

Explanation on the expiration of Service Account verification



According to the annual review notification mechanism of the WeChat Official Account platform, reminders will be sent to the Official Account backend and the corresponding administrator's WeChat account when the certification expires in 3 months, 2 months, 1 month, 7 days, and upon expiration. If you fail to conduct the annual review in advance, you can apply for a 7-day temporary extension via the administrator's WeChat account on the expiration date.

After the certification of the service account authorized by the merchant expires, WeChat will disable the payment function, authorization, and other advanced interfaces of the service account. New users may not be able to authorize and log in to your store.

elink will send notifications 1 month, 7 days before the expiration of your WeChat service account and upon expiration. If your service account has expired, please go to the WeChat Official Account platform for annual review as soon as possible. You can quickly restore the service account functions through the following steps after expiration:

1. Apply for a 7-day temporary extension on the administrator's WeChat account of the service account on the expiration date.

01.png

2. Go to the WeChat Official Account platform for annual review. Enter the WeChat Official Account platform at <https://mp.weixin.qq.com/>, log in to the service account

authorized to elink, and enter the WeChat service account management console for annual review. The review period is generally 1 - 3 days.

02.png

3. You can use it normally after passing the review.

To ensure the normal use of your store, please log in to the WeChat Official Account platform in time to complete the annual review and certification before the service account expires. If you no longer renew or use your service account, please go to **[Marketing Center - WeChat Service Account - Authorization Status]** in the management console to revoke the authorization.

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