If these don’t work try a different computer or Browser – For specific information see other browser articles on this webpage.

**Missing information Message:**  **Solution:** Retry, as this is most likely an issue is one of the reasons listed below. If you are still unable to submit contact the card issuer to verify your information and credit availability or use a different payment method.
Blank Screen after payment is entered: **Solution:** Add the following sites to “Trusted Sites” (see below on how to do this)
* nipr.com, *.naic.org and *.paypal.com (Include the asterisk and dots)

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**Adding trusted sites:**

- Click on Tools on the menu bar and select “Internet Options” (for browsers other than IE see additional browser maintenance documentation on how to access Trusted Sites)
- Click on the Security tab
- Click on the Trusted Sites Icon then the “Sites” button
On this screen:

- Uncheck the box that says “Require server verification (https:) for all sites in this zone”
- Enter the *.naic.org under “Add this website to the zone” and click add
- Enter the *.nipr.com under “Add this website to the zone” and click add
- Enter the *.paypal.com under “Add this website to the zone” and click add
- Click Close

**Invalid Merchant or Merchant doesn’t Exist Message:**  
**Solution:** Allow 3rd party cookies and specifically nipr, naic and paypal cookies (see below for instructions)
Allowing 3rd Party Cookies:

You must complete the steps for adding trusted sites as the first step in allowing 3rd Party cookies.

- Click on the Privacy tab
- Make sure the Privacy setting is set to the default (Medium)

- Click on the Advanced button
- Check mark the “Override automatic cookie handling” (make sure Accept First and Third Party Cookies is marked as shown below)
- Click on the OK button
• Click on the “Sites” button
• Add the following domains to “Managed websites” (type them on the “Addresses of Website” line and click “Allow”
  o naic.org
  o nipr.com
  o paypal.com

• Click OK then click Ok again to exit internet options
• Close your browser, then restart and retry the page.