

A credit card can only be updated during the checkout process of an horse validation, enrollment or event. Authorize.net and 4HOnline are two separate pieces to credit card processing. Authorize.net is the processor used by Texas A&M Agrilife Extension. 4HOnline does not have access and will not store credit card numbers. The Authorize.net processor can sometimes cause issues with computers and devices displaying the payment entry screen properly.

## PAYMENT SCREEN WITHOUT BROWSER ISSUES

## PAYMENT SCREEN WITH BROWSER ISSUES

Add New Card

Card Number \*

Exp. Date \*

Card Code

Billing Address

First Name

Last Name

Country  
USA

Zip

Street Address

City

State

Phone Number

Company

SAVE Cancel

Add New Card

## CREDIT CARD TIPS FOR PAYMENT SCREEN SUCCESS

- Chrome, Mozilla and Edge are successful on the payment screen. If one browser is not working try a different one.
- Refresh or reload the payment screen and go back through the screens to try again. (google the browser for instructions)
- Close all tabs and restart the browser and also the computer or device.
- Sign out, clear the cache and cookies of the browser. (google the browser for instructions)
- Adjust the popup blockers and security settings to allow the screen to display (google the browser for instructions)
- Certain firewalls can cause the payment screens to function improperly. There are firewall issues using computers at work locations especially in the ISDs and certain companies.
- The credit card expiration date is not needed by the processor so the system records it as 9999 initially. This is not an issue with the payment processing.
- If there is a duplicate credit card profile error it can only be cleared out by the State 4-H Office. [Click here to submit a form](#) and allow 2 business days for it to be cleared. This can occur when the credit card has been put in and out of the processor too many times. The credit card only needs to be added one time so it can be used for future purchases.

We are sorry you are having issues on the payment screen. Computers and browsers are all different so we hope one of these fixes work for you. Visit with the local county extension office to make plans to use their computer if needed.