

Troubleshooting Payment Errors through MyMohawk

1. Account Log Out

- **Issue:** When logged into MyMohawk, selecting the Pay Online link results in a "successful log out" action occurring.
- **Action:** contact Mohawk College IT Helpdesk to inform them of the issue and have your account reset. Their contact information is listed here:
<https://www.mohawkcollege.ca/information-technology-services/contact-information-technology-services>

2. Credit Card Not Accepted

Error message received in web browser:

Your payment was not processed successfully

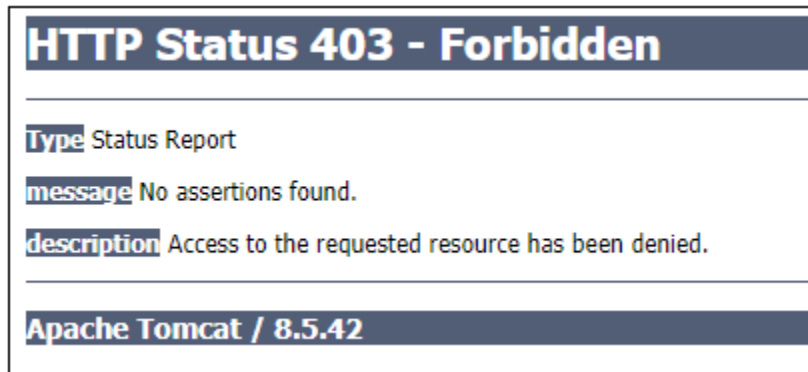
The message from the payment processor is: Transaction has been declined

To Try again please, [click here](#).

How to Troubleshoot:

- Check that the address and credit card information entered on the checkout page matches the address held on file with your bank
- Check if you have a daily spend/transaction limit with your bank
- Call your bank to determine if your payment is being declined

3. When "Pay Online" link is opened a Status 403- Forbidden message is received:



This is usually caused by clicking the back arrow during a payment session and trying go forward again. This causes the web browser to send an invalid request which causes the 403 error.

How to Troubleshoot:

1. Try using a different web browser
2. Clear the cookies and cached images within the affected browser
3. Open the "Pay Online" link in a private window or incognito window using any web browser- you will be asked to sign in again and then be able to complete your payment