



FREQUENTLY ASKED QUESTIONS (FAQ) – Qpay Payment Center

Qpay has put together a list of commonly asked questions and answers. Please remember that if your question is not answered here, you can send us an email about it!

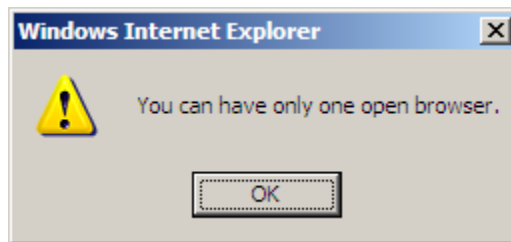
1. Why do I receive an error message when I try to login to the Payment Center? Error messages may appear when trying to login for a number of reasons. The most common ones are the following:

- 1121[11]: The computer you are using is not authorized to login to the Qpay Payment Center. Contact Qpay Technical Support or your Qpay Account Representative.
- 1121[12]: Your Qpay account is currently not active. Contact Qpay Customer Service or your Qpay Account Representative.
- 1121[15]: You attempting to login to the Payment Center outside of your established business hours. If you wish you extend your business hours, contact your Qpay Account Representative.
- 1121[21]: General login error. Either your machine is not authorized to login to the Qpay Payment Center or your computer's configuration is incorrect. Contact Qpay Technical Support.
- 1121[22]: The computer you are using is not authorized to login to the Qpay Payment Center. Contact Qpay Technical Support or your Qpay Account Representative.
- 1121[31]: The username you are using to login to the Qpay Payment Center does not exist. Contact the person that manages your location or your Qpay Account Representative.
- 1121[35]: The username/password combination your are using to login to the Qpay Payment Center is incorrect. Contact Qpay Customer Service or your Qpay Account Representative.

2. My printer is not configured in Windows, where can I obtain printer drivers?

While printer drivers are usually included with your printer, they can also be found at the manufacturer's website. Additionally, printer drivers for printers commonly used with the Qpay Payment Center can be found at <http://www.qpaysupport.com>

3. When I attempt to login to the Qpay Payment Center, I receive and error message that states "You can only have one open browser."



This error message is generally received when there is already another Qpay Payment Center window open. To resolve, close all open Internet Explorer windows and launch the Qpay Payment Center once again. Remember, when closing your session, you should click the "LOGOUT" button in the upper right hand side of the Qpay Payment Center.