

Internet Payments

Known problems



Redcar and Cleveland Borough Council operates an internet payment facility for customers with debit or credit cards. There are two routes. The main payments page allows customers to select what they are paying for, and the amount they wish to pay. There is also a short-cut version used by the Central Government Planning Portal and the Council's own Parking Portal. This enables customers to make payments for a pre-determined purpose and amount.

Both of these routes use the same back-office card validation system, and both of them usually work smoothly and provide a 24/7 service to our customers.

There are occasions when the service fails to work properly. There is a list below of problems some customers have experienced, together with solutions.

AOL browser unable to access secure web addresses

Some users of AOL have found that the default configuration of the browser does not allow it to access secure web pages. (Secure pages have an address that starts **https** instead of **http**.) Such users cannot access the Council's payments pages. This is *not* a problem with the Council's web site, but a common problem affecting access to all secure web pages from a particular browser.

Solution

The Council is not responsible for AOL software, but it is aware that some AOL users have found that the following procedure solves the problem.

- Start AOL
- Press Ctl-K to bring up the **Keywords** box
- Enter keyword **securefix** and click on **Go**
- You should see a message like **Your settings have been adjusted. Please restart AOL.**
- Restart AOL and try the payments page again.

If this does not solve the problem, we suggest you contact AOL Customer Support for further advice.

Card Type not accepted

The Council can accept Debit and Credit card payments from most common card providers. However, there are some card types which cannot be used to make payments through the Council's systems. They include American Express and Diner's Club cards.

Solution

Use a different type of card.

Card Type not valid for internet payments

Some card providers limit certain cards to making **customer present** payments only. This means that the card cannot be used for internet payments. Some Visa Electron cards have this limitation.

Solution

Use a different type of card.

Card blocked from making payments to Council

Some commercial 'purchasing card' schemes prevent the card from being used to pay certain types of supplier. It is possible that a card may be blocked from making payments to the Council.

Solution

Check with your card supplier.

Invalid Card Number

A card number has 16 or 19 digits. Although it is printed on most cards with the figures grouped in fours, the spaces between are not part of the card number.

Solution

Type correct card number without spaces or punctuation.

Missing Start Date or Issue Number

Not all cards have a Start Date or an Issue Number

Solution

Miss out whichever information does not appear on the card. The validation process will not require it.

But none of these suggestions applies to my problem...?

If none of these suggestions helps to resolve your problem, it would help us to investigate further if you would email the following information to cardpayments@redcar-cleveland.gov.uk :

Which browser are you using?

Internet Explorer, AOL, Firefox etc? and which version are you using?

How did you reach the payment page?

Did you use the general payments page on the website; did you use another Council service such as the Parking Portal; or did you come via another website such as the Government's Planning Portal?

Which web page is giving you an error?

We need to know what appears in the address bar of your browser; it will usually start **http://** or **https://**.

What is the error message?

The message may be part of the main web page, or appear in a separate window.

When did the error occur?

The date and time that an attempt to pay failed. If you use the time from your computer, please check that it is accurate to within a minute or two.

(If you have the ability, you can answer some of these questions by sending us a screenshot of your browser with the error displayed. However, you should NOT do this if your credit/debit card number is displayed on that page.)