

A credit card can only be updated during the checkout process of an enrollment, event or horse animal validation. Authorize.net and 4HOnline are two separate pieces to credit card processing.

AUTHORIZE.NET	4HONLINE
Authorize.net is the processor used by Texas A&M Agrilife Extension. The credit card processor is the middleman between the credit card company and 4HOnline which is who is taking the payment.	4HOnline does not have access and will not store complete credit card numbers. 4HOnline does not process payments. This is why a credit card processor must be used to process payments.

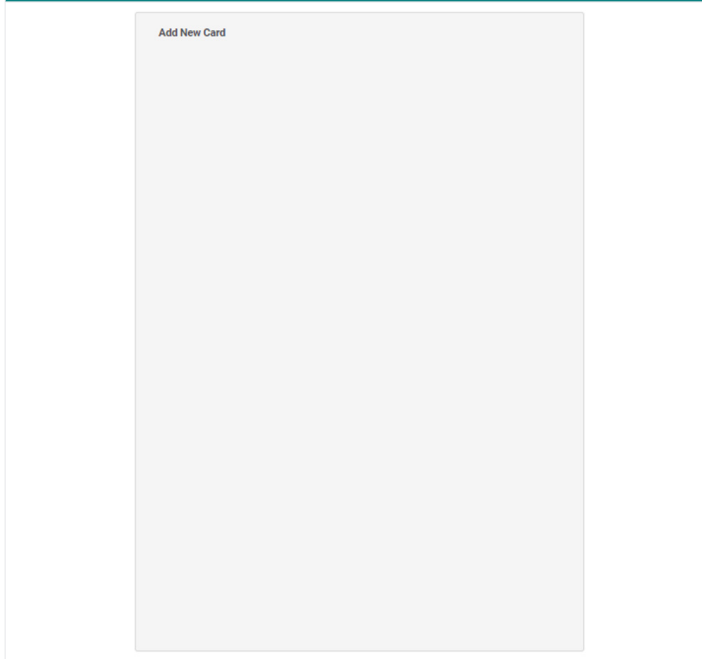
The Authorize.net processor can sometimes cause issues with users of 4HOnline. This happens on computers and devices displaying the payment entry screen properly.

TIPS FOR AUTHORIZE.NET PAYMENT SCREEN SUCCESS

We are sorry you are having issues on the authorize.net payment screen in 4HOnline. Computers and browsers are all different so we hope one of these tips work for you.

- 1 The expiration date is not needed so the processor records it as 9999 initially. This will not effect the payment processing.
- 2 Chrome, Mozilla and Edge are the recommended browsers. If one browser is not working try a different recommended browser.
- 3 Refresh or reload the payment screen and go back through each screen to try again. (google the browser for instructions)
- 4 Sign out, clear the cache and cookies of the browser. (google the browser for instructions)
- 5 Close all of the browser tabs and restart the browser completely.
- 6 Reboot your computer or device.
- 7 Switch from your smart phone/device to a computer or switch from your computer to a smart phone/device.
- 8 Adjust the popup blockers and security settings to allow the screen to display correctly. (google the browser for instructions)
- 9 Certain firewalls can cause the payment screen to function improperly. There are firewall issues using computers at work locations especially in the ISDs and certain companies. If your device blocks Authorize.net there is nothing that can be done with 4HOnline to get it to work.
- 10 If a credit card is removed and added too many times then Authorize.net will display a duplicate credit card payment profile message. The credit card only needs to be added one time so it can be used for future purchases. The credit card will need to be removed from Authorize.net and 4HOnline. 4HOnline access is only granted to the family to remove the credit card profile. Authorize.net removals are done by the State 4-H office. Submit a request online and allow 2 business days for completion. Form: <https://fs4.formsite.com/state4h/ujta4gtcu1/index.html?1610732211217>
- 11 Visit with the local county extension office to make plans to use their computer if needed.

PAYMENT SCREEN WITH BROWSER ISSUES



PAYMENT SCREEN WITHOUT BROWSER ISSUES

