded free of charge from [Adobe](#). To view several documents, you may need a program that can unzip files.

"My Account" for: *****
User ID: **** @ ****

Customer Care Center **MyCommerce.**
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Language: English You are here: [My Account](#) > Subscriptions [FAQ](#) [My Account](#)

Manage Subscription [\[Order overview\]](#) [\[Account Information\]](#) [\[Logout\]](#)

You have cancelled your rekordbox dj subscription subscription. You will also receive a cancellation confirmation by e-mail.

Do you have any questions or comments? Please [contact](#) us. Our customer service team can respond to your inquiries in English, German, French, Spanish, Portuguese, Dutch and Italian. To view documents, you need Adobe® Reader®, which can be downloaded free of charge from [Adobe](#). To view several documents, you may need a program that can unzip files.

Your subscription has been cancelled.