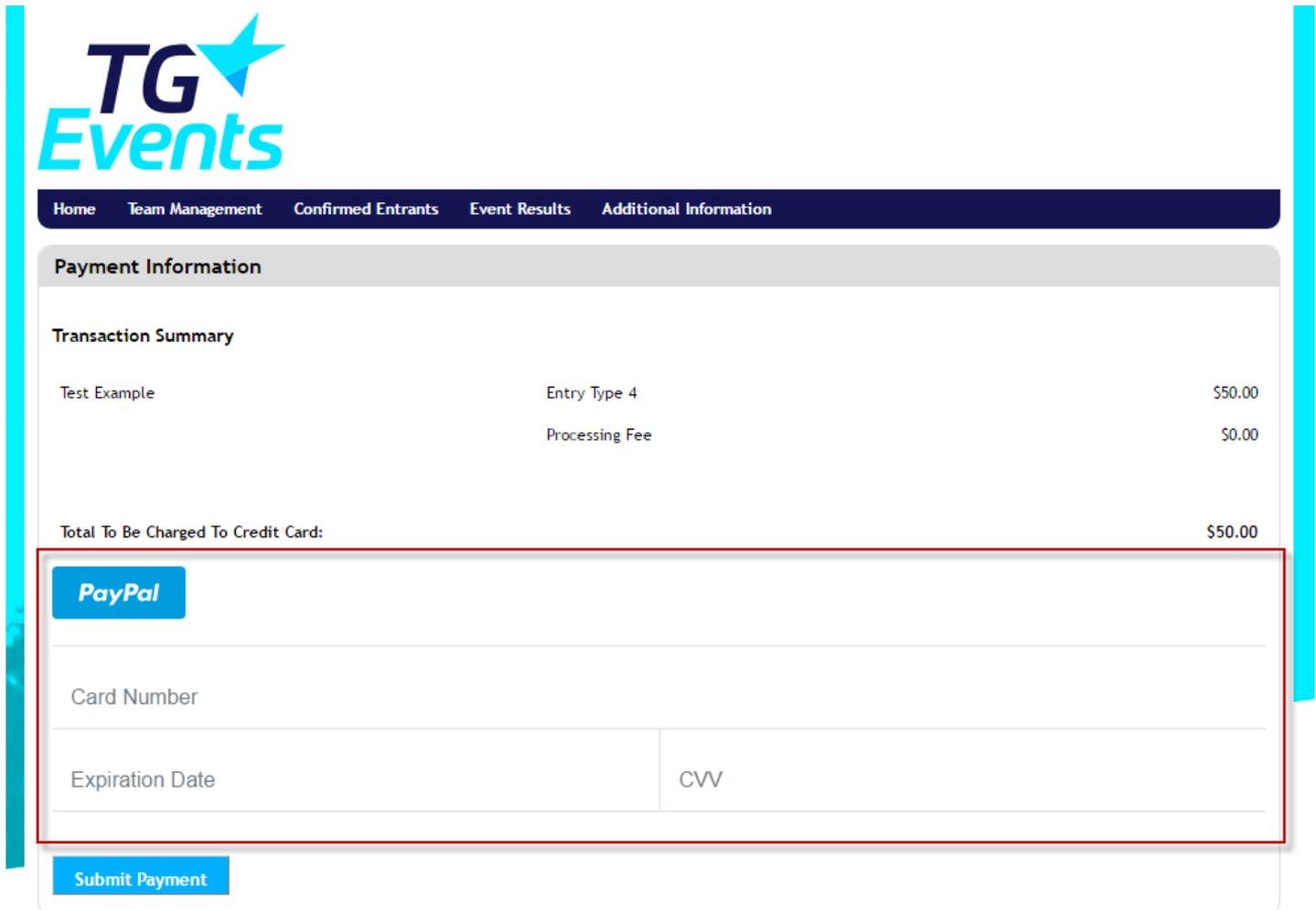


Entrants cannot enter card details

Last Modified on 25/10/2016 5:05 pm AEDT

In some cases your entrants will not be able to see the section where they should enter their credit card details as shown below



The screenshot shows the TG Events website interface. At the top left is the TG Events logo. A dark blue navigation bar contains the following links: Home, Team Management, Confirmed Entrants, Event Results, and Additional Information. Below this is a section titled "Payment Information". Underneath, there is a "Transaction Summary" table:

Transaction Summary		
Test Example	Entry Type 4	\$50.00
	Processing Fee	\$0.00
Total To Be Charged To Credit Card:		\$50.00

Below the table is a red-bordered box containing a "PayPal" button, a "Card Number" input field, an "Expiration Date" input field, and a "CW" input field. At the bottom of this box is a "Submit Payment" button.

This is usually due to the browser or software enabled on their computer

The payment details box is an iframe which can only be seen when an up to date version of Java is active on the browser. This often affects people using the below browsers to register

- Internet Explorer
- Moxilla Firefox

In order to fix this your entrant will need to do one of the below

1. Update their already enabled Java script so that it is running the most up to date version
2. Download Java for their browser, ensuring it is the latest version available

3. Switch to Google Chrome as the required software is built into the browser itself

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