

Eleven things that may go wrong when registering on the Town of Cumberland Gap online payment portal

1. What browser are you using? needs to be Chrome, Safari, Firefox, Edge (not MS Explorer) (default browser needs to be one of these 4 browsers)
2. Are you registering from your cell phone or computer? Registering on a computer is best
3. Are you getting the first verification email or reset password email? If not, check the 'Junk' or 'Spam' box.
4. Are you clicking the link in the email or copy/pasting the link to your browser? It is best that you click the link
5. On the Verification Page - after entering the password, don't hit [enter], can hit [tab], but most important: click [Verify Account] button
In general, do not use the [Enter] key on your keyboard. Instead, actually click the appropriate button
6. Were there any errors? Get a print screen of this error so that it can be reviewed.
7. Do not use another computer to retrieve the email with the Verification Code or to get the link when resetting the password.
In other words, use the same computer for the entire process.
8. BE PATIENT. The email that is sent with either the Verification Code or Link to reset the password could take as long as 5-7 minutes.
Clicking the Reset Button more than once before receiving the reset email may cause the process to fail.
As the wrong email will be used to do the reset, a 'loop' will be created.
Likewise, attempting to register a second time before receiving the registration email may cause the process to fail.
As the wrong email will be used to do the registration, a 'loop' will be created.
9. Follow the instructions both on the web pages and in the email very carefully.
10. Before trying a second attempt, clear the Browser History.
11. It could be a keyboarding error: e.g. Did you hit the back button instead of the log in button?

What key strokes were you doing other than entering a user name and password? e.g., Hitting ctrl key, home key something out of the normal.

Most of the times the problem is either one of these issues or some other error. You will need to try again. If you are still having problems registering or resetting your password, contact us and we will notify the software company and have them look into the issue on their end.

We apologize for any inconvenience this may cause.

We will be happy to assist you, just give us a call at 423-869-3860.