

# **Login and Payment Troubleshooting Guide**

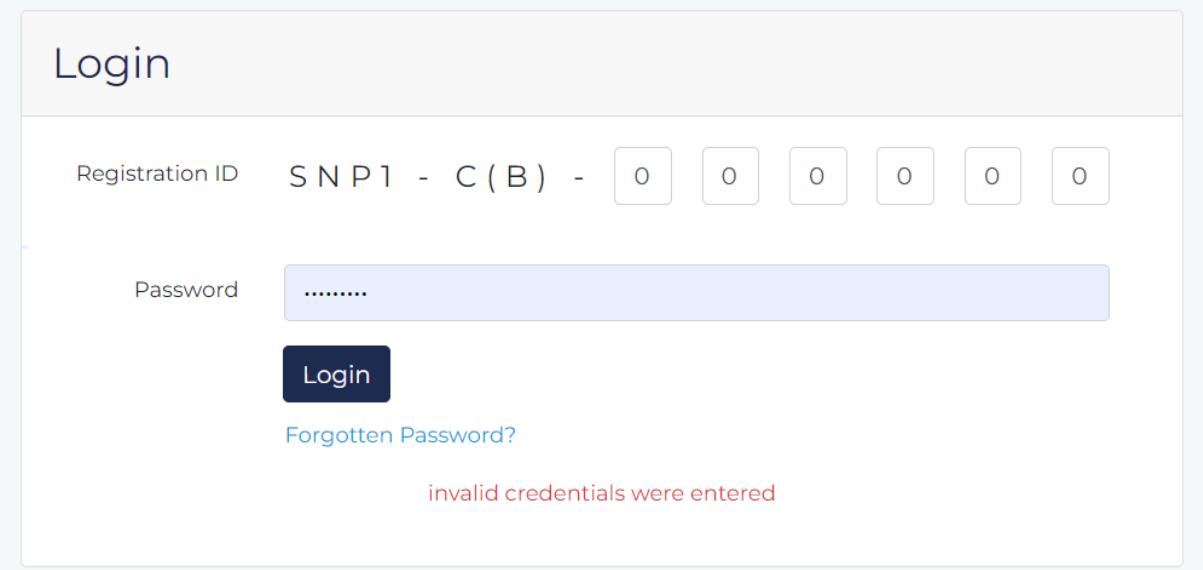
<https://snipefcertification.co.uk/>

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## Login Issues

Invalid credentials were entered

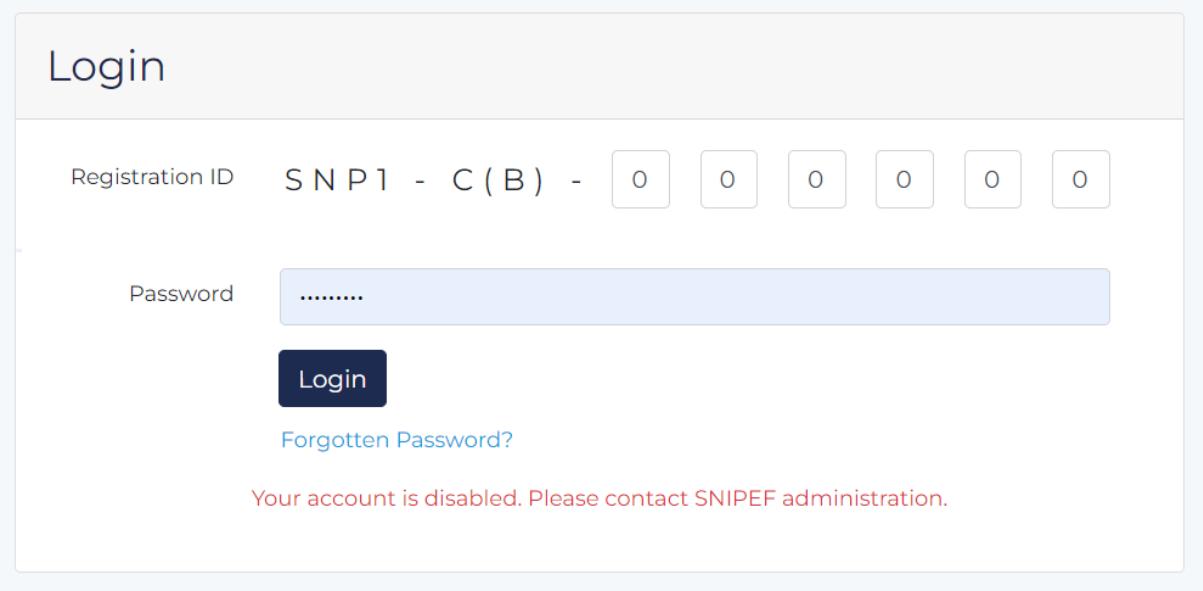


The screenshot shows a 'Login' page with the following fields:

- Registration ID: S N P1 - C ( B ) - 0 0 0 0 0 0
- Password: ..... (represented by four dots)
- Login button
- [Forgotten Password?](#)
- An error message: invalid credentials were entered (displayed in red text)

- Check that the correct registration ID and password are being entered.
- If you have forgotten your **registration ID** (for both the co-ordinator and the certifier/s), you will need to contact the Schemes department.
- If you have forgotten your **password**, click 'Forgotten Password' and follow the prompts to reset your password (please note, the email reset link will be sent from a 'do not reply' address, and may be located in your spam/junk folders). Please also note, that the email address associated with the account can only be used to reset the password. If a different email address is being used, then please contact the Schemes department.

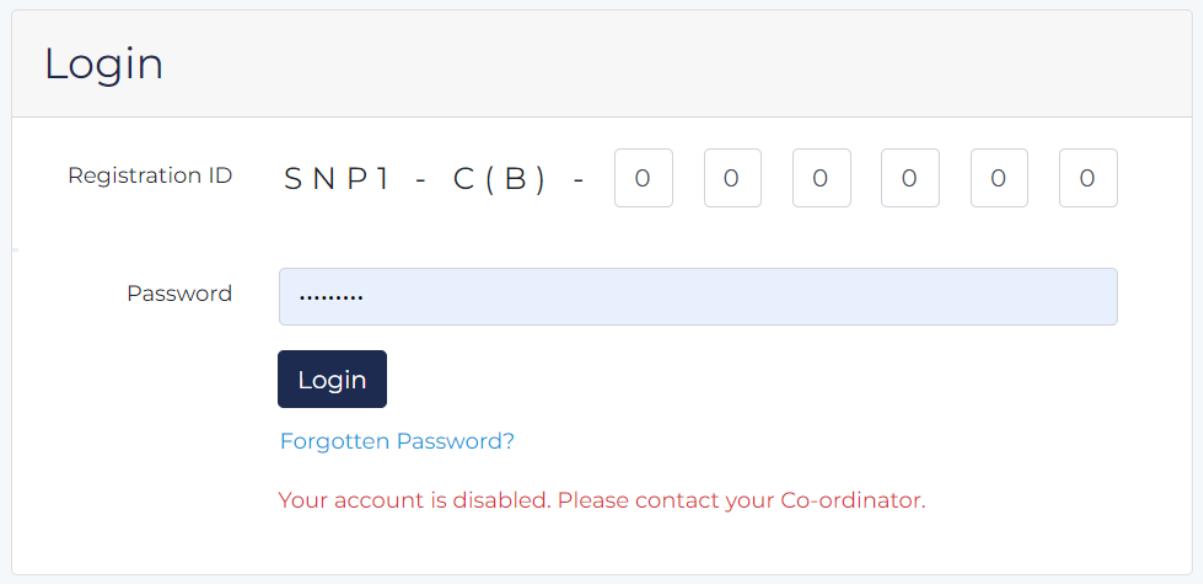
Your account is disabled. Please contact SNIPEF administration



The screenshot shows a 'Login' page with a light gray header. Below it, the registration ID 'S N P1 - C ( B ) -' is displayed, followed by a series of six empty input fields, each containing the number '0'. The 'Password' field is filled with five dots. A dark blue 'Login' button is centered below the password field. To the right of the button is a link 'Forgotten Password?'. At the bottom of the page, a red message reads 'Your account is disabled. Please contact SNIPEF administration.'

- If you receive this error message, please contact the Schemes department.

Your account is disabled. Please contact your Co-ordinator



The screenshot shows a 'Login' page with a light gray header. Below it, the registration ID 'S N P1 - C ( B ) -' is displayed, followed by a series of six empty input fields, each containing the number '0'. The 'Password' field is filled with five dots. A dark blue 'Login' button is centered below the password field. To the right of the button is a link 'Forgotten Password?'. At the bottom of the page, a red message reads 'Your account is disabled. Please contact your Co-ordinator.'

- If you are logging into the **certifier** account, this error message means that the company co-ordinator has disabled your access, and you will need to liaise with this individual to regain access to your account.
- If you are logging into the **co-ordinator** account and this message appears, it means that the company is not currently active or may be suspended with ACCS, and in this case you will need to contact the Schemes department.

We can't find a user with those details

## Reset Password

Enter the Registration ID for the Co-ordinator or Certifier:

Registration ID    S N P1 - C ( B ) -  0  0  0  0  0

Enter the main email address for the Co-ordinator account:

email address  xxx@xxx.com

We can't find a user with those details.

**Submit**

- This error message will appear when attempting to reset your password and will only appear if the registration ID is incorrect, *or*, the email address entered does not match the address on our system that is associated with the account. If you are unable to reset your password using this method, you will need to contact the Schemes department.

## Payment Issues

### Invalid card number

**Order Certificates**

Approved Body's Registered Number:

\* Number of certificates  
(£13 plus VAT each):

Purchase Order Number:

\* Name on Card:

\* Card Details:

Total Cost: £780.00

Please do not press the refresh button after clicking "Pay Now" If you have any difficulties with the ordering of your certificates, please contact the SNIPEF Administrator.

**Pay Now**

Your card number is invalid.

- Confirm card details entered are correct and try again.

## Unable to authenticate payment

**Order Certificates**

Approved Body's Registered Number: SNPI-CB-098888

\* Number of certificates (£13 plus VAT each): 100

Purchase Order Number: test

\* Name on Card: XXXX XXXX

\* Card Details: [REDACTED]

Total Cost: £1560.00

Please do not press the refresh button after clicking "Pay Now" If you have any difficulties with the ordering of your certificates, please contact the SNIPEF Administrator.

**Pay Now**

We are unable to authenticate your payment method. Please choose a different payment method and try again.

- This will occur if you haven't authenticated your payment (either a popup or a mobile notification from your bank requesting approval will usually appear when payment is attempted). You will need to try payment again to trigger the popup.

## Possible reasons for declined credit card payments

The examples below have been the most common so please check to see if you are encountering any of the following and try ordering again once resolved. Unfortunately, in these instances, we are unable to assist you, and in some cases, you may need to contact your bank for assistance.

**a. Payment attempt with (your card type) \*\*\*\*XXXX was declined – decline code: 'transaction\_not\_allowed'.**

This error may be due to the following:

- User has a temporary block on their account by the bank that needs to be lifted by calling in and verifying their last few transactions.
- User has insufficient funds.
- User hit a daily or monthly spend limit.

**b. 3D Secure attempt failed – the customer failed 3D Secure authentication**

When attempting authorisation for the transaction (3D Secure step), the bank will either send a pin code to the account holder's phone via SMS and request this pin be entered into an bank's authorisation pop up, or the bank will request the user to login the user's banking app and authorise the payment. If this error appears, it is likely due to the following:

- The user was using a company card registered to a different phone so unable to receive the pin code/banking app authorisation.
- The user was in an intermittently bad signal area and couldn't receive the pin code via SMS/or go into their banking app to authorise.
- The user chose to reject the payment in their banking app.
- The user entered an incorrect SMS pin code.
- The user received a pin code via SMS or a bank app authorisation request, but did not respond to either.

**c. Payment declined by user's bank, but payment authenticated**

If the payment has been successfully authenticated, but still decided, some banks may still issue an error message of 'authentication\_required'. This is due to an out of date error code system of the bank, and in fact, the error is instead due to a declined payment caused by any of the issues outlined in **point a.**

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