

Trouble Shooting

The Payments Online email has not arrived.

Your Payments Online email should arrive a few minutes after being sent. If it does not, check the email address you sent the email to, your junk file or spam folder.

If the email address was incorrect, you will be able to see an error message in students **CDS**, in the **Notes** and **To Do** section - or by pressing **Students** and **To Do** on the **Main Menu**. If you do not see a To Do message, the email issue is elsewhere.

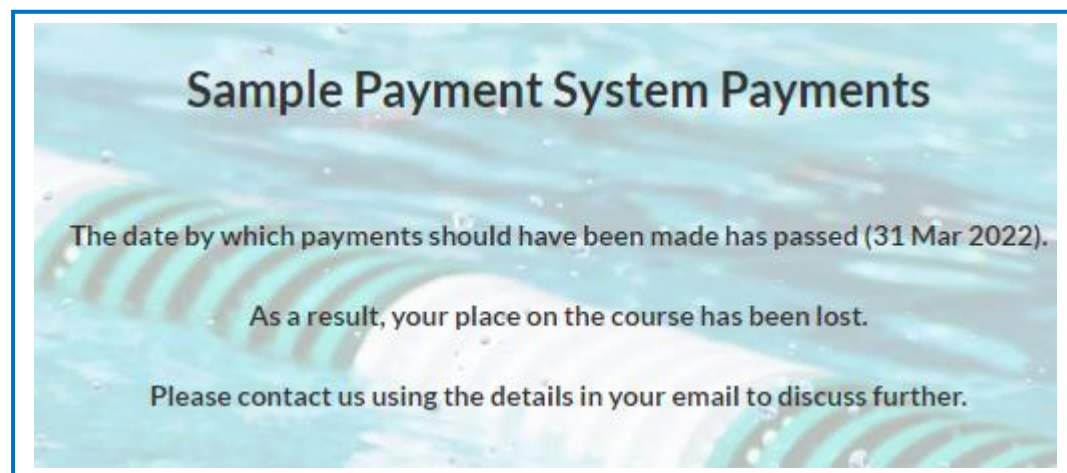
The second check is to open SMTP2Go and check the activity log to ensure SwimSoft passed the email to them. If you don't see an email, return to SwimSoft, proceed to the **Email Configuration** page by pressing **System Configuration** and **Email Configuration** and then send a test email to check your email system is configured correctly. The **Help** section associated with this page will give a little more guidance.

I am not transferred to PayPal

You have entered an incorrect email address in SwimSoft, go to the **Main menu** press **System Configuration** followed by **Payment Online set up**, check the values you have entered.

Payment required by date has passed

If the 'Payment Required By' has passed the client will receive the below message.



You will need to change the payment required by date by going to **Terms** from the main menu and pressing **Manage**. Finally, press **Edit** next to the term and change the field **Payment Required By** and press **Save**.

Once the date has been updated you will need to resend a new Payment Online email to the client by going to their **CDS**, Press **Communications** and pressing **Create Payments Online** to preview and send the email.

I'm still having issues

If you are still having issues, please email support@morsolutions.co.uk and the team will respond to you asap, note the support team work Monday to Friday 9 to 5.

support@morsolutions.co.uk with your suggestion(s).