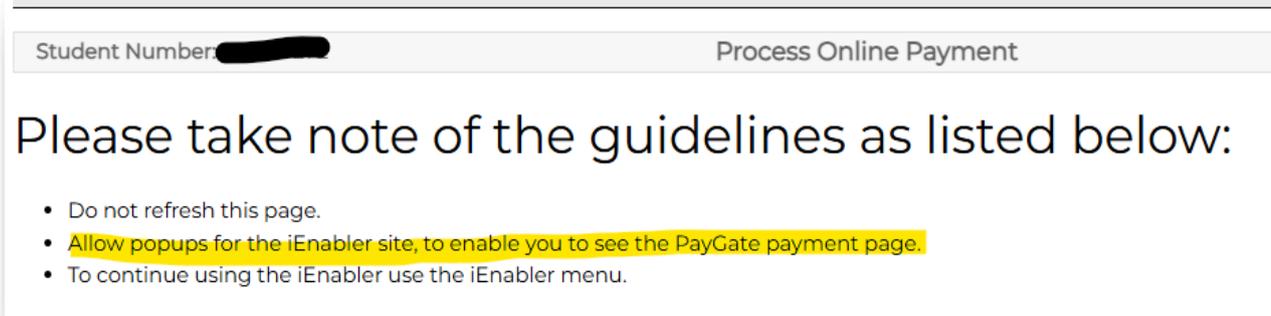


# Common Instant Payment Issues and How to Fix Them

## Issue 1:

You click on the 'PAY NOW' button and receive the screen below **without** it being followed by a 'POP-UP' screen.



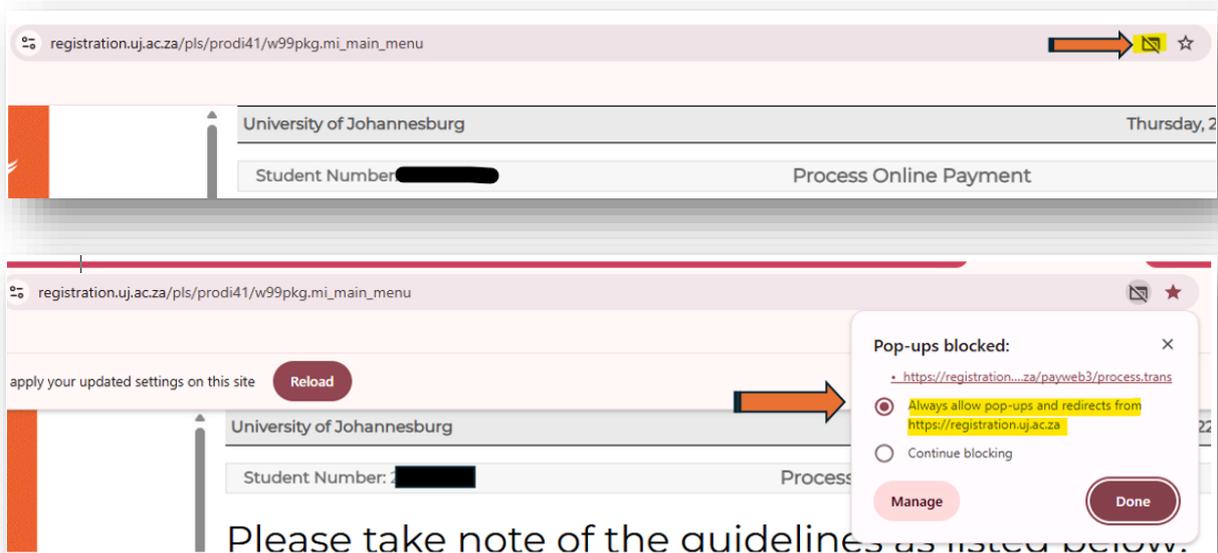
## Solution 1:

*You need to enable pop-ups for the UJ Registration page.*

### Steps:

1. Look **to the right of the website address (URL)** at the top of the browser.
2. If pop-ups are blocked, you will see:
  1. A **small window icon with diagonal line through**  , or
  2. **A message saying, "Pop-up blocked"**.
3. **Click on that icon or message.**
4. Select **"Always allow pop-ups from registration.uj.ac.za"**.
5. Click **Done / Allow.**
6. **Refresh the page** (press F5 or reload).

✅ The pop-up should now open correctly.



## Issue 2:

You started the Instant Online Payment process, but the payment does not reflect on the student financial statement. When checking “**View Transaction Details**” on the i-Enabler, the transaction status shows “**Transaction in Progress / Incomplete.**”

# View Transaction Details

Student Number: 201609272

View Transaction Details

Payment Transaction Number	Bank Ref.	Payment Date	Transaction Status	Transaction Amount
1281272		22-JAN-2026 08:11:23	Transaction In Progress/Incomplete	1.00
1281195		22-JAN-2026 08:11:23	Transaction In Progress/Incomplete	1.00
1281167		22-JAN-2026 07:50:21	Transaction In Progress/Incomplete	1.00

## Solution 2:

The transaction was **not authenticated or approved via your banking app or online banking platform**

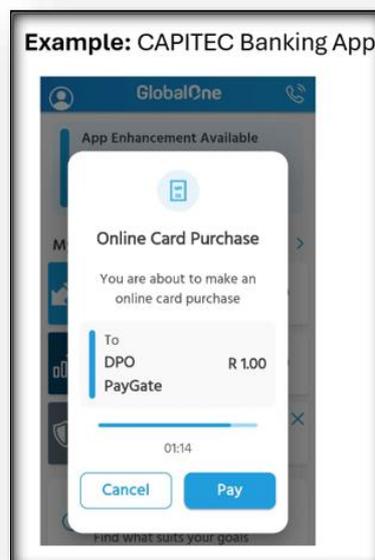
When making an **Instant Online Payment**, the bank requires an **additional security step** (known as **3D Secure**) to confirm that the account holder is authorising the payment. If this step is not completed, the payment cannot be finalised and will remain in an *in-progress* or *incomplete* status.

## How can you correct this?

You should **retry the payment** and closely monitor your banking app or phone.

Depending on the bank, you will receive one of the following:

- A **one-time PIN (OTP)** via SMS, or
- A **pop-up notification** in the banking app asking you to approve the transaction



Once you **confirm and approve** the transaction on your banking platform, the payment will be successfully completed and will reflect on your student account.

## View Transaction Details

Student Number: [REDACTED]			View Transaction Details	
Payment				
Transaction Bank Ref. Number	Payment Date	Transaction Status	Transaction Amount	
1281349	1139444972   22-JAN-2026	Successful Payment	1.00	

		<b>University of Johannesburg</b>		Statement/Invoice PAGE: 1
NAME OF STUDENT / NAAM VAN STUDENT		[REDACTED]	DATE / DATUM	22-JANUARY -2026
STUDENT NUMBER / REFERENCE NUMBER [REDACTED]				
DATE DATUM	REF NUMBER REF NOMMER	DESCRIPTION BESKRYWING	DEBIT DEBIET	CREDIT KREDIET
		**** Fee Accounts ****		
01-Jan-2025		Opening Balance		20.17
22-JAN-2026	1281349	ONLINE PAYMENT		1.00
<b>DUE TO YOU =&gt;</b>				<b>21.17</b>
Transactions Up To: 22-JAN-2026				