

**WEB PAYMENTS FREQUENTLY ASKED QUESTIONS (FAQs)**

- 1. I have not seen a “WEB Payments System” reference or link on the Goldsmiths Internet HOME page.**

As at 12<sup>th</sup> November 2010, the AGRESSO WEB payments system has been running as a “Pilot”. Therefore, the availability of the system has not been given wide publicity outside the College. To date the system has been performing as expected. Therefore, we will soon convert the “Pilot” to a fully LIVE system and advertise its availability on the “Public facing” Goldsmiths home page.

- 2. May I use the “Pilot WEB Payments System” to make payments to the College?**

Yes. You can use the “Pilot” system to make payments to Goldsmiths for your “Tuition Fees” and your “Accommodation Fees”. Payments can be made from your Credit or Debit Card. To access the system please go to the following URL:

<https://payments.goldsmiths.ac.uk/webpayments/Logon.aspx>

- 3. I have not received the email confirming my registration, or the receipt email confirming that payment has been successfully processed?**

The system uses the email address entered when you register, and the email address entered by the Card Holder when inputting the Payment Card Holder details. If either of these emails is incorrect then emails will not be delivered by the system and they will get “bounced back” to us. Please check that the correct email addresses have been entered. If you experience a problem, please send an email with the details and the correct email address to the system administrator at [epaygs@gold.ac.uk](mailto:epaygs@gold.ac.uk).

- 4. What do the terms “Verified By Visa” and “MasterCard Secure Code” mean?**

These terms (sometimes referred to as “3D Secure”) refer to an extra password that will be requested when using your card over the internet. The system reduces the chances of the unauthorised use of your card by someone who is not the card holder. You register with your Card Issuing Bank to use the extra password code and that password will only be known between you and your Card Issuing Bank. Further information can be found at:

[http://www.visaeurope.com/en/cardholders/verified\\_by\\_visa.aspx](http://www.visaeurope.com/en/cardholders/verified_by_visa.aspx)

<http://www.mastercard.com/uk/personal/en/cardholderservices/securecode/index.html>

**5. At the last point my card details get rejected. Why?**

Card details can be rejected for a variety of reasons. We recommend that you contact the Bank that issued your card to clarify the precise reason in your case. Some examples of why details are rejected are:

- The reply entered to the “Verified By Visa” or “MasterCard Secure” screen was incorrect.
- The payment amount may have exceeded a monetary limit on your card for one payment, or a group of payments in total on any one day.
- The system may think your payment looks like “unusual activity” and it is being refused as a precaution, in case your card is being used by an unauthorised user.
- The payment is causing your card to go over the “Card’s Limit”.

**6. Why do I need to enter my “Date of Birth” when registering to use the Web Payments System?**

The system uses your “Date of Birth” in addition to other information entered to check which debts to present on screen.

**7. Are my card details stored on the Goldsmiths Servers?**

No, not even in encrypted form.

**8. Is the WEB Payments On-line system secure?**

We take security seriously and have tried to make sure that the system is secure and you can use the system with confidence.

When you log onto the system, your PC should connect to our servers via secure “https” links. Note: You should see the URL starts with the “https” reference and at the end there should be a “closed padlock image”.

Your card details are NOT stored on our servers. Our enquiry screens do not supply the full card number to us. Traffic across the link is encrypted.

**9. A payment made has not updated against the invoice. Why?**

If you have selected an invoice when paying , then within an hour the outstanding amount on the invoice should have been updated with the payment value.

If you have made a “Payment on Account (POA)”, i.e. not selected an invoice when making payment, then there may be a delay before the invoice is shown on the screen as updated.

All payments that have not been updated against an invoice will be displayed in the lower part of your accounts screen.

If you are concerned that the system is not updating your invoices with payments, please send an email with the details to the system administrator at [epaygs@gold.ac.uk](mailto:epaygs@gold.ac.uk).

## **8. Who can help me with resolving a problem with the WEB Payments System?**

If you experience a problem with using our system, please send an email with the details to the system administrator at [epaygs@gold.ac.uk](mailto:epaygs@gold.ac.uk).