How do I change my donation amount or the frequency of my donations? (i.e. monthly to yearly or yearly to monthly)

You can modify your donation plan at any time from your Account page.

Once you're signed in, select Account, and then select Change Plan.
Any increase in your donation will be charged immediately and your gift will renew at the increased amount until you pause or cancel your donation.

How do I change my payment method?

To update the payment method for your NPR+ bundle donation, you’ll need to be signed into your NPR+ account, and then go to your Account page.

In your account’s Payment section, select Change. From there, you should be able to update your payment method.
How do I cancel my donation?
We’re sorry to see you go! Please call WUSF Membership Services at 800-941-9090 or email us at memberservices@wusf.org. We would welcome and appreciate any feedback you might have that could address your reason for canceling.

You may also cancel your recurring donation for NPR+ by logging in to your account NPR+ account. Once you’re signed in, select Account, then under Change Plan, select Disable Auto-renew. When you select this your recurring donation will not renew.

Can I get a refund for the NPR+ bundle?
The NPR+ bundle is a “thank you” gift for your charitable contribution to WUSF Public Media. As a thank you gift and not a “subscription” service, refunds are generally not provided. However, if you are dissatisfied with WUSF Public Media or NPR and would like your donation returned from the current calendar year, please contact Member Services at memberservices@wusf.org or 800-741-9090 and we will be happy to assist you. If emailing, please provide details about why you’re choosing to cancel. Your feedback is very helpful.

How do I pause my donation?
To pause your donation, you’ll need to be signed into your account.

Login into your account. Once you’re signed in, select Account, then under Change Plan, select Disable Auto-renew.

This will pause your enrollment at the end of its term, and you will not be charged again. You will have access to the NPR+ podcast bundle for the rest of your current paid period.

If you’d like, you can later re-start your donation by visiting the Account page and selecting Re-enable Auto-renew.

Help! I’m having an issue with my transaction. (e.g., billed twice, need to change billing date, declined card)
We’re sorry to hear that you are experiencing issues with your donation. Please contact WUSF Member Services at 800.941-9090 or memberservices@wusf.org for assistance.
How do I change my plan from a single show subscription via plus.npr.org to an NPR+ podcast bundle enrollment?

Thank you for your interest in supporting WUSF Public Media and enrolling into the NPR+ podcast bundle.

First, you’ll need to donate to WUSF Public Media via plus.npr.org. When selected, the bundle option will take you to a page to donate to YOUR NPR station, WUSF.

Once you have donated to WUSF Public Media, your single-show subscriptions will be canceled automatically (you must use the same email for your account). As a thank you for your donation to WUSF, NPR will send you a discount code for the NPR Shop.

If you subscribed to a single show via Apple Podcasts, payments are managed through your Apple ID. Contact Apple Support directly to cancel your subscription.

After enrolling, you’ll need to set up your RSS feeds for the shows included in the NPR+ podcast bundle, including the shows that you previously had as single subscriptions. You can find your RSS links by visiting your Account page and selecting the Podcasts option. From there, you can set up your podcasts on various platforms. You will also receive a confirmation email after enrolling with details about how to set up your podcasts.

I’m an Apple Podcasts single-show subscriber and I want to enroll in the bundle. Can I get a refund for my original subscription?

To receive a refund for a single-show subscription made via Apple Podcasts, please reach out to Apple Support directly.

How do I change my plan from bundle to single?

We’re sorry to hear that you want to withdraw this support to WUSF Public Media. To change your plan in this way, you’ll need to cancel your access to the bundle and its full collection of NPR+ sponsor-free podcasts. You can then set up new single-show subscriptions at plus.npr.org.

How do I access my bundle podcasts in my favorite app?

After enrolling in the NPR+ bundle, you’ll need to set up each podcast in your podcast app of choice.

To set up your NPR+ podcasts in your favorite podcast player, first ensure that you are signed in your NPR+ account.
From your Account page, select Podcasts, then select the “Set up” button next to the show you’d like to add first.

If you're on a desktop or laptop computer, enter your phone number and you will receive a private link that you can use to add the show to your podcast app.
If you are on a mobile device, tap the name of your favorite podcast app.

**Planet Money**

The economy explained. Imagine you could call up a friend and say, “Meet me at the bar and tell me what’s going on with the economy.” Now imagine that’s actually a fun evening.

**Subscribe in your podcast app**

- **Apple Podcasts**
- **Overcast**
- **Google Podcasts**
- **Pocket Casts**
- **Downcast**
- **Podcast Addict**
- **Castro**
- **Breaker**

Your NPR+ episodes for that podcast will now appear in your podcast app’s library.
Repeat these steps for each of the podcasts you want to add. You’ll only need to do this once for each podcast, and then you’ll be all set to enjoy sponsor-free listening.

Running into issues or not seeing your preferred app in the list of supported podcast players? You may be able to add your NPR+ podcast to the app manually. Copy your link from the Manual Link Setup section on the bottom of the page, then consult your app’s support center for how to add the podcast. Each app will have slightly different specifications here for how they enable users to add podcasts.

What if my concern is not answered here?
If you’re still running into issues and you’re not able to find an answer here, please contact NPR directly via the help.npr.org contact form and they will be able to answer your question or direct it to the appropriate place.

Please provide as many details as possible about your question or concern. Any screenshots you can provide will also help them take a closer look!

How do I sign into my account?
Use the WUSF NPR Plus Sign-In Page.

If you are still having trouble signing in, please contact help@supportingcast.fm.

How do I listen to NPR+ podcasts in my web browser?
To stream your NPR+ bundle podcasts from a web browser, sign into your account.

From your Account page, select Podcasts.

Next, select the podcast you’d like to listen to. Scroll to the Listen Now section of the page, below the setup area. Locate the episode you want to hear and use the play button.
If you encounter any issues with listening in your browser, please try quitting and restarting your browser or try an alternate browser. If the problem persists, please contact NPR directly via the help.npr.org contact form and they will be able to answer your question or direct it to the appropriate place.

Which podcasts are currently available with NPR+?

Many of NPR’s most popular podcasts are included, like *Wait Wait... Don’t Tell Me!*+, *The NPR Politics Podcast*+, *Planet Money*+, and more. See plus.npr.org for the (always growing) full list of shows.

Do I have to pay to listen to NPR podcasts?

Not at all! NPR podcasts remain free.
NPR+ versions of the podcasts offer sponsor-free listening (which removes the sponsor-breaks wherever possible). Some NPR+ podcasts also offer bonus content.

I already have a recurring donation to my local public radio station. Do I get NPR+ podcasts automatically?

Unfortunately, no, you do not have automatic access to NPR+ podcast bundle due to the technical limitations of this new program. We hope to be able to offer NPR+ to existing station donors in the near future and will notify members when it does become available as a benefit. Thank you for supporting your for supporting public media and NPR podcasts!