

Have You Had Difficulties Using Paypal When Registering for a Meeting? - Marlene Dotterer

You registered for our meeting, paid with Paypal, submitted the form, and received a confirmation email from us. Then you get to the meeting and find out your payment didn't go through and you need to pay at the door.

What's going on?

Or...

You fill out the form, choose PayPal and submit the form, but you aren't taken to PayPal. You are taken back to our home page and later you receive a confirmation of your registration.

Are you registered or not?

Or...

You fill out the form, choose PayPal and submit the form. You are taken to PayPal but you don't see the option to pay using your own card. You don't have a PayPal account, so how can you pay?

Why can't you add your own card number?

First, let me explain about the confirmations you get, even if the payment didn't work. The confirmations are sent automatically by the form program as soon as you submit the form. It only means we have your reservation.

If we catch the error, we'll contact you. But we may not catch it in time. Another way you can know if your payment did not go through, is to look for PayPal's confirmation telling you the payment has been made. **If you do not receive that notification, then your payment did not through.**

While these things happen to just a few of our members or guests, we wanted to know the answers, too. Was there something wrong with our PayPal code? So, I opened a support ticket with PayPal to find out what was wrong. We ran several tests, and they checked the code, related to our PayPal Checkout system. None of our tests were able to recreate the errors. The results are that the registration/payment system on our end is working as it should.

Well, darn. It would be easier to find a problem that the technical people could fix!

The technician working with me understood that this makes things difficult for our members. He offered a few things to try if you are having trouble using our PayPal option. I have listed his suggestions below. But first, **here is a tip from one of our members who helped with testing:**

"The 'culprit' turned out to be a faulty modem, which ATT came out and replaced recently. So far, so good. We've not had any further trouble or issues with the new modem."

In my experience, internet companies rarely tell you it's time for an upgrade. You need to call them.

PayPal's Suggestions

If you are not being brought to PayPal after submitting the registration form:

1. Clear your internet browser's cache and cookies
2. Accept PayPal's website cookies if you haven't done so
3. Switch to a different internet browser
4. Restart your device and try again
5. Make sure your device is upgraded to the latest version, if applicable
6. Try using a different device

If you are taken to PayPal but cannot find where to enter your credit/debit card number:

Note: In all our tests, we were able to see the field for entering your credit card number.

1. If you cannot see this field, try the steps above, with special attention to accepting PayPal's cookies. If you haven't done that yet, then there will be a box on the screen asking you to accept the cookies. It's possible this box is covering the field.
2. Try scrolling down in the PayPal screen.

If you cannot find the field for your card number, please take a screen shot (or just take a picture of your screen) and send it to me at <mailto:webmaster@cwcmtdiablo.org>. It will help me to see what you are seeing. Maybe I can help you further.

- **Marlene Dotterer.**
Webmaster and Online Systems Chair.