

1. Website FAQ

Pay with your customer account

Payment Account

Every customer has the possibility to add a customer account to his Joker.com access. This account is **not** associated with any additional costs, and has many advantages:

- conveniently deposit your planned funds, regardless of an upcoming order **[new]** mark as many of your domains as you want for [automatic renewal](#) - never again run into a deadline problem at the end of your domain's term
- use the most convenient payment method - including easy and cheap **wire transfers** directly to your account, if you don't want to use credit cards or Paypal
- You still keep full control at any time, and still receive the usual notices about domain renewals. Automatic renewals will be marked accordingly
- You can be **automatically notified** about your account balance when it falls below a specified amount
- You can set up an **automatic top-up** of your account (not available for all payment methods)

Activation

Your account will be activated with your first deposit. To do this, you can go to the home page (dashboard) via "Account balance" and "**Deposit into account**", or you can choose the menu "My Joker" and "Fund/Increase".

This will take you directly to the [account deposit](#). You can get an overview of your account and your account movements at any time via the [account overview](#).

There you can also activate and set a notification for low account balance.

If you are not yet able to see a "Balance" view in your dashboard, please feel free to [contact us](#) for assistance.

Unique solution ID: #2621

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Last update: 2021-11-29 12:53