

# TROUBLE SHOOT PAYMENT PROCESSING



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.

# TROUBLE SHOOT PAYMENT PROCESSING



## Enable Payment Processing with Chrome

Chrome is the recommended browser for Therapy Brands Pay & Stripe.

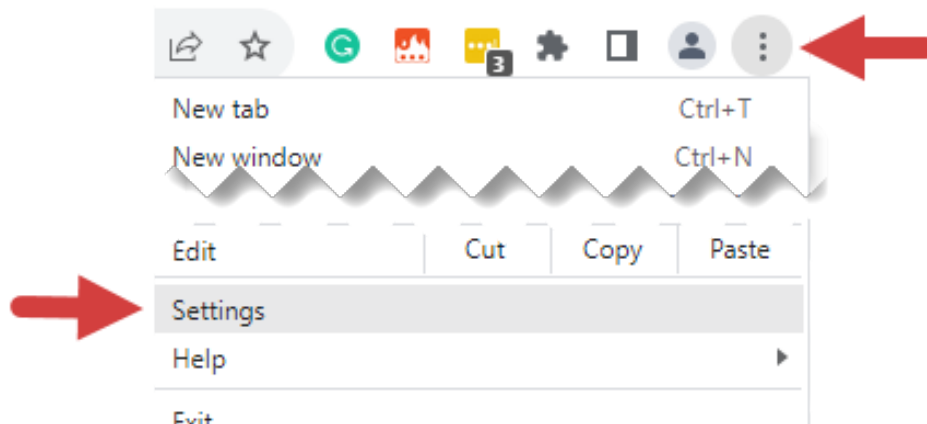
NOTE: Microsoft Edge is not a supported Therapy Brands Pay & Stripe browser.

Allow Cookies or Allow Cookies on Trusted Websites:

### Step 1:

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

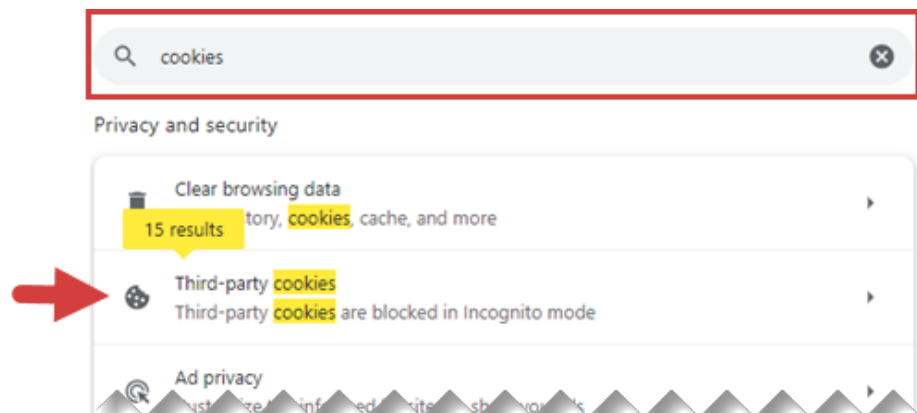
Select Settings.



### Step 2:

Enter Cookies in the Search field.

Select Third-Party Cookies.



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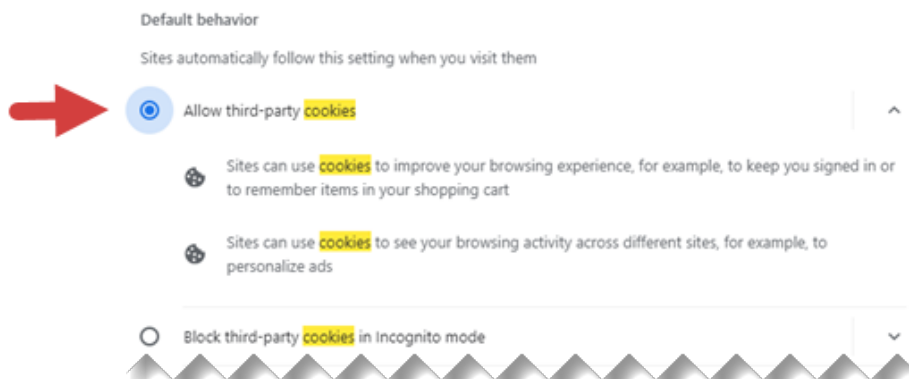


## Enable Payment Processing with Chrome

### 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.



### Step 4:

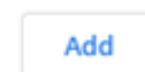
Add TheraNest.com as a trusted site and allow third-party cookies on trusted sites: Click the Add button next to Allowed to Use Third-Party Cookies in the Customized Behaviors section, then enter Theranest.com in the site field and click the Add button. Click the Add button again to add therahub.io and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

#### Customized behaviors

Sites listed below follow a custom setting instead of the default

Allowed to use third-party cookies

No sites added



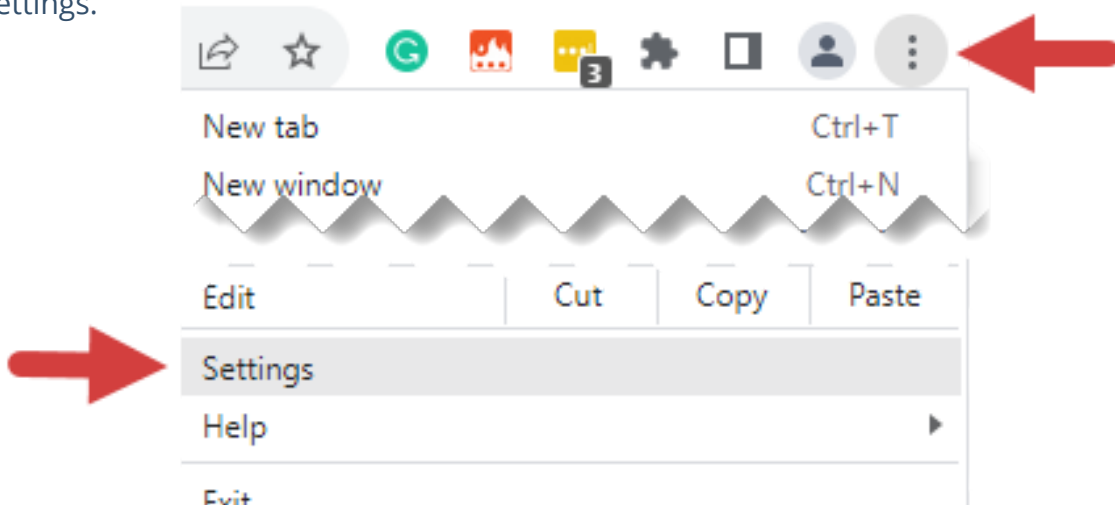
# TROUBLE SHOOT PAYMENT PROCESSING



## Enable Payment Processing with Chrome

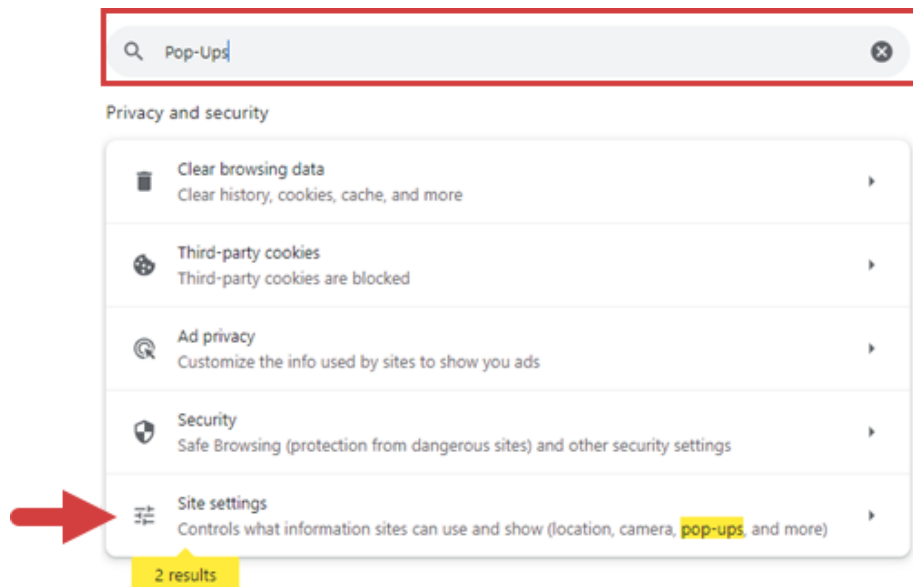
### Step 5:

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.

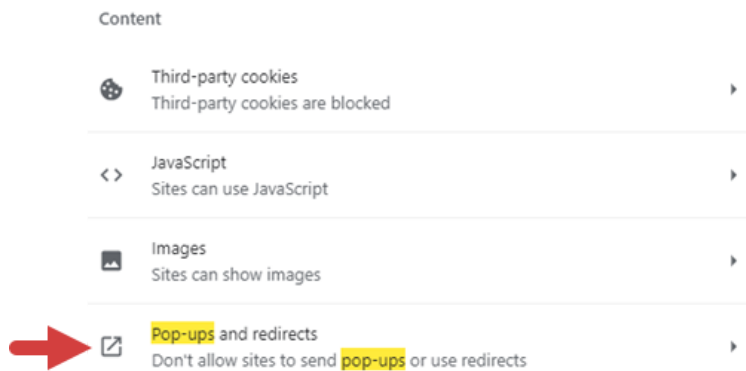


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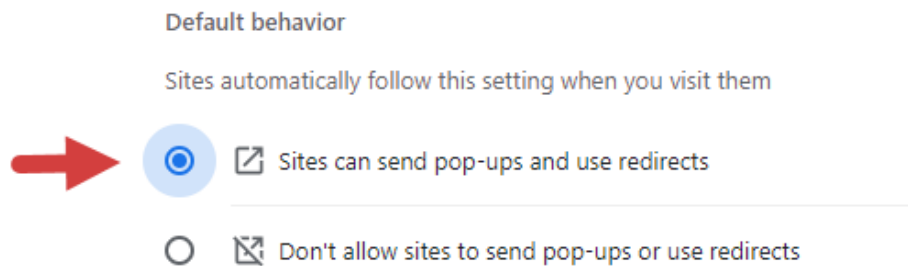
## Enable Payment Processing with Chrome

Select Pop-Ups and Redirects.



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.



# TROUBLE SHOOT PAYMENT PROCESSING



## 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

No sites added



Add

Add a site

Site

Theranest.com

Cancel

Add



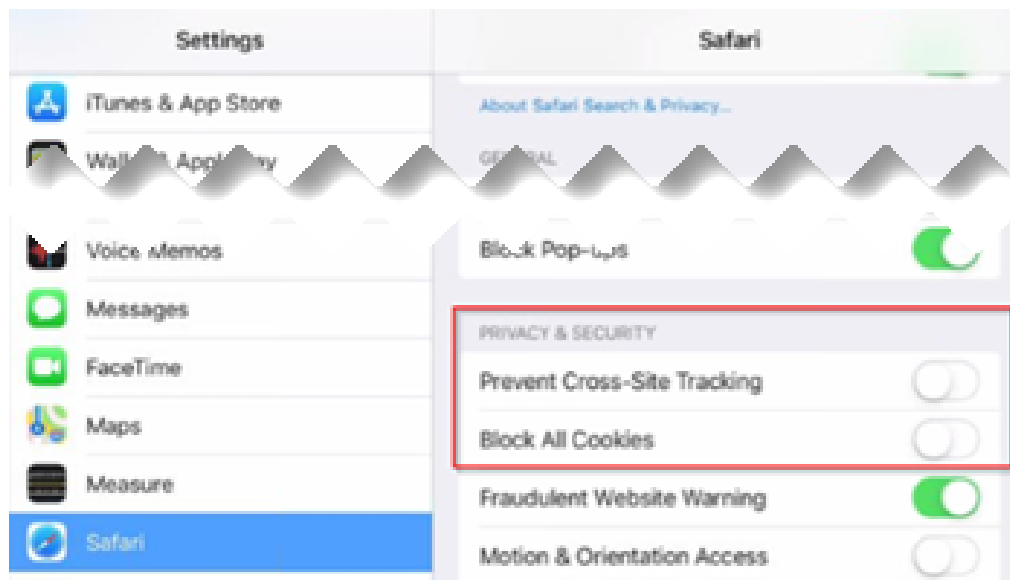
# TROUBLE SHOOT PAYMENT PROCESSING



## 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.



### 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.

