The instructions below have more detail than the ones provided by TouchNet. If you are still unable to process your payment after using these settings or after you have tried to pay using another device/browser, please let me know.

Note: 1) Students using Chrome are currently experiencing issues making online payments, <u>please use another browser</u> until the issue is resolved. 2) Apple iPads currently are not compatible with processing payments online through our credit card processing company, TouchNet.

Follow the five steps below:

1) Completely close out all open browsers.

2) Open a new browsing window.

3) Clear your internet and browsing history (cache).

4) Select your device from the following choices and follow corresponding instructions:

Apple/Mac, Safari
a) Safari > Preferences > Privacy
Prevent cross-site tracking = disable (uncheck box)
Block all cookies = disable (uncheck box)

Apple/iPhone, Safari
a) Settings > Safari
Block Pop-ups = disable (left position)
Prevent Cross-Site Tracking = disable (left position)
Block All Cookies = disable (left position)

Misc. Device, Chrome - **Students using Chrome are currently experiencing issues making online payments, <u>please use another browser</u> until the issue is resolved.**
a) Settings >Privacy and security > Cookies and other site data
Allow all cookies = enable/select (check button)
Send a "Do Not Track" request with your browsing traffic = disable (move button to left position)

b) Settings >Privacy and security > Security
Under Safe Browsing:
Standard Protection = enable/select (check button)

c) Settings >Privacy and security > Site Settings
Under Pop-ups and redirects:
Blocked (recommended) = enable (move button to right position) and then description will change to "Allowed"

5) Restore your settings to the initial configuration when done with the payment process.