Registration Troubleshooting Guide

Are you having trouble registering for the term? Here are some troubleshooting tips to help you.

Tip: Throughout the registration process, when you are filling out your form, if it autofills, check to make sure that all information is correct and filled in the proper field.

Registration Form

1. Have all fields been filled out correctly? If you click on the "Go to Checkout" button and it doesn't take you to the next page, you may not have filled in some mandatory fields or filled them in incorrectly. If this is the case, you will see a red outline or straight line on the field that needs attention. See fig. 1 below.
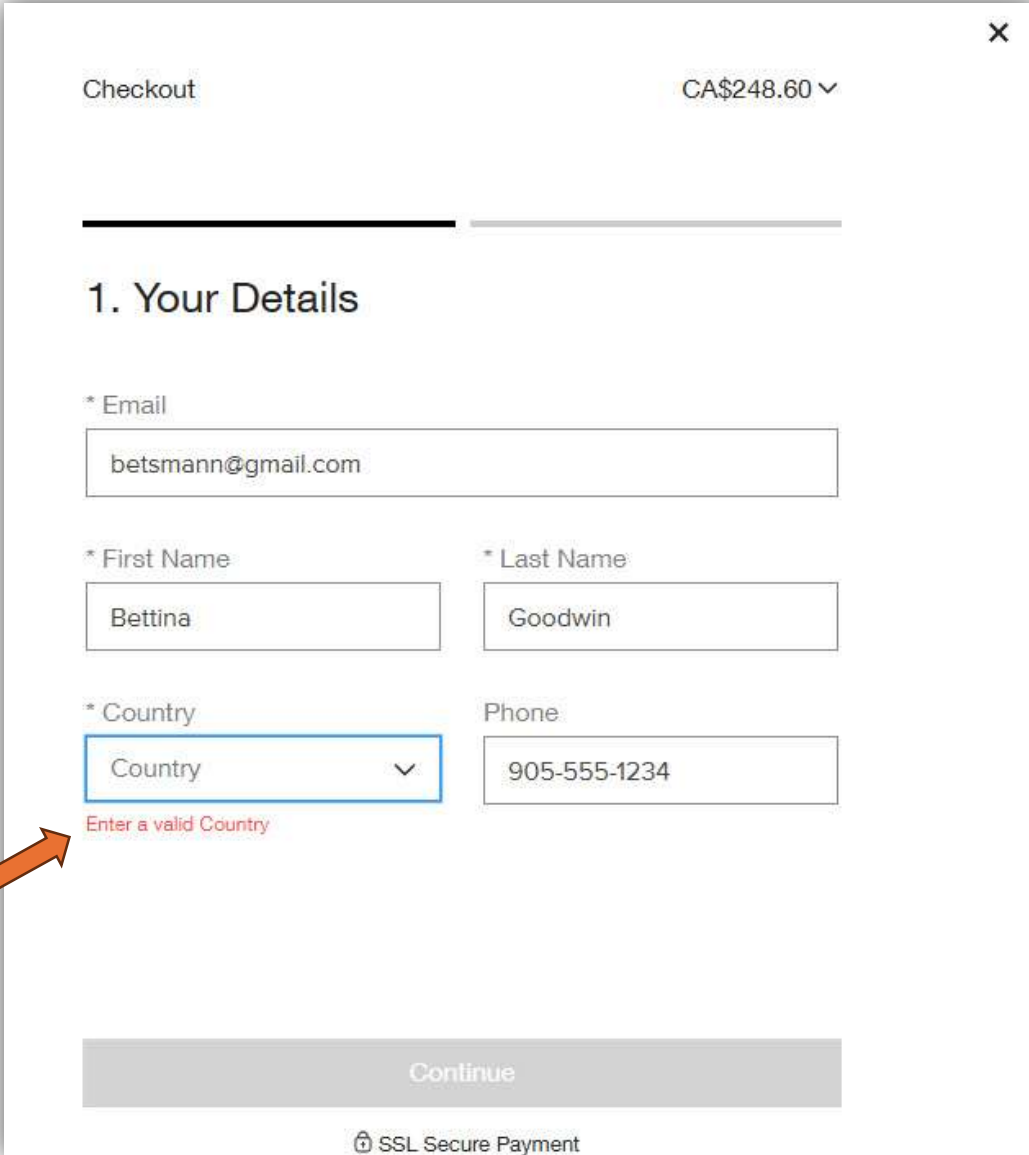

Figure 1

Once all fields are correctly filled in you can select "Go To Checkout".

Checkout Page

1. If the "Continue" button is greyed out it means you have not filled all the fields in correctly. If it autofills make sure the information is all correct. If there is any information missing, you will see a red note telling you what to do beneath the field that needs attention. See figure 2.

Figure 2

Payment Details Page

1. If the Pay Now button is greyed out or is not showing, make sure you have scrolled down to see and fill in all the information. It must be complete before the Pay Now button is active. See Figure 3 and Figure 4 below to see all the information required.

Figure 3

✕

< Back   CA$248.60 ⌄

MM/YY   3-4 digits   123

Cardholder name

Enter full name

Address

City

State

⌄

Zip / Postal Code

Pay Now

🔒 SSL Secure Payment

Figure 4

Other things to check:

1. What browser are you using? If it's not working on the current browser try switching to a different browser. i.e. if you're using Google Chrome, try Firefox or Microsoft Edge.

2. What device are you using? If it's not working on the current device, try switching to another device. i.e. if you are using your phone, try using your PC or Mac.

3. Has your credit card expired?

4. Does your card have a CVV number?

5. What type of card are you using. If it's not working, can you try another card?