

Payment processing and enrollment errors can often be resolved by adjusting your browser, device or operating systems settings. You can also check to make sure you are using a Credit Card Accepted by Fusion.

Common errors include:

- An error message that states "An Unknown Error Occurred" while trying to process a payment.
- Continuous spinning wheel when trying to process a payment.
- Unable to add a credit card to the client record/Nothing happens when you click the Manage Payment Methods or Add Payment Method buttons.

Tips and Tricks

- Use Google Chrome
- Disable Browser pop-up blockers
- If you are using an iPhone, iPad or Mac, your settings should allow cross-site tracking and cookies.



Enable Payment Processing with Chrome

Chrome is the recommended browser for Therapy Brands Pay & Stripe. NOTE: Microsoft Edge is not a supported Therapy Brands Pay & Stripe browser.

Allow Cookies or Allow Cookies on Trusted Websites:

Step 1:

Click the Customize and Control icon (Three Dots) at the top right. Select Settings.

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Step 2:

Enter Cookies in the Search field. Select Third-Party Cookies.





Enable Payment Processing with Chrome

Step 3:

You can either allow third-party cookies, or add TheraNest.com and other Therapy Brands Pay websites as trusted sites and allow third-party cookies on trusted sites. Allow third-party cookies: Select Allow Third-Party cookies in the Default Behavior section.

	Defa	ult beh	avior							
	Sites	autom	omatically follow this setting when you visit them							
\rightarrow	0	Allow	third-party cookies	^						
		٩	Sites can use cookies to improve your browsing experience, for example, to keep you signed to remember items in your shopping cart	l in or						
		٩	Sites can use cookies to see your browsing activity across different sites, for example, to personalize ads							
	°	Block	third-party cookies in Incognito mode	Ť.						

Step 4:

Add TheraNest.com as a trusted site and allow third-party cookies on trusted sites: Click the Add button next to Allowed to Use Third-Party Cookies in the Customized Behaviors section, then enter Theranest.com in the site field and click the Add button. Click the Add button again to add therahub.io and other Therapy Brands Pay websites, such as your client portal link for self-pay (for example, username.theranest.com).



No sites added



Enable Payment Processing with Chrome

Step 5:

Allow Pop-Ups or Allow Pop-Ups on Trusted Websites: Click the Customize and Control icon (Three Dots) at the top right. Select Settings.



Step 6:

Enter Pop-Ups in the Search field.

Select Site Settings.

Pop-Ups	•
and security	
Clear browsing data Clear history, cookies, cache, and more	,
Third-party cookies Third-party cookies are blocked	•
Ad privacy Customize the info used by sites to show you ads	•
Security Safe Browsing (protection from dangerous sites) and other security settings	•
Site settings Controls what information sites can use and show (location, camera, pop-ups, and more)	,
	Pop-Ups and security Clear browsing data Clear history, cookies, cache, and more Third-party cookies Third-party cookies are blocked Ad privacy Customize the info used by sites to show you ads Security Safe Browsing (protection from dangerous sites) and other security settings Site settings Controls what information sites can use and show (location, camera, pop-ups, and more)



Enable Payment Processing with Chrome



You can either allow pop-ups, or add TheraNest.com and other Therapy Brands Pay websites as trusted sites and allow pop-ups on trusted sites.

Allow third-party pop ups: Select Sites Can Send Pop-Ups and Use Redirects in the Default Behavior section.

Default behavior

Sites automatically follow this setting when you visit them



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Sites can send pop-ups and use redirects

Don't allow sites to send pop-ups or use redirects



Enable Payment Processing with Chrome

Add TheraNest.com as a trusted site and allow pop-ups on trusted sites:

Click the Add button next to Allowed to Send Pop-Ups and Use Redirects in the Customized behaviors section, then enter Theranest.com in the site field and click the Add button. Click the Add button again to add therahub.io and other Therapy Brands Pay websites, such as your client portal link for self-pay (for example, username.theranest.com).

Customized behaviors Sites listed below follow a custom setting instead of the default	↓
Not allowed to send pop-ups or use redirects	Add
No sites added	
Add a site	
Site Theranest.com	
Cancel Add	←



Enable Payment Processing on iPhone & iPad and Mac

To enable payment processing on your iPhone or iPad

Go to your Settings > Safari and toggle off Prevent Cross-Site Tracking and Block All Cookies.

	Settings	Safari
A,	iTunes & App Store	About Safari Search & Privacy
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M	Voice Memos	Blouk Pop-uurs
	Messages	PRIVACY & SECURITY
	FaceTime	Prevent Cross-Site Tracking
6	Maps	Block All Cookies
	Measure	Fraudulent Website Warning
0	Safari	Motion & Orientation Access

Enable Payment Processing on Mac

To enable payment processing with Therapy Brands Pay & Stripe on your Mac, choose Safari > Preferences, click Privacy, then uncheck Prevent Cross-Site Tracking and Block All Cookies.

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Your IP address can be used to determine personal information, like your location. To protect this information, Safari can hide your IP address from known trackers. Learn more									
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