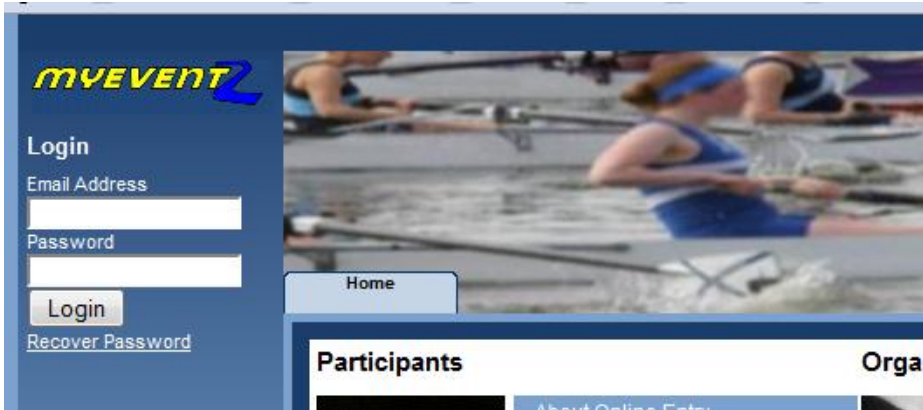


Login and Payment Problems

1. [TO LOGIN TO MYEVENTZ](#)
2. [TO GET A NEW PASSWORD](#)
3. [TO PAY YOU HAVE TO GO THROUGH THE FOLLOWING STEPS.](#)
4. [PROBLEM WHILE PAYING](#)

1. To login to MyEventz :

Enter your **e-mail address** and **password** in the fields on the web site:



Your **e-mail address**

- is the one that you used when you registered on the system
- is the one we sent your password to when your registration was completed

Your **password**

- was sent to you in an email when you registered, entitled “New Account Creation”
the email would look like this:

New Account Creation

admin@myeventz.com

 This message was sent with High importance.

Sent: Wed 25/05/2011 15:07

To:

This is an automatically generated message.

PLEASE DO NOT REPLY TO THIS EMAIL.

A new account has been created for you at www.myeventz.com
and you may now log in with the following credentials.

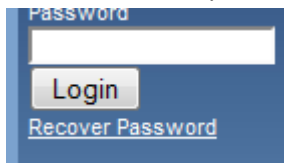
Email Address: ab@
Password: **:9QkE2stn?**

A guide to entering events can be found [here](#)

- Please note that this email may go into your Junk Mail/Spam folder.
- Your **password** is the whole word in **bold** in the email. In the example above, the password is **:9QkE2stn?**
the first character is `:`, the last one is `?`.
- MAKE SURE THAT YOU COPY THE **WHOLE PASSWORD** if you are using cut/paste.

2. To get a new password:

- Use the 'recover password' link that is just below the 'login' button:



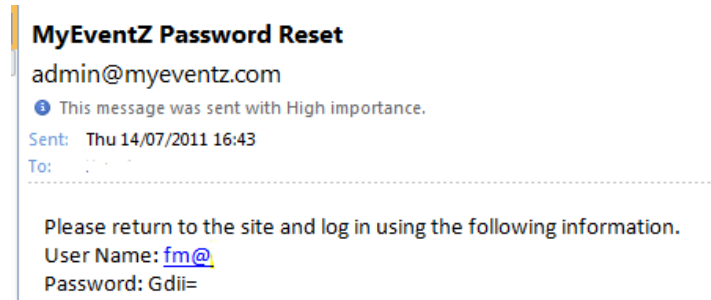
Close-up of the login form. It shows a text input field labeled "Password", a "Login" button, and a blue underlined link labeled "Recover Password" located directly below the login button.

- You will need to enter your **email address** in the 'username' field:



A screenshot of the website's password recovery page. On the left, a partial view of the login form is visible, showing fields for "Email Address" and "Password", a "Login" button, and a "Recover Password" link. The main content area features a "Home" button at the top, followed by the heading "Password Recovery". Below this is a section titled "Forgot Your Password?" with the instruction "Enter your User Name to receive your password." and a "User Name:" label next to a text input field. A "Submit" button is positioned below the input field. At the bottom left, there is a "Featured Events" section with a graphic that says "SPECIAL EVENTS".

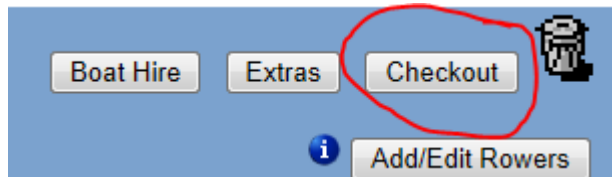
- When you use 'recover password' you will receive an email with a new password, which will look like this:



- Please note that this email may go into your Junk Mail/Spam folder.
- In the above example, the password is 'Gdii='.
- MAKE SURE THAT YOU COPY THE **WHOLE PASSWORD** if you are using cut/paste.

3. To pay you have to go through the following steps.

1. Go to Checkout



2. Check the entries listed then press Accept

Quantity	Unit Cost	Fee
2	€50,00	€100,00
3	€50,00	€150,00
1	€17,00	€17,00
1	€40,00	€40,00
2	€45,00	€90,00
1	€40,00	€40,00
		€0,00
		€437,00
		€437,00

entry.

3. Select the Payment type

Select Payment Type




Competition :	FISA Masters 2011 - Poznan on 08/09/2011 - 11/09/2011
Invoice No :	
Sub Total for Invoice :	€437,00
Handling Fee :	€17,98
Grand Total :	€454,98

Debit Card Credit Card

A handling fee is charged for the following card types
Credit Cards: 4% +€0,50 Minimum Charge €1,00
Debit Cards: €0,50 Minimum Charge €0,50 Maximum Charge €0,50

NOTE: After entering Card Details you may have an extra security step - Mastercard Securecode or Verified by Visa - these are provided by your bank!


     

[Back to Invoice](#)

You will then be taken to a different WebPage where the payment is taken by NetBanx

4. Enter your Card Details

FISA Masters 2011 - Poznan on 08/09/2011 - 11/09/2011

Invoice Reference: 

You are about to make a payment of
€454.98 to **myeventz.com**

Please fill in the payment form below

► Pay using credit or debit card

We accept:  

1 About the Cardholder

Name
Email Address
House Name or Number ?
Postcode / ZIP code ?

2 About the Card

Card Number
Security Number ?
Issue Number (if present)
Start Date (if present) MM YY ?
Expiry Date MM YY

3 Confirm

You are about to pay
€454.98 from your credit
or debit card:


[Pay Now](#)

Your payment is protected by:

Verified by
VISA
[learn more](#)

MasterCard
SecureCode
[learn more](#)

[← Back to Merchant](#)

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MyEventZ 2011

NOTE:

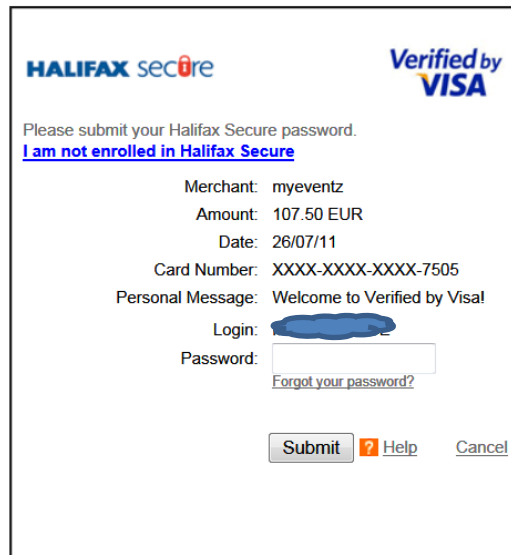
As an additional security step NetBanx, our payment provider links into either VISA and Mastercard's online verification systems. Depending on the type of card and the bank issuing the card there may be another step required when making the payment. This page will either be VISA's 'Verified by Visa'

or Mastercard's 'SecureCode'. This step is related to the conditions that your bank has for the type of card and its use online. If the Verified By Visa or Securecode is displayed then the bank are expecting these details.

A sample of Verified by VISA screen is

3D Secure Authentication

We take online security seriously, so in addition to our own verification procedures, we have implemented the 3D Secure scheme which allows you to assign a secret password to your credit card thus giving you an extra level of protection from card fraud when shopping at participating stores.



The screenshot shows a web page for 3D Secure authentication. At the top left is the 'HALIFAX secure' logo, and at the top right is the 'Verified by VISA' logo. Below the logos, the text reads: 'Please submit your Halifax Secure password.' followed by a blue link: '[I am not enrolled in Halifax Secure](#)'. The transaction details are listed: 'Merchant: myeventz', 'Amount: 107.50 EUR', 'Date: 26/07/11', 'Card Number: XXXX-XXXX-XXXX-7505', and 'Personal Message: Welcome to Verified by Visa!'. There are two input fields: 'Login:' with a blue oval obscuring the text, and 'Password:' with an empty text box. Below the password field is a link: '[Forgot your password?](#)'. At the bottom, there are three buttons: 'Submit', 'Help' (with a question mark icon), and 'Cancel'.

4. Problem while paying

Our experience with other customers has been that the problem is likely to be with the type of card, the amount or currency of the transaction being different to your normal spending pattern, or something similar.

We are taking many payments from different countries at the moment. There are issues with some payments. The reasons for the issues are commonly one of:-

1. The bank refuse payment as the transaction is in a different currency / high value / internet payment that is not normal for the card.
2. The bank do not receive the payment request as the Visa 'Verified by Visa'/Mastercard SecureCode system does not accept the user detail. Are your cards set up to use this system?

In most cases you should contact your bank and ask them why they did not authorise your card payment.

Our system only provides minimal information regarding these transactions;

- we see whether the payment has been successful or not;
- if not, we see a little more – whether the CVV number has matched, whether the address has been checked and has matched.