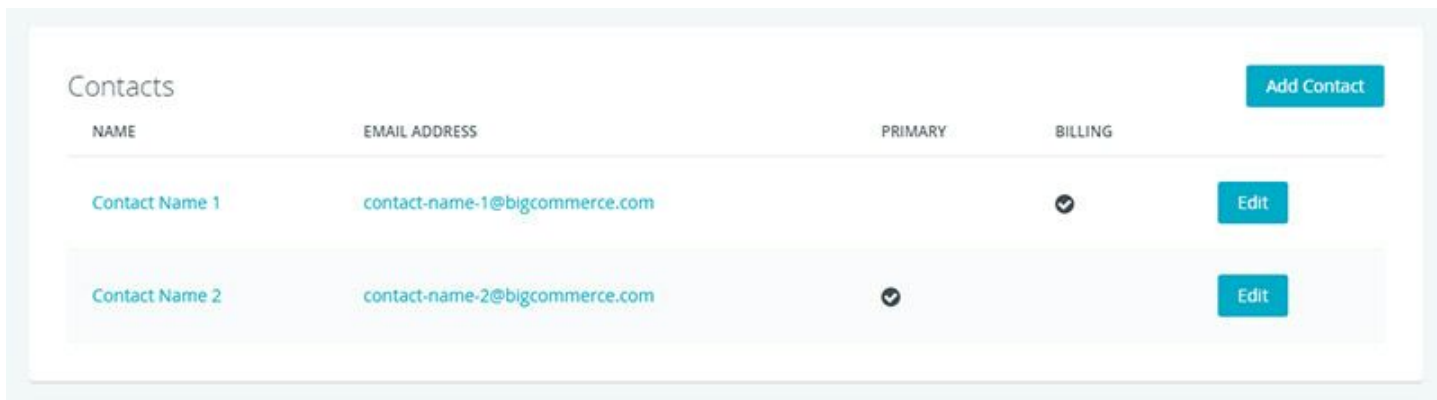
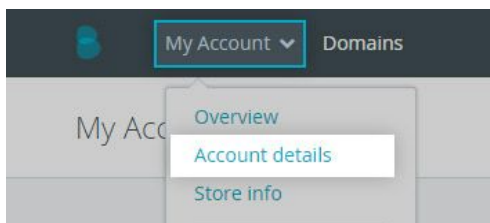


Managing Primary and Billing Account Contacts

What We'll Cover

- Primary and billing contacts
- Adding contacts
- Editing contacts

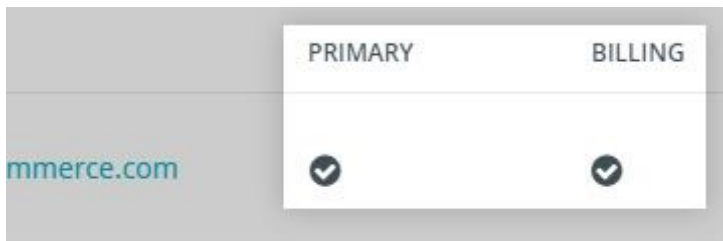
To manage your Bigcommerce account contacts, log in to your [Client Area](#), then go to **My Account** > **Account Details**.

A screenshot of the Bigcommerce 'Contacts' management page. It shows a table with columns: NAME, EMAIL ADDRESS, PRIMARY, BILLING, and an 'Add Contact' button. Two contacts are listed: 'Contact Name 1' and 'Contact Name 2'. 'Contact Name 1' is the primary contact and 'Contact Name 2' is the billing contact, both indicated by checkmarks in their respective columns. Each contact has an 'Edit' button.

NAME	EMAIL ADDRESS	PRIMARY	BILLING	
Contact Name 1	contact-name-1@bigcommerce.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Edit
Contact Name 2	contact-name-2@bigcommerce.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Edit

Primary and Billing Contacts

You are required to have at least one contact designated as the **primary** contact and one as the **billing** contact. Note that one account can be set to both the primary and billing contact.



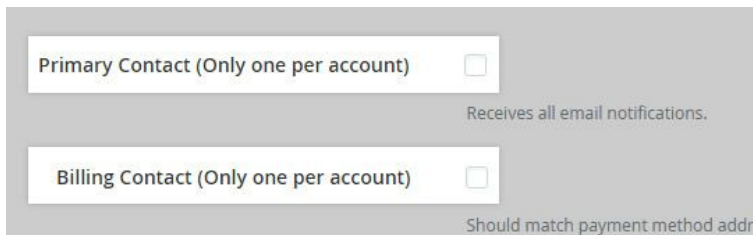
- **Primary** — receives all account related email notifications

- **Billing** — receives all billing related email notifications and serves as the billing address for the payment information used to pay for your Bigcommerce plan
 - the address information for this contact must match the billing address of your credit card

Adding Contacts

1. Click **Add Contact**.

2. Fill in the required fields, then select whether the contact should be the **Primary Contact** and/or the **Billing Contact**. Note that there can only be one of each per account, so selecting either option would remove the role from any other contact currently set as the primary or billing contact.

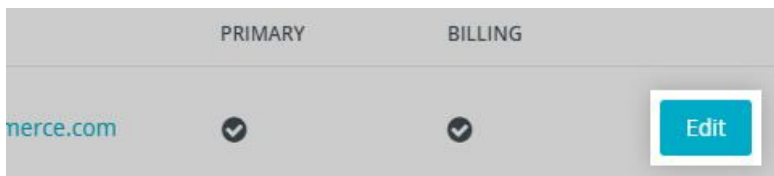


The screenshot shows a form with two sections. The first section is labeled 'Primary Contact (Only one per account)' and has a checkbox that is currently unchecked. Below this checkbox, it says 'Receives all email notifications.' The second section is labeled 'Billing Contact (Only one per account)' and also has an unchecked checkbox. Below this checkbox, it says 'Should match payment method address'.

3. Click **Create contact**.

Editing Contacts

1. Click **Edit** to the right of the contact you wish to edit.



The screenshot shows a table with two columns: 'PRIMARY' and 'BILLING'. Below these columns, there are two rows. The first row shows a contact with the email 'merce.com' and both the 'PRIMARY' and 'BILLING' checkboxes checked. To the right of the 'BILLING' checkbox is a blue 'Edit' button.

2. Edit any of the contact's details, then click **Update contact**.

i You cannot uncheck the **Primary** or **Billing Contact** role for an existing contact, as each account must have one of each at all times. To remove the role from a current contact you must assign it to another existing contact or a new contact.