

Possible Reasons for Payment failure

Candidates are advised that problems may arise when making payment of Registration Fee online.

The most common are the following:

1. User Authentication Error – Submitting incorrect authentication details like OTP or Incorrect Pin or Card number. **Please ensure you verify the stated information before moving ahead.**
2. Whether card is VISA or MasterCard- Payment may be declined if this information is asked for and you fail to indicate whether your card is Visa or MasterCard. So please ensure that you give this **information** when asked during the transaction.
3. Browser Issues- Some anti-virus or firewall software can affect your card payment. Please make sure that any antivirus or firewall software that you have installed will allow pop ups
4. Network issues-Poor internet connection. Use a fast internet connection for your online transaction.
5. User behaviour-User making wrong clicks on the browser button, or refreshing the page in terms of delay in processing. The payment page strongly advises you against doing so.
6. Please use your laptop or desktop and not your mobile phone while making online transaction.
7. Lastly if your transactions repeatedly fail at a particular time choose a different time to attempt the transfer.
8. If you are still unsuccessful in making payment please contact Ms. Tasneem Fatima/Mr. Gorakh Sharma on 011 2604 8848 Ext. 255