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PLANCRAFT USER GUIDE

Billing & Membership

Understand checkout, membership activation, access changes, and what to do when payment and access do not match.

How paid access activates

1. Complete the Momentum Engine coaching and consent flow.
2. Continue to Stripe checkout and use the email connected to your PlanCraft account whenever possible.
3. Finish checkout and return to PlanCraft.
4. PlanCraft verifies the payment event, activates membership, and continues coach matching.
5. Open the Momentum Dashboard to confirm access.

What membership controls

Momentum Dashboard Active members enter the paid dashboard instead of repeating the sales journey.	**Daily actions and progress** Membership unlocks the richer result and action experience.
Coaching journey Membership activation supports coach matching, orientation, and scheduling.	**Lifecycle changes** Failed, inactive, or deleted subscriptions can remove paid access.

Price and checkout

Trust checkout

The price displayed inside PlanCraft and the price configured in Stripe are separate settings. Review the final Stripe checkout amount before authorizing payment. If it differs from what PlanCraft displayed, stop and contact support.

If you paid but access is missing

- Do not submit a second payment immediately.
- Confirm you are logged into the same email used during checkout.
- Refresh the page and sign out, then sign in once more.
- Check for the Stripe receipt or payment confirmation.
- Open a support ticket with the payment email, payment date, amount, and a screenshot of the access message. Do not send full card details.

Privacy reminder

Momentum AI support and coach sharing are separate choices. Membership does not remove your ability to keep PlanCraft information private from a coach or to revoke sharing later through Momentum preferences.