

FAQ

1. **When do I get the error message “Session Expired”?**

Usually this error message appears for MAC- Users. In this case we recommend to switch browser e.g. to Google Chrome, Fire Fox or Internet Explorer.

2. **“Common problems while paying by credit card”**

2.1. We accept credits cards from the following providers: **Visa, Mater Card and Diners.**

If you use another provider, than our bank will not accept the payment and registration cannot be finished.

2.2. Make sure that your provided monthly amount is not already used up or exceeded.

Otherwise the bank will not accept your credit card.

2.3. If you choose to pay by credit card make sure that you are in possess of the 3 D Secure Code for your Visa or MasterCard (for further information please click on the following link: <http://www.3dsecurempi.com/> or contact your credit card provider).

2.4. Please take 5 Minutes of your time and finish your registration until you get a registration confirmation from our system.

If you leave open the registration page for long period of time, the session will time out and you have to do the whole procedure again.

3. **“I choose to Pay later, but now I changed my mind and want to Pay by credit card”**

Once you have chosen your preferred payment method and finished your registration, it would not be possible to enter the system again and pay by credit card.

But if you need to pay by credit card, then we have to cancel the actual registration and you would be ask to do the whole registration procedure again.