

## TEXAS 4HONLINE FAMILY GUIDE FAMILY ACCOUNT CREDIT CARD PROFILES Video: https://youtu.be/wHdj20ncbBg



The credit card screen allows the family to view and remove credit cards already added to the credit card profile. A credit card can only be updated during the checkout process of a 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.

## INSTRUCTIONS TO BE FOLLOWED FROM A FAMILY LOGIN AND NOT A MANAGER LOGIN

• Click the Credit Card link in the navigation pane on the left side of the screen.

Ctrack Conline	
Member List	
Family	0.111
Credit Cards	Smith
	4hevents@ag.tamu.edu

• Click the credit card to view from the list that is displayed on the screen.

Credit Cards			
Card Type	Date Added	Card Number	Name On Card
VISA	4/19/2021	XXXXXXXXX	MANXAXAN

• Click the red Delete button to break the link between 4HOnline and the authorize.net credit card processor. Once this is done it cannot be undone. Click the Cancel button to close the screen.

Cred	lit Cards				
Card Type	Credit Card			×	Na Mis
		Card Holder Name	MXXXXXXX		
		Туре	VISA		
		Expiration Date	9999-01-01T00:00:00		
		Account Number	4 <b>XXXXXXXXXXX</b>		
			Cancel Delete		

## **IMPORTANT:**

- The credit card expiration date is not needed by Authorize.net (the processor) so the system records it as 9999(or similar #) initially. This is not an issue with a payment processing properly.
- Removing a credit card from this area might cause a duplicated card error when adding that credit card back. This is rare but
  if it occurs it can only be cleared out by the State 4-H Office. <u>Click here to submit a form</u> and allow 2 business days for it to be
  cleared.